



NEW DIRECTION SUPPORT



# Service User Guide



AFFILIATE  
ORGANISATION

New Direction Support (a Premier Care Plymouth Ltd company)  
Registered Office: Argentum House, 510 Bristol Business Park,  
Coldharbour Lane, Bristol, BS16 1EJ  
Company Number: 05842342  
[www.newdirectionsupport.com](http://www.newdirectionsupport.com)

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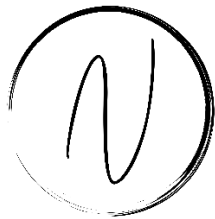


NEW DIRECTION SUPPORT

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# Welcome



NEW DIRECTION SUPPORT

We are delighted to welcome you to New Direction Support



We aim to support you to live as independently as possible, in a safe, comfortable, and friendly environment



We aim to support you to improve quality of life, and quality of sleep



Our dedicated team is here to support you in achieving your personal goals, learning new skills, and being an active part of your local community



Your choices, your voice, and your rights are at the heart of everything we do



We are excited to support you on this next chapter of your journey

# About Us



New Direction Support began in 2007 in Plymouth



The company director (Tracey Underwood) created the company to provide support and improve quality of life for:

- People with learning disabilities
- Autistic people
- People with learning disabilities
- People with mental health conditions



We support people who live in their own homes (supported living), this might be on their own, or shared with other people



We also provide enabling services for people, for instance, where they still live at home with their parents



Our staff have all of the training needed to support you



And we use what is called a 'Practice Leadership Model', which means that we show people how to do their job well (not just tell them)



New Direction Support currently have a 'Good' rating with CQC

# Aims, Values & Objectives



Improve quality of life



Improve quality of sleep



Reduce anxiety / distress



Safeguard People from Harm



Have well trained staff



Promote Equality, Diversity & Inclusion



Reduce restrictions and restraint



Ensure privacy, dignity & confidentiality



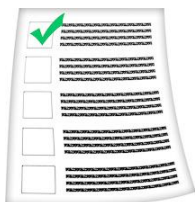
Good quality assurance to make sure the care you receive is a good standard

# The Support We Provide



We specialise in providing support to:

- ✓ People with learning disabilities and / or autism
- ✓ Adults 18 – 65 years old
- ✓ Adults 65+ years old



We will assess your needs, and depending on this we can support with areas of your life such as:



Personal care



Planning meals and cooking



Cleaning, laundry and taking care of your home



Taking care of your money



Medication



Health appointments



Social activities



College



Work Place

Accessing education or work



Travel



Holidays



Finding a new home (if you need one)

As your support provider, we cannot...



Be your landlord (for your home)



Be your financial appointee



Support with clinical procedures



Manage medical equipment without training



Drive mobility vehicles (without appropriate insurance)



Accept gifts or money



Socialise / meet outside of work hours



Support children in supported living settings

# Staff Training & Support



Staff receive full training to make sure that the care you receive is to the expected standard

This is a list of some of the training New Direction staff will carry out:

- Autism / Oliver McGowan
- Care Certificate
- Challenging Behaviour
- Choking Workshop
- Dementia Awareness
- Diabetes
- Diploma (Health & Social Care)
- Dysphasia
- Epilepsy
- Finance Competency Assessment
- Fire Safety
- Food Hygiene
- Learning Disabilities
- Makaton Sign Language
- Medication Competency Assessment
- Medication Practice
- Mental Capacity Act & DoL's
- Mental Health
- Moving & Handling
- Positive Behaviour Support (PBS)
- Recording Information
- Risk Assessment
- Safeguarding
- Safety Intervention
- Self-Harm
- Stroke





Staff are also shown how to do parts of their job, as well as doing online or group training, for example:

- Medication assessments
- Finance assessments
- Choking assessments



We also work with other professionals to create training just for you (if you need it), to ensure we are supporting you correctly with your individual needs



We supervise staff closely, ensuring they have all the support they need



And we are also very well known for the quality of our support plans, risk assessments

# Assessment Process

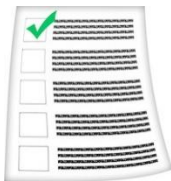


Before we can support anyone, we have to carry out an assessment

People that are likely to be involved in this assessment will be:



- You
- Your family (if you want this)
- Your social worker
- Your current or previous support provider
- Other professionals i.e. PBS clinicians
- Advocates
- Financial appointees



We start with a short pre-assessment, as this helps to understand whether we are the right provider for you or not

If we feel that we can support you, then we will carry out a full assessment, which normally works in three stages:



- 1) Complete the assessment form with you (or someone that knows you very well)
- 2) Meet with you, and spend time observing and getting to know more about you
- 3) Read over professional assessments, reports and other documents to make sure we have the correct information about you



The assessment process might include areas of your life such as:



- End of life
- Quality of life
- Personal care
- Continence (using the toilet)
- Routines
- Quality of sleep
- Eating & drinking
- Physical health and wellbeing
- Relatives, carers and friends
- Communication
- Autism / sensory impairment
- Mobility, dexterity and travel
- Mental health
- Mental capacity
- Medication
- Anxiety and distress
- Personal safety and vulnerability
- Professional input
- Interests
- Religious / cultural needs
- Finances and accommodation
- Training needs (for staff)
- Risk assessment (for you)
- Risk assessment (for your home)

# Support Planning

Once the assessment is complete, and we have all the information we need, we will then create your own set of support plans and risk assessments, to ensure staff are supporting you safely, and in the way that you want.

Support plans and risk assessments that are likely to be in place are:



**Health**



**Personal Care**



**Finance**



**Routines, Activities & Relationships**



**Mobility & Travel**



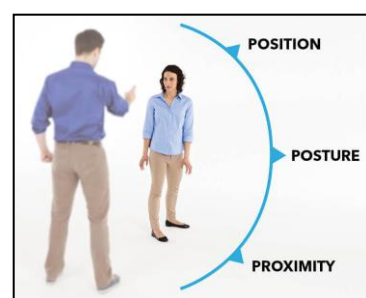
**Communication & Sensory**



**Tenancy**



**Positive Behaviour Support**



**Safety Intervention**



**Safety Plan**



**PEEP (Fire Risk Assessment)**



**Infection Control Risk  
Assessment**



**Restrictive Practice  
Summary**

# Other Important Information



We are part of Bristol City Council's framework of supported living providers



This means the money we are paid for supporting you is a set and affordable amount; while also making sure we can continue to run New Direction Support



We have a contract in place with Bristol City Council, which tells us what is expected of us with supporting people



It also means that there are people in place checking to make sure your care and support is to the expected standard which is good



We will monitor to ensure that your support arrives when they are supposed to, and we will make sure there are systems in place to alert us if they don't



We take safeguarding concerns very seriously

There are lots of different types of abuse, these are some examples:



- People hurting you
- People calling you names
- People touching you when you don't want this
- People taking your money or your personal items
- People discriminating against you because of your race, gender, age, disability, religion or sexual orientation



We will take immediate action to try and ensure you are safe from harm



We will report it to the appropriate people i.e. Local Authority Safeguarding team, Police, CQC



We will continue to work with you and everyone else involved to safeguard against abuse happening in the future



We will apologise to you

# Complaints & Compliments



New Direction encourages people to tell us if they're happy or not with the service that we provide



We understand that there may be times you feel unhappy about the service we provide



We feel that it's important to listen to people, so that we can keep on improving the service



It is also good to hear when things are going well



This helps people feel encouraged, positive and motivated



You can call Martin (Registered Manager) if you wish to make a complaint or compliment

**0117 992 2018**



Or you can email Martin

[mmalloch@newdirectionsupport.com](mailto:mmalloch@newdirectionsupport.com)



Or you can write a letter and post it to  
Martin

Martin Malloch (Registered Manager)  
**Argentum House, 510 Bristol Business Park,**  
**Coldharbour Lane, Bristol, BS16 1EJ**



Martin will then get in touch with you to let  
you know what happens next

# Contact Information



**Name** New Direction Support  
*(a Premier Care Plymouth Ltd company)*



**Registered Manager** Martin Malloch



**Registered Office Address Line 1** Argentum House  
510 Bristol Business Park  
Coldharbour Lane, Bristol  
BS16 1EJ



**Phone Number** 0117 992 2018



**Email (general enquiries)** [bristol@newdirectionsupport.com](mailto:bristol@newdirectionsupport.com)



**Website** [www.newdirectionsupport.com](http://www.newdirectionsupport.com)

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