



St Luke's Housing Society Limited – Useful Information

Support Planning

What is Support Planning?

The idea of Support Planning is to set aside some time for the House Manager to sit down with each tenant to:

- Make sure the basic details we hold about you, such as emergency contacts, are still correct.
- Check that you understand our procedures around a number of safety issues, such as what to do if a fire alarm sounds.
- Check that you know how to use equipment in the building, such as stairlifts.
- Look at any help you might want with practical issues such as benefits or access to particular services.
- Look together at any risks there may be to your health, safety and well-being.
- Listen to your ideas and views about living at McMaster House.
- Together, work out a plan to ensure that your needs, and hopefully your aspirations are met, and to ensure you are as safe and fulfilled as possible.

We use a structured form so that we are consistent and don't forget anything important.

Why is it important?

We see most tenants regularly, and are always available to provide support when needed. The support plan is an important way of supplementing this day-to-day contact. It allows us to:

- Catch up with tenants who we see less often, and check on their well-being.
- Make some quality time available to each tenant to reflect on their needs and wants, and plan around them.

As an organisation we use the process as a systematic way to:

- Comply with our legal obligations to make sure that the details we hold about you are kept accurate and up-to-date.
- Make sure you have the information you need for your safety and well-being.

How often is my plan updated?

For most tenants we will review your support plan each year. For some tenants the review will be very simple - just a case of making sure there are no changes to contact details etc. For others it will be a more thorough process.

If there is a significant change in your circumstances, we would aim to review it at that time to make sure it is still relevant to your needs. You can ask for a review at any time, or we might suggest it to you.

Do I have to have a Support Plan?

There is no obligation upon tenants to provide anything other than some very basic information, such as who to contact in the event of an emergency. We also want to run through some safety information with you. Other than those basics, we recognise that there will be tenants who don't want to do a full support plan, and that is fine.

We hope that most tenants, especially those with greater needs, will use the support planning process. It is a chance to really reflect on what you need and want, and how that might be achieved.

Can my friend or relative sit in on the Support Planning meetings?

Yes, if you have somebody who you would like to sit in with you during support planning meetings, then that is no problem. We want you to feel comfortable so that the meetings are as useful as possible.

Can I see what is in my Support Plan?

Absolutely. Before 'signing off' your support plan you will be asked if you would like a copy. If you say no and later change your mind, you are entitled to look at it or ask for a copy at any time.

What if I think you have missed something?

Just tell us. We have done our best to make the document as comprehensive and relevant as possible, but that doesn't mean that we can't change it.