



Welcome to the Oaklea Trust



Our Mission

Our Mission is to support individuals to achieve their aspirations through care, education & development; encouraging independence and maximising capabilities; and further to support communities to maximise their own impact upon the lives of beneficiaries and their value to society. Our teams of employees and volunteers support large numbers of people in need across the North of England every day.

< Oaklea Trust & Right2Work Working Behaviours



The Oaklea Vision

A society where individuals are enabled to be effective citizens irrespective of age, disability or disadvantage.

This booklet provides you with information about what you can expect from us. It should help you understand more about the care and support we can provide.

Our Commitment To You



You may have been referred to Oaklea by your local authority or GP where your needs for care and support have been assessed or, like many people, you may have come to us directly.

Together we will talk through your circumstances so that we can build a picture of your life and understand what support best meets your needs and wishes.

You will have a named contact at Oaklea; someone who you'll get to know quite well, who is well trained and experienced.

We are registered with the Care Quality Commission (CQC) who are the independent regulator of health and adult social care in England. The CQC make sure health and social care services provide people with safe, effective, compassionate, high-quality care and they encourage care services to improve.

We are proud to work collaboratively with others to ensure continued high quality care and support and drive new innovative ways to encourage independence and achievement for our customers.



Successful partnership working has assisted disabled and vulnerable people to achieve outcomes essential for full participation and citizenship within society.

You can download our Customer & Stakeholder Report on our website www.oakleatrust.co.uk/about-us/the-oaklea-vision

What We Do

To find out more on all these visit www.oakleatrust.co.uk



^ Clubs and Activities



^ Supported Living



^ Care Homes



^ Family Support



^ Job Search and Learning

“The support I have been given has helped me get where I am now.”

Listening To You



As a values-led organisation, we believe an individual's rights and choices are very important, that's why your feedback is used to continually improve the support we offer.

There are many ways that you, as a customer, have the chance to tell us what you think and to influence change throughout the organisation.

Customer and Stakeholder Evaluation

From time to time, we will ask you to take part in a satisfaction survey. The questions are based on key outcomes that represent lifestyle choices, quality and value for money (a simple YES/NO approach).

Compliments and Complaints

The Oaklea Trust has a compliments and complaints policy. Alternative formats are available, including a short and easy to read flyer (available here to download: <http://www.oakleatrust.co.uk/contact-us>).

“The people that support me listen to what I have to say.”

Normally, if you are not happy about the support you are receiving from Oaklea you can discuss this with your Oaklea team member. If, however, things don't improve then the policy tells you how to make a formal complaint.

It also gives you the opportunity to make positive suggestions about the quality of the care and support we provide.

You may wish to have additional representation and we can support you to find external and impartial advocacy services who will make sure your choices are respected and your voice is heard.

My Life, My Choices

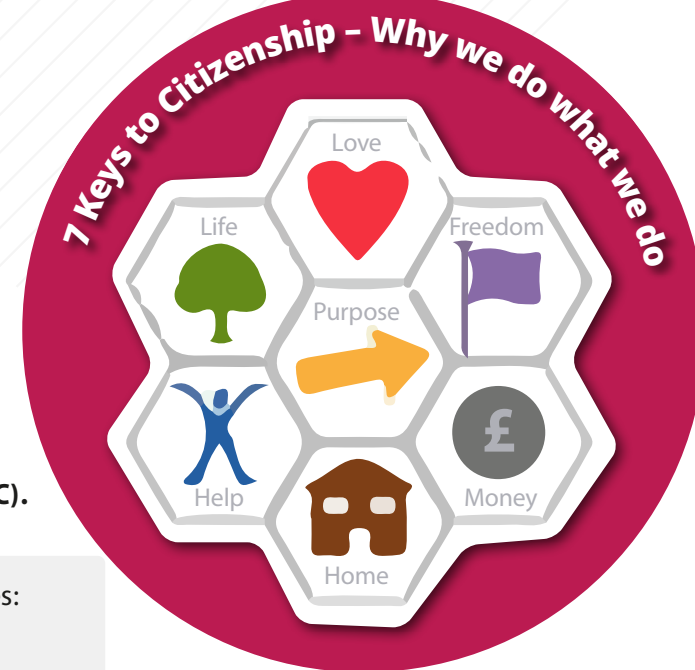
At Oaklea, the name we give to the plan which describes how we will support you is called **My Life, My Choices (or MLMC)**.

My Life, My Choices includes:

- Personal Care
- Healthcare and Medication
- Food and Nutrition
- Practical and Financial Support
- Social Support

It ensures you benefit from choice and control over your daily life and provides you with the opportunities to develop your personal skills, be healthy and receive support or care as and when you require.

Using MLMC, we will look to achieve positive outcomes with you, in areas set out in 7 Keys to Citizenship.



^ We base our support plans on the 7 Keys to Citizenship. ('Citizenship: a guide for providers of support', published by Centre for Welfare Reform.)

My Life, My Choices helps us measure our performance and the quality of the support we give to you.

You or your chosen representative will be asked to take part in putting this plan together and both you and your Oaklea Team will have a copy of your MLMC plan.

“Oaklea is an organisation with a strong set of values and an inspirational vision.”

Your Customer Agreement

So that both you and Oaklea know what to expect from each other, we shall set up a contract known as a Customer Agreement.


It describes our responsibilities to each other and your consent to what is included within your support plan.

If you are funding support yourself, for example through a Direct Payment, the Customer Agreement will also include the fees set for the options you choose.

The Customer Agreement is regularly reviewed with you but you will also have the opportunity to cancel the Agreement by giving a proper amount of notice (usually four weeks).



Ways to Pay

 Call us
01539 735025

- Card Payments over the Phone
- Cheque
- Electronic Transfers
- Standing Order

Fundraising Really Makes A Difference

The Oaklea Group goes beyond the requirements of the statutory service; we rely upon the support of generous and benevolent individuals and organisations in order to continue our essential work with disabled and vulnerable children and adults.

You can join us in fundraising activities, make a one off donation or become a regular donor, or even remember us with a legacy gift in your will.

If you or your organisation is considering making a donation to a charitable organisation, or if you are looking for a charitable partner for your organisation, we would be happy to talk further.

Your donation means disabled and disadvantaged people's lives continue to be improved through the work of the Oaklea Group.

“Staff who really care-go the extra mile to support individuals.”



Supporting
You

To find out more and discover how we can help plan your future and keep you in control, get in touch. We offer a personal approach to every customer and are more than happy to meet at a location that suits you.

Oaklea Trust Head Office

Second Floor, East Wing, Station House, Station Road, Kendal LA9 6RY
T: 01539 735025
E: enquiries@oakleatrust.co.uk

North East Regional Office

Consett Resource Centre, Office 80, Derwentside Business Centre, Consett Business Park, County Durham DH8 6BN
T: 01539 735025
E: enquiries@oakleatrust.co.uk

Social
Media

If you want to know more about a particular part of Oaklea, have a look at our Social Media pages for regular stories and news:



Oaklea on LinkedIn
www.linkedin.com/oakleatrust

Oaklea's Facebook page
www.facebook.com/oakleatrust

Oaklea Twitter feed
www.twitter.com/oakleatrust

Oaklea Children and Young People Facebook page
www.facebook.com/oakleayoungpeople

Oaklea on Instagram
www.instagram.com/oakleatrust



Right2Work Work & Learn Employment page
www.facebook.com/Right2WorkEmployment



The Furniture Warehouse Facebook page
www.facebook.com/kendalsecondhandfurniture/



The Appleby Hub Facebook page
www.facebook.com/ApplebyHub



Community Works Facebook page
www.facebook.com/communityworksR2W

“I've had the best support yet, they've helped me. They've allowed me to become more independent.”



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