



# Learning disabilities

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service  
solutions



**Look Ahead**  
CARE, SUPPORT AND HOUSING



# supporting individuals with learning disabilities

We have over 20 years' experience of supporting individuals with learning disabilities and autism. In partnership, we support people to live active, fulfilled and independent lives as part of their local communities.

We currently deliver 20 specialist services for nine local authorities and CCGs, supporting over 350 customers with a broad range of learning disabilities. Many of these services are registered with the Care Quality Commission (CQC).

We provide services that meet all levels of need but have particular expertise supporting individuals with complex, profound and multiple disabilities, including those with behaviour that challenges. Many of the individuals we support also have physical and sensory disabilities and long-term conditions.

Our integrated service models are co-designed with customers, carers, families and clinicians and have a clear emphasis on **personalisation, reablement** and **positive outcomes**. They provide appropriate alternatives to hospitals and secure units, support the return of individuals living out of borough and help people develop independence in settings closer to home, family and friends.

Our aspirational approach reduces reliance on higher cost services including in-patient and out-of-borough provision, offering proven value for money, tangible reductions in high unit costs and ultimately significant savings for the public purse.

# our learning disability models

**We deliver a wide range of services for people with learning disabilities including registered care, supported living, day support and visiting support. We also provide a number of bespoke Transforming Care services for individuals resettling from long-stay hospital accommodation, often after several years.**

Our range of provision means that we can meet a wide spectrum of need and support individuals with high complex needs, including those who may have lived in secure facilities. Our services enable us to provide a pathway for customers leading to greater independence, choice and control.

Across this provision, we offer a number of distinct service models that have been developed to meet commissioner and customer requirements. Each of our models can be applied flexibly and responsively to meet the needs of people with a learning disability, autism, Asperger's syndrome and mental health support needs.



**Through our partnership with the Care Quality Commission (CQC), all our learning disability services are rated as 'good'.**

(as of February 2017)

Service outcome data is drawn from a range of sources over the last twelve months (2016-17) including customer data, internal quality and outcomes monitoring, commissioner reporting and external evaluation.

## Transforming Care services

We have over five years experience of working with commissioners and clinicians to meet the challenges posed by the Transforming Care programme.

Through specialist support packages and bespoke property solutions, our services are helping to reduce the number of people living in inappropriate hospital settings.

### Nimrod House, Newham

In 2016, we developed our Nimrod House service in response to the government's Transforming Care programme, providing bespoke support for individuals with complex learning disabilities, high support needs and behaviour that challenges. This specialist service focusses on supporting individuals to live safely within the community, rather than in secure settings.

The 24-hour service offers accommodation-based care and support for up to five people in self-contained flats. It provides a unique combination of registered care and supported living services to ensure flexibility in tenure and the level of required care.

Individuals are supported by a highly trained staff team, who provide a combination of flexible 1:1 or 2:1 support during waking hours, as required. Referrals are agreed with local authorities and bespoke support packages set up for individuals, dependent on their requirements.

Our model includes staged, transitional support designed to support a more gradual move into the community and is delivered in close partnership with clinicians, commissioners, carers and families.



## Riz, Nimrod House

We are experienced in developing support packages and property offers personalised to the needs of single individuals.

Riz, 36 has lived at Nimrod House since April 2016. Before coming to Look Ahead, Riz had lived in secure units since he was 18 years old. This is the first time he has lived independently.

He has his own one bedroom flat which he has been involved in furnishing and decorating. The accommodation has been tailored to meet Riz's specific needs; it includes appropriate furniture and assistive technology to minimise risk and ensure safety whilst also promoting independence.

Through support from a dedicated specialist support team, introduction of a structured routine and close partnership working with Riz's family and Newham's multi-disciplinary team, he has made significant progress.



A year into his stay at Nimrod House, Riz is now:

- using public transport, buses and the underground to travel around London, supported by staff.
- seeing his family far more regularly – he is now able to visit his family and spend time with them independently at their home every Sunday. Before, he typically only saw them once a month.
- cleaning his flat independently, preparing his own breakfast and hot drinks safely and doing his laundry every week with minimal support. Previously all of these things were done for him.
- more physically active – he has joined the local leisure centre, swims regularly and has started riding a bike again, something he had not done since he was a child.
- enjoying a higher quality of life – he does his weekly shop with staff every Monday, DJs at a local Friday night disco and is supported to manage his finances.

**The cost of Riz's placement at Nimrod House is 17% cheaper than the cost of an alternative high secure hospital placement.**

(based on NHS National Schedule of Reference Costs - year 2014/15)



## supported living

Most people that we work with aspire to live in their own home, either on their own or with other people of their choice. With the right support in place, this aspiration can become a reality.

Our personalised support packages vary dependent on people's needs and preferences. Our range of supported living services offer everything from 24-hour support to a few hours a week, and are delivered across a range of settings. Sometimes we provide the support in a property where we are the landlord, other times we work in partnership with specialist agencies.

We work closely with each customer, their family and carers to identify and work towards the goals that are important to them – build independent living skills, manage and maintain their home and become part of their local community.

We are experienced in delivering different types of supported living provision including CQC registered services and core and flexi support contracts.

### Supported living - CQC registered Oakview, Hertfordshire

Oakview is a CQC registered supported living project located in Stevenage, Hertfordshire for ten customers with learning disabilities and autism.

It provides a 24/7 support service including sleep-in cover and waking night support, providing an average of nine hours of support per week dependent on the level of need.

We support individuals with medium-level needs to develop life skills and in time move on to more independent living. Skills can include applying for benefits, managing their tenancy, maintaining their home or accessing education and employment opportunities. For those with higher support needs, we can also provide personal care.

Recent **service outcomes** include:

- **7 out of 10 customers** completed a ten week healthy living course delivered by nurses from Hertfordshire's Learning Disability Team.
- **Two customers** are in training and volunteering – one customer completed a 13 week course with The Princes Trust whilst another successfully completed English and Maths courses at a local college and is now volunteering in a local charity shop.



### Supported living - core and flexi Amy Garvey House, Kensington and Chelsea

Amy Garvey House provides accommodation-based support to ten individuals in Kensington and Chelsea. The service works with young people who have learning and physical disabilities as well as autism, supporting them to gain independent living skills so they can progress to move on within two years.

The service typically has a younger customer demographic, usually ranging from 18- 40, with each customer having their own self-contained flat. For many, this will be their first time living away from home.

The service provides 24-hour support, with sleep-in cover and operates on a core and flexi model. Our staff team provide core support hours and individuals also have the option to add flexi support from a range of local external providers.

Customers choose their own Support Worker from the core Look Ahead team, who works with them to plan and manage their support package, liaises with flexi workers and ensures support plan goals, updates, risks and concerns are shared and managed consistently.

Recent **service outcomes** include:

- **80% customers** are involved in education, volunteering or paid work.
- **Customers** work within a range of settings including at local hotels, the local authority and the music industry. Customers volunteer at a local charity, a children's nursery and at London Transport Museum.
- Following travel training, **60% customers** are now able to travel independently.
- **Customer, Lizzie** was supported to arrange her wedding and marry her long-term partner.

## Supported living – developing independence

### Mary Jones Court, Tower Hamlets

Mary Jones Court is a supported living service in Tower Hamlets for adults with low to medium level learning disabilities and autism. Customers may have additional support needs including mental health and substance misuse. Individuals may also require support around physical health, mobility or medication needs.

The service accommodates up to 20 customers in self-contained accommodation, and has a number of units that have been purposefully adapted for customers with mobility issues. The staff team is available 24 hours a day and customers typically move on after two years.

The service focusses on progression for individuals who may be stepping down from residential care, or higher support accommodation placements. Support is focused on equipping people with the skills and confidence to adapt to independent living and understand the rights and responsibilities of managing a tenancy.

Recent **service outcomes** include:

- **85% customers** are in education, training, volunteering or work – **25% customers** are in paid employment.
- **50% customers** regularly attend digital workshops led by support staff in our IT suite, improving their digital literacy and inclusion. One customer has gone on to study a foundation level IT course at a local college as a result of their involvement.
- **A customer** at Mary Jones Court has been trained through our Peer Support Programme. He now volunteers eight hours a week supporting customers at our Amy Garvey House service in Kensington and Chelsea.



# specialist visiting support

We work with commissioners to deliver specialist visiting support services that are shaped around the needs of people with learning and physical disabilities.

These services support individuals to live safely within their own homes and enable

them to maintain their independence within their local communities. We work with people with varying levels of disability, across different tenures and can flex support up or down depending on changing or emerging need.

## Brent Learning and Physical Disabilities

This visiting support service works with 160 customers with learning disabilities, physical disabilities or sometimes a combination of the two. Some individuals may also have additional needs including mental health, sensory impairment, substance misuse or behaviour that challenges. Support hours are flexible, based on individuals' current and emerging needs, with referrals coming directly from Social Services.

The service provides 11 different accommodation-based services, housing between two and seven customers in each specially configured property. Other customers live in group accommodation settings owned and managed by social landlords, whilst the remainder live independently in individual housing association or private rented sector flats.

**Service outcomes** since contract commencement (May 2015) include:

- **98% customers** have maintained their accommodation.
- **32% customers** have participated in education, training, volunteering or paid work.
- **Half of customers** are now involved in regular community activities through their contact with the service.



## community-based day support

Through our day support provision, our teams engage people in the wider community through a wide range of health and wellbeing, leisure and educational opportunities. We work with people across a broad spectrum of need, those who attend with or without carers and can provide both travel training and transportation support.

Our vision for these services is for individuals to become part of their wider community through engagement with the local area, services and people.

### Tower Hamlets Day Service

Our day service supports individuals with learning disabilities, autism and other related complex needs who live in East London. Typically, over 20 individuals attend the centre each day. The purpose-built facility has been developed to meet the needs of those with varying levels of disabilities and includes specialist sensory spaces, an art room and a large garden.

Our support staff work as part of a wider multi-disciplinary team including nurses, therapists, volunteers and social workers. Support is provided through a structured co-produced programme including regular community visits and activities involving local partners, groups and voluntary organisations.

Recent **service outcomes** include:

- **40% customers** now engage with physical activities every week - visiting local gyms and participating in hydrotherapy and rebound therapy sessions.
- **90% customers** participated in our health promotion event in partnership with Tower Hamlets Learning Disabilities Service, meeting health professionals, undertaking health screenings and increasing wellbeing awareness.
- **Seven customers** are supported to participate in Tower Hamlet's All Ability inclusive cycling club on a weekly basis.



# features of our learning disability models

Each of our innovative service models share a number of key features; these are integral to our approach and our learning disability offer.

## FLEXIBLE, PERSON-CENTRED SUPPORT

Support is person-centred, flexible and delivered at a pace to suit each individual and their needs, assisted through a range of tools including:

- Health Action Plans, Communication Passports and other person-centred tools.
- Augmentative and Adaptive Communication (e.g. Objects of Reference, PECs, Makaton).
- Assistive Technology (e.g. hot water sensors, motion sensors) to support greater independence.
- Technology, such as iPads and online apps to bring our support planning tools to life and make them accessible.



## MODERN, QUALITY AND TAILORED ACCOMMODATION

We know how important it is to offer the right accommodation for people with learning disabilities, especially those for whom it may be the first time living away from home or outside of a secure unit.

As a housing association, we own and manage over 2500 units across London and the South East and have extensive experience in developing properties configured to the needs of people with learning disabilities.

Nimrod House service is one of our most recent developments featuring five self contained flats, each tailored

to individual customer needs, complete with bespoke features and appropriate assistive technology that minimise risk whilst supporting the development of independent living skills.

In addition, we have the capital, experience and networks to source and develop high quality accommodation for customers with learning disabilities. This includes individuals with the most complex of needs, supporting commissioners to meet demand and reduce high unit costs.



## INTEGRATED SERVICES DELIVERED IN PARTNERSHIP

Our learning disability services work collaboratively with health service partners to provide consistent, integrated support for our customers.

Our experienced and trained teams work in partnership with health services including psychologists, specialist nurses and occupational therapists. This ensures that our customers have access to the right support at the right time, enabling them to develop independence and exercise choice and control in their lives.

We work with a broad range of voluntary, statutory and community organisations including Community Learning Disability Teams, day centres and education providers to support the achievement of particular outcomes.

In addition, Look Ahead's range of quality management and outcomes systems measure and track outcomes are aligned to appropriate regulatory guidelines, ensuring our learning disability service standards reflect those of both the CQC and NICE.

## POSITIVE BEHAVIOUR SUPPORT

Across our learning disability services, we support individuals with behaviours that can significantly challenge. We deliver effective support through the delivery of our Positive Behaviour Support strategy and a range of established models and flexible interventions.

We use recognised accredited partners to support our service delivery in this area, re-enforcing and recognising positive behaviours and facilitating greater choice and control for each individual.

We deliver this within our 'See Think Act' framework, adapted from NHS guidelines on relational security for high-risk care settings. It underpins our approach to safety and positive risk-taking, supporting our teams to recognise and understand the relationships an individual has with their environment and the people around them.



## MENTAL HEALTH EXPERTISE

We are one of the largest providers of specialist mental health services across London and the South East. We currently deliver over 40 mental health services to over 1200 customers and achieve recognised recovery outcomes.

Our learning disability services benefit significantly from our considerable expertise and experience in this area. As over 40% of people with a learning disability also have a mental health diagnosis, we recognise the importance of also supporting customers' mental health needs.

We share our mental health policies, training, recovery-based tools and innovation with those working in our learning disability services, ensuring we can fully support each individual's needs holistically.



## EXPERIENCED, SKILLED AND COMPASSIONATE STAFF

We know our people can and do make all the difference so we actively recruit experienced, qualified and compassionate support staff. They share our values and are deeply committed to working in genuine partnership with our customers and their families.

Staff are trained to Care Certificate and CQC standards, and in addition to our core safeguarding, risk management and support planning training, receive a wide range of expert training to build staff expertise in areas as diverse as Makaton, autism and epilepsy awareness and positively managing challenging behaviour.

We also have considerable experience of quickly recruiting, developing and mobilising staff in response to emerging population and community needs or commissioner requirements.



If you would like to work with us to develop bespoke solutions specific to the particular needs and challenges you face, please do not hesitate to get in touch.



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