



The Qualities, Skills and Support we want from Staff





Introduction

This booklet has been created and produced by members of the Voice for All Advocacy Group, Chorley.

“We are all experts about our own lives and who we are as individuals ...and people with a learning disability are no different.”

We want to tell you about the support we want and need, what great support should look like and the qualities, gifts and skills we want in our support staff.



We hope this booklet will help you in becoming the best support worker you can be and that it enables us to work together in creating a great partnership that produces positive outcomes and helps us realise our full potential as a valued and equal citizen in society.



We have looked at lots of documents to help us produce this booklet and to think about what is important.

We would like to thank and give credit to;

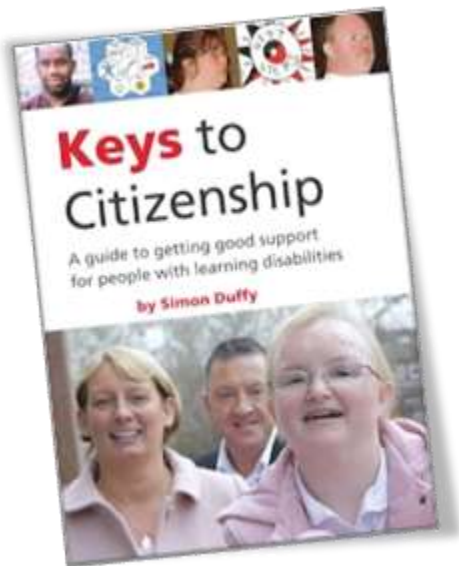
- *Common core principals of Dignity Skills for Care*
- *Keys to Citizenship Simon Duffy*
- *Vision, Values and Mission Statement Brothers of Charity Services*



Common core principals of Dignity

“Dignity must be at the centre of everything we do. Dignity focuses on the value of every person as an individual. The principles focus on the key values, attitudes, skills and knowledge required to provide the best care possible.”

Skills for Care



Keys to Citizenship

*“Citizenship can be used to describe how human beings can live together - with justice and mutual respect. Citizenship means: **Being respected** - being able to hold your head up high and getting respect from those around you. **Being equal** - citizens all have the same fundamental worth or dignity, they don’t believe that just because someone has more money, power or a better-paid job that this makes them a better person. **Being different** - citizens are not identical, they have many different gifts which they bring together to build a better world.*

We can each live a good life, in our own way, while also being able to live together with mutual respect.”

Simon Duffy



Vision, Values and Mission Statement

“For each person to realise their full potential as a valued and equal citizen in Society.”

“With the person at the heart of all we do we provide a wide range of enabling support services to people with learning disabilities and others at risk of being marginalised, which promotes their dignity, individuality, inclusion and the fulfilment of their potential.”

Brothers of Charity Services



Content

This booklet will tell you lots of different things.

We have listed all the things we want to say and we have put them into 9 different groups as follows;



1 Me and My Life



2 Help and Support



3 Freedom



4 Love, Friendships and Relationships



5 Communication



6 Home



7 Community



8 Gifts and Skills



9 Future Goals and Direction



1 Me and My Life

Do you know who I am, my likes and dislikes, my hopes and fears, my dreams and aspirations?

- Take time to get to know me
- Get to know and appreciate the things that I like as well as the things that I don't like
- Know what makes a good day for me and what makes a bad day
- Like me for who I am and for being 'me'
- Enjoy spending time with me
- Value, respect and see me as an individual and as an equal
- Do not make assumptions about me
- Remember that things that are important **to** me are just as important as the things important **for** me



2 Help and Support

We all need some help and support every day. This is how we want and need you to help and support us.

- Be positive and enthusiastic and show me how you want to get involved and make a difference in my life
- Be happy and friendly and good company to be with
- Have a sense of humour and be able to laugh with me and not at me

- Have a good time with me and together let's make some special moments and great memories
- Recognise that we can and will learn from each other
- Develop my skills and help me to learn new things
- Work **'with'** me and not **'on'** me
- Do things **'with'** me and not **'for'** me
- Support me only with the things I need support with
- Help and support me with the things I want as well as the things I need
- Consider how assistive technology could help with my independence and communication
- Show me respect and dignity at all times, especially when supporting or discussing my personal life and personal care needs
- Be sensitive as to how I may feel when receiving personal or intimate care and who I receive it from
- Share your opinions and views with me. Do not force them upon me
- Treat and support me in the way you would want to be treated and supported yourself
- Help me to share the good times and good news stories and to celebrate the great things that happen in my life
- Record, recognise and acknowledge all my achievements and successes no matter how big or small
- Always write clear and accurate records and include me when they are about me
- Help to keep me safe. Report and act on any issues or concerns you have about my life and/or my support

- Be flexible and creative when supporting me and when meeting my needs and wishes
- Use person centred tools that could help and improve my life and my support
- Make the best use of all the resources available to both me and you
- Always act in a professional manner following the policies and procedures of the Brothers of Charity Services
- As a customer of the Brothers of Charity Services I expect my services and supports to be provided and delivered to a high standard and of a high quality
- Be happy in your work. The way you feel will have an impact and an effect on me and my life
- Make use of every support and training opportunity to develop your personal growth and development and help me to do the same
- We want our support staff to be the best they can be



3 Freedom

We all have the right to be in control of our own lives. We need to be free to make our own decisions, make choices, make mistakes, and make our own way. Everyone can be in control - especially if we listen to those who know and love the person most.

- Support and enable me to make the decisions in my life
- Support me to exercise my right to choice and control

- Recognise that no matter who we are, we all have the same rights and responsibilities
- Help and support me to learn, understand and put into practice my rights and responsibilities
- In order for me to make choices and decisions I need to be clear about things and to be able to understand
- Enable and encourage me to be as independent as possible
- Support me to take positive risks in my life



4 Love, Friendships and Relationships

Through meeting, working with and joining in with other people we can all form friendships, relationships and community.

Love, friendships and relationships are what we value most in our life.

- Help and support me to develop and make new friendships and relationships
- Understand that my friendships and relationships are really important and personal to me
- Help me to develop a wide circle of friends and support
- Help me to understand how friendships and relationships develop and the different types of relationships
- Help and support me to learn and understand more about falling in love, sex and relationships

- Help me to understand what makes a good relationship and what makes a bad one
- Help and support me to keep myself safe
- Remember that my personal life is personal. Show me respect and dignity at all times and keep things private
- Develop a positive and mutual relationship with me, my family and friends
- Show all my friends and family the same respect and dignity that you would to me
- Work together and in partnership with all my support staff, my family, friends and all the important people in my life
- Help to create a friendly atmosphere and environment where my friends and family are valued and made welcome



5 Communication

We can all communicate in some way. We are all different and use different ways and means to communicate. The important thing is that it is meaningful and it makes sense. We all have a voice that needs to be heard.

- Learn how best to communicate with me and about my preferred method of communication
- Make sure all communication and information is individual and meaningful to me in all areas and aspects of my life

- Be creative in the way you communicate with me. I may need information in a visual or audio format such as pictures, photographs, signs, mime or an audio CD
- Use simple words, language and methods that make it easier for me to understand. **Keep things simple!**
- Listen to me and take your time whenever we communicate, explain or plan things
- Explain and share with me any information that is sent **to** me or meant **for** me
- Check that I have understood and that I am ok
- Help me to communicate what is good about my life and the things I do, as well as what is not so good
- Communicate and share information with all my support staff and the people who need to know
- Respect and maintain confidentiality at all times



6 Home

We all need a place we can call our home, where we can have privacy, where we can be with those we love, where we belong.

- Be respectful of my home and my personal belongings
- Help and support me to make my home a place that truly reflects me and my personality
- Help me to make it a warm and welcoming place

- My home is both my safe place and my private space. Help me to keep my home and belongings safe and respect my privacy at all times
- Although it may be your place of work, remember it is my home first and foremost



7 Community

It is by giving something back to our community that we can really help others to understand our worth.

There are so many more ways to give back than we think. We cannot contribute if we are absent.

- Help and support me to get to know who and what is in my local neighbourhood and community
- Help and support me to visit local people, places, shops and community services
- Support and enable me to be involved, included and active in my local community but only as I wish and choose to be
- Help me to try different and new things of my choosing
- Help me in finding opportunities for me to be involved
- Keep me up to date with local news and events
- Make things happen for me
- Help me to have a good social life
- Help me to organise and arrange regular social events and activities and to maintain regular contact with my friends and family



8 Gifts and Skills

We all have gifts and skills that are unique to us. When we express and put to good use those gifts and skills we feel good. As we find ways to live a life using these gifts, skills and talents we contribute to our society and help to make the world a better place.

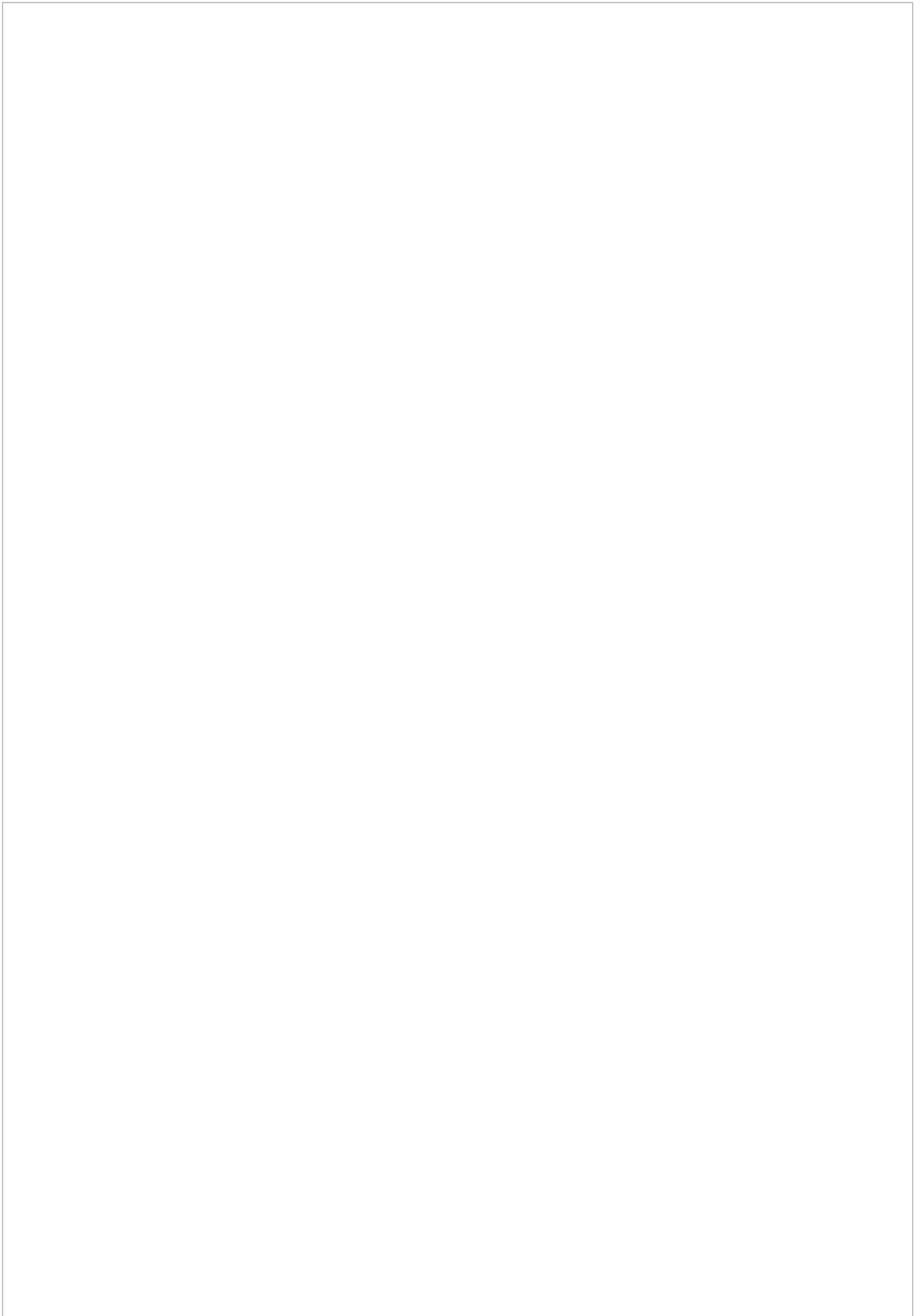
- Help and support me to discover and develop my talents, gifts and skills
- Support me in finding ways and opportunities for me to get involved and put them to good use
- Recognise and value the talents, gifts and skills of everyone in my life including my support staff
- Be prepared to share your hobbies, interests, talents, gifts and skills with me as I will with you

9 Future Goals and Direction



We all need a direction and purpose in life and we all have aims, ambitions, goals, dreams and aspirations. Being a valued and equal citizen means having a life of meaning - your own meaning. If we can find a path that is right for us then we help other people to see us with respect.

- Help and support me in setting myself personal goals and objectives
 - Support me in arranging short term goals and plans and having something to aim for and look forward to in my life
 - Help me to realise and fulfil my hopes, dreams and wishes for the future
 - Enable and support me to experience new challenges
 - Support me in developing a sense of worth and belonging
 - Help me to reach my full potential
 - Help me to grasp every opportunity
 - Support and enable me to live my life to the full
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- Let's help each other and work together to make my life a great one





Letter of Welcome

On behalf of Voice for All and all the people who use the Brothers of Charity Services, England, we would like to welcome you to your new post. We hope that you will be very happy and that you will enjoy your new job. We are glad you will be working with us and helping us to do the things we want to do. We look forward to meeting you and working together

Kind regards

Members of Voice for All Advocacy Group

On behalf of everyone using the Brothers of Charity Services, England

This booklet and staff guide has been produced by

Voice for All Advocacy Group



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