

Welcome Values



**Providers welcoming people's friends and families
into their environment.**

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How do the Welcome Values work?



↓ What Are Welcome Values?



Welcome Values are about service providers welcoming peoples' friends and families.



Where people have no friends or family, providers should make an effort to help people develop friendships.



Self-advocates and family members will volunteer to visit people and see how good the services are that they get.



For example if staff will support someone to clean round their mouth after eating if needed.



Or if staff will support someone to change their clothes if they are dirty.



Needs

Welcome Values can be used with any type of support.



Welcome Values can be used to look at just one person's life or the lives of lots of people using the same service.



A website will list all of the services that take part in the Welcome Values and say how good the volunteers thought they were.



This will help other self-advocates and families choose which services are best for them.



Welcome Values will be used in a similar way to the kite mark logo.



Service providers will sign up to the **Welcome Values** Network.



Self-advocates, family members and providers will develop the Welcome Values review.



Training courses will help volunteers to get ready for visiting services to see how good they are



Volunteers will visit at different times of the day and on different days. They will not always say when they are coming.



The volunteers will say what was good about the service and what needs to change.



The provider replies saying what they will do.



What the volunteers and provider says is then put on the Welcome Values website.

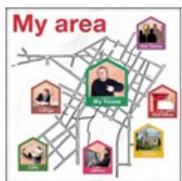


The provider and the volunteers carry on meeting to share what's going well and how things could change.

↓ Welcome Values will . . .



Improve the quality of services for people with learning disabilities.



Develop provider standards about dignity, respect and people taking part in the community.



Review local services for people with learning disabilities.



Publish reviews on a website to help people choose which services they use.



Help develop friendships, relationships and involve people who use services in their local community.



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