



A supported journey back into the community

Supporting people with learning disabilities, autism, mental health issues and behaviours of concern.





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Who is this service suitable for?

Our services support people with learning disabilities and/or autism and those with complex disabilities including mental health issues and behaviours of concern.

We deliver community based clinical, care and support services and housing solutions to enable our customers to improve their quality of life and live fulfilled and rich lives in their own homes in their chosen community.

We support people into the community from in-patient or long term institutional settings including transition from residential schools.

We provide a range of different service models and pathways to achieve this including:

- In-reach and discharge support
- Supported living in shared and self-contained accommodation
- Residential care
- Emergency respite and short term services.



At Home Group we integrate health, housing and care in local communities.

What makes Home Group different?

Home Group is a registered charity providing a unique mix of health, social care and housing services. As a large housing provider, we have a wealth of expertise and deliver a wide range of specialist and support services to people with complex health and social care needs.

We recognise the diverse needs in communities and have a team of specialists and clinicians within our business who can work with you to support your commitment to improving health and wellbeing through innovative new models of care.

Our design philosophy

Home Group is an experienced developer of high quality, bespoke homes. We work in partnership with our customers, their carers and families, commissioners and health and care professionals during our initial design phase. As a national housing provider, we have the ability and resources to acquire or develop property in the specific geographical locations people want to live, bringing people close to community-based healthcare and social services, their families and networks, enabling people to be part of a community and equal citizens.



We do not replicate the institutional or clinically orientated environments but create joyful, lively and characterful places people want to live.

Our LIFE support practice model

LIFE stands for Living Independently, Feeling Enabled.

This provides a framework for our support teams to work within, with clear principles and domains which structure support and enable customers to achieve their best life. The model has been developed with input from the British Institute of Learning Disabilities, the Tizard Institute, Imosphere and a range of clinicians. The LIFE model draws on a number of specific and complimentary approaches that the team reference and use as detailed below.



There are three principles that describe how we work with our customers:

Psychologically informed practice:

Our psychologically informed services focus on improving emotional and psychological wellbeing of our customers, taking in to account their psychological needs to deliver emotional health.

We understand that many customers with complex needs have experiences in their history, sensory needs and frustrations that contribute to developing behaviours of concern. We respond with empathy not judgement and understand behaviour as communication. We have embedded Positive Behaviour Support in to our practice, employing skilled and experienced practitioners and psychologists to advise and support the teams. We tailor how we work, the environment and our service to provide support that suits our customers best.

We put every customer in the driving seat of their support. Our support teams work with the customer to maximise their choice and control, using a range of communication methods and creating trusting relationships. All decisions about care are made in partnership with customers and their families.

Person centred:

Our support is led by our customers and their choices. We work with each person and their team to identify what matters to them and their aspirations, this drives how and what we do.

Support is structured and delivers meaningful engagement with activities and everyday tasks. We pay attention to the routines around particular activities that are important for people and provide a predictable schedule to help reduce anxiety. However, we enable engagement with new experiences and spontaneity where we can take positive risks together that support development towards aspirations.

Support teams are trained in 'SPELL', encouraging structure, empathy and hope as fundamental to our person centred support.

Strengths based:

We look for what is strong and not wrong with people and build on their skills. We identify, recognise and celebrate the unique gifts, talents and resources each customer brings. We provide graded support, enough to enable the customer to extend their world and take positive risks. We call this scaffolding and this can fall away as people grow and develop or be quickly built for days when this is needed.

In line with the premises of 'Active Support', we treat every moment as an opportunity to increase someone's skills or confidence. By being strengths based and focussing on what people can do it enables people to build a positive self-image and doesn't re-inforce negatives by constant reference to deficits and faults.

The support we provide for people is structured into three domains :

Wellbeing: Important to me and for me:

Our services enable people to not only manage the key activities of daily living such as washing cooking and dressing but also to enjoy productive and meaningful roles that contribute to satisfaction and contentment. We focus on what is important to the person, what they value, to deliver real quality of life.

Having a normal life includes making choices about intimate relationships and bonds with friends and family. Supporting families to interact positively with their loved ones, providing opportunities for friendships to blossom and understanding sexual needs of our customers is all part of support. We use tools as part of our person centred planning such as 'Relationship Circle' to work with our customers to understand who is important to them and how to build on these networks.

We know some customers have very particular interests and we use these to motivate customers to communicate and engage with activity which will build confidence and reduce anxiety. Activities are chosen by the customer, person centred and meaningful.

In our experience improving quality of life is the most effective approach to reducing the risk of behaviours of concern developing or to reduce the impact, frequency. Alongside this proactive intervention, we have developed comprehensive tools to identify, assess and manage risk.

We are committed to the 'Restraint Reduction Network' strategy to ensure the least restrictive option is taken for our customers. To minimise these risks in a way that is least restrictive, all colleagues working in our learning disabilities services are trained in:

- Positive Behaviour Support
- Distraction, de-escalation and diffusion
- Safe physical intervention.

We monitor the use of restrictive interventions, reflect on each incident and use this to drive improved understanding, greater safety and more effective strategies.

Skills:

Teaching and enabling customers to develop skills is a crucial element of our vision.

A fundamental skill is communication and our teams are trained to listen to the person in whatever way they want to communicate. We use communication passports to maintain a consistent and tailored approach and communication plans to support customers to develop their range and communicate more. Our teams use signed communication, objects of reference, symbols and photographs to enhance communication and enable shared understanding.

Once customers have communicated their aspirations we identify the skills they have and build on these to reach their goals. This can include travel training, horse riding or any other

activity that can support a higher quality of life, driven by aspirations. We enable people to access a wider range of opportunities and engage in activities in the community too, building important relationships and social networks that are part of an ordinary life.

We use the 'Model of Human Occupation' to analyse core skills and build on these to maximise customer participation in activities of daily living. Our occupational therapists help our support teams to adapt activity to an individual's need and then grade activity to build up independence in small steps.

Embedded within the approach is a strong person centred focus on what interests and motivates people, their values, interests and beliefs about self-efficacy and personal capacity.

Physical health:

We know that people with a learning disability and/or autistic spectrum conditions frequently experience poorer health and health outcomes. This domain of our support addresses the social determinants of health, personal health behaviours and access to good quality health care.

We do this through a number of key activities and features of our support, based on the Public Health England Health Charter:

- All our customers have a health action plan that identifies their health needs and what matters to them, with action and timescales
- We coach our customer to engage with their health, encouraging healthy behaviours and understanding of long term health conditions using accessible information and activities

- We prepare and support our customers to attend health care meetings and annual health checks, keeping diaries of symptoms and rehearsing/planning visits to reduce anxiety
- We identify reasonable adjustments that can make health care accessible for our customers, developing 'hospital passports' to communicate their needs and minimise the time needed in hospital
- We are signed up to the 'STOMP' campaign and advocate on behalf of our customers to reduce dependence on psychoactive medication to control behaviour.

Our support teams are trained in health coaching and can access advice and support from registered general nurses in our central clinical team.



Our team

We have a flexible approach to developing support teams across the country to reflect the needs of the customer, commissioning environments and local structures.

In addition to recruiting high class support teams, we also employ clinicians both centrally (our virtual clinical team) and locally if this is required. This enables us to have a multi-disciplinary team in house, providing on-going assessment and team training on person centred interventions and approaches developed to respond specifically to the individual.

We employ:

Psychologists: to provide assessment and guide interventions, enabling our support teams to respond to the complex interaction of mental health issues, learning disabilities and other developmental delays. Psychologists provide reflective practice sessions for the team and may lead on Positive Behaviour Support.

Occupational therapists: to lead on our 'Active Support' approach and skills development, supporting teams to enable customers to participate in all aspects of their lives. Our Occupational therapists support the team to understand and respond to learning challenges and tap into our customer's personal motivations.

Positive Behaviour Support leads: deliver functional assessment, develop behaviour support plans and review use of restrictive interventions and team approaches.

Nurses: enable us to deliver support for mental health, learning disability and physical health interventions.



Quality frameworks

Outcomes are very important to us and if we do not achieve the results that matter to people we have not achieved our primary purpose. To measure and monitor our success we use three approaches.

Outputs: These are the objective observations on how many times we have achieved things. We use the 'Guernsey Community Participation and Leisure Assessment' to count how many times customer get to access the community and engage in the things that make them happy. We also count health outputs and assess improvement in skills.

Feedback: We have engaged with a specialist organisation called Revealing Reality who are developing a tool for us modelled around the 'REACH' standards of:

- Self determination
- Inclusion
- Person centred care.

The tool will provide a mix of observation and interviews with customers and their family to give us feedback on their experience of our services assessed against these standards.



We are committed to the Driving Up Quality Initiative, Restraint Reduction Network, 'STOMP' campaign, Health Charter and 'REACH' principles. We have embedded these standards into our practice and have a systematic approach to recording, monitoring and reporting progress against the standards. We have an agreed audit schedule overseen by our clinical governance committee who are responsible for embedding continued improvement into our services.

Home Group in action

Case Study: Kingston House, Hull

A CQC rated 'outstanding' service for adults with learning disabilities and autism.

Background

Kingston House is a community based supported living scheme for adults of working age with learning disabilities and/or autistic spectrum conditions, who may have complex needs such as mental health issues and substance misuse.

The service provides high quality accommodation, 24 hour support and personal care for our customers.

Initially developed to support the re-settlement of people from long stay placements, the central focus of our service is to support people to improve their quality of life and maximise their independence.

Kingston House is a forerunner of Home Group's prototype support practice model, LIFE.

Rated 'Outstanding' by the Care Quality Commission

In September 2018, Kingston House was awarded a rating of 'Outstanding' by the Care Quality Commission (CQC).

Three key lines of enquiry were highlighted as 'outstanding': caring, responsive and wellled, putting the scheme in the top 2% of CQC inspected services nationally.



What the inspectors said

Caring

"The caring and inclusive culture at the service was outstanding. Without exception, people spoke very highly of the staff; they developed honest and genuine caring relationships with people using the service.

Staff recognised people as individuals and went the extra mile to welcome and include them in the service..... Staff considered all aspects of people's lives and not just the care and support they required. The service had a fantastic approach to equality, diversity and human rights whilst supporting people to identify and address discrimination."

Responsive

"People were supported to achieve their goals, through excellent person-centred care. Positive risk taking was encouraged throughout the service, balancing the potential benefits and risks of choosing particular actions over others; allowing people to reach their full potential through greater independence.....Strong community inclusion enabled people to live fulfilled and meaningful lives, through accessing a wide variety of local activities, education and volunteering opportunities."

Well-led

"The service was exceptionally well-led by a registered manager who led by example and had embedded an open and honest culture. Staff were committed to working at the service as the management team valued and invested in them. Quality assurance systems were robust and used regularly by the registered manager and the provider. They shared best practice and strove to continually improve the service."



Home Group in action

Case Study: Tyneside and Northumberland Learning Disabilities Services

We deliver person centred support to 144 customers with learning disabilities, autism and physical disabilities in Newcastle, Gateshead, North Tyneside and Northumberland. We are registered with the Care Quality Commission to deliver personal care by promoting independence and developing daily living skills. Support packages are developed with customers, promoting choice and inclusion and incorporate assistive technology as appropriate, with an emphasis on maintaining and developing independence.

“ Person-centred care planning was extremely detailed and responsive.”

Care Quality Commission

We offer support to meet individual needs and aspirations within the following settings:

- Independent living services
- Community enabling
- Housing management
- Concierge plus.



What we do:

Person centred support can include:

- Access to the community including leisure, education, volunteering and work opportunities,
- Tenancy support,
- Personal care including administering medication,
- Access to health services,
- Daily living skills,
- Positive Behaviour Support.
- Maximising income and budgeting,
- Support to maintain and develop relationships.
- Support 24 hours a day as required including delivering flexible support in line with Individual Service Funds.
- Community enabling, delivering flexible support to meet individual needs -the hours can vary from one hour to twenty hours per week following assessment by social services.
- Access to customer involvement opportunities in Home Group to support service audit, governance and design.



“ They let me get on with my life. They help me in a lot of ways. I am my own person though.”

Customer

Home Group in action

Case Study: Gainford House, Hartlepool

Providing supported accommodation for male and female residents with a diagnosed learning disability and/or autism.

Gainford House provides accommodation for individuals with a diagnosed learning disability and/or autism aged 18+ years old who require housing in a safe and care managed Care Quality Commission (CQC) registered service.

The property consists of ten self-contained flats decorated to a high standard with white goods, carpets and curtains provided. Each property is also fitted with assistive technology which will be tailored for use to suit each individual resident.

The property is fully central heated fitted with an internal and external CCTV system and many other security devices to ensure that all who reside, work or visit the project feel safe and secure. The project also fully complies with rigorous health & safety policies and is regularly reviewed to ensure continued compliance.



To be considered for housing at the service the applicant must be:

- Referred by local authority social care teams
- Have a diagnosed learning disability and/or autism
- Male or female who requires specialist supported accommodation
- Willing to engage in support offered by the service
- Aged 18+ years
- Willing to accept an affordability check
- Normally be a resident of Hartlepool area.

An in-depth assessment will be completed by the resident with colleague at Gainford House, involving external support agencies and information from family or carers whenever possible. We use this information to identify the individual support needs and create a person centred support plan.

Support includes; (but is not exclusive to):

- Housing
- Physical health
- Promoting inclusion
- Independent living skills
- Increase knowledge and experience
- Positive behaviour support
- Lifestyle choices
- Maximise income
- Managing money
- Mental health
- Meeting religious and cultural needs

The service is CQC registered and works in partnership with statutory, voluntary agencies, family and carers to ensure service provision is effective, focused and responsive to individual needs.

Support is provided by a team of dedicated staff 24 hours a day including waking nights.

We achieve our aims by:

- Ensuring staff are properly trained and committed to providing person centred care and support.
- Promoting positive community investment within a structured and supportive environment.
- Working with clients to fulfil identified goals, enabling each resident to access opportunities and promote independence.
- By working in partnership with statutory agencies and other voluntary providers to form part of an integrated range of services.



Using technology

Home Group is currently assessing a range of assistive technologies, including products, equipment and systems that support individuals to maintain or improve their independence, health and wellbeing.

The intention is to identify those technologies that will enable the organisation to design and build better homes, and to enable it to provide support in a way that promotes independence for those people living in our homes.

To be able to practically test a range of assistive technologies, Home Group will be installing a range of technologies in a modular home at Gateshead Innovation Village.

We will be using the home as test site to decide the technology needs to be integrated into the fabric of the building, as well as testing existing and emerging assistive technologies.

Our test home will be supported

by a full time researcher from Northumbria University, and with the input of senior professors, will deliver some clear findings and recommendations for Home Group.

Possible assistive technology

Housing

- Heating control
- Utility meter reading
- Gas / carbon monoxide monitoring
- Digital tenancy

Support

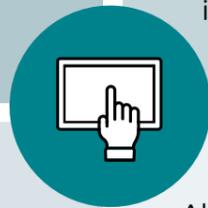
- Remote concierge
- Electronic support planning
- Remote CCTV
- Door entry system, including facial recognition

Health

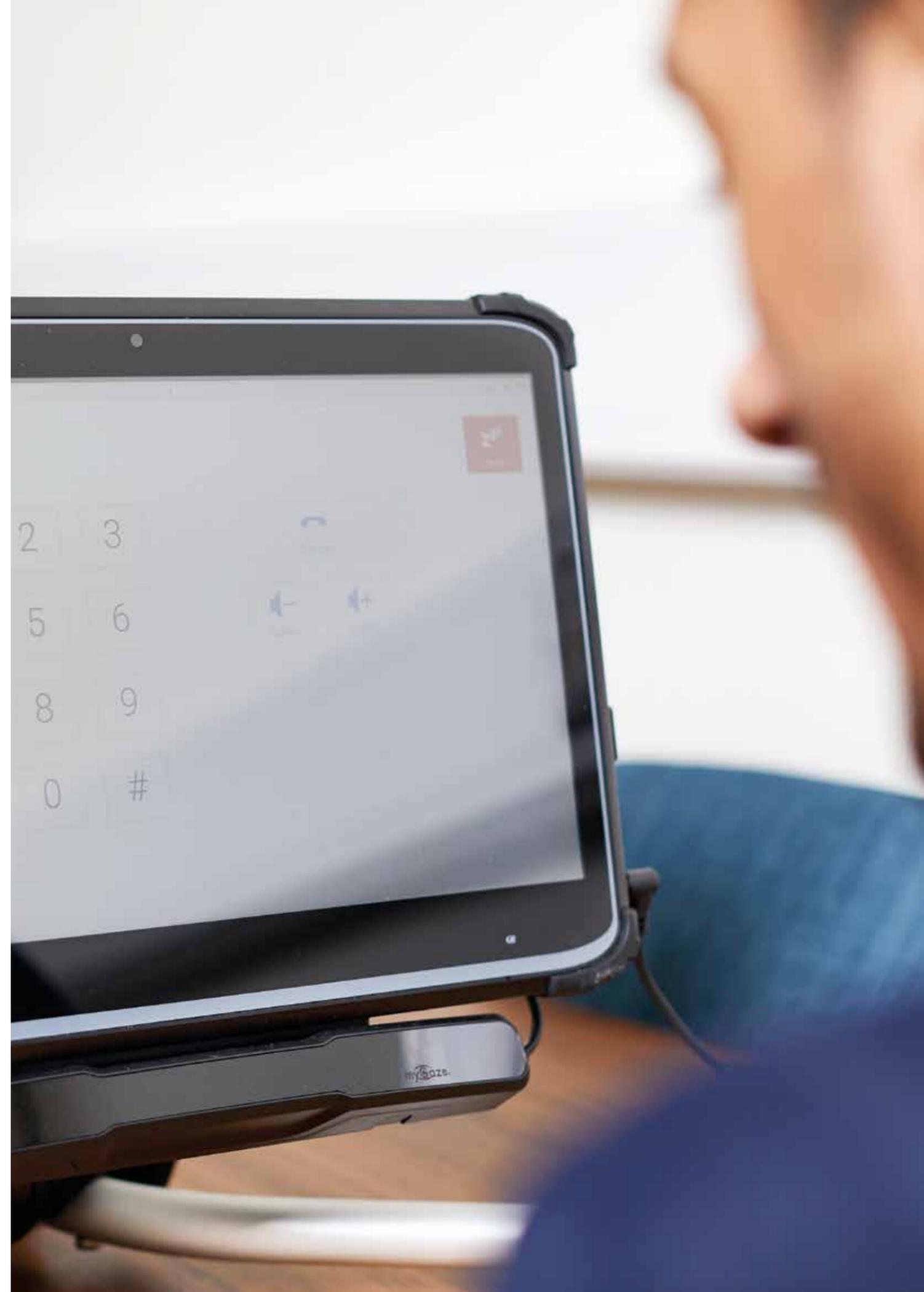
- Medication alerts
- Fall monitor
- Medication monitoring
- Meal reminder

Colleagues

- Ability to remotely monitor and control access to property
- Online care and support plans

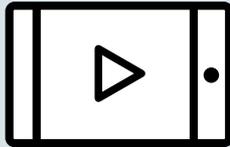


Find out more at homegroup.org.uk/gatesheadinnovationvillage



To find out more about our new models of care services:

- Mental health step up and step down
- Learning disability and autism support services
- Community wellbeing
- Intermediate care.



Download brochures
about each of our
services

Get in touch

Please contact our regional partnership manager:

North

Francis Clarke,
francis.clarke@homegroup.org.uk
07834 526101

Midlands and East

Derek Samuel,
derek.samuel@homegroup.org.uk
07823 789507

London and South

Jonathan Pritchard,
jonathan.pritchard@homegroup.org.uk
07885 963881



www.homegroup.org.uk/newmodelsofcare