

Communication is essential to delivering a safe and effective service. We welcome feedback and interaction with all stakeholders.

SOCIAL WORKER SERVICE
USER APPOINTEE FRIENDLY
GENERAL PRACTITIONER
SERVICE USER SOCIAL WORKER
WORKER FAMILY FRIENDLY
PARTNERSHIP
SERVICE USER GENERAL
USER INDEPENDENT
ADVOCACY FAMILY SERVICE
CONSULTANT SERVICE
APPOINTEE SOCIAL WORKER

Contact details:

veronika@ceibacommunitysupport.co.uk

07514 614 870

or

peter@ceibacommunitysupport.co.uk

07741 908 568

Ceiba is a large tree growing in tropical areas. A tree which is commonly called tree of life. It has an umbrella shape crown that protects and large buttress roots that provide stability in bad weather.

Ceiba Community Support Ltd is registered in England and Wales No: 09541286.

(c) 2015 Ceiba Community Support Ltd.

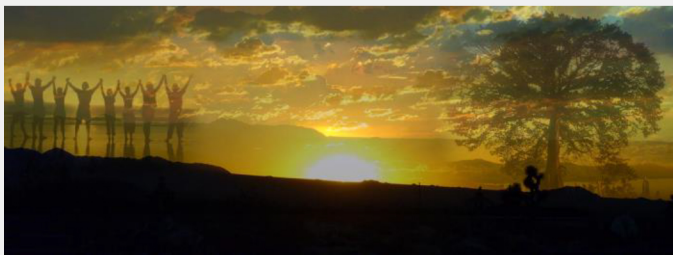
Ceiba Community Support

Creating independence through
partnership



www.ceibacommunitysupport.co.uk

CQC registered



What we do?

Ceiba Community Support aims to create a comprehensive and empowering **transition service** for people leaving institutional care and moving into the community. This is the first step in establishing sustainable rehabilitation and integration in the communities in which they have chosen to live. Essential to sustainability is the involvement of the Service User in decision making from the outset. The guiding principle of Ceiba is that Service Users should have the greatest possible control of the process. This ensures that the solutions are person centred and reflect the identity of the individual. Consequently the Service User feels they have an investment in their own future and are much more likely to succeed.

As part of our Advanced Support Plan we provide **care** to meet **ongoing** physical and social needs of Service Users. This is designed to ensure they can maintain their place in the community.

Ceiba has introduced an **'on demand' service** for Service Users where it is agreed with everyone involved that it is appropriate. All that is required is that the Service Users contacts the office and books their support for the time that fits in with their plans. This allows Service Users to arrange support around the activities they choose, going to the cinema, doing the shopping, social events etc. We require two weeks notice and it is subject to staff availability but it does create a situation where they can plan their lives around their own timetable rather than ours. We see this as an important part of changing the relationship between the Service User and their support needs and giving them as greater degree of control as is possible.

As with every aspect of how we provide care and support this work is focused on maximising independence, individual identity and freedom of choice. In every interaction we have with our Service Users, whether it is providing personal care or visiting an estate agency we shall ensure their dignity, uphold their rights and safeguard their well being.

Who we support?

The **Ceiba Programme** is designed for Adult Service Users (18-65 years old and 65+) within these bands:

- Mental Health
- People with an eating disorder
- Learning difficulties or autistic spectrum disorder
- People who misuse drugs or alcohol
- Sensory impairment Physical disability

The Ceiba Programme is designed to support individuals as they build futures for themselves in the community. It is delivered by trained and dedicated staff in the belief that in partnership with our stakeholders our Service Users goals can be achieved.

Our Programme consists of an Initial assessment, Service Proposal, Vector Planning, Service User Profile, Advanced Support Plan, Personal Goal Planning and Risk Assessment. To gain more information, please visit our website at www.ceibacommunitysupport.co.uk

Ceiba philosophy of support

We centre our service around Service Users and their needs to:

- promote their independence
- protect their privacy
- safeguard their rights
- maintain their dignity
- promote choice
- treat everyone with respect and equality
- ensure personalisation as directed by them
- focus on their health and well-being including support around social networks, budgeting, households, medications or personal care
- provide well trained and skilled staff
- canvass their feedback
- maintain an accurate, complete and contemporaneous record for each Service User in line with CQC fundamental standards.

