

My Life Support

My Life's CQC-registered care service enabling people to live in their own homes with support



Peace of mind for you and your loved ones with personalised care and bespoke teams



Welcome to My Life Support

When we started **My Life Legacy** in 2012, we were a group of families who simply wanted something better for the people we loved who needed some support to live a good life. We wanted our loved ones to have access to meaningful, purposeful opportunities every day, to make an active contribution to their communities and feel included rather than excluded.

Most of all, we wanted that support to be truly personalised, giving people the choice and control to make decisions about their care - or their loved ones' care - that made sense for them.

Our programme of **Life Opportunities in Standish and Leigh** during the day was so successful and impactful for people, we went on to become Care Quality Commission (CQC) registered in 2017 and set up **My Life Support** to help people in their own homes.

Immediately we were able to help **people with different and complex needs**, and by surrounding them with specialised and bespoke teams we were able to see some incredible results in terms of the health, wellbeing, confidence and community networks of not just the people who needed support, but their families too.

Most people we support have Personal Health Budgets or Personal Budgets through Social Care. What we want to show to you in the forthcoming pages is that we will work with you to get the very best funding possible for the care you need - and have the right to.



About My Life Support

My Life Legacy has grown into a community of people experiencing remarkable outcomes through genuinely person-centred support. And through My Life Support, we are privileged to work with and support people and their families across the North West to live their best lives.

No ordinary care service

It became clear to us very early on that there were many individuals and families feeling isolated within our community. We knew we had the knowledge and experience to make a difference. My Life Support was established to not only provide guidance for families through what can be a difficult and confusing time when considering their loved one's future needs, but to give a sense of confidence that support would be developed around what they need and not what other people think they need.

Planning care with an individual's entire circle of support

Right from our first contact with an individual, we plan and design a care package with that person's entire circle of support which makes sense for them. We make this promise to everyone we support; My Life Support isn't just about us turning up for a care shift at a house, it's about giving people the choice, control and confidence to leave that house and build new networks, opportunities and experiences.

Building a team

It's also about building a team around that person with the right competence and confidence levels to succeed in providing sustainable and high-quality long-term care.

- ✓ We create a staff matching tool to ensure our adverts attract people with similar interests and hobbies.
- ✓ If you'd like to interview for your own staff, we can involve you in the process.
- ✓ We arrange meet and greets at your home or in the community so you can see if they are the right staff for you.

We believe My Life Support is unique in this sense. We work with families and funders to achieve the very best packages of support for people because we know that ultimately a breakdown in care or health quickly becomes devastating. By designing and managing care in this way My Life Support is making a real difference to people's lives.

What you notice on My Life Support teams is that everyone really cares for the people they support, and they definitely have the best interests of that person at the heart of what they do. That not only means people get better quality care, but also that everyone works together to ensure the best outcomes for people. - My Life Support PA

Planning your My Life Support package

If you have a personal budget or a direct payment it can be daunting choosing and managing care and support for yourself or a loved one. We can help you to plan and organise your care, so you can focus on what's important: living your life the way that you want to. From planning your support to managing your money, recruiting and managing Personal Assistants, all our support is tailor made to you.

Visit to My Life

In the first instance, we will always invite people to come and see My Life Legacy in action at Thompson House in Standish. It's here where we are best able to showcase our commitment to person-centred services.

Pathway to My Life

At this first meeting we begin the Pathway to My Life, which will then involve visits to meet with the individual, family and key people to see how we can meet their needs, conversations with the funder of the care and most importantly of all, what matters most to the person who needs the support.

Creative solutions

With our vast experience in support planning we will look at the creative solutions that will best meet your needs while making sure the funding available is used in the best way, keeping you safe and well.

Support plan and team building

All of these requirements are then built into an agreed support plan with the funder, and a start date can be discussed. It's at this point that we also start to build a bespoke team around the person needing support, so that they can trust that they will have continuity of care.

What your support will look like



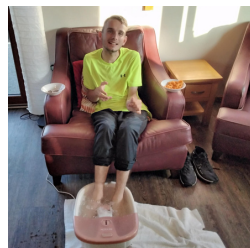
My Life Chalets

Perfectly located at the heart of our farm and equestrian centre amid 84 acres of open countryside on the Lancashire/Greater Manchester border, My Life's three fully accessible chalets are available for respite care and transition into independent living. They have become a vital facility for people who might need support to live a good life - and their families.

Because My Life Legacy has become a leader in providing quality personalised care and support for individuals and funders, we have been able to shape these chalets - which have two beautifully furnished bedrooms, accessible bathroom, kitchen and comfortable living and dining areas - into places which have been transformational for people, no matter how long they've stayed here.

From people who have stayed one night a week away from their families to boost their confidence, to those who want to leave institutionalised care, staying in My Life's chalets makes a huge difference in their outlook and opportunities in life. People can use our highly trained staff if they need support or bring their own.

As soon as we start to proceed down the driveway our daughter's excitement and joy is uncontainable. Emily has gained confidence, thrives, has even more of a zest for life and is now living a more independent life thanks to My Life's chalets. - Emily's mum



Funding, money and navigating third party personal budgets



We know that it is increasingly difficult to manage all the finances, legal entitlements and benefits that people who need support require. So right from the start we offer legal advice, breaking down the journey to claiming the right benefits and make care planning as stress free as possible.

Our costs vary depending on how much support you need. If you have a personal budget, the council or the NHS will usually pay our fees as part of your budget.

Sometimes people make a direct payment out of the personal budget they have been allocated but increasingly people choose to manage their care through a third party managed budget given that trying to manage a personal budget has become like running a small business.

A vital aspect of a managed budget is making sure that it is used to help you or a loved one live life the way you or they want to - it's actually increasing control rather than ceding it. So a council or NHS commissioner transfers the agreed funding to My Life each month and lets us deal with ensuring all the care bills and expenses are paid on time and payroll and staffing is managed.

This is a transparent process where we can ensure the money you deserve goes on care. Our strict financial procedures mean that money can only be spent on what you, your council or NHS team have agreed.

Acquired brain injuries and Case Managers



There are lots of ways you can fund and benefit from My Life Support's services. For example, we support people who have been awarded a pot of money as part of an acquired brain injury settlement - and use case managers to gain access to support. The uniqueness of My Life Support's offer is that everyone is different and can access the right level of support through a number of means. What we don't do is put people in supported living with two or three other people; this is about developing your own home with your own support.

Living independently with support



We have had great success in transitioning people from institutions or indeed difficult family environments into more independent living situations. This is often a multidisciplinary approach involving many stakeholders, but we work with everyone to find the best solutions - and can work with housing providers to provide/locate suitable places to live. Often, this will involve people who need 24:7 support but we want to reassure you that it is possible.

Our teams



People we support all have different and sometimes complex needs and often require specialised and bespoke teams around them. Over the past five years we have built up a range of highly-skilled, trained and motivated staff who are used to dealing with - and understand the needs of - people with a learning disability and autistic spectrum conditions, as well as behaviours that can challenge, physical and clinical health needs, brain injuries, mental health and rare conditions.

And if there are specific knowledge gaps in our teams, we will immediately plug in training to ensure we can meet people's needs.

Maintaining quality and continuity of care

Our guarantee is that we allocate staff to teams at the right competency level for the need of the individual concerned. Sometimes, funders think that makes My Life Support more expensive than other providers. But we've been doing this long enough to know that paying minimum wage for a shift rather than skilling people up to do the job properly means that quality of care suffers. Staff turnover becomes impossible to manage, and continuity of care is lost. Quality and continuity are the elements of sustainable care and support that individuals most want and need. We will always recommend the right competency level of staff for your package of care.



Person-centred values

We pride ourselves on being emotionally intelligent with a warm, positive, and person-centred approach. Our staff have the ability to listen to others and build trusting and effective working relationships with people, families, staff and partner agencies.

Our teams are committed to person-centred values, ethical practice and human rights and the ability to develop and maintain an open, reflective, and accountable culture.

Team structure and support

Each team built around an individual has a Team Manager, who reports to the Registered Manager overseeing our packages of care. Both can draw on the resources and expertise of our Clinical Team, Safeguarding Team, the Head of My Life Support and the Head of Care, Quality and Compliance.

We have a team of bank and peripatetic staff that provide additional wrap around support for teams to cover holidays, training and short notice cover.



I applied to work here as the enthusiasm and ethos of the company is second to none, and I really feel part of a great organisation who strive to make lives better for the people we support. - New My Life Support PA

Our success stories: Aaron



Aaron is an autistic person who has spent a significant part of his teenage years and young adult life in hospital. While his family - and Aaron himself - understood that he needed help with his mental health, there has always been a desire to achieve a stable and safe living environment outside institutionalised care where he could begin to build a life for himself, with support.

Cara, Aaron's mum, got in touch with My Life Support after hearing how we had helped other people transition from institutionalised care into community living with support. Using partnership working, we all identified that finding the right accommodation and location for Aaron would be crucial to the success of long-term, consistent care - and give him the best possible chance of staying out of institutionalised establishments in the future.

Cara and My Life then spent a number of months sourcing a quiet, semi-detached house in a semi-rural part of the North-West which met most of these criteria.

"It was the perfect house for Aaron," says his Team Manager from My Life. "It was just the right size, we could create a caring, family atmosphere with our team while giving Aaron the privacy and freedom he craved.

Finally, in March 2023, Aaron moved in with a package from My Life Support which includes 2:1 support during the day and a waking night. He is shopping and cooking for himself, going on walks and expanding his horizons to match his interests in animals and gardening.

Aaron says:

"You know, I love living here, I feel happier, I can relax. I can get back into living life again, and make my own choices with my team."



Aaron's mum says:

"He doesn't need me so much any more, but I know that's really good in the long run. I've been able to breathe. Let go of the reins. I'm not on my own, I'm not battling. I've never had that before - and if I have a problem I can work through it with My Life. I knew progress would be very slow. But I have hope for him again - obviously we've had a few blips, a couple of setbacks. But again, the team have worked through that and moved on; they're treating him as a human being rather than a patient and Aaron's really responding to that."

Our success stories: Chelsea



Chelsea was in her early 20s when the pandemic struck. It was a difficult time for everyone, not least for a young, non vocal autistic woman with anxiety, some behaviours that can challenge and an eating disorder.

Post-Covid, her previous care provider reduced the support she needed leaving her mother Cheryl extremely concerned about Chelsea's future and her own potential as a full-time carer. That's when Cheryl turned to My Life Support as she knew that the kind of personalised support that My Life is famous for would be crucial to the success of a new care package for Chelsea.

The transition to an out of borough provider went more smoothly than expected, and Cheryl says that was mainly because of how easy My Life made it.

My Life were able to find meaningful activities for Chelsea in the community - for example trips to theme parks, museums and even shopping centres. These were critical in allowing Chelsea to feel that she was doing something that everyone else her own age would be doing, but just as important were the regular visits to My Life's site in Standish.

Part of the reason for introducing Chelsea to the Standish site was that her package also included two overnight stays in our **My Life Support chalets**. Chelsea has been so at ease she even enjoys slumber parties with the staff. Now she gets picked up on a Tuesday morning and doesn't come back home until Thursday evenings. "She's made the chalet a home from home by herself, and that's a real credit to her," says Chelsea's PA.

Chelsea's mum says:

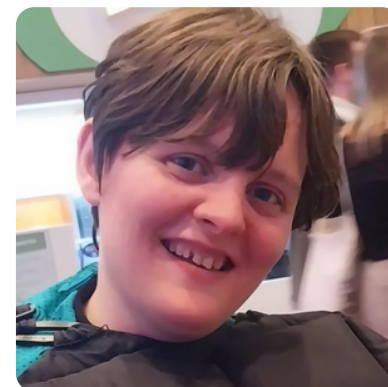
"Our relationship is so much better now because we get that break from each other. I get to do all the things I can't when she's here, I can make my own plans, go out. It's great to have that time."

The overnight stays went so well, Cheryl was able to feel comfortable to go to a family wedding in the South of England, leaving Chelsea in the care of My Life Support in the chalets.

"I was so far away and there was no-one here to take over or be a back up. It was a worry, and I was constantly thinking beforehand 'what if something goes wrong'. But of course it was fine with My Life. They sent me pictures, she went to Alton Towers. I was able to relax and know she's okay and that My Life could handle it."

Chelsea is now more confident in terms of letting other people in, which has led to far greater involvement in services and activities that can improve her quality of life, from speech and language therapists to clinical assessments. Critically, these assessments are now with her rather than about her - she likes being involved and can tolerate people in her personal space.

There's often a smile on Chelsea's face these days - and we know it's an expression of happiness.



My Life Opportunities and community-based care

My Life Support is part of My Life Legacy, which also offers our groundbreaking day service, My Life Opportunities, in Standish and Leigh. A daily programme of meaningful person-centred activities for all ages and abilities, including people with special educational needs and disabilities, some people who have a package of care with My Life Support take advantage of this day provision with their team.

From creative arts to music, horticulture, bushcraft, equine and animal care, cookery, woodworking and more, people can choose what they'd like to do, either for a full or half day, with activities adapted to meet need.

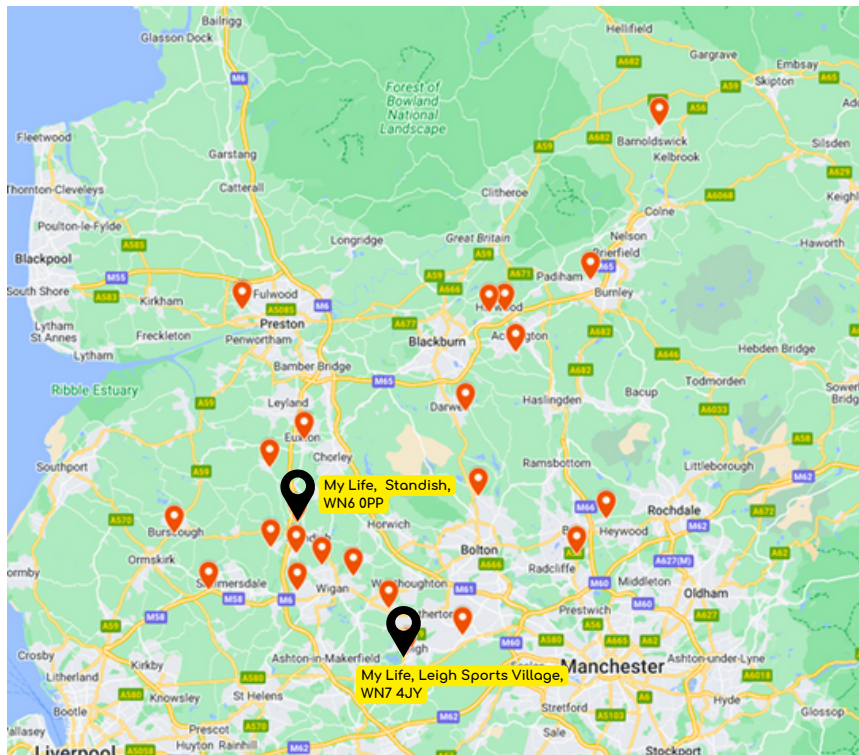
What we're always keen to do, whether it's a specific service from My Life or not, is get people into their communities with support. Whether that's taking them swimming or the gym, to local cafes or even shopping, we think it's key that people we support have the opportunities to live life that everyone else has.



Where we are and what we do

My Life Support and its parent organisation My Life Legacy are based at Thompson House Equestrian Centre in Standish, just a few minutes from Junction 27 of the M6 and within easy travelling distance of anywhere in Greater Manchester, South Lancashire, Merseyside and North Cheshire. It's within this 84 acres of beautiful farmland that we run our My Life Opportunities programme, have our short-break chalets, operate the equestrian centre and run Stable Door Café. We also have a My Life Opportunities centre at Leigh Sports Village in Leigh, where people can also go on bespoke pathways to progress their lives.

Where our customers are



There are so many things you can do at My Life - this A-Z isn't even a complete list! The point is, we always design a package of care that works for you, so if there's something missing from this list, just ask us why. We will always do our best to ensure people we support live their best lives.

ABC

- ☐ Aerobics & Agility
- ☐ Animal Care
- ☐ Artisan Crafts
- ☐ Beauty
- ☐ Bicycle Repair
- ☐ Buffets
- ☐ Bushcraft
- ☐ Café (Stable Door Café)
- ☐ Car Wash
- ☐ Catering & Hospitality
- ☐ Chalet hire & Respite care
- ☐ Classroom Hire
- ☐ Cooking
- ☐ Crazy Golf

DEF

- ☐ Dance & Drama
- ☐ Doggie day care & Dog walking
- ☐ Domiciliary Care
- ☐ Duke of Edinburgh Award Scheme
- ☐ Equine Assisted Therapy
- ☐ Equestrian centre & Equine care
- ☐ Family Fun Runs
- ☐ Farm Animals
- ☐ Felting
- ☐ Floristry
- ☐ Football

GHI

- ☐ Gardening
- ☐ Gym
- ☐ Hairdressing
- ☐ Holiday Activities & Food sessions (HAF)
- ☐ Horse Riding
- ☐ Hygiene suite & Accessible toilets
- ☐ Independent Living Skills

JKL

- ☐ Joinery
- ☐ Karaoke & Quiz
- ☐ Kids Clubs
- ☐ Lawn Bowling
- ☐ Live Music
- ☐ Luminous Disco

MNO

- ☐ Market Stall
- ☐ Mindfulness
- ☐ Music
- ☐ My Life, My Moment
- ☐ Nature Walks
- ☐ Needlework
- ☐ Open Days & Networking Events

PQR

- ☐ Parties
- ☐ Photography
- ☐ Picnics
- ☐ Playground
- ☐ Prop making & set design
- ☐ Recruitment fairs
- ☐ Room hire

STU

- ☐ Salt Dough Making
- ☐ School Groups
- ☐ Sewing
- ☐ Shopping Days
- ☐ Singing
- ☐ Support Planning
- ☐ Swimming
- ☐ Themed Social Events

VWXYZ

- ☐ Volunteering Opportunities
- ☐ Work Experience in the Community
- ☐ Willow Weaving
- ☐ Workshop
- ☐ Wreath Making
- ☐ Yoga



Get in Touch



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My Life

My Life is a charity that connects people with their communities. We work with people of all ages and abilities who need support to live a good life, including children, young people and adults with disabilities, people with ill health or age-related problems, and people who generally feel lonely or isolated within their communities. With My Life, you can live your best life.

Registered charity number 1167858

