

# Top 10 tips for choosing someone to support you



Easy Read

photo made with 4  
symbols



This is a guide in simple words and pictures to help you buy support. Support can mean different things to different people. It might mean giving someone a chance to try new things, help to deal with money, or support with eating meals.



This booklet can help you to learn what to look for when choosing a **support provider** and tells you what questions you need to ask. There are some difficult words, they are in **red**. You can find out what these difficult words mean at the end of this booklet.



### Tip 1

Think about how you want to be supported. Do you want a **support worker** or a **personal assistant** (PA)? Do you want to employ them through an **agency** or directly?



### Tip 2

The first time you talk to a **support provider** might show you how they will be in the future. Do they do what they promised? Did they get back to you when they said they would? Can you get hold of them when they say you can?



### Tip 3

**Are they person-centred?** Your **support provider** should spend time getting to know you, to find out about your needs and dreams. They should make a **person-centred plan** with you and you should get a contract that says how you want to be supported.



### Tip 4

How will your support provider check that they are doing a good job and how will they change if they need to? They should carry out a review of your support every year. This is sometimes called a **person-centred review**.



### Tip 5

Check the prices the provider charges and what their support includes. Your support provider should give you a price that will not change after everyone has signed the contract, unless you both say it is okay.



### Tip 6

Check the staff who will be supporting you. Your support provider should find great staff that will support you based on what you need.



### Tip 7

Find out how they will make sure you are safe and supported properly. Ask who checks they are doing a good job.



### Tip 8

Check your right to complain. Who do you contact if things go wrong? Who is there to help you speak up?



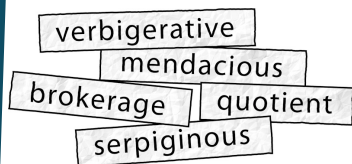
### Tip 9

Check how you can end your **agreement**. Find out how long you have to wait after you tell them you want to end your **agreement**. Find out if they charge you any money for ending your **agreement**.



### Tip 10

Find out more. You can email [info@vodg.org.uk](mailto:info@vodg.org.uk) or call **07917 670 509** for more information.



## Difficult words



**Agency or support provider.** This is an organisation that supports you.



**Support worker.** This is someone that supports you.



**Personal assistant.** This is someone you employ directly to support you.



**Direct payment.** This is when you get the money for your support paid directly to you.



**Person-centred plan.** This is a plan that puts you at the heart of your support.



**Person-centred review.** This is a meeting to make sure that you are at the heart of your support.



**Agreement.** This is a contract that says what you have to do and what the people that support you have to do.