



Welcome pack

Information for people supported
by Milestones Trust



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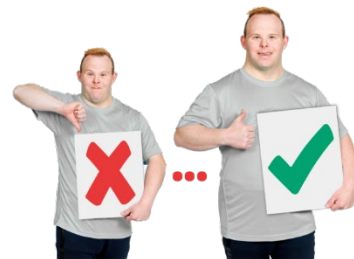
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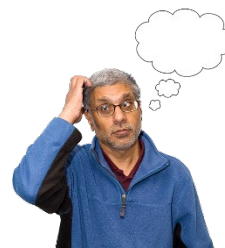
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What does Milestones Trust do?



Milestones Trust gives support to people who have learning disabilities or mental health needs.



We give support to people in care homes, in supported living and out in the community.



We help people we support with lots of different things. For example, one person might want help with paying their bills and another person might want help with going to a social activity.



We want to help people we support to live happy lives and to be as independent as they can be.

What are Milestones Trust's values?



Milestones Trust has four values. Values are things that are important to you. Our 1st value is **We start with the individual**. This means that we treat every person as an individual and we think about their wants and needs when we support them.



Our 2nd value is **We bring people close**. This means that we think it is important to get to know people we support well and have a good relationship with them.



Our 3rd value is **We take our creativity to work with us**. This means that we sometimes try new and different things to provide people with the best support.



Our 4th value is **We are courageous in our approach**. This means that we work hard even when something is difficult.

What are your rights?



As a person supported by Milestones Trust, you have rights. Rights are rules about the way you should be treated and things we agree to do to support you.



You have the right to be treated with respect by your support staff, other people you live with and visitors to your home.



You have the right to live in a building that is in good condition and that you feel safe and comfortable in.



You have the right to know about how we use information about you. There is more information about this in a document called a 'Privacy notice'. You can ask a support worker if you would like to know more about this.

What are your responsibilities?



We expect you to treat the staff who support you, other people who live with you and visitors to your home with respect.



We expect you to look after the property that you live in so that you and staff are safe.



If you do not do these things then we may not be able continue supporting you and you may have to leave the service you live in.

Supporting you to make decisions



We will support you to make your own decisions about your life and the care you receive. We will try to give you information in a way that you find easy to understand. This could include easy read.



Your friends and family can be involved in decisions about you if you are happy with this.



Sometimes other people who are involved in your care and support will be involved in these decisions. For example your doctor might be involved if it is a decision about your health.

Giving gifts to staff



Some people we support want to thank the staff who support them. If you want to thank a staff member, you don't have to give them a gift. They are being paid to support you.



If you really want to give a staff member a gift, it should be a small gift and you should not spend more than £10 on it.



Staff should never take any money from you or borrow things from you.

Contact with staff when they are not at work



Your staff are paid to support you when they are at work. You should not spend time with them when they are not at work. They should not give you their phone number.



They should not make friends with you on social media.



We have these rules because they help to keep you safe and make sure that you are supported in a professional way.

Moving on



In the future you might want to move house or change the support that you receive.



This could be because your needs have changed. This could happen if you become more independent and don't need as much support.



Your staff team can help you with this. They can contact your social worker, who will talk to you about your needs and what to do next.

Getting involved with improving Milestones



Milestones wants to hear from people we support about improving what we do. There are a few ways you can help with this. One of them is sitting on interview panels to help us choose new staff.



Another way you can help us is by delivering some training to our staff.



You will be paid for helping us with this type of work.



You can also get involved by joining a group called Voices 4 Choice. Voices 4 Choice meet up to talk about things that matter to them. They learn about things that are happening at the Trust and say what they think about them.

How we work with other people and organisations



Milestones works with other people and organisations who can help to support you. These people and organisations can help you with your physical and mental health.



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



If you think you are not being listened to, you or someone close to you can ask for an advocate from the social services team. This person will make sure that your views are heard and talk about them for you.



If you would like to find out more about any of the organisations we work in partnership with, you can ask your staff team for their website or contact details.

Cycling at Warmley Wheelers



You can go cycling at Warmley Wheelers. Warmley Wheelers is organised by Milestones.



Warmley Wheelers has lots of different bikes to suit people's different needs. These include bikes people can ride with their carers and bikes for people who use wheelchairs.



People who are new to being supported by Milestones can have one free session at Warmley Wheelers.



If you would like to book a session at Warmley Wheelers, you can call **07587 034 366** or email **warmleywheelers@milestonetrust.org.uk** or you can speak to your support worker.

Enjoying live music at The Music Train



You can see some live music at The Music Train events. The Music Train is organised by Milestones.



Everyone is welcome to come to The Music Train and the concerts are free.



The Music Train's events happen in different places in Bristol and South Gloucestershire. They happen during the daytime.



If you would like to find out about The Music Train's events, you can email **lizgray4@hotmail.co.uk** or look for **[@themusictrainbristol](https://www.facebook.com/themusictrainbristol)** on Facebook or you can speak to your support worker.

Making art at Expressions



You can make art at the Expressions group. Expressions is organised by Milestones.



Anyone supported by Milestones can come to the Expressions group. It doesn't matter if you haven't made art before.



Expressions sometimes organise events that are open to the public. Artwork made by people supported by Milestones is displayed at these events.



If you would like to find out more about Expressions, you can email

expressions

@milestonetrust.org.uk or
call 07467 357 465 or you can
speak to your support worker.

Volunteers



You can ask to have a volunteer. Volunteers help people supported by Milestones to do activities that they want to do.



We will try to find a volunteer who is interested in the same things that you are interested in. For example if you like swimming we will try to find a volunteer who likes swimming too.



You can ask for a volunteer to have a chat with you on the phone.



If you want us to find a volunteer for you, you can email **volunteering@milestonetrust.org.uk** or call 0117 970 9319 or you can speak to your support worker.

Fundraising



If you have an idea for something that could improve your support or your home, you can ask our Fundraising team to apply for money to pay for it. This could be a new piece of equipment or an activity to do at home.



Sometimes people supported by Milestones want to fundraise for their home or for Milestones. A fundraising idea could be a jumble sale or a sponsored walk. If you want to fundraise, our Fundraising team can help you organise this.



If you want to contact our Fundraising team, you can email **fundraising** @milestonetrust.org.uk or you can speak to your support worker.

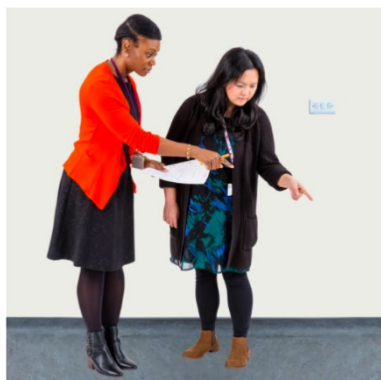
Letting us know what you think



We want to know what you think about the support you receive. Hearing from you helps us to improve.



One of the ways we do this is through asking you to complete surveys. We may also send surveys to members of your family.



Another way we do this is through quality audits. Quality audits are when a team of staff visit a service to see how it is run and talk to people there.



If you are unhappy with something about your support, you can make a complaint. You can do this by calling **0117 970 9300** or emailing **info@milestonetrust.org.uk**

People who work at Milestones Trust

Here is some information about some people who work for Milestones Trust.



Hilary Crowhurst is the **Chief Executive**. Hilary's job is to lead the organisation.



One part of Hilary's job is to make our strategy. A strategy is a plan that describes what you want to do and how you are going to do it.



Another part of Hilary's job is to make sure that our staff are working well with people we support so that our services are as good as they can be.



Another part of Hilary's job is to make sure that we have enough money to provide our services.



Jeff Parry is the **Director of Operations**.



Jeff's job is to make sure that our services are working well.



Sara Turrill is the **Volunteering and Involvement Lead**.



Sara's job is to make sure that Milestones listens to the people we support.



The **Data Protection Officer** makes sure that your privacy is respected. They make sure Milestones doesn't share information about you with anyone who shouldn't know about it. This could include information like where you live.

Mental health

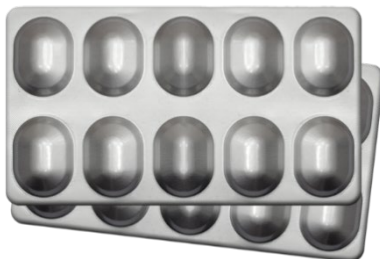
Nursing

Residential

Supported Living

The four **Senior Operational Managers** are responsible for one of our different types of services. The four types are:

- Mental health
- Nursing
- Residential
- Supported Living



The **Clinical Nurse Advisor** makes sure we give you the right medical support, including managing your medication safely.



The **Moving and Handling Lead** makes sure that our staff know how to move and handle people we support safely.



The **Positive Behavioural Support Manager** works with people we support who get angry and do things that might harm themselves or others. They work out how we can support them so that they don't get upset as much.

Organisations you can contact

Contacting social services



If you are not happy about your support and you think it could be better, you can speak to a social worker.

Bath & North East Somerset Council

If your social worker is from **Bath and North East Somerset**, you can call **01225 39 40 41**.

There is information on their website:

[livewell.bathnes.gov.uk/
supporting-adults-live-
independent-lives](http://livewell.bathnes.gov.uk/supporting-adults-live-independent-lives)



If your social worker is from **Bristol**, you can call **0117 922 2000**.

There is information on their website:

[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)



If your social worker is from **North Somerset**, you can call **01934 888 888**.

There is information on their website:

www.n-somerset.gov.uk/my-services/adult-social-care-health/adults-older-people/care-support-assessment-referral



If your social worker is from **South Gloucestershire**, you can call **01454 868 007**.

There is information on their website:

beta.southglos.gov.uk/health-and-social-care/care-support-for-adults



If your social worker is from **Wiltshire**, you can call **0300 456 0111**.

There is information on their website:

adults.wiltshire.gov.uk/Services/9/Wiltshire-Adult-Soci

Contacting the Care Quality Commission



If you are given support with tasks like washing, dressing, eating, drinking and caring for hair, skin or nails, you can speak to the **Care Quality Commission** about your support if you think it could be better. The Care Quality Commission is also called the **CQC**.



You can call the Care Quality Commission on **0300 616 161**.

There is information about how they can help you on their website:

www.cqc.org.uk/contact-us

Contacting the police



If you think that you or someone else we support is the victim of a crime, you can call the police.



If it is an emergency you should always call **999**.

If you want to contact the police but it is not an emergency, you should call **101**.

Contacting the NHS

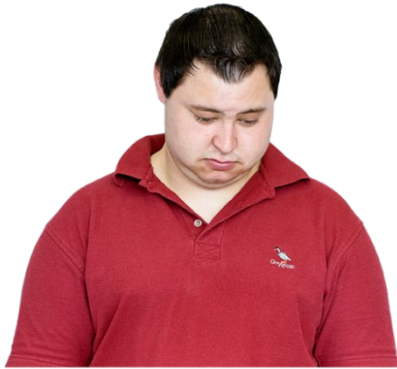


If you are feeling unwell or are worried about your health when you don't have support, you can contact the **NHS** by dialling **111** or visiting **111.nhs.uk** online.



If it is an emergency you should always call **999**.

Contacting someone if you are sad or worried



If you are feeling sad or worried, or you are thinking about hurting yourself, there are organisations you can call who can support you.



These organisations include:

Mind

If you live in Bristol or South Gloucestershire, call **0808 808 0330**.

If you live somewhere else, call **0300 123 3393**. Mind also have information online for people who need help:

mind.org.uk/need-urgent-help/using-this-tool/

Samaritans

Call 116 123, which is free from any phone. Samaritans also have information online for people who need help:

samaritans.org

Contacting someone if you are worried about money



If you are worried about your benefits or money and do not have someone who supports you to manage this, there are organisations you can contact for help and we can support you with this if you want us to.

These organisations include:

Department of Work and Pensions (DWP)

Visit www.gov.uk/browse/benefits for some useful information

Citizen's Advice Bureau (CAB)

Visit www.citizensadvice.org.uk/about-us/contact-us/ for some useful information

Talking Money

Call 0117 954 3990
or visit www.talkingmoney.org.uk for some useful information



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. You can find contact details for social workers on pages 23 and 24.

Contacting Milestones



In this booklet we have talked about different reasons you might want to contact Milestones. If you want to contact Milestones about anything else, call **0117 970 9300** or email **info@milestonetrust.org.uk**

Sharing your story



We like to tell people about positive 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.

Information and opportunities for you



We like to share information and opportunities with you that you might be interested in. This could include events, activities and other things.



There is a list of information and opportunities online. 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, Twitter, Instagram, YouTube and LinkedIn by searching for **@milestonestrust**

How you'd like to be contacted

Please tell us how you would like Milestones to contact you by answering the questions on this page and the next page. Use scissors to cut the page along the edge, then send it to:

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

If you change your mind about how you would like to be contacted, just let us know and we will update our records. Whatever you decide it won't affect your support.

My name is:

Please tell us how you would like Milestones to contact you by ticking boxes below.



Contact me by post ☐

My address is:



Contact me by email ☐

My email address is:



Call my phone ☐

Send me a text message ☐

Send me a WhatsApp message ☐

My phone number is:



I would like to receive information in:

Standard format ☐

Easy Read format ☐



Don't contact me about anything except my support ☐