

Registered Charity No. 1104947



# CLIENT HANDBOOK

**KERNOW POSITIVE SUPPORT**

**april 2010**  
**edition 1**

# **client handbook**

***Published & Edited by***  
KPS Publications

***Acknowledgements to***  
Anthony Basnett  
KPS Housing Officer

***First Edition***  
April 2010  
*KPS/CH/1/2010*

All clients, employees and volunteers of Kernow Positive Support are requested to read this important handbook carefully as it contains information for the care and support of those infected/affected by HIV/AIDS, and is an important resource.

KPS Publications would welcome any contribution for inclusion in our wide range of information leaflets and booklets.

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## Welcome to Kernow Positive Support (KPS)

This handbook tells you about what you can expect from KPS, the services we can provide and how we work to deliver them. This '**KPS Client Handbook**' also tells you about the standards and commitment you can expect from KPS.

This handbook is important because the information contained within it can be useful in understanding our responsibilities to you and the contact details of your support worker. It also contains the way you can make complaints about the service provided and/or the conduct of your support worker.

This information can be provided in different formats and languages which may be more suited to your needs, if so please ask us.

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## About 'Involving You'

KPS wants the services we provide to be as good as possible. We are committed to this, but we need your help and support to do this.

KPS has a board of 'Trustees' they are a group of people who have volunteered to guide and oversee the work KPS does. The trustees make sure that KPS Policies and Principles are in place to comply with current legislation and to provide protection to vulnerable adults and children who may use KPS services.

The trustees make sure \*employees (*\*staff and contracted practitioners*) and volunteers involve you in the way we support you, so that you have a say in how we do our job. The trustees also make sure that we involve you in ways which are appropriate to you and your children, recognizing and respecting the differences in each of us.

KPS invites you to work with us in thinking of new ideas and ways of delivering the services we provide and contributing to KPS Publications including our newsletter and other information leaflets and booklets for the benefit of all KPS clients.

The trustees will ensure that \*employees and volunteers listen to clients' ideas and/or concerns and deal with them appropriately and sensitively, because you are the reason we are here.

You have the **right** to be consulted on the way you are supported.

## KPS Support Charter

### ***We will:***

- Support you to help you achieve your goals;
- Support, advise and represent you, if and when you need us to;
- Treat you fairly and with respect;
- Help you make choices and respect your **right** to make your own choices, as long as they do not involve criminal activity, or interfere with other people's **rights**.
- We will protect you from abuse, discrimination and harassment;
- Trust and believe in you;
- Maintain your safety and dignity;
- Meet all of our legal responsibilities to you.

### ***Our expectations of you:***

- Respect everyone who uses our service or works with you;
- Respect the Policies and Procedures of KPS and our services;
- Work with us so we can support you appropriately;
- Become involved and tell us if we need to make changes to provide a better service to you.

## How KPS will support you

- We will work with you to agree and regularly review your support plan and needs;
- Your support plan will reflect your needs, aims and goals and what we can offer;
- Provide a copy of your support plan upon request;
- Meet with you at mutually convenient times and places;
- Make file notes of meetings and provide copies upon request.

## KPS Service Standards

- Professional \*employees (*\*staff and contracted practitioners*) that have appropriate skills and training;
- Volunteers have the necessary skills and training to support you dependent on your needs;
- Provide services including our Housing Related Floating Support based on professional and appropriate support skills;
- Ensure all KPS \*employees and volunteers have appropriate supervision and management;
- Ensure all KPS \*employees and volunteers follow all KPS Policies, Procedures and our Code of Ethics and Practices;
- Ensure all KPS \*employees and volunteers comply with current legislation in respect of the Enhanced Criminal Records Bureau (CRB).

## **The support we offer**

### ***Economic Wellbeing***

- Claiming benefits, budgeting, making grant applications;
- Dealing with debt;
- Support to obtain employment or return to the workplace.

### ***Enjoy and Achieve***

- Support to participate in education and training;
- Support to participate in leisure/cultural/faith;
- Support to make contact with external services, groups, friends and family.

### ***Be Healthy***

- Support to manage physical health better;
- Support to manage mental health better;
- Support to manage substance misuse issues.

### ***Stay Safe***

- Support to maintain accommodation and avoid eviction;
- Support to obtain secured/settled accommodation;
- Support to comply with statutory orders in relation to offending behavior;
- Support to better manage self-harm;
- Support to avoid harm to others;
- Support to avoid harm to self.

### ***Make a positive contribution***

- Support to develop confidence and ability and have greater choice, control and involvement.

## **KPS Services**

KPS provides a wide variety of support services which are funded through various private and statutory funding streams, including our own fund raising efforts.

Our service provision may vary from time to time depending on certain criteria and the funding available at the time and include:

### ***KPS Housing Related Floating Support***

This service provision is specifically funded through the Cornwall Council Supporting People Team Programme and includes the following;

- Improving or maintaining independence;
- Development of skills through the provision of advocacy or referral for suitable training and support;
- Liaison with social landlords, homelessness services and statutory authorities;
- Support with DWP benefits, housing benefit and access to grants and loans;
- Support with money advice and debt management assistance;
- Support and assistance in negotiating with utilities, landlord and private companies to manage personal debts.

Further information and details are available in the KPS Housing Related Services Leaflet.

### ***KPS Therapeutic Services***

Providing a wide range of recognized Complementary Therapies. The number of sessions per client per month is dependent on available funding (*please check the current entitlement*).

#### ***Please Note:***

Always check with your HIV consultant regarding the use of complementary therapies within your ongoing healthcare management.

### ***Person Centred Counselling Service***

A counselling service looking at a variety of HIV related issues (*including; newly diagnosed, bereavement*) available to HIV-positive clients their partners, family and carers. The number of sessions per client is dependent on available funding (*please check the current entitlement with KPS*).

*All counselling and complementary therapies are carried out by trained and qualified professionals.*

### ***Respite & Retreat Opportunities***

Short breaks are available to HIV-positive clients, their partners, family and carers through the Cornwall Council AIDS Support Grant Allocation.

### ***The Bill Sloan Hardship Fund***

*(Formerly The Peace of Mind Hardship Fund)*

This fund is available to those diagnosed HIV-positive and their dependent children.

*KPS will consider contributions to:*

- Electricity, Gas, Utilities and Water Rates.
- Telephone, TV Licence.
- Domestic Items, Clothing and Bedding.

An 'Application Form' and further information about our hardship fund is available via KPS, including; KPS Online, the Link HIV Specialist Social Worker based at your HIV Clinic and/or your local Social Services Department.

KPS can also make applications on behalf of those living with HIV for hardship grants from various funds available locally through the DWP Community Care Grant Scheme and nationally such as; Crusaid and the Children with AIDS Charity, as well as our own Bill Sloan Hardship Fund.

### ***Drop-in and Peer Support Opportunities***

KPS provides a Drop-in and Advice Clinic that is currently held twice a week in Truro, along with monthly Peer Support Group opportunities and initiatives.

### ***Advocacy and Representation Service***

Along with a community outreach initiative giving welfare rights advice on all aspects of HIV, and a 'listening ear'.

### ***Telephone Helpline Service***

KPS operates a telephone helpline and information service on **01208 264866** staffed by an HIV-positive volunteer with 'call back' and an Out-of-Hours service. The Helpline times are shown below:

**10am-4.30pm - Mon/Wed/Fri**

**5.30pm-7pm - Tues/Thurs**

*At all other times and in an emergency you can call the 24hr National AIDS Help line on 0800 012 322.*

### ***Training Opportunities***

KPS provides skills and training opportunities for clients, including HIV awareness training specifically tailored for private organizations, the public, statutory and voluntary sectors.

### ***Information and Resources***

We provide a wide range of HIV related information including internet access from our Truro based Resource Centre and our quarterly newsletter - **@KPS**.

## Leaving a KPS Service

KPS believes in a mutual disconnection from any of our services as result of:

- Achieving the outcomes we agreed with you in your support plan.
- When you have decided you are able to deal with the current issues you previously agreed we could support you with, or you no longer wish to be registered with KPS.
- When you feel a different organisation would be better able to deal with your issues.
- When your support worker, counsellor or therapist feels you are not engaging with the service they will do everything they can do to make contact with you to discuss any issues you may have; unless you have specifically indicated you do not want this to happen. This process will include contact by post, telephone or personal visit(s) to your address. Staff and volunteers will observe confidentiality at all times and any enquiries made will be carried out sensitively.
- When these enquiries have been satisfied and only after consultation with the source referral or KPS Trustees (*where applicable*) you will be deemed to have left the service.

***(You have a right to have this decision reviewed, please see the KPS Complaints Procedure).***

## Your commitment to working with us

We are working with you because we agreed between us that you needed to access our support service(s), to make the most of the support service(s) it is important that:

We meet on a regular basis and that if you need to change or postpone the meeting you will make every effort to contact your support worker to let them know;

If you repeatedly miss meetings or decline the support offered, KPS will review with you if possible your need for the service(s). You may want a different sort of service or work with a different support worker. Naturally, KPS will endeavour to signpost you to a different support worker and/or service which may fulfill your needs;

If you disagree with your support worker about the details of the service(s) which have been provided, or disagree with the need to be signposted to another organisation you have the **right** to ask for a review of what has been provided by a different member of the KPS Support Team, or the KPS Trustees, and details of how this can be done are to be found in the KPS Complaints Procedure.

## The right to see information in your file

You have the **right** to see any information we hold about you in our files, except when the information:

- Has been provided by someone on a confidential basis;
- If the information would identify another client who does not want to be identified.

Your file includes a risk assessment, a referral form and a support plan, these are documents about you and the service we provide and you have a **right** to access this information on demand and request a copy if you require one.

Your file also contains a signed consent form to share information, which you will have also signed. This enables KPS to work with a range of other organisations which you may be involved with like; Cornwall Council housing benefit offices for instance. Naturally, you have the **right** to withdraw this form at any time if you feel your confidentiality may be compromised to a third party without your consent.

## We are committed to keeping your file and its content safe and confidential except

- If we suspect someone else is at risk; for example, a child or older relative who may be vulnerable;
- If we feel you are involved in illegal activity;
- If we have to release information under the terms of a court order;
- If we believe there is a risk to you or others;
- If we believe you are seriously ill, either physically or mentally, and that it is in your best interests;
- The Data Protection Act means we will keep all the information we have about you securely and it is in-line with the law. This applies to both printed and computer files.

## **KPS Diversity Policy**

Diversity is about having a mix of people who work together to create an environment which respects and values people's differences.

### ***Our commitment to Diversity:***

- We **will** provide services which are sensitive to your needs and wishes;
- We **will** respect your culture and beliefs;
- We **will** do our best to make sure our services are safe and free from discrimination;
- We **will** work towards including everyone.

Our Diversity Policy is a way of showing our commitment to you. It recognises that you may experience discrimination because of your age, disability, sexuality, religion, background, race, culture or beliefs. We also recognise that you may experience discrimination because of your health, support needs, lifestyle or living situation.

This policy makes sure that we provide services to you which respect and value the differences and which are free from discrimination.

### ***The KPS Diversity Policy includes a promise that:***

- We **will** talk to, involve and listen to the views of people who use our services;
- We **will** provide services that are sensitive to your needs and wishes;
- We **will** make sure the services we provide reach the people who need them.
- We **will** make sure KPS \*employees (*staff and contracted practitioners*) and volunteers come from a diverse range of backgrounds;
- We **will** regularly review how we deliver our service;
- We **will** have policies and procedures which are easy to understand.

KPS asks all people who use its services, and those who provide services on our behalf to tell us if you feel you have been discriminated against, if you feel we do not take account of your needs, or if you feel our policies and procedures are difficult to understand.

KPS asks clients to tell us if you feel you have not been involved in developing your support plan and/or any action planning to resolve the issues affecting you.

KPS will listen and try to put right anything you have identified connected with its Diversity Policy.

If you feel we have not been listening to you, or do not value your input you can talk to your support worker, counsellor, therapist (*contracted practitioner*) or the KPS trustees and/or make a complaint using the KPS Complaints Procedure.

## Protecting Vulnerable Adults

KPS believes it is wrong to abuse anybody, we feel we can help an adult who may be at risk of abuse or harm and that everybody should be:

- Treated with dignity and respect;
- Allowed to make their own choices;
- Given the support and information they need to make decisions.

KPS has a policy which sets out how it will help protect any adult (18+) that KPS \*employees (*\*staff and contracted practitioners*) and volunteers work with, or have contact with. It tells you what action we will take if you, or another adult are being abused or harmed, and/or if you think someone may want to abuse or harm you.

### **The KPS Policy on Protecting Vulnerable Adults tells KPS \*employees and volunteers:**

- How to help to protect anyone who is being abused or harmed, or may be at risk of being abused or harmed;
- What KPS \*employees volunteers who work with clients **must** do if they know that you or another adult are being physically, emotionally or sexually abused or neglected, or harmed either by being bullied or treated badly;
- How KPS \*employees volunteers who work with you **must** consider and respect your wishes.

KPS \*employees and volunteers who work directly with clients must have an Enhanced CRB check to ensure they have no record of abusing or harming others. KPS \*employees and volunteers who work with clients undertake training in 'Protecting Vulnerable Adults' they will understand the things they can do to protect you and the things they **must** do if they believe you, or another adult are being abused or harmed.

## **This is what you can do if you feel somebody is being abused or harmed**

If you feel somebody is being abused or harmed you should tell a KPS \*employee (*\*staff and contracted practitioners*) and/or volunteer who is working with you immediately. They will listen to you and write down what you have said and pass this information onto the Responsible Trustee and/or their representative who will find out if you need help or support.

The Trustee Representative will ask you if you want to tell the Police or Social Services, but will not contact the Police or Social Services if you do not want this. If another person is involved and at risk from abuse or harm the Trustee Representative will need to let Social Services or the Police know. In all other respects the information **will** be kept confidential.

If you feel it is a KPS \*employee and volunteer who works with clients that is abusing or harming a vulnerable adult you can contact the Responsible Trustee directly, or contact Social Services or the Police yourself. Social Services and Police will want to make sure that you and others are safe.

### ***Abuse or Harm can involve the following:***

- Physical Abuse.
- Discriminatory Abuse.
- Psychological Abuse.
- Emotional Abuse.
- Institutional Abuse.
- Sexual Abuse.
- Financial Abuse.
- Domestic Violence.
- Neglect.
- Bullying.

## Protecting Children

Although, KPS does not work directly with children we all have a duty to protect them from harm or abuse, and the Children Act – 1989 makes Social Services (*Family and Children's Services*) and the Police responsible for investigating cases where children are abused.

KPS has a policy which \*employees (*\*staff and contracted practitioners*) and volunteers who work with clients must follow, if they believe a child is being abused or harmed:

- \*employees and volunteers who work with clients must try to protect all children they have contact with;
- \*employees will listen to any person who tells them a child is at risk from abuse and/or being abused or harmed and write down what you say;
- \*employees will take this information to the Responsible Trustee, and if necessary discuss the matter with Social Services and/or the police;
- If the information you have given to a KPS \*employees or volunteer who works with clients suggests that a child is in immediate danger they may call the emergency services.

The KPS \*employees or volunteer will support you if you want to talk to Social Services or the Police. If you are concerned that an \*employee or volunteer who works with clients may be abusing or harming a child you should go to the Responsible Trustee or directly to Social Services or the Police. The Responsible Trustee can be contacted by using the KPS Helpline on **01208 264866**.

If Social Services have been informed about abuse or harm of a child they will decide what must be done to protect the child.

Social Services may involve others once they have information about the abuse of a child; these could include the police, parents, guardians, carers and KPS \*employees/Trustees.

## Child Protection means

### Children who may be subject to the following:

- Physical Abuse.
- Emotional Abuse.
- Neglect.
- Bullying.
- Sexual Abuse – which includes forcing or coaxing a child to take part in sexual activities, this may include; touching, sexual intercourse, taking photographs of a sexual nature or content or showing sexual images.

KPS check the history of all \*employees (*\*staff and contracted practitioners*) and volunteers, including KPS trustees who work with clients to make sure they do not have a history of abusing or harming others.

KPS \*employees and volunteers access training about protecting others and ways of identifying abuse and harm.

All KPS \*employees and volunteers **must** follow the KPS Ethics and Code of Practice Policy.

## Making a Complaint

If you use any of our services provided by KPS, including our Housing Related Floating Support and you are not satisfied with the way the service is provided, you have the **right** to complain. In addition, if you have not been accepted onto any of the services even though you feel you are eligible, and/or you have been excluded from the service and you feel the reason given was not justified, you have the **right** to make a complaint.

You also have the **right** to have a friend, relative and/or anyone else to support you in making a complaint.

### **Step One**

Make your complaint either in writing or by telephone, or in person to the Responsible Trustee who will acknowledge your complaint within 3 working days.

### **Step Two**

If you are not happy with the response you have received you can ask for the KPS Board of Trustees to consider your complaint by telling the Responsible Trustee.

### **Step Three**

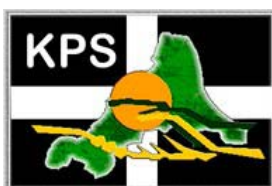
If you are still not happy with the response you have received you may be able to use the complaints procedure of the funding body who funds the service you are complaining about. For example; if your complaint is about the KPS Housing Related Floating Support Service you may be able to make a complaint through the Cornwall Council complaints procedure.

If you would like more information about what you could do please talk to the Responsible Trustee using the Helpline Telephone Number **01208 264866** or our Freepost address as shown below;

**Kernow Positive Support**  
**Freepost RLSU-EJZS-RCAY**  
**P. O. Box 85**  
**Bodmin PL31 1ZN**

All the headings featured in this handbook are taken from the KPS Policies and Procedures which can be accessed and downloaded in an Acrobat PDF Format (*PC/Mac*) via the KPS Online Website located at: [www.kpsdirect.com](http://www.kpsdirect.com).

If you require a copy of an individual policy and do not have access to the internet please feel free to request a copy through your KPS Support Worker and/or by contacting the KPS Resource Centre on: **01872 262221**. Alternatively, you can contact the KPS Helpline on: **01208 264866**.



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