

Supporting people through transforming care

Hear from Max

Transforming care is all about improving health and care services so that more people with learning disabilities and/ or autism can live in the community, with the right support, and close to home. This means that fewer people will need to go into hospital for their care.

There's a national plan about how to do this called 'Building the right support' (October 2015), and there are 48 transforming care partnerships across England to support this.

Max* is one individual who's been supported to move out of hospital and live in the community through transforming care.

After living in a secure, inpatient unit for two years, Max was supported to move into a community housing service and his health and wellbeing has massively improved.

Max's background

Max has a mental health condition called schizophrenia effective disorder. This leads him to display behaviours which challenge services and he has an extensive forensic history. However, Max doesn't believe himself that he has a mental health condition and doesn't want to take regular medication.

Following a stay in prison he moved into a secure unit in Fromeside hospital for rehabilitation, and was assessed as been a high risk to himself and others around him.

During his stay he worked with the mental health team and social worker to plan for his discharge, and he built positive relationships with them. When he was ready for discharge, the hospital found it challenging to find suitable accommodation due to his background. They identified Manor Community as a potential provider and their manager went to meet Max. Their care coordinator said:

It was apparent that yes, Max did have high risks, however he was urging to get out and begin a new life for himself. He just needed a company to give him a chance and with the right support team and accommodation to enable him to achieve this goal.

Max went to visit the accommodation available for him and meet the team that would be involved. He said he really liked it and wanted to move in straight away.

Max moved into a shared, male, supported living house with three other people. He has his own bedroom in the house and they share communal areas. There are staff at the house during the day but none at night.

Manor Community were involved in the discharge process, which took six weeks. They worked with Max and his support team to assess how much care and support he wanted and needed. They also explored what his interests were and what activities he enjoyed doing, so they could start to build a suitable care team.

The approved mental health professional team also got involved in the last two weeks to support Max to continue to take anti-psychotic medication when he moved into the community – he regularly refused to take it which was seen as a high risk to himself and others.

Manor Community requested a Community Treatment Order for if this happened. They worked with Max and his consultant, social worker, psychiatrist, mental health team, and the unit social worker to discuss his views and opinions and put protocols in place.

We were aware of the risks involved however we knew we could help this gentleman and give him the opportunity to turn his life around.

Max's support team

Max has a team of support workers, one to one, for 20 hours per week. There's also other staff onsite at all times if Max needs any extra help. He also has a care coordinator, who coordinates which social care and health services he accesses.

Max is involved in how he wants to be supported, and what he wants support with. This includes personal care, preparing his meals and shopping.

They regularly review how Max is feeling and his progress to ensure he's accessing the right care and support – it's flexible so that they can increase this if needed.

His care coordinator says:

We're hoping to continue working with Max, building his independent living skills and managing his mental health concerns in a positive way. We're doing this by introducing positive self-help for Max to be able to deal with this independently.

Staff recruitment: good practice

Manor Community try to match people with staff who have similar likes and interests, to encourage positive working relationships. They look for people who are passionate about care and have a calm and friendly approach, but will also be able to stand their ground in certain situations.

They list what the role involves on the job advert, so people have realistic expectations, including supporting people:

- with daily living tasks
- to access the community
- to manage money and pay bills
- to learn how to plan and prepare meals
- with shopping
- with reablement and/ or rehabilitation
- with social inclusion.

They advertise their roles on Reed's jobs website and share the link on their social media pages.

Staff retention: good practice

New staff at Manor Community complete an in-depth, four day induction programme, alongside completing the Care Certificate. They also get specific training relating to the needs of the individual they're going to support, for example around epilepsy or diabetes.

They have an in-house trainer who develops and delivers training that's based around the individual. After training, managers and team leaders observe staff in their role and ask questions to check that they've understood it.

They also use ACC online training and external learning providers when needed. They have an online system called 'Carefree' which all staff can access to update their knowledge.

They keep an up to date training matrix which tracks what training their staff have done and what training needs updating.

Manor Community do regular supervisions with staff to see how they're getting on and discuss any concerns or challenges. They run 'care awards' where individuals, family members or colleagues can nominate staff who've gone the extra mile – this is great motivation for the whole team.

How has Max's health and wellbeing improved?

Max's health and wellbeing has improved hugely. There have been no incidents of behaviour which challenges services since Max has lived at Manor Community.

He's shown willingness to learn independent living skills and has become very independent. He now deals with his own bills, does his own shopping, goes on community outings and has begun to ride his motorbike again.

Max is now also aware of his forensic history and is very regretful of his past actions.

He's built positive, trusting relationships with staff and always feels open about talking to them.

Skills for Care recommends

Transforming care

Find out how you can get involved in your local partnership and resources to help.

www.skillsforcare.org.uk/transformingcare

Supporting people with learning disabilities

We have practical guidance to help employers develop their workforce that support people with learning disabilities.

www.skillsforcare.org.uk/learningdisabilities

Positive behavioural support

Our resources can help you and your staff deliver PBS to people who display or at risk of displaying behaviours which challenge.

www.skillsforcare.org.uk/PBS

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