

# Supported decision-making while offering support services

## SUPPORT, Supported decision-making while offering support services

The Fundació Tutelar Girona, SUPPORT Foundation offers a variety of services aiming to improve the quality of life of persons with disabilities and the quality of the service provision in this area.

The main objective is to defend, promote, develop and extend the human rights of persons with disabilities. Assisting them to pursue their well-being with dignity and to seek autonomy through support services is an essential part of its work.

### Beneficiaries of the service

SUPPORT provides services to **individuals with various disabilities**, such as intellectual, psychosocial disabilities and/or **cognitive impairments** as well as individuals in **challenging social situations**.

### The staff

The staff is comprised of lawyers, real-estate managers, financial technicians, administrative assistants, social workers, social educators, psychologists and other social care profiles. There are opportunities for the staff to stay up-to-date with recent developments.

### The approach

- 1 The users of the services may join the practice through the assistance mechanism or can be referred to from social services.
- 2 The user, voluntarily determines in which areas he/she needs support.
- 3 The model is based on person-centred and supported decision-making approaches.
- 4 The users are involved in the design of their support plan in cooperation with the frontline staff.
- 5 The programme acts as a facilitator and promotes the engagement of the users in the community-based services, empowering individuals to use the services on their own.



Girona, Spain



### Contacts

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### The model

SUPPORT follows a supported decision-making approach based on a non-intrusive and non-coercive philosophy, where the individual is the main decision-maker and the service provider supports his or her own decisions.

The foundation has developed a support programme called Assistència based on the assistance mechanism, which allows individuals with high support needs to request support without losing their legal capacity.

This mechanism works through a voluntary legal process which ensures the provision of a dynamic, flexible and tailor-made support.

Assistència supports users who have lost their legal capacity to regain it and wishes to convert the cases it handles, through power of attorney, from full or limited guardianship to an assistance mechanism and full legal capacity.

Through Assistència, service users receive support in different spheres of life, ranging from assisting the person with their Basic Everyday Living Activities, their financial and real-estate management, or legal situations. Moreover, Assistència looks to coordinate existing services in the region to their ensure users, like the rest of the population, have equal access to the services.

The services run from Monday to Friday from 8 AM to 6 PM. Professionals are on call during nights, weekends and holidays.



**Non-intrusive and non-coercive philosophy**



**Dynamic, flexible and tailor-made support**



### Strengths

- Professionals advocate for the users.
- Supported decision-making approaches.
- The practice does not remove, modify or restrict the person's legal capacity.
- The rights of the users are ensured and respected.
- Cost-effectiveness.



### Weaknesses

- Lack of awareness on the programme.
- Insufficient funding.
- Insufficient staff training.