

# Learning disability services

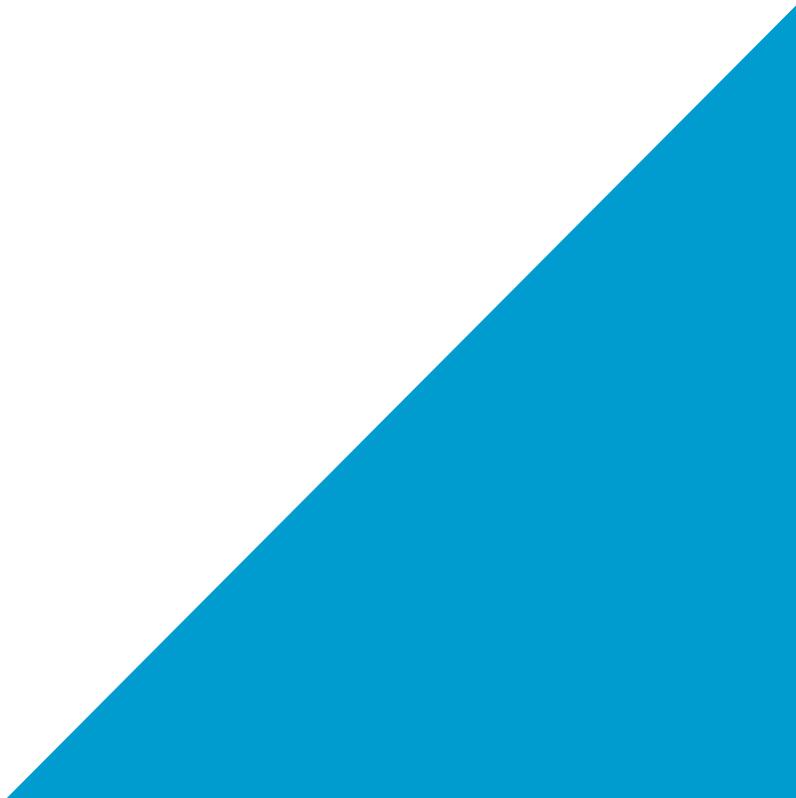
Specialist support for people with learning disabilities



# The people we support are at the centre of everything we do

Lifeways is one of the UK's leading providers of support services for people with diverse and often complex needs in community settings.

Whether it's supporting people for a few hours each week to 24-hour support, we place every person at the centre of their service.





## **We enable each person to think about and plan what they want, now and in the future**

Using person-centred approaches we listen to, and work with, each person and their network of support to help them plan their support. By putting in place detailed support plans, risk assessments, and by working in partnership with family members, carers and health and social care professionals, we help each person with a learning disability and other complex needs make choices and take control of their life.

## **With a commitment to innovation and excellence, we put personalisation into action**

Our flexible, personalised packages of support are tailored to meet individual needs.

We listen, adapt and make changes over time. Whatever level of support we provide, our aim is to help each person move towards greater independence.

Through work, college, volunteering, shopping, meeting friends and family, enjoying a hobby or playing sport, we support and encourage each person to access opportunities, activities and facilities open to everyone in the community – supporting them to be active members of their community.

We create an environment where people can live the life they choose to live by delivering a service which has a positive impact on their life.



Football fan Drew receives support to manage his finances and with organising things like food shopping, tidying his flat and getting out and about. With our support, Drew has completed a work experience placement at a café and a print shop and is hoping to find a part-time job.

**“I’m really happy,” says Drew, “I’ve got a nice place and things are going well for me.”**

### Facts about learning disability in the UK

- ▶ Approximately 1.5 million people in the UK have a learning disability
- ▶ Around half of people with autism may also have a learning disability. Some people may also receive a ‘dual diagnosis’ – for example, they may have Down’s syndrome and autism
- ▶ A learning disability happens when a person’s brain development is affected, either before they are born, during their birth or in early childhood



Simon has a learning disability, autism and associated challenging behaviour and epilepsy. Due to his behaviours and anxieties of new situations, Simon suffers from social isolation.

Simon needed to register with new health facilities. His support team worked with the selected surgery who were extremely accommodating – providing an opportunity for Simon to explore the premises out of hours. He was introduced to the practice nurse, GP and reception staff. Photographs were taken to add to Simon's communication album. He now uses this as a prompt/ cue to reduce anxiety.

As a member of Simon's support team, Julie, comments: "Simon is so much happier when he visits the doctors. If he ever starts to panic he is able to use the pictures in his communication album as a calming strategy. It really works for him so that by the time we enter the surgery he is comfortable and happy to arrive. The surgery is always very welcoming."

This approach has been extended to give Simon greater community access including his local hairdresser, chiropodist and optician.



# Offering choice and flexibility

We ensure that we do a good job of listening to what each person really wants, helping them put this into practice.

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We help each person recruit their own support team. Our aim is to give the individual as much choice as possible when choosing their team, encouraging them to be as involved as much as they would like to be. All members of a person's support team receive specialist training to meet the needs identified in their assessment.

## Supported living

One of the UK's most experienced providers of supported living services, we offer unique packages of support for people with learning disabilities and other complex needs to live in their own home. We work with housing associations, private landlords and local agencies to offer community-based care across the UK.

## Community enablement and support

Whether an individual needs just a few hours of support a week or 24-hour support, we are able to offer a personalised service.

## Specialist short breaks

From day trips to weekend stays in our specialist accommodation, we enable families to take a break, whilst supporting the person to enjoy a positive experience.

## Residential care

Our houses, bungalows and flats give people the opportunity to live together, and benefit from 24/7 support from our dedicated members of staff. Some are based in the heart of the city; others are in the countryside or close to the sea. Specialist equipment and facilities include hydrotherapy and sensory rooms, fully accessible wet rooms and ceiling track hoists.



**“Michelle is a great example of how the move from a residential setting to living in her own home with support from Lifeways can work. She’s now much more independent and active in her local community and has lots of interests she’s pursuing including music therapy. Michelle is gradually starting to realise that decisions about her life are hers to make.”**

**Bronia, Area Manager, Lifeways**

# Lifeways is life changing



## Our flexibility provides excellent outcomes and clear value for money

Funding for our service can come from a variety of sources, including personal and individual budgets and local authority and health funding.

**Personal budgets** puts each person at the centre of their support, gives them greater control and freedom over the care and support they receive and provides them with a clear understanding of how much support they are entitled to and how they will receive their support. They allow people to get the support they need and services that suit them.

"Assistive technology (AT) is discussed with the people we support so they can decide if there's anything suitable for them and if they want to use it. It has to be right for them. We use AT to support people to live in their own home including: panic alarms, sensors which sound when a bath is full, other temperature sensing devices and speed dial phones. Global Positioning System (GPS) is used to enable individuals to safely access the community on their own, with on-call back-up always on hand."

James, Services Manager, Lifeways



**Each person we support can expect to feel:**

 **Heard**

 **Valued**

 **Respected**

 **In control**

 **Independent**

 **Included**

**Every person we support can be confident that we will:**

- ▶ Support them to make the right choices about the support they receive
- ▶ Provide them with the flexibility to adapt to their needs and aspirations as they develop
- ▶ Help them decide who will support them to achieve their goals
- ▶ Enhance their life skills – supporting them to develop their independent living skills and build and maintain their family and social network
- ▶ Enable them to access social, leisure, education and employment opportunities and activities open to everyone in the community
- ▶ Promote and respect their dignity, privacy, independence and choices

# Contact us

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## To hear more

Please get in touch to find out how Lifeways can help you.

## To make a referral

If you're a family member, health professional or social worker, contact us to talk through how we can help.



Call: 0333 202 7185



Email: [referrals@lifeways.co.uk](mailto:referrals@lifeways.co.uk)



Visit: [www.lifeways.co.uk](http://www.lifeways.co.uk)



**"It's great having a space I can call my own, including a kitchen where I can prepare some of my favourite Iranian specialities. I value my privacy, but it's also nice to have the opportunity to make friends with the other tenants. Since moving here I feel like I've got a new life and it's really boosted my confidence."**

**Azadeh**, one of six tenants in our converted townhouse in Newcastle, supported by hand-picked Lifeways' staff



Please visit our website at [www.lifeways.co.uk](http://www.lifeways.co.uk) to find contact details for your nearest Lifeways Area Office.

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