

Service User Guide Easy Read

West Limerick Independent Living



1. Welcome to Your Support Service

West Limerick Independent Living (WLIL) provides Personal Assistant (PA) and Home Support Services to help you live independently at home and in your community.

Your service is based on:

- Your needs
- Your preferences
- Your allocated hours from the HSE

You remain in control of your day-to-day life and decisions.

2. How Your Service Works

Your support is agreed through:

1. **Assessment**
2. **Activity / Care Plan**
3. **Risk Assessments**



These set out:

- What support you receive
- When support is provided
- How support is delivered safely

Your service is reviewed:

- Monthly (phone check-in)
- Annually (full review)
- Anytime your needs change

This service is delivered in line with national standards and good practice to ensure your safety, rights, and wellbeing.

3. Your Support –

What Staff Can and Cannot Do

✓ Staff CAN support with:

- Personal care (washing, dressing, toileting)
- Mobility and transfers (using agreed equipment)
- Meal preparation
- Light household tasks linked to your care
- Attending appointments
- Social and community activities
- Communication support (calls, letters, forms)



✗ Staff CANNOT:

- Do heavy cleaning, repairs, or gardening
- Use ladders or unsafe equipment
- Provide clinical or nursing care
- Handle loose medication or change doses
- Manage your finances beyond agreed policy
- Support other household members (unless agreed)



👉 These limits are for **your safety and staff safety**

4. Your Rights

You have the right to:

- Be treated with dignity and respect
- Make your own choices
- Be involved in your activity/care plan
- Have privacy and confidentiality
- Raise concerns or complaints
- Access your information



Staff will always ask your permission before supporting you.

5. Your Responsibilities

To help the service run safely, you are expected to:

- Maintain a **safe home environment**
- Provide **accurate information**
- Inform West Limerick Independent Living of any **changes**
- Give notice if cancelling support
- Treat staff with **respect**



6. Staff Responsibilities

Staff must:

- Follow your activity/care plan and risk assessments
- Work safely at all times
- Respect your home and privacy
- Use the Care Planner system
- Report any concerns or incidents



Staff **cannot change your service themselves** — all changes go through your Coordinator.

7. Safety in Your Home

WLIL has a duty to keep:

- You safe
- Staff safe

This includes:

- Risk assessments
- Safe work practices
- Use of proper equipment



Important:

If something is unsafe:

- 👉 Tasks may be changed, restricted, or stopped

8. Equipment and Home Requirements

You are responsible for:

- Safe and working equipment (e.g. hoists, slings)
- Basic supplies (e.g. soap, towels, cleaning items)
- Safe layout (clear walkways, lighting)



If equipment is unsafe:

👉 Staff may not be able to carry out certain tasks



WLIL follows guidance from community professionals such as Physios and OTs, in line with the social model of support.



9. Infection Prevention and Hygiene

Staff follow HSE guidance, including:

- Hand hygiene
- PPE use where needed
- Clean working practices



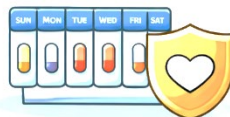
You should:

- Keep your home reasonably clean
- Inform West Limerick Independent Living of infectious illness



10. Medication Support

- You remain responsible for your medication
- Staff may:
 - Prompt or remind you
 - Open packaging (if agreed)



Staff **cannot**:

- Administer medication (unless specifically authorised)
- Handle loose medication
- Change dosages



11. Money Handling

Staff may assist with:

- Small amounts of money (e.g. shopping)



Rules:

- All transactions recorded
- Receipts kept



Staff cannot:

- Access your bank account
- Use your PIN
- Manage large sums



12. Access to Your Home

To support safe entry:

- Key safe recommended where needed
- Staff carry ID



You should:

- Not allow unknown persons into your home
- Inform West Limerick Independent Living of any access arrangements



13. Cancellations and Changes

If YOU cancel:

- Please give at least 1 weeks' notice where possible.
- You must tell your Service Coordinator directly — telling someone else is not enough.
- Late cancellations may make it harder to arrange staff for you in the future.

If WLIL cancels:

This is rare but may happen due to:

- Staff illness
- No available cover
- Severe weather
- Emergencies
- Safety concerns



👉 West Limerick Independent Living will inform you and try to arrange alternatives

14. Staff Availability and Changes

You may experience:

- Different staff (relief cover)
- Changes in schedule
- Delays



This is due to:

- Staffing availability
- Leave / sickness
- Service demands



👉 WLIL aims to keep this to a minimum. WLIL cannot guarantee continuity of specific staff.

15. If Your PA is Late

- You will be informed where possible
- If not, contact the office

 069 77320



16. Emergencies

In a life-threatening emergency:

 **Call 999 or 112 immediately**

Staff will:

- Support you if safe to do so
- Follow your care plan / emergency plan
- Contact relevant people

Important:

- Staff do not take unsafe risks
- Evacuation only happens if safe

17. Safeguarding and Protection

Abuse can include:

- Physical
- Emotional
- Financial
- Neglect



If concerns arise:

- Staff must report them
- WLIL may involve external services
- WLIL operates a zero-tolerance approach to abuse.

You can report concerns at any time. All concerns are treated seriously and handled confidentially wherever possible. You can report concerns safely without fear of negative impact on your service.

Information will only be shared where necessary to protect you or others. Concerns may be shared with the HSE Safeguarding Team or An Garda Síochána where required to protect you or others.

18. Complaints and Feedback

If you are unhappy:

1. Speak to your Coordinator
2. Contact WLIL Management
3. Use the formal complaints process

All complaints are:

- Taken seriously
- Reviewed fairly



You can also ask for support from an independent advocate when making a complaint.

19. Reviews and Quality Checks

WLIL will:

- Contact you regularly
- Review your service
- Make changes where needed
- Random spot checks by Coordinators may be carried out to ensure optimal service delivery.

You can:

- Request a review anytime



20. Your Information and Privacy

WLIL:

- Keeps your information secure
- Uses it only for your service
- Shares only when necessary (e.g. safety, legal reasons)

You can:

- Request access to your information



21. Transport and Community Access

Staff may support you:

- On public transport
- In your vehicle

Staff **cannot**:

- Use their own car (unless approved)



22. Professional Boundaries

Staff must:

- Maintain professional relationships

They cannot:

- Borrow/lend money
- Accept gifts (outside policy)
- Make private arrangements



23. When Services May Be Changed or Stopped

This may happen if:

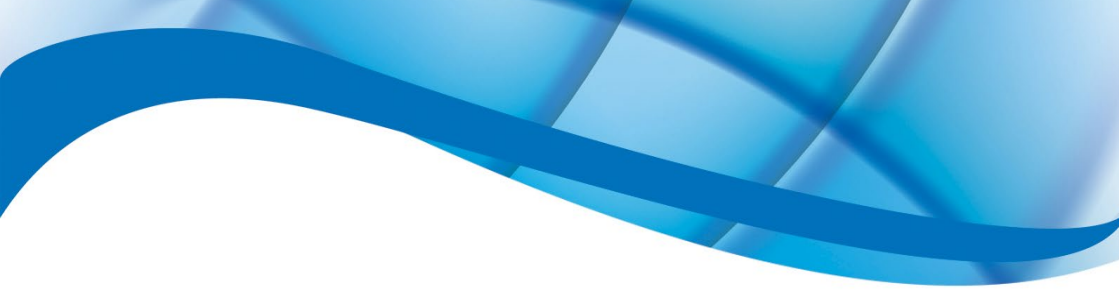
- The environment is unsafe
- Needs exceed service scope
- Safety rules are not followed
- Serious incidents occur

WLIL will:

- Act fairly
- Explain decisions
- Try to support alternatives
- Services may be immediately suspended where there is a risk to staff or service users.



This guide should be read alongside your Service Agreement.



24. Contact Information

 WLIL, Sheehan's Rd., Newcastle West, Co. Limerick

 Office: 069 77320

 Out of Hours: You can call this number at any time.

Outside normal office hours, calls are routed to the on-call arrangement. If your call is not answered, please leave a message and the on-call person will return your call.

 info@limerickcil.com

Your Safety, Rights and Support

Your safety and wellbeing are very important.

West Limerick Independent Living provides services in line with national standards and best practice to make sure you are supported safely and respectfully.

Contact Information

