OUR VISION

Our commitment as a provider of high quality, personalised support services is to promote and enable you to take control of your life and gain more independence at a pace that suits you.

We are committed to having an honest, open, approachable and person centred culture so that you can grow in the way you want to and know we are there when you need us – we do what we say and say what we do!

We are committed in finding local teams of support workers that will work best with you and for you. Wherever possible, you can be involved in the recruitment and selection of a team for your support package

OUR MISSION

Stepping Stones Services aims to provide high quality care in a homely and friendly atmosphere. At Stepping Stones Services our Promise to service users is to:

 Ensure you are included in decisions with every aspect of your support, providing a support worker who has similar interests and values and is trained to meet your health and welfare needs

Respect your individuality, your rights and choices whilst maintaining your Independence.

Help others understand how to support you in this way

Ensure you are informed with the right information to make best choices

We want to help you have and maintain personal relationships, to support you

To meet new people in whatever settings you choose as well as have holidays and breaks of your own choice

Support you to live safely and to have a warm and comfortable environment

To make sure your medication is well managed and documented

To access healthcare and obtain relevant advice in the area where you live

 To support you with your mental and spiritual wellbeing

Uphold the human and citizenship rights of all who we support, and who visit them.

Recognise the individual uniqueness of Service Users and visitors and treat them with dignity and respect at all times.

Respect individual requirement for privacy at all times and treat all information relating to individuals in a confidential manner.

Recognise the individual need for personal fulfilment and offer individualised programmes of meaningful activity to satisfy that need of Service Users.

Our Philosophy

Stepping Stones Services philosophy of care:

All people who are involved Stepping Stones Services be they employees, clients or visitors will be treated with respect at all times.

We offer skilled care to enable people who we support to achieve their optimum state of health and well-being.

We uphold the human and citizenship rights of all who are supported by us or work for Stepping Stones.

Individual choices and personal decision-making are the right of all Service Users and will be upheld by all the people who work at Stepping Stones Services.

The right of independence will be respected and encouraged for all Service Users.

The individual uniqueness of Service Users and visitors will be recognised. They will be treated with dignity and respect at all times.

The individual requirement for privacy will be respected at all times and all information relating to individuals will be treated in a confidential manner.

We recognise the individual need for personal fulfilment and aim to offer personalised programmes of meaningful activity to satisfy the requirements of the Service User.

Who can use our service

We can provide a personalise service to

* Adults who have Learning Disabilities
* Adults who have physical disabilities
* Adults who have Autism/Aspergers
* Adults who have sensory impairments
* Adults who have Dual diagnosis
* Older people needing support in their own home
* Any people needing specialist support
* Adults with forensic needs
* BME Groups

The services can we provide

* Specialist support for people with sensory impairments
* Complex needs support
* Behavioural support
* 24 hour support
* 1:1 individual support (what you need when you need it!)
* Respite
* Placements by compatibility
* Personalised support packages
* Front door services and enablement
* Supported living
* Homecare/Outreach
* Outcome focused support plans

What kind of support we can offer

* To access health care services
* Personal care
* Independent living skills
* Developing new skills
* Gaining or maintaining employment
* Achieving personal goals and aspiration
* Accessing the community, amenities and services
* Maintain relationships and make new ones
* Budgeting, benefits and finances
* Diet and nutrition/healthy eating
* Meaningful activities and appropriate exercise
* Behavioural challenges
* Gaining and maintaining education placements
* Maintaining your tenancy
* Taking care of your own environment
* Companionship
* Assisted technology

 Meet the Team

Suzanne Kirkbride

Registered Care Manager

   

  

  

Our team of support workers

At Stepping Stones Services we believe that our support staff are at the heart of what we are trying to achieve. We recruit people who are positive and are passionate about people who need support. Our recruitment process is thorough to ensure we employ the right people and each member of our team has come through the DBS process. Our service users are involved in the recruitment processes

After the staff member has been employed they undergo full induction into the services and are assessed on their level of knowledge to determine what training they require and with the teams full support they are trained to be skilled and competent in their work practises to gain the best outcomes for those we support

Our Training includes

* Administration of medication
* Professional boundaries
* Person Centred planning
* Understanding Self Harm
* De-escalation training/Breakaway techniques
* Safeguarding Adults
* Risk Management planning
* Personal Budgets and benefit support
* MCA & DOLS
* Communication & Confidentiality
* Mental Health Awareness
* Diet/nutrition
* Equality and Diversity
* Understanding CQC and legislation
* Health &Safety
* Food Safety
* First Aid
* Moving and Handling
* COSSH/Infection control

**And any specialised training required for person centred support**

Quality Assured Service

At Stepping Stones Services we work hard to achieve the best possible attainment under the Supporting People Quality Assessment Framework and to meet the outcomes set by the Care Quality Commission. We are proactive in improving our services through our internal auditing systems. Quality is also assured through our compliance with service specifications and the quality standards specified by purchasers.

We work with our service users, families, health professionals and purchasers to ensure continual improvement for out services

  

Person Centred Plans

Here at Stepping Stones Services we take the approach that everything we do is person centred this means:-

* The person is at the centre: person centred planning is rooted in the principles of rights, independence and choice. It requires careful listening to the person and results in informed choice about how a person wants to live and what supports best suit the individual.
* Family members and friends are full partners: Person Centred planning puts people in context of their family and communities. The contributions that family and friends can make are recognised and valued and gives a forum for creatively negotiating conflicts about what is safe, possible or desirable to improve a person’s life.
* Person centred planning reflects upon a person’s capacities, what is important to a person (now and for the future) and specifies the support they require to make a valued contribution to their community. Services are delivered in the context of the life a person chooses and not about slotting people into “gaps”.
* Person centred planning builds a shared commitment to action that recognises a person’s rights. It is an ongoing process of working together to make changes that the person and those close to them agree will improve a person’s quality of life.
* Person centred planning leads to continual process of listening, learning and action and helps the person get what they want out of life. Learning from planning can not only inform individuals but can affect service delivery as a whole and inform and inspire others to achieve greater things.

Contact Information

Monday to Friday 9am to 5pm please contact;-

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