



Leotha Healthcare

LEOTHA HEALTHCARE UK

Service User Guide

Easy-to-read information about your support, rights, choices and future.

Empowering Young Lives • Building Independence • Transforming Futures

Public website edition

For young people and people supporting them

This public guide summarises the information presented on the Leotha Healthcare website. It is not a contract, care plan, clinical instruction or complete controlled policy document.

Welcome to Leotha Healthcare

Our purpose is to deliver compassionate, safe and person-centred support that helps every young person build confidence, strengthen independence and enjoy a fulfilling life.

Your voice matters. You should be involved in decisions about your home, support, goals and future.

Your rights

- To be treated with dignity, fairness and respect.
- To be listened to and involved in decisions.
- To privacy and appropriate confidentiality.
- To feel safe and know how concerns will be handled.
- To make choices, receive accessible information and use advocacy support.
- To complain without being treated unfairly.

Your responsibilities

- Treat other people and the home with respect.
- Take part in agreed plans and reviews where possible.
- Tell a member of the team when something feels unsafe or is not working.
- Follow reasonable safety arrangements and respect other people's privacy.

Your home and support team

Your support team should understand what is important to you, how you prefer to communicate, your goals, strengths and the support that helps you feel safe and confident.

Making choices You should be supported to understand options and make informed decisions.	Your support plan Goals, routines, responsibilities and communication should be recorded clearly.
Visitors Visitor arrangements should protect your relationships, privacy and safety.	House meetings An opportunity to share ideas, discuss the home and influence activities.

Learning, wellbeing and future goals

Activities Wellbeing options may include exercise, cooking, arts, music, gardening, sport, walking, social clubs and community volunteering.	Education Structured modules can cover functional skills, independent living, money, digital skills, safety, travel, relationships and health.
Employment Support may include CV writing, interview preparation, volunteering, work experience, apprenticeships and job search.	Independence Practical skills can include cooking, laundry, shopping, budgeting, public transport, hygiene, medication awareness and time management.

Keeping safe

Tell a member of staff immediately if you feel unsafe, are worried about another person, have been hurt, or think something is wrong. Staff should follow safeguarding and incident procedures and explain what happens next.

Complaints and advocacy

You can raise a concern with a member of staff, manager or through the formal complaints process. You may also ask for support from an advocate or trusted person. Raising a concern should not reduce the quality of your support.

Emergency contacts

Your personalised information should identify who to contact in an emergency, how to reach staff, and any agreed family or professional contacts. In an immediate emergency, call the appropriate emergency service.

Important: Service availability is subject to assessment, placement matching, staffing, commissioning arrangements and any regulatory registration required for the activity concerned.