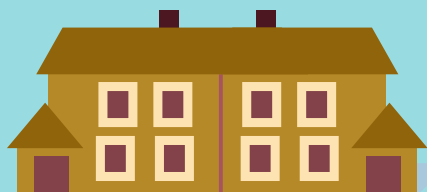


# Transforming Care services

From NCHA Care & Support



 **NCHA**  
Care and Support

# Our care



We have been providing care and support across the East Midlands for almost 50 years. Our aim is to help the most vulnerable people in society to live enjoyable, meaningful lives.

We have a successful track record of providing long-term, sustainable Transforming Care services for people with complex learning difficulties, autistic spectrum disorder, associated mental health conditions and behaviours of concern.

We currently deliver Transforming Care services for commissioners in Nottinghamshire and Northamptonshire and strive to be a 'provider of choice'.

## > Living life to the full

We encourage individuals to live fulfilled lives outside of institutionalised environments; to become more independent, make new friends and take part in meaningful activities that contribute to their communities.

## > Keeping active

We use Active Support, ensuring people are meaningfully engaged in activity for the majority of each day. We use a Positive Behavioural Support (PBS) model to encourage people to find the activities they enjoy the most, whilst reducing behaviours of concern and managing risk at home and in community settings.

# Working together

We are a respected provider with an established track record in Transforming Care.

We will:

- Support you to move people on from long-stay institutions.
- Divert people from hospital care into better settings.
- Integrate people into their communities.
- Increase people's quality of life.
- Increase independence.
- Widen people's social networks.
- Reduce reliance on paid support.
- Provide a choice of quality accommodation with support.
- Deliver savings in the cost of care.



# The Transforming Care pathway

1

## Initial setup

- Referral
- Initial discussion and assessment
- Eligibility, fees and transition agreed
- Transition plan with the multi-disciplinary team

2

## Transition

- Meeting with customer and their family
- Information is shared and a support plan agreed
- Customer meets their new staff team
- The new home is made ready
- Communication plans are agreed
- Aids and adaptations installed
- New home visit

3

## A new home

- Move in
- Building connections in the community
- Making friends
- Learning new skills
- Gaining independence
- Reducing restrictions
- Increasing choice and control

4

## Next steps

- Reduced reliance on paid support
- Move on?
- Finding suitable future accommodation

# Outcomes



My support has **reduced** from two staff to one staff when I'm out

I need much **less** medication now



**I have started cooking my own meals**

I now know how to greet my sister when she visits

I no longer hurt myself or others when I'm distressed



**I can now use the pedestrian crossing on my own**



I've learnt to use a sharp knife safely

# Case studies

**David:** We are supporting David\* after decades of living in an institutionalised hospital environment.

We have co-created a structured routine with David and encourage him to tell us what things he likes to do. His planner helps him orientate himself in time and feel in control.

We work with people locally to help give David better access to the community and for people to welcome him. The local supermarket now open a till especially for David and the garden centre always bring him a pot of tea straight away; reducing anxiety and increasing connectivity.

Since being with us David's behaviour has improved so much that the need to use restrictive practices (which was commonplace for many years) has reduced dramatically. David's quality of life has improved, far beyond the level which anyone thought was possible.

**Zak:** Diagnosed with Asperger Syndrome and with a history of offending, Zak\* spent years in a secure hospital.

Now staff support and encourage him to take responsibility for his own behaviour and understand the impact he has on others. Using tools such as comic strips, Zak is developing an understanding of his emotions and anxiety triggers.

Now in his own self-contained flat and with an established routine, Zak reports feeling much happier and less anxious. He is taking more control of his own life by learning to cook, clean, use public transport, plan activities and cope with crowds.

\*names have been changed

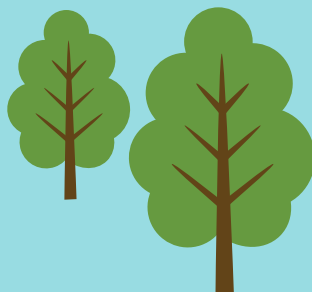


# Contacts

Contact us to find out how we can work together to set up a personalised service to best meet your needs.

☎ 0115 844 3557 / 0748 333 3439

@ transformingcare@ncha.org.uk



 **NCHA**  
Care and Support