



Support with
Confidence
WEST BERKSHIRE
AND WOKINGHAM

Public Protection
Partnership | Bracknell Forest
West Berkshire
Wokingham

Support with Confidence



- Do you employ your own carer or are you looking for one?
- How do you know they are who they say they are?
- Do they have the necessary skills and legal requirements to support you?
- Want to know where to go to find out?

A shared service provided by
Bracknell Forest Council,
West Berkshire Council and
Wokingham Borough Council



WOKINGHAM
BOROUGH COUNCIL

Social Care for adults is changing

Self Directed Support means you can choose to get social care and support to meet your needs in a variety of ways to suit you – you can choose the kind of help you receive, and who you get it from.

This means that your support will be more flexible and responsive.

You can use different businesses and services in your local area, to help you live as independently as possible for as long as possible, in your own home.

To make the most of this opportunity you'll need more information and advice, so you can make the best choices about your care and support.

How does this scheme help?

Support with Confidence provides a list of providers of care and support services who have been successfully approved, and undergone the appropriate training and background checks.

Support with Confidence is a joint Trading Standards and Adult Social Care scheme that is growing nationally.



“you can choose the kind of help you receive, and who you get it from”

How does it work?

We make checks on each provider's background, their qualifications and experience, customer service and compliance with legal standards. Approved scheme members are vetted and trained before they join.

They agree to:

- ensure that they and their team are properly trained for their work
- respond promptly and appropriately to customer complaints
- have up to date Disclosure and Barring Service (DBS) checks and clearance
- provide references as part of their application
- for personal assistants and small organisations (micro enterprises) they undertake any required training.

Background checks on providers

Approved providers on our scheme have undergone the following checks:

- financial/credit history
- complaints history (as held by the local authority)
- enhanced DBS check
- interviews with our Support with Confidence Scheme Manager
- reference checks
- making sure they have received appropriate training, or checking that their qualifications are appropriate for the work that they do.

Once approved, we monitor the provider's performance including checking your own reports, sent through our feedback form as well as ensuring documentation and legal requirements are kept updated. These let us monitor members and make sure they maintain the standards we all expect.

Where can I find an approved provider or more information about the scheme?

Please visit our national website at:

www.supportwithconfidence.gov.uk

or contact our Support with Confidence Scheme Manager at:

supportwithconfidence@westberks.gov.uk

or Telephone: **01635 519 930**

To find local carers go to:

www.westberks.gov.uk/supportwithconfidence