

# **WELCOME PACK**

## **INFORMATION FOR PEOPLE SUPPORTED BY MILESTONES TRUST**



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# WHAT DOES MILESTONES DO?

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**Milestones Trust supports people with learning disabilities, mental health needs, and those with complex behavioural needs.**

We support people in residential and supported housing services, as well as out in the community. The support we offer is different for every person we work with because they are all individuals with different needs. The things we offer support with could include mobility issues, paying bills, accessing social activities and learning new skills.

We want to help the people we support to live happy and fulfilled lives, while enabling them to have as much independence as possible.

## **This booklet**

This booklet contains lots of information about things that are available to you as a person supported by Milestones. It tells you about what you can expect from us and what we expect from you.

The information in this booklet was correct at the time of printing. We keep a fully updated version of this booklet on our website. Scan the QR code below to see it:



# OUR VALUES

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Milestones Trust has four values. These values are important to us, and they tell us how we should approach everything that we do. Our values are:

## We start with the individual

You can't build a support service around a label. But you can build a support service around a person if you understand their particular care needs, wants, and ambitions. And while that's our starting point, everyone changes. So, we're never comfortable and never complacent. Instead, we adapt how we do things to reflect the person's changing circumstances and desires as they go through life.



## We bring people close

What we do is impossible without building good relationships between people, their families, carers, teams, and important others. That takes time and patience, but it also takes understanding and respect - the building blocks of trust. Understanding leads to trust, which leads to the right support to bring about positive change - change that can make a person's life easier, better, simpler, more comfortable, more enjoyable or more independent.



## We take our creativity to work with us

Given what we do, limited resources have always been a challenge. But creativity hasn't. It's amazing how even a little lateral thinking and ingenuity can dramatically improve the lives of those we work with. Put another way, the more creative we are, the richer and more meaningful life becomes – for all of us. So, we encourage everyone to think outside the box, whatever their role, whatever the issue. As Einstein said, “creativity is contagious, pass it on.”



## We are courageous in our approach

Where others see obstacles, we see opportunities. For us there is no blueprint, no magic formula, no one-size-fits-all. Just a willingness to embrace the challenge head-on, try new things, and work for change. It's not about ripping up the rule book. It's rewriting it to make our services fit the person. That means drawing on our expertise, courage and resolve to encourage and support anyone who needs our specialist help.



The information in this booklet is grouped into four sections, each of which is named after one of our values.

# **WE START WITH THE INDIVIDUAL**

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## **Who do Milestones support?**

At Milestones Trust we support people with:

- **Learning disabilities**
- **Mental health needs**
- **Complex behavioural needs**

People we support have a wide range of needs – some people need just a small amount of support to live in their own homes. Other people need a lot of support, for example with cooking, shopping, eating, going out, washing and dressing.

Milestones can also support people with health needs like diabetes, dementia and epilepsy. In some services we have nurses available. We can support people to see doctors and other health professionals.

## **Where do we support people?**

We can support people living in their own homes or at the following settings:

**Supported living accommodation** – people that live here have a tenancy. There are staff available to support as you need. Some support will be shared with everyone that lives there – some will just be for the person. Milestones owns some properties and others are rented from a housing association or private landlord.

**CQC Registered Care Home** – staff are available 24 hours a day to support the people that live there.

**CQC Registered Nursing Home** – Nurses are available to support with health needs. Support staff are available 24 hours a day to support the people that live there.

## **How will we know what support you need?**

We will ask you!

If you are happy for us to we will also ask your friends and family what they think.

Your social worker will also share their assessment with us and tell us what areas of your life you need support with, what your goals are and what your future plans are.

## **What are your rights?**

You have the right to be treated with respect by all of your support staff, anybody you live with and any visitors to your home.

You have the right to live in a building that is in good repair, has the equipment you need and is comfortable and safe. Where Milestones does not own the property you live in, we can support you to contact your landlord.

You have the right to complain if you are not happy with the support you have, or the building you live in.

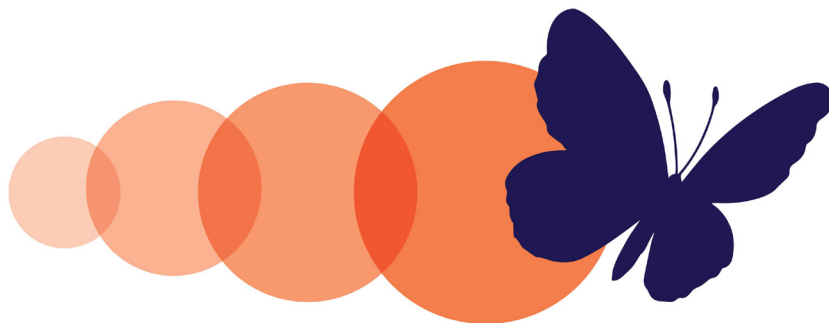
You have the right to know about how, why and when we use information about you. We only share information with people directly involved in supporting or caring for you and only do that when we need to. Our **Privacy Notice** tells you more. If you would like to see an Easy Read version of this Privacy Notice, please speak to a member of your support team.

## **What are your responsibilities?**

Your responsibilities are:

- To treat the people that support you, anyone you live with and any visitors with respect.
- To engage in any support that is being provided for you.
- To look after the property that you live in so that you and staff are safe.

Milestones may not be able to support you if you are not able to meet these responsibilities.



## **The Mental Capacity Act**

Wherever possible you should be supported to make your own decisions about your care and support and how you live your life.

It is the law that if you do not have the capacity to make decisions for yourself decisions will be made in your best interest by people that know you best.

People should always give you information in a way that will help you understand it, so that you can make your own decisions wherever possible.

When people need to make decisions on your behalf of they should always think about what you might want and what is best for you.

Friends and family might be involved in decisions about you if you are happy with this. If you do not have any friends or family that can be involved, or do not want them involved, then we can support you to get an advocate. An advocate is someone who will support you to make a decision that you are happy with or think about what you might want if you can't tell us.

Sometimes other people who are involved in your care and support will be involved, for example your doctor if it is a decision about your health.

## **Accepting gifts**

Your support staff are paid to give you support, you do not need to give them anything else for this.

Some people may want to give their staff something to say thank you – you do not need to do this but if it is important to you then you should only give a small gift up to the value of £10.

Staff should never take any money from you or borrow things from you. They must tell their manager if you have given them a gift because we need to make sure that staff are not taking advantage of you.



## **Contact with staff when they are not at work**

Your support team are paid to support you in a professional way.

They are not allowed to give you their phone number, be friends with you on social media or spend time with you when they are not at work.

This is to keep you safe and to make sure that they can support you in a professional way.

Your team can support you to join groups, visit places where you might be able to make connections and to stay in touch and see your friends and family.

## **Moving on**

You might want to move house or to change the support that you have. This may be because your needs have changed. For example, you have become more independent and don't need as much support or have developed a health need that means you need more support.

Your team can help you to contact your social worker who will review your needs and consider what you need and how to get it.

We don't keep information about you longer than we have to and if Milestones is no longer supporting you, any information we hold will be kept safe until we no longer need to keep it.





# WE BRING PEOPLE CLOSE

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We bring the right people together and work with them to make sure you get the right support.

We will work with your care and support team and, if you tell us you want us to, family and friends and all the important people in your life, to help plan your support, or we'll work in your best interests if you need us to.

## **Involvement**

### *Getting involved with improving Milestones*

We really value the ideas of the people we support. People supported by Milestones improve the way we run our services. They train our staff by leading learning for staff and helping with interviewing. We have action groups to help with specific work, such as reading policies. This is paid work. If you are interested in finding out more, please contact the Involvement team by calling **0117 970 9356**.

We also have a regular meeting for people we support called **Voices 4 Choice**. Here you can find out about Milestones' news, ask questions and tell us your ideas about different things. Voices 4 Choice meet every six weeks. Meetings are usually held at the Trust Office in Staple Hill. Everyone is welcome to join.

We want all voices to be heard. Please contact the Involvement team with your ideas.

## **Working together with health and social care professionals**

We will work with other healthcare professionals or organisations who support you.

We work with the local **Community Learning Disabilities Teams (CLDT)**, and **Avon and Wiltshire Mental Health Partnership (AWP)**, to support you to get all the help you need to look after your physical and mental health. You can find out more about them and the services they offer below:

### **CLDT**

Visit:

**[www.sirona-cic.org.uk/nhsservices/services/community-learning-disabilities-team](http://www.sirona-cic.org.uk/nhsservices/services/community-learning-disabilities-team)**

### **AWP**

Visit :

**[www.awp.nhs.uk](http://www.awp.nhs.uk)**

We will also work with your social worker. You can always request a review with a social worker if you think your support needs to change:

- In **Bath and North East Somerset (B&NES)**  
Call **01225 39 40 41**  
Visit **<https://livewell.bathnes.gov.uk/supporting-adults-live-independent-lives>**
- In **Bristol**  
Call **0117 922 2000**  
Visit **[www.bristol.gov.uk/residents/social-care-and-health/adults-and-older-people/care-and-support-for-adults-in-bristol](http://www.bristol.gov.uk/residents/social-care-and-health/adults-and-older-people/care-and-support-for-adults-in-bristol)**
- In **North Somerset**  
Call **01934 888 888**  
Visit **[www.n-somerset.gov.uk/my-services/adult-social-care-health/adults-older-people/care-support-assessment-referral](http://www.n-somerset.gov.uk/my-services/adult-social-care-health/adults-older-people/care-support-assessment-referral)**
- In **South Gloucestershire**  
Call **01454 868 007**  
Visit **<https://beta.southglos.gov.uk/health-and-social-care/care-support-for-adults>**
- In **Wiltshire**  
Call **0300 456 0111**  
Visit **<https://adults.wiltshire.gov.uk/Categories/840>**

If you think you are not being listened to, or are not able to voice your wishes clearly, then you or someone close to you, including a member of your support team, can request an advocate from the social services team, to make sure that your views are heard and talk about them for you.

## **Other organisations we work with**

We work with the local charity **SARI – Stand Against Racism and Inequality**, to make sure all the people we support and our staff are treated fairly and not bullied because of who they are. This is called a hate crime. If you are being bullied or victimised because of your race, faith, disability, sexual orientation, gender identity, age, or sex then you can contact them.

Call **0117 942 0060**

Visit **<https://saricharity.org.uk>**

We work with **Brighter Places**, who manage our tenancies if you rent a house or room from us. All our tenants get a ‘Tenant’s Handbook’ too.

Visit **[www.brighterplaces.co.uk](http://www.brighterplaces.co.uk)**

# WE TAKE OUR CREATIVITY TO WORK

## Warmley Wheelers

Warmley Wheelers is a cycle scheme that gives people with health conditions and supported needs the chance to enjoy cycling. They offer specialist equipment and a safe, friendly environment to support people who would normally find it difficult to ride a bike.



They have a range of specially adapted bicycles for people with disabilities or additional needs. These include battery-assisted bikes, bikes with platforms for wheelchairs, recumbent bikes and a variety of trikes. Their tandem bikes mean that carers can be part of the ride too. You can ride the bikes on the Bristol to Bath railway path or in a safe area in Warmley Forest Park.

If you are interested in booking a session at Warmley Wheelers, speak to a member of your support team. You can also get in touch with Warmley Wheelers directly by calling the team on **07587 034 366** or by emailing **warmleywheelers@milestonetrust.org.uk**

## Free session!

Warmley Wheelers are kindly offering one free trial session to anyone who is new to being supported by Milestones. Contact Warmley Wheelers using the details above to claim your free session.

## The Music Train

The Music Train hosts inclusive live music events featuring some talented musicians.

The Music Train is open to everyone. The concerts are usually free, and they often take place during the daytime, making them accessible for some people who might find it difficult to attend night-time concerts.

Ask a member of your support team to find out about upcoming Music Train events. You can also contact organiser Liz Gray by emailing **lizgray4@hotmail.co.uk** or following the Music Train on Facebook **@themusictrainbristol**



## Expressions art group

Expressions is an art group for people supported by Milestones. The group meets twice a week at Trust Office in Staple Hill. The sessions are an opportunity for you to express yourself through art, whilst trying different artistic techniques, forms and approaches. You don't need to have any previous experience of making art. Everyone is welcome, whatever your ability.

Expressions also organises exhibitions open to the public. People supported by Milestones are involved in every aspect of these events, including creating the art and helping to organise the show. They are also given the opportunity to work alongside and learn from professional artists and local arts organisations.

People who participate in Expressions often say that making art has a positive effect on their mental health and wellbeing. They feel a sense of achievement and increased confidence.

If you are interested in getting involved with Expressions, speak to a member of your support team. You can also get in touch with the Expressions team directly by calling Louise Copping, Arts Coordinator, on **07467 357 465** or emailing **[expressions@milestonetrust.org.uk](mailto:expressions@milestonetrust.org.uk)**





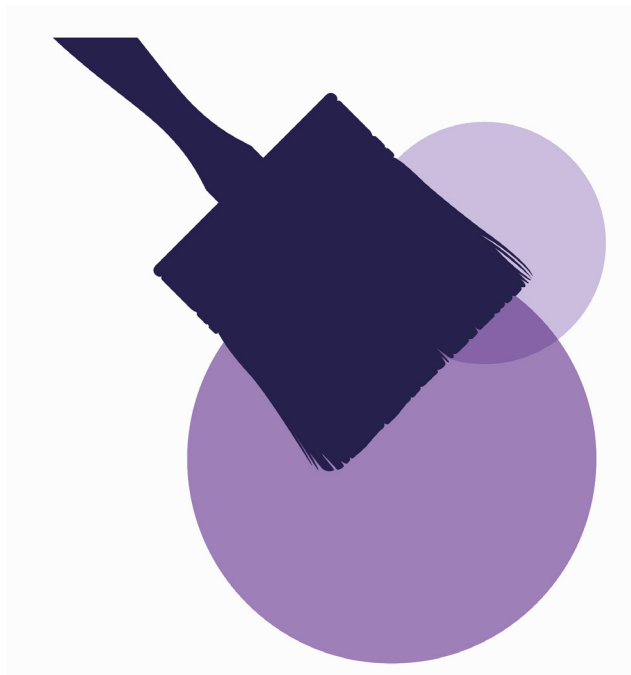
## Volunteers

Volunteers have helped people supported by Milestones for many years. Volunteers help with different activities in and out the home. Examples are going to places that you like to go e.g. the cinema or swimming, or they might help with Milestones' events. There are also telephone befrienders who call people we support for a friendly chat. We sometimes have teams of volunteers help our services for the day by doing gardening or decorating.

We try to match people we support with volunteers who share some of the same interests as them. If you let us know about your interests, likes and dislikes, we can try to find someone suitable for you. In the past, people supported by Milestones have had volunteers to help them learn to play guitar, do baking and go swimming with them.

All of our volunteers are reference and DBS checked, to keep everyone safe. They also receive a Volunteer Induction.

If you would like a volunteer to support you with something you like doing, please get in touch with the Volunteering team. Your support worker can help you with this or you can contact them directly by calling **0117 970 9319** or emailing **[volunteering@milestonetrust.org.uk](mailto:volunteering@milestonetrust.org.uk)**



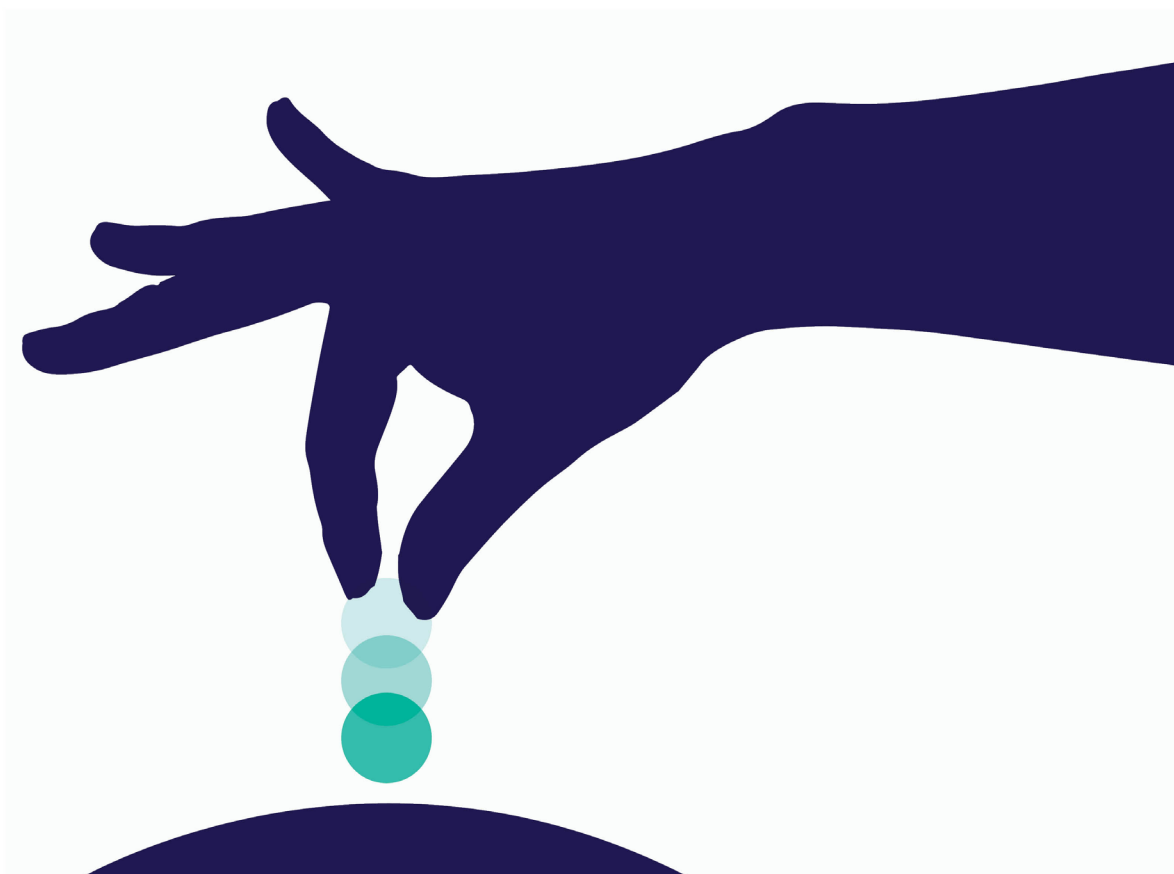
## **Fundraising**

We're always working to improve the support we provide and ensure everyone has access to the things that they want. Perhaps there is something that you think would make a big difference to you or others in your home, or a new project you would like to take place. Our Fundraising team are on hand to help you find funding for you to turn your ideas into reality.

While we can't promise you that we will be successful every time, we will always try our best to get the money needed for your project.

Equally, we love when people that we support get involved with fundraising! If you're interested in organising your own fundraiser, we can help you to plan and promote it. Whether it's a sponsored event, a raffle, a concert, or anything else you'd like to do, we want to hear from you. Fundraisers can be a lot of fun and a great way to get people across the Trust together. Most importantly, all the money raised goes straight back into our homes, services and community projects.

To discuss your ideas further or to find out more about fundraising, please contact the team at **[fundraising@milestonetrust.org.uk](mailto:fundraising@milestonetrust.org.uk)**.



# **WE ARE COURAGEOUS IN OUR APPROACH**

## **Letting us know how you feel**

We believe that the people we support should have choice, have their voices heard and be able to shape their own lives. We continually gather feedback from people we support and their friends and family members. We do this in different ways, through quality audits, surveys, and feedback gathered by staff. This feedback helps us to improve our services. If you would like to give feedback, please tell your support team or contact the Involvement team. You can call them on **0117 970 9356** or email **[involvement@milestonetrust.org.uk](mailto:involvement@milestonetrust.org.uk)**

We welcome all feedback at any time.

## **Making a complaint**

We're committed to providing the highest quality services. However, we recognise that sometimes things go wrong. You may have some concerns and feel that you need to complain. If you would like to talk to someone please call **0117 970 9300** or email **[info@milestonetrust.org.uk](mailto:info@milestonetrust.org.uk)**

You can also make a complaint, or give us feedback of any kind, using our online contact form: **[www.milestonetrust.org.uk/get-in-touch/](http://www.milestonetrust.org.uk/get-in-touch/)**

## **How we check our work**

We regularly review our work and try to make improvements. We have a team of people who regularly visit Trust services throughout the year. They are called auditors. Our auditors look at how services are run. They talk with people we support, staff and visiting family and professionals. They read through paperwork and make observations. They then write a report. The report highlights positive practices and gives recommendations for improvements.



# WHO'S WHO AT MILESTONES TRUST

## Our staff team

### **Hilary Crowhurst, Chief Executive**

**H**ilary leads the organisation to make sure that Milestones delivers what we say we will. Our organisational vision says:

*"We exist, to ensure people we support have opportunities to live happy and fulfilled lives."*

To try to achieve that, her role is to:

- Set the strategy – working with the Trustees and the Exec team to plan what the Trust needs to do to make our vision happen.
- Make sure that all our teams across the organisation are working closely with people we support so that together we are creating services that people want and need.
- Make sure that we have enough money to provide the services that we want to provide.
- Support our Trustees, making sure they have all the information they need to make decisions.



### **Jeff Parry, Director of Operations**

**J**eff is responsible for making sure all of our services are safe and meet people's needs. He works with our Senior Operational Managers to make sure we can be proud of all of our services and that we support everyone to live the life they want.



### **Sara Turrill, Volunteering & Involvement Lead**

**S**ara leads on involvement for Milestones. This means that she makes sure that we listen to the ideas, experiences and opinions of people supported by Milestones and that these are considered in decisions about our services.





## **Data Protection Officer**



The Data Protection Officer's job is to make sure that information about you is looked after properly, which means that it is not shared with anyone who shouldn't know about it. They make sure that your privacy is respected and that Milestones does what the law says.

## **Senior Operational Managers**



The Senior Operational Managers (SOMs) each look after a different area of the Trust's work. These areas are mental health services, nursing services, residential services and supported living services. Your SOM's phone number should be displayed at your service, alongside your Service Manager's and Coordinator's phone numbers. If we support you in your own home, a member of your team can give these people's numbers to you.

## **The Clinical Nurse Advisor**



The Clinical Nurse Advisor provides the Trust with clinical and medical expertise advice and guidance. They help with all the Trust's clinical and medical procedures to make sure we are doing things like managing your medication safely.

## **The Moving and Handling Lead**



The Moving and Handling Lead, together with their team of trainers, makes sure that our staff understand how to move and handle people in the safest possible way. By encouraging people we support to be as mobile as possible, they also promote independence and mental wellbeing, and increase their range of lifestyle options.

## **The Positive Behavioural Support (PBS) Manager**



Our PBS Manager works with people who get angry and do things that might harm themselves or others. They try to work out what causes people to become distressed and how best we can support them so that they don't get upset as much.

## Useful contacts

### **Local Councils and Social Services**

You might want to speak to a social worker about your support because you think it needs to change or you're not happy with it.

See contact details on **page 10**

### **Care Quality Commission (CQC)**

If you receive support with tasks like washing, dressing, eating and drinking, or caring for your hair, skin or nails, then you can also speak to the Care Quality Commission, who we call CQC, about your support if you think we could be doing better.

**03000 616 161**

For more information on the CQC and the ways they can help you, visit:  
**[www.cqc.org.uk/contact-us](http://www.cqc.org.uk/contact-us)**

### **Police**

If you think that you or someone else we support is the victim of a crime, you can call the police's non-emergency number for help.

Dial **101**

**[www.avonandsomerset.police.uk/report](http://www.avonandsomerset.police.uk/report)**

In an emergency always call **999**

### **NHS**

If you are feeling unwell or are worried about your health when you don't have support, contact NHS direct for help.

Dial **111** or visit **[111.nhs.uk](http://111.nhs.uk)**

In an emergency always call **999**

**If you are having a hard time** because you're feeling sad or worried, or if you are thinking about hurting yourself, you can contact one of these organisations for help when your support is not there.

**Mind Bristol** (for Bristol and South Glos.): Dial **0808 808 0330** or visit:  
**[bristolmind.org.uk](http://bristolmind.org.uk)**

**Mind** (for other areas):  
Dial **0300 123 3393** or visit  
**[mind.org.uk/need-urgent-help/using-this-tool](http://mind.org.uk/need-urgent-help/using-this-tool)**

**Samaritans**  
Dial **116 123** free from any phone.  
Visit: **[samaritans.org](http://samaritans.org)**  
In an emergency always call **999**

### **Support with your money**

If you are worried about your benefits or money and do not have someone who supports you to manage this (an appointee or deputy), you can contact one of these organisations for help and we can support you with this if you want us to. If you no longer think you can manage your money independently then you can speak to a social worker about someone else doing this for you – see contact details on **page 10**

**Department of Work and Pensions (DWP)**

Visit **[www.gov.uk/browse/benefits](http://www.gov.uk/browse/benefits)**

**Citizen's Advice Bureau (CAB):**  
Visit **[www.citizensadvice.org.uk/about-us/contact-us](http://www.citizensadvice.org.uk/about-us/contact-us)**

**Talking Money**  
Call **0117 954 3990**  
or visit **[www.talkingmoney.org.uk](http://www.talkingmoney.org.uk)**

# CONTACTING MILESTONES

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In this booklet we have talked about some different reasons you may wish to contact Milestones, and we've included details of who to contact in these circumstances. If you wish to contact Milestones about anything else, please use these details:

Phone: **0117 970 9300**

Email: **info@milestonetrust.org.uk**

## Share your story

We like to tell people about the great things happening at Milestones. This helps more people to hear about us, which can help us with hiring new staff, finding new volunteers, and other things. If you have a positive story that you'd like to share, please email **marketing@milestonetrust.org.uk** or call **07587 034 371**. We might share your story on our website, on social media or in One Trust, our magazine for people we support and staff.

## Hearing about new information and opportunities

We regularly update our e-bulletin '**What's on around the Trust**' with new information and opportunities for people we support. Visit:  
**padlet.com/MilestonesComms/whatsonaroundthetrust**

## Follow us on social media

Milestones uses social media to share news, stories, photos and videos. You can find us on Facebook, LinkedIn, X, Instagram and YouTube by searching for **@milestonetrust**



# HOW I'D LIKE TO BE CONTACTED



Please use this form to say how you would like Milestones Trust to contact you. Complete the form, use scissors to cut the form along the edge indicated and send it to:

**Milestones Trust**  
**Unit 10 Eclipse Office Park,**  
**High Street,**  
**Staple Hill,**  
**Bristol**  
**BS16 5EL**

My name is: \_\_\_\_\_

The ways I would like to find out opportunities at the Trust are (tick your preference/s):

☐ By post

My address is: \_\_\_\_\_

☐ By email

My email address is: \_\_\_\_\_

☐ By calling my phone

☐ By text message

☐ By WhatsApp message

My phone number is: \_\_\_\_\_

☐ I would prefer to receive information in standard format

☐ I would prefer to receive information in easy read format

☐ I do not want to be contacted by Milestones Trust except in relation to my support

**Changed your mind?** Just let us know and we'll update our records. Whatever you decide it won't affect your support.