



The Richmond Fellowship  
Scotland

## The right choice for support



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Our leaflets are available in different formats including:  
**easy read, audio and Braille.** Please contact us to ask for these.

The Richmond Fellowship Scotland is registered under the industrial and Provident Societies Act 1965  
Reg No. 2450R (S) Charity No. SCO 21621



The Richmond Fellowship  
Scotland

## How we can support you



Cheryl -  
my own  
home

The right choice for support



Austen Smyth -  
**our Chief  
Executive  
Officer**

# Welcome

This booklet tells you about how  
The Richmond Fellowship Scotland  
will support you.

It explains your rights and what you  
should expect from us.

In this booklet you will see photographs  
of people we support doing some of  
their favourite things.

We look forward to supporting you to  
live the life you want!

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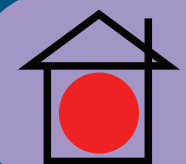
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## It's YOUR life! 😊

We want you to have the life you want - **the best life possible**. We will support you to achieve what you want.

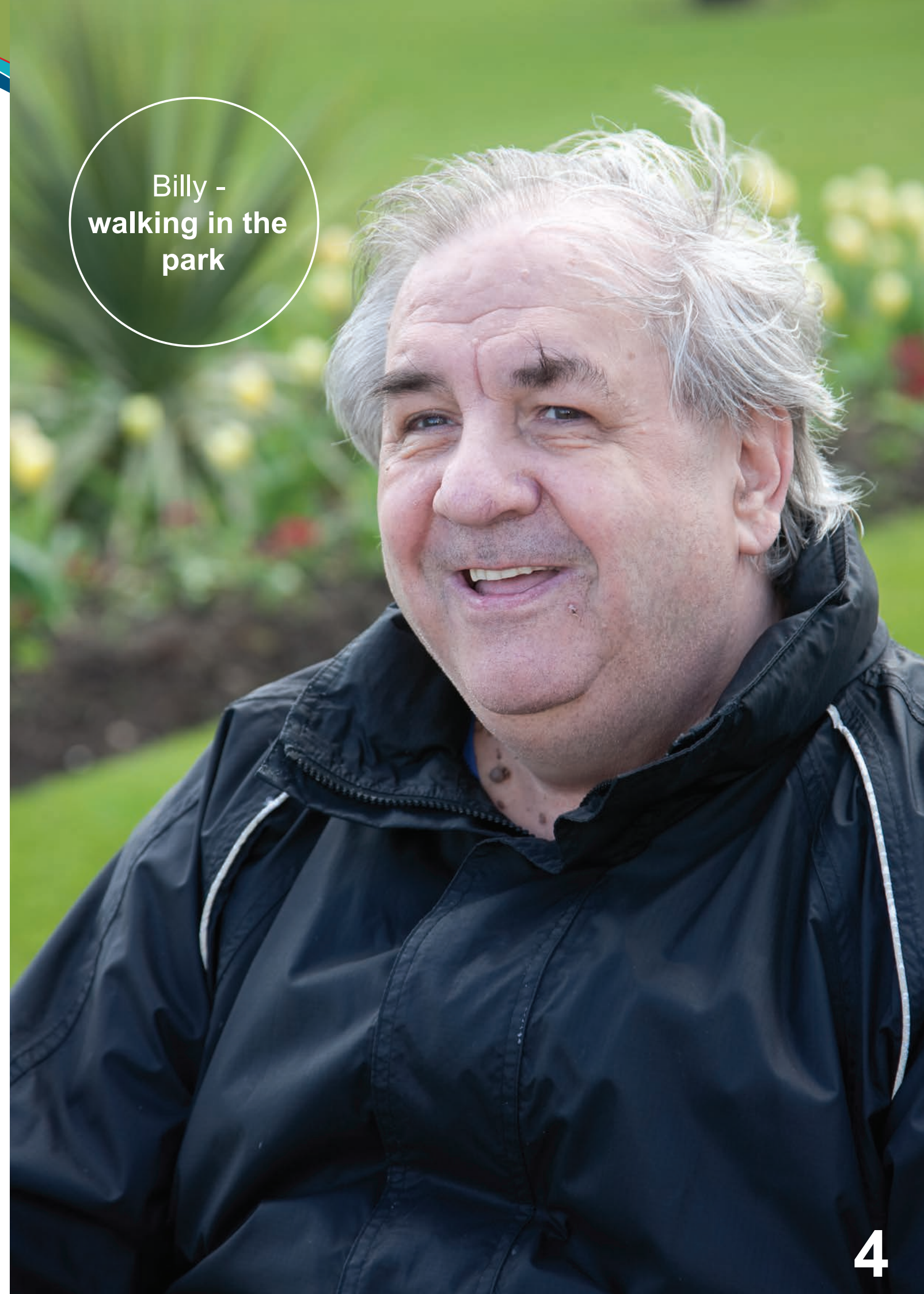
We are 'person centred' in everything we do. This means we will **listen** to you and find out what is **important** to you. **You will decide** on your support and direct what happens.

We believe in **inclusion**. Inclusion is:

- feeling you belong
- a good life
- friends and relationships
- a sense of purpose
- interests, hobbies and work
- rights and choices
- freedom to be you

Our staff will listen to you to find out how **we can support** you with inclusion.

Billy -  
walking in the  
park





# It's YOUR life!



You can choose if you want your family, friends or carers involved in your support. **We will respect your wishes.**

We will record what you want from your support in a **support plan**. You will have your own copy of your support plan.

The plan will be **unique to you**. It will be your ideas and your choices. We will review your plan with you regularly to make sure it is still up to date. The plan and any other records we keep about you are confidential.

We will not share any information about you with any other person without your permission.

All information about you will be kept in a locked, secure place. You have the right to see all information we have about you.

You will have a key worker who will get to **know you** well and **help you** with your plan. We will make sure our staff understand the **best way to communicate** with you.

Michael -  
planning a  
holiday



Some of the people we support need help from an advocate to **express their views and choices**. We will put you in touch with an advocate if you need one.

If you have a long term mental health problem we will **encourage you** to use the recovery model. We believe that you can and will recover. Our staff will **support you** on your journey to find the best ways to cope and to **move forward** in your life.

All of our services are checked by **the Care Inspectorate**. They make sure we are meeting the right standards. We will give you a copy of the Care Inspectorate report for your service.



# Self-directed support

The Richmond Fellowship Scotland **believes** in self-directed support.

We want people to be **in control** of **their own lives** and we think many will benefit from self-directed support arrangements.

Self-directed support is a **good way** for you to increase your control. You can **make decisions** about your life and how you get your support. Your social work department will tell you if you are entitled to an individual budget. If you have an individual budget you can **choose us** to support you.

You can manage your individual budget yourself. Or we can manage the budget with you in an individual service fund. We will work to your support plan. We will support you with the goals in your support plan.

You can speak to the manager of your local Richmond Fellowship Scotland service if you would like more information about self-directed support.



James -  
on nature  
trail



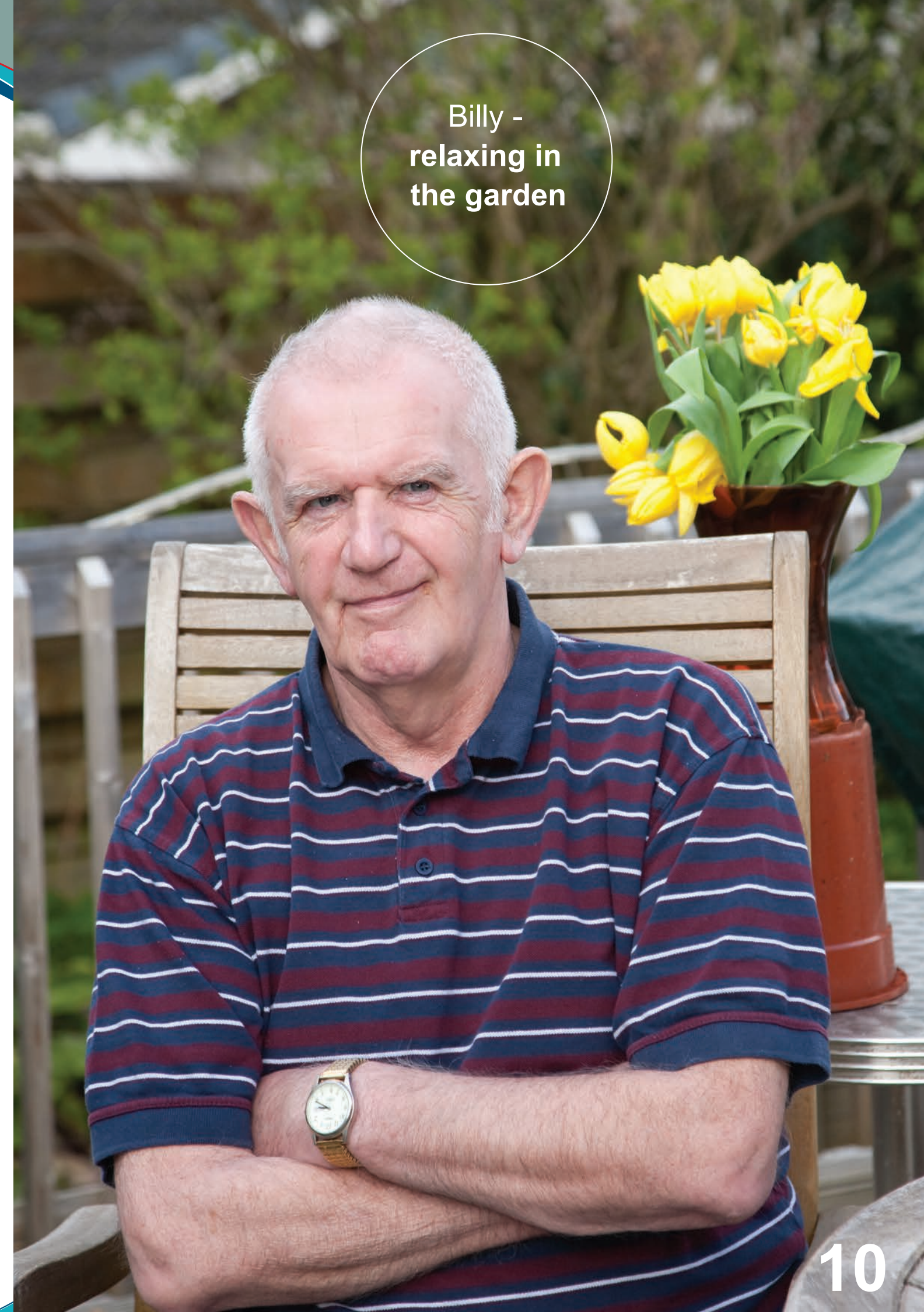
## Having your say

You will always be able to **have a say** about the support you receive. We will **listen** to what you say and **respect** your wishes. We will encourage you to make **decisions** about your own support.

We will also ask you if you would like to be involved in **making decisions** about our wider services and our organisation. We call this **participation**. You will have the chance to be **involved in participation** in many ways, here are just a few of the examples:

- making plans for your service
- interviewing for staff
- assisting and facilitating training where appropriate
- being involved in the Care Inspectorate visits

Billy -  
relaxing in  
the garden







David and  
Craig -  
painting

## Being healthy and safe



Your health and safety is very important. We will make sure that our staff **understand how to help** you be healthy and safe.

If you need **support with medication** or to use special equipment, we will **train our staff** to help. We make checks on equipment and the way our staff work. These checks make sure that **you and your staff are safe**.

If there are **any risks or dangers** in your life we will help you to manage these in the best way possible.

## Money and finances £

Many of the people we support manage their **own money**. Other people may need some help.

We will always **encourage you** to be as independent as possible in **managing** your money and finances.

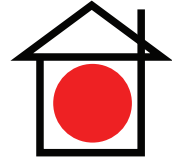
If we do become involved our staff will make sure that your finances are **handled properly**. Everything to do with your money will be **clearly recorded** by our staff.

Emma and  
Robert -  
checking  
finances





## Our staff



We believe **you deserve** good staff to support you. We will **listen** to what **you say** about our staff and respond to **your wishes**.

Our staff are all trained and supervised to make sure that they understand how to **support you**.

We have a Training Team, who help all staff learn and become better workers. All our staff work towards **Scottish Vocational Qualifications** in Health and Social Care.

We will give you **the choice** to be involved in interviewing for staff, and in **choosing the staff** who will work with you.

We **carefully check** work references and criminal records for all new staff, putting **your safety first**.



Mary -  
chatting  
with  
Margaret



## Making a complaint



We want to hear what you think about your support.

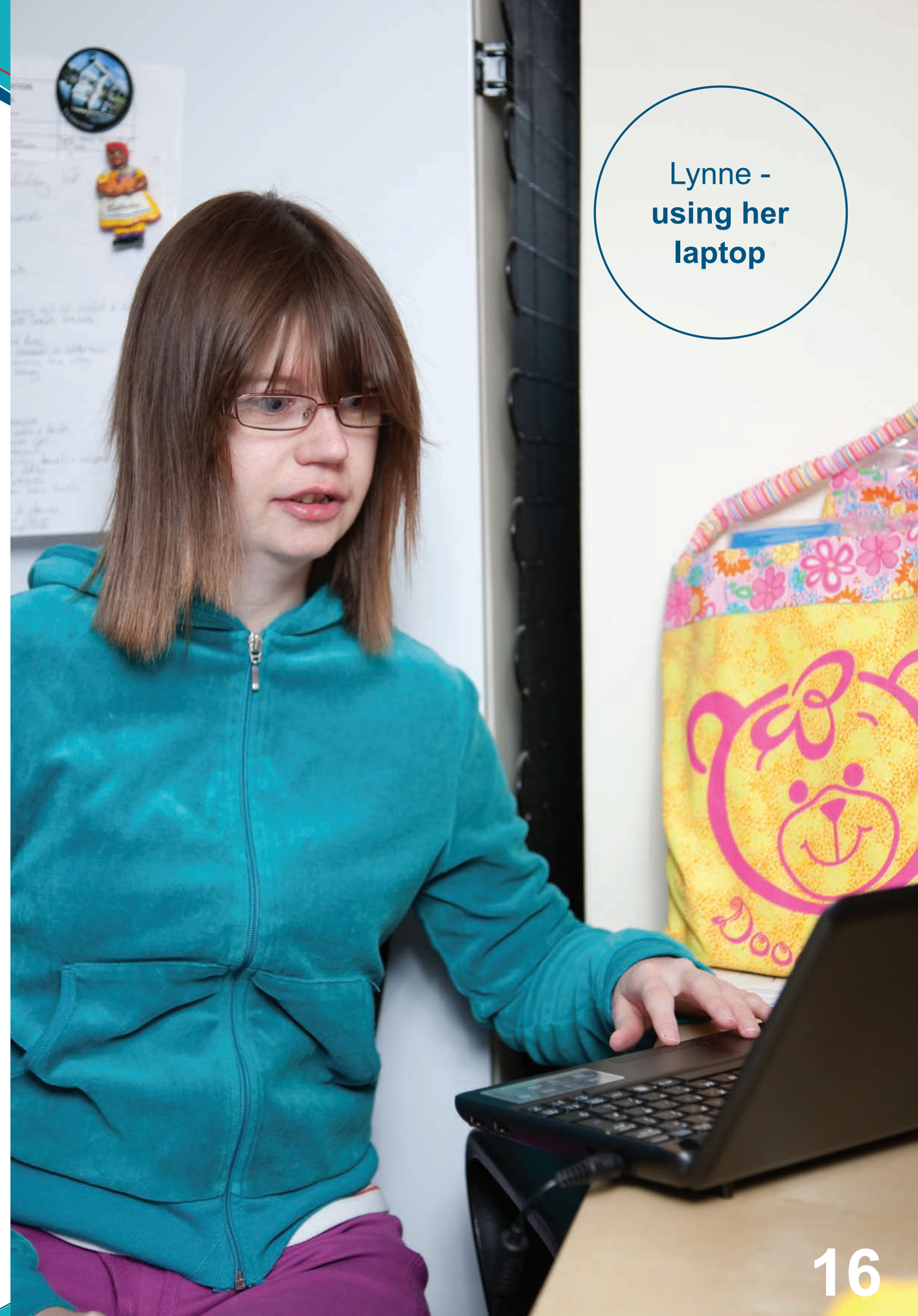
You can make a complaint if you are **unhappy with your support**. We will take your complaint **seriously** and work **with you** to find a solution.

Your local complaints leaflet will tell you who to contact to make a complaint.

You can **complain directly** to the Care Inspectorate or to other organisations if you would prefer to do this.

Your local complaints leaflet will give you more information about this.

Lynne -  
using her  
laptop





## Ending your support



We want you to **make progress** in your life. We think change is healthy.

If you decide that you do **not need or want support** from The Richmond Fellowship Scotland we will **listen to you**.

We will **make arrangements** with you, and the people close to you, to end your support.

Christine -  
becoming more  
independent

