



East Kent Mencap is a registered charity which provides opportunities and choices in East Kent for adults and children with learning disabilities, their parents and carers, to enable them to achieve the things that they want out of life and to be valued, treated equally, listened to and included.

We support individuals in their efforts to achieve independence, so that they can have a better quality of life with more choice and control.

Quality of Support

We are committed to maintaining a high quality of care throughout our support and safeguarding people who are vulnerable, by working to regulations and standards set by the Care Quality Commission (CQC); Quality Assessment Framework (QAF) Data Protection Act, and ensure that individual confidentiality is maintained.

Our priorities are to:

- Help people with learning disabilities feel valued and included in the local community, encourage them to try new things and go to places of their choosing.
- Enable individuals to have a full and varied social life and assist them in creating social networks to meet people and make friends.

- Provide access to education and training, including colleges and adult learning centres.
- Raise awareness of employment opportunities from local Job Centre Plus, Pathways to Work, RBLI, KSE and other agencies that provide support into work.
- Provide access to better health care via GP, dentist, optician, district nurses and community nurses.
- Enable individuals to live where they choose in the community with access to quality housing. This may be a place of their own, supported living or sharing accommodation with friends.
- Help families and carers with information and advice about short term breaks. Access to the right information and services for them and their children, including benefits, housing, and employment.

In all our services we use a person centred approach.



Our Domiciliary/Community Team:

- Facilitate, support and maintain a Health Action Plan for each individual who wants one. We also offer support to attend health related appointments so people can live healthier lives.
- Meet personal care needs at home or in the community with things like bathing, washing, dressing and toileting needs if this is difficult. This will be agreed in a support plan and we will help in a respectful and dignified manner.
- As a team we support people to do things they might have difficulty with at home or in the community. We will ensure that people's dignity, privacy and choices are respected and upheld at all times.
- All our staff promote independent living and foster skills such as cooking, shopping, dealing with correspondence and bills. We strive to successfully promote independence and urge tenants forward to the best of their capabilities, but at their own pace, with an emphasis on safety and happiness.
- People very often do not listen to what people with profound and multiple learning disabilities (PMLD) need. We encourage them to communicate their needs by listening and creating support which is interactive and inclusive.
- Our Resource Centres can be used by anybody with learning disabilities. We currently provide these services in Thanet and Swale and are planning to extend this across East Kent. Lots of different activities, from crafts and music to sports and drama are offered.

If you are a person with a learning disability we can work with you to:

Identify your support needs, develop a person centred plan and build a support plan. We can provide an assessment obtained from care managers, family members and other professionals, if needed.

Provide a copy of the plan to you in a format you choose.

Review the support plan on a regular basis.

Introduce staff to you, so that you can choose who you would like to support you.

Always provide trained staff to ensure good working practice is followed.

How do we recruit staff?

We always

- Only recruit staff who are registered with the Independent Safeguarding Authority (ISA) to safeguard vulnerable people.
- Include people with a learning disability in the interview process.
- Carry out an enhanced check with the Criminal Records Bureau.
- Secure two references, one from the latest employer.
- Provide appropriate training and induction.
- Provide ongoing supervision and support for the support worker to ensure good practice is followed.

What do you do if you are unhappy?

We have a complaints procedure to help you say if you are unhappy.

We can support people in Thanet, Dover, Canterbury and Swale.

For more details, contact us at: East Kent Mencap. New Gateway House, 132 Northdown Road, Cliftonville, Kent CT9 2RB
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