

## **12.2 Appendix 7b: Extra Care In Shaftesbury Court (Bournemouth)**

- 12.2.1 The Provider will support Service Users to increase control over their daily lives, achieving and maintaining maximum possible independence.
- 12.2.2 The Provider will support Service Users to improve independent living skills including but not limited to: cooking, household tasks, budgeting and personal care, accessing education, employment and training where appropriate.
- 12.2.3 The Provider will support the Service User to move on to other appropriate accommodation with lower levels of support and greater independence where appropriate and as part of a planned review between the Service User, Social Worker/Care Manager and the service Provider.
- 12.2.4 The Provider will support the Service User with the transition to a lower level support accommodation where required.
- 12.2.5 The Provider will deliver the service in a way that is understanding of the impact and limitations of the Service User's physical ability.
- 12.2.6 The Provider will deliver the service in a way which demonstrates a non-judgemental approach and attitude to Service User life choices, including where these may run contrary to the beliefs or values of Provider staff. This does not mean that such choices may not be appropriately challenged, where required, but that this should always be done with respect, and never punitively.
- 12.2.7 Service Users should be encouraged to view themselves as part of the community and not separate from it and should be encouraged to develop networks within and outside of the setting.
- 12.2.8 To promote community inclusion the Provider will seek opportunities to develop initiatives and to work in partnership with other community services and groups to identify opportunities that may benefit Service Users.

12.2.9 The Provider will deliver the service in accordance with all other terms and Conditions in the Care and Support at Home Agreement and associated Schedules.

12.2.10 Use of the Premises

12.2.10.1 The Provider will liaise directly with the landlord regarding the use of office space at Shaftesbury Court. Any Agreement or arrangement relating to the use of an on site office will be the responsibility of the Provider.