



## SUPPORT MENU

This booklet provides information on [Freespace](#) as an organisation and on the type of support we provide.

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### Introduction to Freespace

[Freespace](#) is a company with charitable status which supports people with complex needs to live in their own homes in the community.

At [Freespace](#), we believe that:

- Every person has the right to choice, dignity, privacy and individuality.
- All people are equal and are entitled to live their lives the way they choose, without pre-judgement or interference.
- Anyone who needs support should be involved in its planning.
- A person's rights should be protected and maintained.
- Everyone has responsibility for their own decisions and actions.

[Freespace](#) believes in providing support through the 'person centred approach', which means treating everyone as individuals of equal value. We aim to promote user involvement at all stages of the organisation:

- At least 51% of our Board of Directors must have a disability
- Our service users are involved in all stages of the recruitment process and select all their own staff.
- Regular meetings between staff and tenants determine the service delivery.
- Care plans are regularly monitored and updated to meet changing needs.
- Service users are involved in staff appraisals.

If you choose to be supported by [Freespace](#) we will work with you to build a support package which is tailored to your individual needs. We employ support workers rather than care assistants or nursing staff, and the good relationships built between tenants and support workers have been crucial to the high quality of our service since we opened in 1990.

## How your support can be structured

In order to set up your support package your needs will be assessed by the body funding your support, and you will be awarded a certain number of hours of day and night support as required. [Freespace](#) will then work with you and your funders to negotiate when and how you will receive this support.

[Freespace](#) currently provides support in two ways. At a number of sites in central Edinburgh, tenants share a team of staff based in an adjacent staff flat or 'core flat'. This is known as a '[core and cluster](#)' model. Staff will respond to your calls for assistance through our radio system. This model provides available staff 24 hours a day to be used flexibly when required, with privacy not to have staff in your home when you do not wish or need them to be there. In this setting you are likely to be supported by a fairly large staff team who have all been selected by the tenant group, are familiar with your routines and trained to a high standard.

Support is also available on a [one-to-one or 'outreach'](#) basis. This is provided in your own home with staff present for the duration of their shift. You may only require a few hours of support per day, or you may need a member of staff on hand 24 hours a day. If night support is required you may have a staff sleep-in based in your home, or be linked to a core flat with a waking night shift available. There is also the option of assistive technology which can be used to enhance overnight support. In a one-to-one setting you are likely to be supported by a small team of support workers dedicated to your service, again selected by you and familiar with your needs and routines.

Some core flats also provide a [drop-in centre](#) service for tenants who receive an 'outreach' service. This may be to provide additional support or be built in to your support package, depending on your particular needs.

## Types of support Freespace can provide

[Freespace](#) can support you in many different ways depending on your particular needs. Here is some information on the different types of support we can provide. This is not an exhaustive list and if you have any specific needs not mentioned feel free to discuss this with us. You may not require support in all of these areas; the purpose of this list is to help you identify if we are able to meet your needs.

Our aim is always to support and enable you to do things for yourself, rather than doing things for you without involving you.

- [Personal care](#): e.g. bathing, dressing, intimate care
- [Housework](#)
- [Food preparation, food hygiene and mealtime assistance](#)
- [Shopping and menu planning](#)
- [Medication](#), whether you self-medicate, need physical support or need full support
- [Escorts](#): accompanying you when going out
- [Finances](#): supporting you to manage your money
- [Home and wheelchair maintenance](#), depending on the knowledge and ability of yourself and the member of staff
- [Organising appointments and managing your diary](#)
- [Driving](#): if you have a vehicle and need support staff to drive for you this can be organised, but insurance is your responsibility
- [Supporting you to make your home secure or call the emergency services as required](#)
- [Tenancy and legal issues](#): supporting you to find appropriate assistance
- [Holidays and fundraising](#): whether assisting you with planning, providing information or accompanying you
- [Communication](#): if you need support with communication we will work with you to find the best solution for you
- [Family](#): if you have a child we can support you with parenting, but our staff are unable to provide child care
- [Information](#): if you have any questions we are happy to provide information if we can, or to support you to find a more appropriate person to assist you

- **Employment and education:** we may be able to support you at work/college or support you to find work/educational opportunities
- **Planning:** we have staff trained in person-centred planning if this is of interest to you
- **Friendships:** whether maintaining existing relationships (e.g. accompanying you to social events) or supporting you to build your social circle and become more involved in the community, if you wish
- **Companionship:** if appropriate support staff can provide you with companionship
- **Sexuality and relationships:** if you require support we are able to provide this; we can also support people living with their partners in a sensitive manner
- **Emotional support:** we hope that you will build strong relationships with support workers so they may be able to provide you with emotional support, or assist you to access services such as counselling
- **Advocacy:** this can be provided on an informal basis, or we can support you to find an independent advocate

## Essential elements of our service

If you choose to purchase support from **Freespace** there are some elements of our service which are non-negotiable. All **Freespace** tenants contribute to the costs of these indirect support services which are essential to the service we provide, and this contribution will be built in to your financial package.

- **Core flat:**  
All services (shared team or one-to-one) are linked to a core flat for emergency support as well as project management. Costs associated with this include rent and upkeep of the flat as well as equipment such as radios.
- **Central office:**  
In addition, all services contribute towards and benefit from central office, which houses our Chief Executive, finance team, administrative team, Training Officer and Tenant Participation Officer. Again costs include rent and upkeep of the office building as well as salaries and training for central staff.
- **Management:**  
Each service is managed by a Services Coordinator, at least one Senior Support Worker, and possibly a Team Leader. Management costs include salaries, admin time and training for senior staff. Admin time allows senior staff to carry out tasks such as rotas, wages, supervision, service development etc.
- **Staff support:**  
**Freespace** has a commitment to providing regular paid training, supervision and team meetings for support staff in order to ensure we are providing a high quality service.

If you would like any more information on these essential elements of our service please do not hesitate to ask.