

Supporting people through transforming care

Hear from Joe

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.

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

After a series of short placements and a stay in an inpatient unit, Joe now lives in a supporting housing service and his health and wellbeing has massively improved.

Joe's care and support needs

Joe has a learning disability and has been diagnosed with paranoid schizophrenia and ADHD.

He has displayed behaviour which challenges services in the past – including hoarding irrelevant items and smearing faeces around the bathroom. He has a criminal history which includes theft, fraud and burglary, and used to smoke cannabis.

He has a speech impairment which affects his ability to communicate.

Joe's background

Joe received support from the Community Learning Disability Team from the age of 14. As a child he lived with his family but later moved in and out of inpatient units on placements that lasted between six and eight months.

Joe was later discharged and went to live in a residential care home called Crystal Homes. He was very much involved in the decision making around where he would live.

Before he moved in the manager visited Joe to do an assessment. She wrote a report to the local commissioners explaining how their service could provide person-centred care and support for Joe. The CPN and community mental health team visited the service to ensure that they could provide the right care and support for Joe.



Moving into Crystal Homes

Joe visited the care home on a trial and really enjoyed his new home – within a few days he decided to move in permanently.

When he first moved in, the service supported Joe to transition smoothly. They ensured he was registered with the local GP to ensure his medication needs were met.

Since living there, Joe's health and wellbeing has improved.

He's supported to have more routine in his life – including cooking cleaning and social activities such as bowling, eating out or watching a film together on a Friday evening with popcorn.

He also has more access to the local community – he goes to church and has joined a choir group. He's also learnt about coin recognition and is able to make small purchases safely and independently.

Joe engages with others in the regular residents meetings where they talk about any issues they face – this helps to reduce stigma and isolation. He's attends an adult education college where he's done courses in communication skills and confidence building.

Since living there, Joe's behaviour which challenges has decreased – he has stopped hoarding items and faecal smearing and he hasn't shown any criminal behaviour.

Due to a change in personal circumstances, Joe may be able to live with a family member, and the team could offer him an outreach service to help him settle into his new home.

Joe's support team

Joe has a small support team of five full time staff and regular bank staff – they don't use agency staff. The team is managed by the owner who is also a registered manager and a team leader.

The service recruits people using a values-based approach – this means that recruiting people who have the right values and behaviours is more important than experience and qualifications.

They look for people with passion, enthusiasm, treating people with respect and able to adapt their communication and behaviour to suit the situation.

It's desirable that staff have a level 2 qualification or are willing to work towards one, and have some experience working with people with learning disabilities or mental health needs. When new staff start they get a two week induction which includes shadowing. This is part of a longer three month probation period, where they're supported by the manager through additional training or mentoring.

Staff retention: good practice

The service has good staff retention which benefits people who use care and support.

All staff are encouraged to do develop themselves through training suitable for their role – for example in safeguarding, mental health, understanding recreational drug use, first aid in mental health and assertiveness training to support setting boundaries.

Staff have regular one to one supervisions and an annual appraisal where they review performance and identify any learning and development needs. Staff also get a Christmas bonus and are motivated by a 'staff member of the month' award which recognises their contribution.

Staff are offered time off after experiencing particularly challenging situations at work.

The service is committed to exploring mental health in the community to support more people to move into independent living. The prevention of substance misuse is vital to help people to successfully live independently and avoid further criminal activity.

They'd also recommend that therapeutic activities are included in the funding from the start. They've found that these activities have positive benefits but it's hard to secure funding once it's been approved.

What have they learnt?

The service hasn't yet done any training around positive behavioural support but will explore if this would be an appropriate approach for the people they support.

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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