

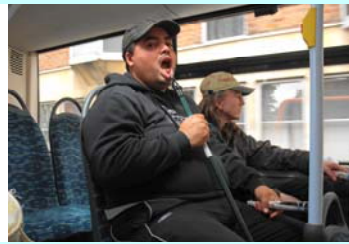
## Embracing Change



## Enabling and Empowering



## New Challenges and Choices



## Equal Opportunities



## Respect, Choice and Independence



## Fun, Happiness, Inclusion



## Individual Development



Learning Disability Services

# Helping People Find Solutions for Themselves

WASSILY K. Fremantle is committed to working in partnership with the people who use our services, their families and carers, and the professionals who work with them, to provide high quality, innovative support which meets the individual needs of the people who use them. We ensure that everyone is involved in the plans and decisions about their lives, as well as the day to day operation and delivery of the services they are provided with.

*We work from the basic principle that all individuals, regardless of their level of need or disability, can make choices.*

Fremantle is a charity and not-for-profit business, operating since 1992 and providing services for people with a learning disability and for older people. We provide a range of services for people with a learning disability in Buckinghamshire, Milton Keynes and Bedfordshire. We currently support 221 adults to lead their own lives as independently as possible.

We are committed to:

- ◆ Providing services which are open to all, including those who need public funding
- ◆ Providing local services that are part of the community
- ◆ Offering care and support that helps people make choices and lead fulfilling lives
- ◆ Working to ensure we maintain high quality care and support
- ◆ Continually looking to provide new and innovative services
- ◆ Recruiting, developing and retaining kind, enabling, professional staff
- ◆ Using quality assurance to ensure maintenance of standards of service

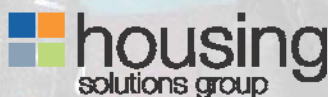
We work with, and for, people. Our focus is on enabling them to integrate with their local communities either socially, or by taking on a role within the community e.g. working in a local charity shop, helping children to learn to read, supporting local football teams, going to local pubs, restaurants and social clubs, shopping at the supermarket and local shops, getting to know their neighbours, etc.

*"I'm told I have a disability, I don't know about that... I'm just me. I have dreams."*

We also work with people to enable them to meet their goals and aspirations, things they want to improve, or new things they want to try; we help them get there. Our guiding principle is that each person is unique and has the right to be treated so.

## Partnerships

In all the areas in which we provide services we work with the local authorities and with registered social landlords (housing associations). Services are currently purchased by local authorities, on behalf of the individuals who use the service. This will change in the future as individual budgets become more prevalent and people choose their own service provider. The housing associations provide and maintain the properties in which service users live; those people living in supported living have tenancies directly with the housing association. Part of our service is to support people if they have any problems with their tenancy or the benefits they receive.



# More Opportunities and Choices

## Our Services

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The Government's policy, as outlined in the white paper, *Valuing People Now*, requires that service providers offer greater life choices and opportunities for people with learning disabilities. Fremantle believes in and strives to uphold these principles. We offer a range of options to suit different needs and which provide different opportunities; from care homes, through supported living shared houses, to supported living provided to individuals in their own homes, and short breaks.

**Care Homes:** We have a number of care homes where we can provide round the clock care for people with more severe or complex needs.

**Supported Living Services:** Over the last few years we have introduced a number of new supported living services. These developments, in Buckinghamshire, Milton Keynes and Bedfordshire, are about providing individual, tailored support at specifically agreed times of day to people in their own homes, affording them a greater level of independence.

**Short Breaks:** We also provide short-term support to allow long-term carers to have a break, or as an opportunity for people who normally live at home to have a new range of experiences.



## Supported Living Options

We operate three types of supported living service, for which we are registered as a supported living agency. These services are in:

- ◆ Shared houses
- ◆ Individual apartments - within purpose built apartment blocks, usually with a communal area/flat.
- ◆ Individual homes in the community.

In each case the people using our service are living in their own homes, as tenants of a housing association. With the first two types of service Fremantle staff are on-site 24 hours a day and provide individual support at specific times and/or with specific tasks. Shared houses are for people who need slightly more frequent support, or for people who may not wish to live on their own. Where we provide services to people who live in the wider community we visit them at agreed times of the day. As Fremantle staff are not in situ all the time, emergency phone numbers are provided in case of additional, or urgent need.



## Day Opportunities

We are working to introduce imaginative and stimulating day opportunities which will provide people with more individual choice and enable them to meet their individual aspirations. We are in the process of developing a number of day opportunity 'hubs' where people can find out about and prepare for integration and contribution to their local community.

# Facilitating, Enabling and Empowering

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## Person-Centred Support

Whatever setting someone lives in, everyone has their own, unique, carefully planned person-centred support package. This plan is prepared with the individual, their family and the local authority care manager. The plan details how many hours support someone needs, based on a thorough assessment of what daily living tasks they need support for. The hours are then broken down into time slots during the day when the person needs individual assistance. This may be when they are getting up and going to bed, or it may be at meal times, or shopping times. It is as much, or as little as that particular person needs.

These plans are monitored, managed and adapted. Life is not constant for any of us; change happens. The support plan which is put in place for someone when we begin providing a service is not a 'for life' contract. We constantly monitor the support we provide to

individuals to ensure it continues to meet changing needs. In addition, Fremantle managers monitor services each month and conduct an annual quality audit, which includes customer satisfaction surveys with service users and their relatives. We will adapt support plans if and as necessary – this can also mean reducing support, as well as increasing it; for example, if someone develops to the extent that they become self-sufficient in something, which initially they needed help with. We would continue to keep our eye on that task, of course, in case things ever changed again. Risk assessments are put in place and reviewed as necessary to enable people to expand their lives.

In addition to the daily personalised timeslots, everyone has a day a week when they have intensive, one-to-one support from their key worker for 6/7 hours. For extra / un-timetabled support, if someone has an emergency or needs something unexpected, or just wants some staff company, there are staff on site 24 hours a day.

Whether someone lives in a care home, or in their own home, our services are about enabling every single one of them to get more out of life. We encourage, facilitate and empower people to do whatever they can, and if possible to learn even more.

With the right support many people with learning disabilities learn to manage their own finances, do their own shopping, make their own meals, organise their own entertainment and some are able to undertake jobs in the community.

## Quality Assurance

We welcome comments and complaints and use feedback to help improve services. Our view is that if something is wrong; please bring it to our attention so that we can put it right. We regard a proper response to complaints as being essential for ensuring that people receive an appropriate service and have their rights and well-being safeguarded.

