

ILS Leaflet

Working with you and for you to support your independence



We provide support on an Individual or group basis in the community for you to live and achieve a more independent lifestyle



We will listen to your full views as well as others involved in your care such as carers.



When your service starts you will have a Key worker and together you will agree a plan that meets your assessed needs. This will be your Individual Plan.



Your individual plan will show the support agreed and the stages we are working on to meet your needs in line with your Care and Support plan you agreed with your Care Coordinator



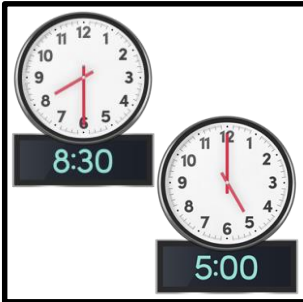
We can support you with many activities with in the community, appointments and skills building. .



If the agreed activities are not working, changes can be talked about with your key worker and changed at any time.

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Hours of Service

ILS provide support Monday to Friday during normal office hours.



We can provide service outside of these times if there is a task to meet your assessed needs that cannot be achieved at any other time. .



Transport

ILS will work with you and offer a range of program's to promote independent travel



Information sharing

Your key worker may need at times to talk to others involved in your care such as your Care Coordinator or Medical Staff



Any information is treated with confidentiality and only given to those who need to know with your permission.
Unless we feel there is an adult at risk.

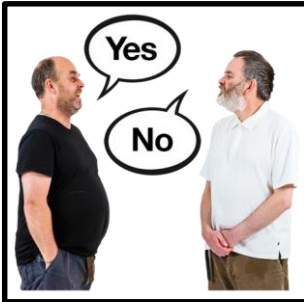


Individual and Carer Involvement

You and your carer's should you wish, can be involved in many ways such as help to recruit new staff or sit on service planning meetings.

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Your opinion matters

We need to know what you think of our service good or bad.



This can be done in many ways, talking to your keyworker, phoning the office or through your carer which ever way is most comfortable. The main thing is you let us know



Making Contact

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Cynon ILS
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Complaints Team
Ty Elai, Dinas Isaf East, Williamstown CF40 1NY
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