👐 Helping Hands: Written Guide

Helping you live your best life at home

🏠 Who We Are

We are Helping Hands, a branch of Thrive Group Wales. As a social enterprise, our profits directly support the vital work of Thrive Domestic Abuse Services. We help people who need support to live safely and happily in their own homes.

📍 Where We Work

We support people in the Neath Port Talbot area.
Our office is at 18 Port Talbot Road, Talbot, SA13 1DN.

👥 Who We Help

We help men and women aged 18 and over, including:

- People with learning disabilities
- People with mental health needs
- Older people
- People living with dementia

👨‍💼 What We Can Help With

We help with:

- 🚿 Personal care (washing, dressing, toileting)
- 💊 Taking medicine
- 🍲 Cooking and eating well
- 🏥 Going to appointments
- 🏡 Keeping your home safe and clean
- 👫 Getting out and meeting people
- 🕺 Staying active and healthy

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📝 How We Start Helping You

1. We meet with you to talk about what help you need.
2. We listen to what you want.
3. We write a support plan together.
4. You can choose to include your family or carer.
5. We check the plan is right for you and keep it up to date.

👫 Your Support Team

Our team is trained to help you safely and kindly.
We work with other professionals to help you get the best care and support if needed.
You will see the same friendly faces as often as possible.

💬 How We Communicate

We speak in a way that's easy for you to understand.
We can speak Welsh if needed.
We use pictures or special tools to help if you have trouble speaking.

🪪 Your Rights

You have the right to feel safe, respected and heard.
We will always ask you what you want.
You can say "yes" or "no" to the help we offer.

📣 Giving Feedback

You can tell us what you like or don't like.
You can talk to staff, write a letter, or ask someone to help you.
We take your feedback seriously and will always try to make things better.

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☎ Need Help or Have Questions?
You or your family can contact us at:
Helping Hands Hub
📍 18 Port Talbot Road, Talbot, SA13 1DN
📞 01639 894864
📧 info@Thrivegroupwales.co.uk

How to Make a Complaint
We want to give you the best support we can. But if something goes wrong, or you're unhappy, you have the right to tell us.
Here's what you can do:
- Talk to your support worker or a member of staff. They might be able to fix the problem right away.
- If you're still not happy, you can make a formal complaint.

You can make a complaint by:
- 📞 Calling us on: 01639 894864
- ✉️ Emailing: complaints@thrivedas.org.uk
- 📝 Writing to: Thrive, PO Box 20, Port Talbot, SA13 1AA

We will:
- Let you know we got your complaint within 5 working days.
- Try to fix the problem within 20 working days.
- Keep you updated if it takes longer.

You can ask someone to help you make a complaint. This might be a family member, carer or advocate.

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If you’re still not happy after we’ve tried to fix things, you can contact the Public Services Ombudsman for Wales:

- 📞 Call: 0845 601 0987
- 📧 Email: ask@ombudsman-wales.org.uk
- 🌐 Website: www.ombudsman-wales.org.uk
- ✉️ Write to: Ffordd yr Hen Gae, Pencoed, CF35 5LJ

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