

Learning Disabilities Services





We believe that people are unique, with individual experiences and challenges. We therefore have an approach to supporting people which is bespoke to each person. We understand that there should be no barriers between a person and their potential. We seek to help people become 'the best version of themselves'. We do this through a person-centred approach that provides people with more choice and control over their own lives. We offer a wide range of Learning Disabilities services based in the heart of the local community.

Our Support

We support people who have Learning Disabilities, complex needs and may also have other physical and cognitive needs, including dual diagnosis, sensory-perceptual issues, escalating behaviours, early on-set dementia and visual and hearing impairment. We provide positive, flexible and encouraging support for everyone. Our person-centred approach enables people to achieve their goals and aspirations in life. Everyone is encouraged to have belief in reaching their full potential within a safe, nurturing and positive environment.

We encourage and motivate each person to feel good about themselves. We support people to gain confidence and do the things that are important to them and ultimately to lead happy and fulfilled lives. We encourage everybody to have a voice about what matters in their lives and our support is focused on ensuring that their voice is heard about every aspect of their lives. We see active support as a quality measure of the level of involvement that people have in determining their own lives.

Care Pathway

Therapeutic

At Lakeside, our inpatient service located in Wyboston, Bedfordshire, we work to actively support people in a recovery outcome focused way to transition to residential and supported living services.

Residential

Our residential settings are tailored to meet the needs of each person who lives there. We work with people to develop their support plan which is unique to their individual needs.

Supported Living

Our supported living services enable people to live independently in the community, in their own homes or in a supported tenancy. Support can be from a few hours a week to 24 hours a day as well as overnight support if needed.

Each person's pathway is unique. People can join at any point and move up or down the care pathway dependent on their needs.

Our services can provide:

- Personal care
- Social and recreational needs
- Vocational retraining
- Personal budget and finance management
- Respite support
- Skill development and re-enablement
- Health needs
- Access to independent advocacy
- Positive behaviour management strategies
- Outreach support
- Building links with friends, family and the community
- Household tasks
- Travel training is provided to assist in increasing independence and confidence when accessing the community

Learning Disabilities Residential

- 1 **Ashcombe Court, Weston-super-Mare, Somerset**
8 en-suite bedrooms
- 2 **Bryn Irfon, Llanwrtyd Wells, Powys**
8 en-suite bedrooms
- 3 **Cae Deri, Gowerton, Swansea**
5 studio apartments and 9 en-suite bedrooms
- 4 **Cedar House, Bryncoch, Neath**
14 en-suite bedrooms
- 5 **70 Conway Drive, Shepshed, Leicester**
2 en-suite bedrooms
- 6 **Dyfan Court, Barry, Vale of Glamorgan**
3 en-suite bedrooms, 1 flat
- 7 **Ganwick House, Barnet, London**
8 en-suite bedrooms
- 8 **Glanmore, Wellington, Telford**
6 en-suite bedrooms and 1 studio apartment
- 9 **Hazeldene, Morrision, Swansea**
6 en-suite bedrooms
- 10 **Holly House, Cheltenham, Gloucestershire**
10 en-suite bedrooms
- 11 **Howells Road, Dunvant, Swansea**
2 en-suite bedrooms
- 12 **Hugglescote, Coalville, Leicestershire**
2 en-suite bedrooms
- 13 **Kemble House, Friern Barnet, London**
15 bedrooms
- 14 **Lansdown Gardens, Canton, Cardiff**
3 en-suite bedrooms
- 15 **Llys Afon, Canton, Cardiff**
2 flats
- 16 **Manor Farm, Abbotsley, St Neots**
10 en-suite bedrooms
- 17 **Maycroft, Kings Heath, Birmingham**
5 en-suite bedrooms
- 18 **Orchard View, Little Billing, Northamptonshire**
5 en-suite bedrooms
- 19 **St Georges, Northampton**
5 en-suite bedrooms

Supported Living

- | | |
|-------------------------|-----------------|
| A Bedfordshire | I Isle of Wight |
| B Bristol | J London |
| C Cambridgeshire | K Merseyside |
| D Cardiff | L Northampton |
| E Cheshire & Manchester | M Somerset |
| F Cornwall | N Swansea |
| G Dorset | O Swindon |
| H Gloucester | |



- 20 **Sandpiper, Kewstoke, Weston Super Mare**
6 en-suite bedrooms
- 21 **Sheridan House, Sandy, Bedfordshire**
9 en-suite bedrooms
- 22 **The Chantry, Leicester**
13 en-suite bedrooms
- 23 **The Red House, Gloucester**
5 en-suite bedrooms and 1 flat with two bedrooms
- 24 **The Willows, Bryncoch, Neath**
8 en-suite bedrooms
- 25 **Treeside, Llansamlet, Swansea**
1 en-suite bedroom
- 26 **Ty Bradwen, Skewen, Neath**
1 en-suite bedroom and five studio apartments
- 27 **Wings, Mildenhall, Suffolk**
6 en-suite bedrooms
- 28 **Woodside Cottage & The Elms, Bettws, Newport**
6 en-suite bedrooms, 2 studio apartments

Therapeutic Hospital

Supporting people with Mental Health needs, Autism and Learning Disabilities

- P **Lakeside, Wyboston, Bedfordshire**





Our Staff and Clinical Support Team

Our experienced and well trained therapeutic, residential and supported living staff are supported by our clinical team. This team consists of an Autism Advisor, Clinical Support Nurses, Communication Development Workers, Psychologists and Behavioural Advisors. Working alongside our staff teams, the clinical team support people at times of extreme challenge or crisis. Staff work collaboratively with our clinical team to develop and review support plans and introduce proactive strategies. Our staff can also access Consultancy Psychiatry and Psychology support as required. All therapeutic input is integrated into daily strategies or functional measured goals in line with the individual's aspirations.

Positive Behaviour Support

Our Behaviour Advisors are trained in the positive principles of Studio Three behavioural management techniques. Their role is to work collaboratively with staff to develop and review positive behaviour support plans and introduce proactive strategies. Working alongside staff teams, they support people at times of extreme challenge or crisis. They are trained to undertake B-BAT assessment (Brief Behavioural Assessment Tool) and work closely with the people they support to establish their individual needs and aspirations.

Brief Behavioural Assessment Tool (B-BAT)

The B-BAT tool takes a positive approach based on detailed behaviour support planning. Each person is supported with an individual care plan designed to meet their individual needs.

Active Support Model

Staff utilise tools such as the Active Support Model. This is a tool used to ensure people are involved with every aspect of their lives through carefully planned interventions and mentoring which enables development. The Active Support Model is outcomes focused, which allows monitoring of progress towards maximised participation.

The active support model plan involves aspects such as:

- The plan is flexible
- The plan considers what is involved in the daily running of the house (providing opportunity for participation)
- Consideration of each individual's current routine
- Identifying the core activity for the week
- Using plans on a daily basis
- Monitoring regularly - Active Support Participation Record
- Writing plans in performance terms
- Identifying opportunities to target specific skills
- Teamwork and consistency across the staff team is essential
- Build in regular reviews
- A 'doing with' philosophy



"At the heart of everything we do are the people we support."



STOMP initiative

STOMP stands for stopping over medication of people with a Learning Disability, Autism or both with psychotropic medicines. STOMP is about helping people to stay well and have a good quality of life.

Public Health England says that every day about 30,000 to 35,000 adults with a Learning Disability are taking psychotropic medicines, when they do not have the health conditions the medicines are for. Children and young people are also prescribed them.

We are proud to be one of the independent health and social care providers working with NHS England on this fantastic initiative.



Learning Disabilities Kite Mark

This is our own internal quality kite mark for Good Learning Disabilities Practice that all our residential and supported living services can apply to be assessed against a set of criteria to receive this kite mark. The assessments are carried out by members of our audit team who have received the necessary training to be able to do this. The criteria were drawn up by our Learning Disabilities strategy group with input from the audit team and additional feedback from a range of senior managers. The quality kite mark certificate of Good Learning Disabilities Practice will be issued to a service for 12 months if all criteria are met.



Easy Read

Easy read is just one way of making information more accessible. We have designed a range of Easy Read resources which are used throughout our services. Easy Read information is designed for people with Learning Disabilities who like clearly written words with pictures to help them understand.



Total Communication

Communication is vital to every aspect of our lives. It impacts on our relationships, choice, control, emotions, self-esteem and self-expression. Total Communication is about ensuring every person has a means to communicate which is effective for them.

A Total Communication approach shifts the focus away from a reliance on spoken and written communication to a culture where gestures, body language, signs, symbols, photographs, objects of reference and electronic aids are used in a consistent manner to support speech or as an alternative to speech. By using Total Communication approaches this helps people we support with Learning Disabilities develop their understanding and expression in order to communicate more effectively and live the lives they want. Being able to effectively communicate reduces an individual's frustrations and anxiety and enhances their sense of well-being.

Person Centred Planning

Our staff support each person to create a person-centred plan that tells us how they want to live their life now and in the future. Through a range of communication tools, we ensure that each person is closely involved in the development of their own plan. Their plan is based on their individual profile, which is unique to them.

Their plan focuses on what is important to them or what they value in their life. This can be quite simple like their pet, a hot drink in the evening or their love of music, film etc. Each person discusses their likes and interests, with their Key Worker. These could also include starting a college course, having a job, wanting to cook or just having the confidence to go to the shops. When we have established what is important to the individual, we can build from there to explore their aspirations and goals.

Some examples of how we have supported people include:

- Working towards independence with personal care tasks
- Skills building to manage money
- Travel training to gain confidence and independence
- Learning to stay healthy and exercising
- Support with medication and health appointments
- Discovering new hobbies, getting out and having fun!
- Accessing vocational training and work experience
- Managing correspondence and bills
- Building social skills and expanding social circles

Safeguarding Awareness and Enablement Project

In 2018 we launched our Safeguarding Awareness and Enablement Project: -

Aims:

- To provide awareness training for the people we support, to ensure that they are fully aware about what abuse means, including subtle abuse and know how they can keep safe
- To ensure that everyone knows that they have a right to be safe and free from abuse and that they feel enabled (have the words or communication means) and empowered (have the confidence, within the right culture) to speak up for themselves and for others

We make a commitment that this project is co-produced with the people we are supporting and that their voices and ideas are an integral part of this project. We want to ensure people are safe and that we all make a real difference to their lives.

