



Outreach Support

*“The whole package is very respectable through the service provider. Staff are pleasant and consistent in their work”*

*- J.S Service Users*



**Personalised 4 All**

If you would like more information, please contact us:

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**Personalised 4 All**

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East Midlands

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**Winter 2015**  
Care and Support Services

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Shared Tenancy with Support

## Our Aim

We will offer a truly personalised service where you are in control and work with you to agree the support for when you need it most.

## Who We Are

Personalised 4 All is a division of Personalised 4 Autism Ltd.

Personalised 4 All is the coming together of two directors who have over 30 years experience between them of working in both children and adult sectors. This has covered health, social care and education.

Our experience and training enables us to provide a specialist and tailored support service to young people and adults with additional needs, who live within the East Midlands area.

## Referral Process

A referral is the way to start a process to gain support. The referral lets us know you are looking for a service, and is to provide us with your contact details. Once we have your details we will arrange with you a convenient time to carry out an assessment.

### What is an assessment?

One of our team will agree an appointment. The assessment is our opportunity to meet and to get to know each other. The assessment includes a series of questions regarding why you have contacted us.

This will also be a good opportunity, for you to ask any questions you may have. The aim of the assessment is to agree with you::

- ⇒ what service you would like
- ⇒ how often
- ⇒ any outcomes or goals
- ⇒ what support is required

## What happens next?

After the assessment has taken place. One of our team will develop a plan from the information you have provided. We will then come back to you with the suggested plan and the cost. The plan is yours and therefore if you are not happy, we can make changes until it meets your needs. Once the plan and costs are agreed we can agree a start date.

### Key-worker

Once everything has been agreed you will be assigned a key-worker. This will be your contact person for all matters relating to your support package. We are happy to provide you with profiles of our team, regarding their experience, training, likes and interests so you can be involved in the process of selecting who will be appointed as the key-worker. Once appointed the key-worker will provide you with details of how and when is best to contact them.



Home Care Support

**Having the right level of support can enable you to live in your own home and continue to have an independent life.**

**Our team can support at key times during the day and night. We can also provide staff who sleep at your home who can assist in the event of an emergency.**