

Individual choices

Our guide to Supported Living

overview



 **Hesley** Group

For over 35 years, the Hesley Group has provided specialist care, education and vocational services for children and adults with complex needs. We deliver the highest standards of service for the best possible outcomes.

Our services are tailored around the people's needs and aspirations.

It was a great day when Robert* realised his dream by becoming the first person to use the Hesley Group Supported Living service when he moved into his own home in South Yorkshire.

I've always wanted to live in my own house and after I went to look around I was even more sure I wanted to live there.

On the first night I went to the house there was a knock at the door, I went to answer my own front door, and I remember thinking this is the best I've felt in a long time.

I've been thinking about the house a lot. I've already got plans to build a workshop in the garden so I can make things out of wood. I would also like to start a vegetable patch so I can grow food, but if I grow lettuce I will try and sell it to other people, I like salad but I don't like lettuce!

I'm looking forward to doing lots of new things in the house and going to places in the local area like the cinema.

Now I'm in my new house I'm really over the moon!

The Hesley Group Supported Living service provides individual support to enable people to live independent lifestyles of their choosing irrespective of age or ability.

Our specialist services are tailored around the needs and aspirations of each individual person with complex needs.

We empower people to self direct through our model of care and support.



Thinking in an entirely different way

Personalisation means thinking about care and support services in an entirely different way.

It means starting with the person as an individual with strengths, preferences and aspirations and putting them at the centre of the process of identifying their needs and making choices about how and when they are supported to live their lives.



“When I opened my own front door for the first time it was fantastic, I was thinking oh my God this is my own house, I just wanted to show everyone around!”



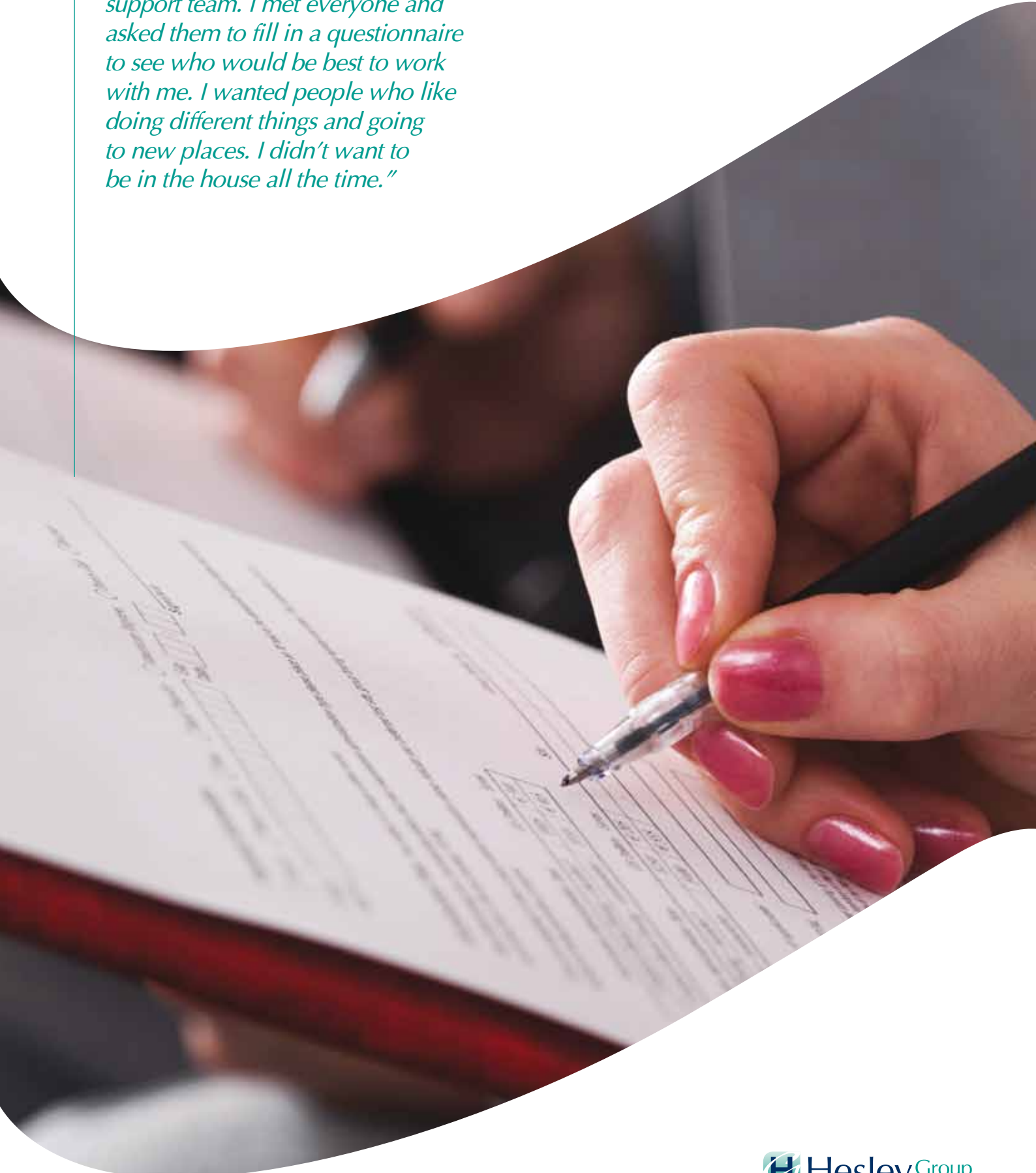
Giving people more choice and control over their lives

Personalisation is about giving people much more choice and control over their lives in all social care settings and is far wider than simply giving personal budgets to people eligible for council funding.

It means ensuring that people have a wider choice in how their needs are met and are able to access services such as transport, leisure, education, housing and health services.

People are empowered to play an active role in their community, through involvement in activities such as voting, or work with local organisations.

"I was involved in choosing my own support team. I met everyone and asked them to fill in a questionnaire to see who would be best to work with me. I wanted people who like doing different things and going to new places. I didn't want to be in the house all the time."



The **highest** standards of **service**

We aim to offer the highest standards of service to achieve the best possible outcomes.

Each person has the opportunity to select their own care team to suit their individual requirements.

People are supported by their individual care teams to develop person centred plans focused on outcomes.

We follow an active person centred approach which enables staff to provide support to increase independence and maximise achievement, support people to increase their independence and achieve their planned outcomes.



Outcomes that **change lives**

By providing more specialist care and support and greater choices for individuals we can help people achieve great outcomes.

Statement of Purpose: Hesley Supported Living Services

Aims and Objectives

- Provide good quality support through the development of person centred care pathways for people with severe learning disability and challenging behaviour often associated with autistic spectrum disorder
- Provide opportunities for people to develop their life skills and opportunities
- Provide appropriate clinical support when it is needed to help people develop, help them overcome their difficulties and provide an enabling environment
- Provide preparation and support for people when moving onto the next stage in their lives by effective transition planning
- Support people to achieve and maintain good health and access healthcare services as needed
- Provide a safe but least restrictive environment for people who have severe learning disabilities and challenging behaviour through positive risk management, monitoring of outcomes and regular review of risk assessment
- Ensure care and support is delivered in ways that are achieving positive outcomes for people and that are fully compliant with Essential Standards of Quality and Safety (CQC 2010) and associated regulations through regular monitoring, review, and satisfaction questionnaires

Brief description of our service

Hesley Supported Living supports adults with severe learning disability and who have autistic spectrum disorder to live their own lives in the community of their choice. Everybody's service will be different. This is because:

- the service will be based on individual needs and wishes
- we believe no two persons are alike, and
- there is no such thing as a typical supported living service.

This service provides housing and social care support. The housing support and domiciliary care services are to be provided independently from each other.

We work in partnership with social housing providers that provide accessible, well maintained living accommodation in local communities. Housing support helps people to maintain their home and their tenancy and social support helps people to have a good quality of life and live independently. People receiving support from Hesley Supported Living Services will have:

- Support with maintaining their tenancy through effective partnership working
- Individual support services dependent on the needs and wishes of the person
- Individual support to enable the person to live as safely as possible within a positive risk environment
- Support people to lead a fulfilling life
- Support people to access their local community facilities
- Support people to access health care services as needed

Who we support

- People who are aged over 18 years
- Who have a severe learning disability and/or autism spectrum disorder
- Have a Community Care assessment of need

Our staff

The people who provide the social care support are employed by the Hesley Group. All our staff are carefully recruited and checked to ensure they are fit to work with people who need support with their daily living needs. This includes a Criminal Record Bureau check.

Staff receive the training they need when they start work to ensure they have the knowledge they need to support people effectively and safely and with proper regard to people's rights and choices. They receive further training through their career with Hesley Group to make sure people get a high standard of service.

Quality Outcomes

The quality of our service is assessed internally and externally against the “Essential Standards of Quality and Safety” (CQC 2010) and the following outcome statements (based on REACH standards).

- People will be given the information they need in order to make choices
- People can make decisions about their lives and participate as a citizen of their local community
- People are supported to live as independently as possible
- People get the chance to work for money
- People feel they are listened to and treated with respect
- People can make friends and have relationships
- People receive the support they need to be healthy
- People receive the support they need to stay safe
- People’s family and supporters are consulted and listened to
- If there is ever a need to make decisions on someone’s behalf it will always be in their best interests
- People can complain if they are not happy about their service and know it will be dealt with

Compliments and Complaints

- We have a clear procedure for recording compliments and comments and dealing with complaints.
- People will receive support if they are dissatisfied with any aspect of their service.
- People will have access to a copy of our procedure in a format that meets their communication needs.
- We are committed to learning from comments and complaints about our services

Registration

The Hesley Group is registered as a provider with the Care Quality Commission to provide services to younger adults with a learning disability and/or autism spectrum disorder. Some people may receive services from Hesley Group other than personal care, for example speech and language consultancy and support or applied behaviour analysis input to inform their programme of support.

Supported Living is in respect of the following categories: personal care and treatment of disease disorder or injury.

Please call or email our Supported Living team to discuss how we can provide a pathway to a successful outcome, aligned with your needs.

Referrals/enquiries

Telephone: 0800 055 6789

Email: referralenquiries@hesleygroup.co.uk

Web: www.hesleygroup.co.uk

For over 35 years the Hesley Group has provided specialist care, education and vocational services for children and adults, all of whom have complex needs, challenging behaviours and severe learning difficulties including Autism Spectrum Disorders.

Over fifty Local Authorities, Adult Services Departments and Primary Care Trusts throughout the UK entrust the Hesley Group with placements.

The Hesley Group has Investor In People (IIP) accreditation which recognises the significant emphasis the group places on the quality of its staffing and the associated management processes.

