



## **What you should expect from your support workers**



If you get support in your own home you might not be sure what to expect

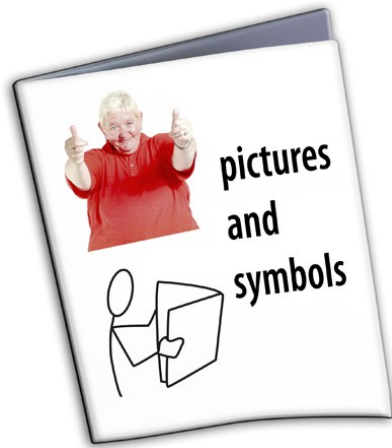


This guide will help you know your rights and choices



The most important thing to remember is it's your home so you are **in control**

## You should expect



Information about the people who will support you and the Agency they work for including your rights.

This is called the Service User Guide



You or some one you trust should be included in making a plan about what support you need

Your plan should include who is going to support you, what they will do, when and for how long



To be listened to and treated with respect



To answer your own front door

Support workers should knock and wait to be invited in



You decide who comes into your home including friends and family



You decide who doesn't come into your home including support workers



To be shown ID by support workers you don't know before they come in



It is up to you what your home looks like and what is in it

You should have support to look after your home if you need



Your personal things will be treated with respect by support workers



No part of your home will be taken over by support workers and made into a workplace



Support workers will get your permission before leaving anything in your home





Support workers will get your permission if they need to sleep in a bed to support you at night



To agree with support workers who will look after the keys to your home



You or some one you trust will make all the major decisions about your home



Support workers will ask your permission before discussing personal things with other people



Everyday jobs will be done with you not for you



You will answer your own phone  
(with support as you need)



You will open your own letters  
(with support as you need)



To be in charge of your own medicines (if you take them) with support if you need.



If you live with others you have the choice to do things like cooking, shopping and eating meals together or on your own



If you have a car then no one else should use it



To spend your own money as you want



To choose who supports you including the Agency and the support workers

If you don't like the Agency or support workers can change them





You should be told who to go to if you are unhappy or want to complain. You should be listened to and taken seriously.

**We hope this Guide helps you understand your rights.**

**It will help you make good choices about the Agency and support workers that work with you.**



Telephone numbers for people that can help you

The Commission for Social Care Inspection (CSCI)	
The Department of Adult Social Care (DASC)	

