

Your Voice
For Quality



Newsletter

Colebrook

Inspiring people, supporting communities

Issue 25 October 2022

Contact Your Voice for Quality: Email yvfq@colebrooksw.org or telephone 01752 205210



Client of the Month July Winner and Nominees

Winner: Chose not to be reported

Nominee: PL was highly recommended for their continued effort to move outside of their comfort zone, engage whole-heartedly in support and put trust in your support worker.

Nominee: A client was highly recommended for managing their medication independently.

Nominee: Cheryl was highly recommended for building her confidence and self-esteem by doing an 8-week health & wellbeing course with Eat That Frog, attending The Sunflower Project regularly, as well as Plymouth Life Centre and Improving Lives.



Client of the Month August Winner

Winner: MN was highly recommended for helping others before themselves, even though it was difficult

and uncomfortable to do so

Can we come and chat?

Your Voice for Quality group members are keen to come and meet people living in projects. If you would like us to visit please tell your support worker or email yvfq@colebrooksw.org and we will arrange a convenient time.

Your Voice for Quality Update



We are really excited because we have had some new people join us for our catch ups. Both people have been really interested in what the group is doing, have been very enthusiastic and have made some great suggestions.

We have reviewed the **Colebrook Client Charter** and made some changes. The charter states what people being supported can expect from the service. The charter is on the next page of this newsletter. If you live in one of the projects the charter should be displayed on the project notice board.

We need Your Help. To help us to develop the work of Your Voice for Quality we are hoping to recruit a representative from each project. Their role would be a link between YVfQ and the project making sure people living in the project know about the work YVfQ is doing. The representative would also bring any issues relating to quality to the YVfQ group. There would be no need to attend catch up meetings (unless the representative wanted to). If you are interested please tell your support worker or email yvfq@colebrooksw.org



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Colebrook Client Charter

The following information tells you the type of service you should expect to receive from Colebrook SW.

At the beginning of our work with you:

We will be polite and well-mannered, treat you with respect and listen to what you tell us.

We will be sensitive to you and your needs and try to work at a reasonable pace. We will give you information in an alternative format or language if you need it.

We will take time to get to know you and build trust.

We will meet you as soon as possible (at a place to suit you) to discuss if we are the right organisation for you. If we are not able to help, we may be able to suggest others that could be more suitable.

We will always keep you informed of what is happening in a reasonable time.

We will let you know who your named contact will be. We will arrange an introduction with your named contact if you want this.

During our work with you:

We will work with you to help you to improve your quality of life.

We will talk with you to determine the best way to meet your needs.

We will ensure you have a support plan and we will work with you to keep your support plan up to date.

We will regularly ask your views about the service and are always happy for you to tell us what you think. We will change things where we can to improve the service. We will give you feedback.

If we must change your support, we will tell you why this is; we will involve you as much as possible, and keep you informed.

We will give you the names and telephone numbers of key contacts and when these can be used.

We will respect your confidentiality in line with data protection and safeguarding requirements.

We keep a personal file with information about the support you receive. If you would like to see your personal file, ask your support worker and we can arrange this with suitable notice in line with our procedures. We will have to remove any information to or from other people.

We will always give you notice for any meetings we would like you to attend.

If we are unable to proceed with a meeting, we will tell you the reason for this and arrange another meeting with you.

When you leave us:

With agreement of all parties, and wherever possible, we will plan how and when you leave us.

We will provide a step-by-step guide to moving on.

Where appropriate we will make sure you have contact numbers and information to use (if you need to) once your involvement has finished.

If there are problems:

We hope you will be happy working with Colebrook. If there are any problems, we will always listen to any concerns you may have and will treat you with sensitivity and respect.

We will try to resolve any complaints informally within the guidelines of our complaints policy.

Where we are unable to resolve a complaint informally, we will help you through the formal procedures and try to make sure there is a satisfactory outcome.

Once there is an outcome, we will always give you feedback whilst respecting other people's right to confidentiality.



Don't forget Your Voice for Quality Private Facebook Group email:

yvfg@colebrooksw.org to join