



SUPPORTED LIVING INFORMATION

Locations: 181 & 183 Hill Top Road, Bolsover, Derbyshire, S44 6NN
Tel: 01246 827447 / 826789

Service Manager: Claire Bright
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Registered Provider: Autism East Midlands,
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www.autismeastmidlands.org.uk

Responsible Person: Matthew Orford
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Mission Statement

Autism East Midlands is a registered charity whose stated objective is: -

'To ensure that people resident in the Autism East Midlands area whose lives are affected by Autism or a related condition, receive services most appropriate to their needs and, as a result, enjoy the highest possible quality of life'.

Our Vision

"A World which recognises, understands and values people with autism, and where they, and their families, receive the services and support they need throughout their lives".

Philosophy, Aims and Objectives

Autism East Midlands's philosophy advocates that adults with an Autism Spectrum Condition (ASC) should live their lives with dignity, choice and independence to the maximum of their ability.

The service will:

- ⇒ promote equal opportunities
- ⇒ be sensitive to peoples' needs
- ⇒ respect people & preserve their privacy and dignity
- ⇒ put the needs of the people we support at the centre of decision making in respect of their individual care and their involvement in the decision making process
- ⇒ provide information on which the people we support and appropriate others may base their decisions
- ⇒ meet individual needs through a process of assessment, planning, implementation and evaluation
- ⇒ enable the people we support to maintain existing skills and interests and encourage new ones
- ⇒ support a multi agency approach drawing on the experience of others to meet identified needs
- ⇒ be adaptive to people's changing needs
- ⇒ ensure where possible the people we support are supported to access the community and take part in appropriate leisure activities
- ⇒ ensure families and friends of the people we support are kept actively involved in their lives at all times
- ⇒ ensure that positive risk taking is promoted within our services and that people are supported to do new things in as safe manner as possible
- ⇒ ensure the people we support are kept safe and free from harm wherever possible.

About Supported Living

Supported Living Services currently comprise of: -

181 Hill Top – a 3 storey house located on the outskirts of the town centre in Bolsover. 181 Hill Top provides support to 4 individuals with autism. All bedrooms are spacious and have access to en-suite facilities, and there is a large kitchen and living room area located on the ground floor. 181 also has access to a large enclosed garden which is shared with 183 Hill Top. Public transport is accessible from directly outside the house and the service has a shared car for use by the people we support.

183 Hill Top – a 3 storey house located on the outskirts of the town centre in Bolsover. 183 Hill Top provides support to 4 individuals with autism. All bedrooms are spacious and have access to en-suite facilities, and there is a large kitchen and living room area located on the ground floor. 183 also has access to a large enclosed garden which is shared with 181 Hill Top. Public Transport is accessible from directly outside the house and the service has a shared car for use by the people we support.

The experienced support team in Supported Living Services develop person centred plans with the people we support and appropriate others which help to identify specific needs and desires. The further development of 'need & desire' specific individual support plans enables consistency in support whilst lessening the opportunity to over or under support. These areas include: -

- ⇒ personal care
- ⇒ development of independence
- ⇒ creating opportunities for social involvement / inclusion
- ⇒ maintaining family links
- ⇒ accessing main stream facilities
- ⇒ ensuring the health, safety and well-being of individuals
- ⇒ helping the people we support to take reasonable and fully thought-out positive risks
- ⇒ use of 'Brain in Hand' assistive technology where suitable.

Autism East Midlands also has access to its own Clinical Team consisting of Psychologists, Speech & Language Therapists and Occupational Therapists, which provide support and guidance when necessary as well as being able to access other multi-agency professionals and teams where necessary.

The Support Team

The service is managed by an appropriately qualified and experienced manager.

All staff in Supported Living services have received an enhanced DBS and training appropriate to their role. This includes but is not confined to: -

- ⇒ Level II / III Diploma (minimum for direct support workers)
- ⇒ Care Certificate Training
- ⇒ Autism / Asperger / Pathological Demand Avoidance awareness
- ⇒ Mental Capacity Act / Deprivation of Liberty Safeguards
- ⇒ Safe Handling of Medication
- ⇒ Emergency First Aid
- ⇒ Food Hygiene
- ⇒ Health & Safety
- ⇒ Manual Handling
- ⇒ Risk Assessment
- ⇒ Fire Safety
- ⇒ Equality & Diversity
- ⇒ Autism Specific Physical Intervention & Reactive Education Strategies
- ⇒ Epilepsy
- ⇒ Infection Control
- ⇒ Positive Behaviour Support training (CALM)
- ⇒ 'Brain in Hand' training

⇒ Management Development courses for frontline managers

Training needs and opportunities for further development are identified through supervision and annual appraisal for all staff. Supervisions are provided to staff regularly throughout the year with their direct line manager.

All staff have a professional responsibility to respect the rights of service users, treat them with respect and dignity and protect them as far as possible from danger or harm.

Recruitment

Autism East Midlands has a robust recruitment procedure in place. Records include an Application Form, two satisfactory written references and a Disclosure & Barring Check.

The people we support are, wherever possible, involved in some staff interviews and this has proved very successful.

Referral, Admission and Assessment

Information is available to help people decide if Supported Living can meet their needs and to tell them how the services operate. Our 'Service Placement Operational Guidelines and Procedures' helps in ensuring that a prospective individual receives and assessment to determine whether the service is able to meet their needs before being considered for admission. The Admission Panel is responsible for taking the final decision.

Transition Plans are personalized to meet people's needs and can involve visits to the service and overnight stays where appropriate.

Evaluation of Service

The service is monitored and evaluated by a number of internal & external bodies: -

- ⇒ the service user voice framework – introduced to ensure people are involved in their care and supported to express views, wishes and to ensure all our service users have a voice and as much choice and control as possible
- ⇒ parent / carer and service user feedback via 6-monthly questionnaires
- ⇒ Care Quality Commission (www.cqc.org.uk) inspections
- ⇒ regular review of Individual Support Plans
- ⇒ Quality Assurance self-assessment framework
- ⇒ spot audits carried out by senior management team
- ⇒ quality monitoring audits carried out by local funding authorities.

Complaints Procedure



If you are unhappy in Supported Living Services you can complain



Complain means telling somebody you are unhappy and asking them to help you



You can complain by talking to **staff**



Staff will **listen** to your complaint



Staff will try to **help** you

If you are still unhappy you can complain by writing to **Matthew Orford, the Responsible Person**



Matthew will **listen** to your complaint



Matthew will try to **help** you



Matthew will **write** to you



If you are still unhappy you can complain by telling the **Board of Trustees**



The **Board of Trustees** will **listen** to your complaint



The **Board of Trustees** will try to help you



The **Board of Trustees** will write to you



The **LGO** Advice Team are also people who listen to complaints



You can complain to the LGO by **phoning** them



The number for the LGO is **0300 061 0614** or **0845 602 1983** (8.30am to 5pm, Monday to Friday). Please note that calls may be recorded for training and quality purposes