**Fife Support Service** is a visiting care at home and housing support service which operates across Fife and is delivered by two area-based teams. As well as enabling people to live as independently as possible in their own homes, we support people to take part in activities that matter to them and help them engage with their community. Where required, we provide personal care.

**Visiting housing support**

We deliver visiting housing support to over 160 people across Fife, helping people to develop the practical household skills required for independent living.

The people we work with require this support for a range of reasons, including:

* a learning disability
* a mental health issue
* a physical disability
* a sensory impairment
* being a young person in their first tenancy
* being a young single parent
* being at risk of becoming homeless
* having alcohol or drug dependency issues
* moving into a tenancy after being homeless

We help people to identify their areas of strength and the areas they would like to develop in relation to managing their home. We provide learning and support with a range of tasks, including:

* Accessing education, employment or volunteering opportunities
* Budgeting
* Developing household skills
* Ensuring personal safety
* Living healthily
* Making community connections
* Managing debt

**Visiting care at home support**

We deliver visiting care at home support to over 60people across Fife. Our care at home service provides assistance which is similar to housing support, but there is more flexibility to help people participate in activities beyond their home, to provide emotional support and reduce social isolation.

Care at home support tends to be more long-term than housing support.

**A common approach**

Regardless of the service people use, our support is focused on providing better outcomes for everyone we work with and ensuring they are treated with dignity and respect. Here are some examples of our approach:

 ***Living our values***

Our activities, relationships and work are based on the following values:

* Treating people with dignity and respect
* Developing trusting and positive relationships
* Empowering people to make informed choices
* Responding to individual and changing needs
* Respecting equality and diversity
* Explore opportunities and learning to bring positive change
* Having an empathetic, practical approach to address problems with creativity and innovation
* Being non-judgemental
* Providing encouragement to achieve

***Putting people at the centre***

The economic, health and social challenges experienced by the people we support can sometimes have a significant adverse impact on their lives. We take time to recognise and understand these challenges and identify practical ways to overcome them.

At all times, our support is flexible, person-centred and responsive to the changing needs of the people we work with.

***Conversations and plans***

We use conversations and plans to help people identify their long-term ambitions and short-terms goals and develop strategies for achieving them. We produce personal

support plans to help people achieve the outcomes they desire and check regularly the progress they are making.

***Listening and responding***

People’s ambitions, circumstances and needs can change. We look for signs, listen to what people tell us and respond by adapting our support to reflect these changes.

We encourage people to tell us what they like about our support and where improvement is required. We provide everyone we support with a copy of *Involved*,

our quarterly newsletter, and invite everyone to take part in our annual Customer Satisfaction Survey.

***The role of communities***

We recognise the role which communities can play in helping people realise their ambitions. We connect the people we work with to appropriate sources of local support and with networks and organisations which deliver social benefits, including a sense of belonging, community and purpose.

***Working in partnership***

We can make more of a difference to people’s lives by working in partnership. We engage with people and professionals who have an interest in the welfare of the people we support and seek specialist assistance when required.

We work with a range of statutory and voluntary organisations to ensure the people we work with get the support they need.

***A good home***

We recognise the importance of the home as the base from which people can work to fulfil their potential. We provide support in all aspects of maintaining a home, with an emphasis on developing people’s skills to look after and sustain their home independently.

***A good life***

We equip people with the knowledge, resources and skills to overcome challenges, make the most of opportunities and live a good life, as defined by them.