

change & transform



Previously called
Changing Outlook

Personalisation News from Outlook Care



Welcome to the Summer 2011 issue of **change & transform**, Outlook Care's newsletter dedicated to the changes we are making to put the people who use our services at the heart of their care and support.

choice

Achieving hopes and dreams

Wedding weekend

Valerie was able to take part in an important family occasion recently - her sister's wedding in Oswestry, Shropshire. Valerie, who lives in Barking chose the staff she wanted to accompany her and decided that she wanted to travel by car. A hire car was arranged and two nights' bed and breakfast accommodation near to the church was booked.

The party left for Oswestry on the Friday, collecting Valerie's sister, Christine, along the way. When they arrived at the B & B they were made very welcome by the owner. Valerie had excellent accommodation with all the facilities she required.

On the day of the wedding Outlook Care staff drove Valerie to the church and she sat with her family for the service. Once at the reception, she had fun meeting more of her family, including her nieces, nephews and even great-nieces. In the evening Valerie attended a

formal sit down meal with family, then the following day she returned home after a great family weekend away.

Overseas trip

After many years of working through a plan to visit her family in Luxembourg, one lady from Romford successfully realised her ambition. She was helped in achieving this journey with input from advocates and staff supporting her, and by her using some of her own money to buy additional 1-1 support.



Valerie at her sister's wedding - a dream come true!

How I moved on...

"My name is Martin Gibson and I have recently moved on from supported living in Romford to a nearby flat where there is floating support. Outlook Care helped me to achieve my goal which was to start to live more independently. They helped me with health and safety, to manage my medication, gave me advice on cooking, helped me look after and manage my tenancy and helped me to be a good neighbour. I am a very helpful person and good at organising and giving advice and I am a good host and very likeable.

Martin Gibson



Finding jobs and work experience

Helena is employed at the Crown Café in Sawyers Hall church, near her home in Brentwood, every Monday for an hour. Her duties are to load and unload the dishwasher, which she does very well without support from home staff. A few weeks ago the staff who support Helena at work reported that she is doing so well that she now goes out to the dining area and helps to clear the tables.

Sheila recently got a job as a volunteer with Toucan Employment working at her local Sense charity shop in Barking. Here she is, cleaning stock before putting it on sale at the charity shop.

Top: Sheila working at her local Sense charity shop

Right: Some of our independent Service Users

More choice, control and independence

At some schemes in Barking and Romford, people have more control over their personal money and medication, which are now kept securely in their respective bedrooms. Support given to manage finances and medication is now more confidential and private, and people are gaining a greater understanding of the process by being involved.

Everyone has their own keys, and people have more choice and involvement in meal planning and shopping; with their own cabinet space in the kitchen to store food items that they have chosen themselves.

The staff rotas have been reviewed to provide further focused individual support, resulting in people doing more social activities and getting more 1:1 support generally, for example to access the community and attend college courses.



Focused travel training, risk management assessments and shadowing has enabled two people living in Romford to now access the community independently, using public transport to go to the high street and to and from college.

Moving on

After a lot of work with staff support over several months Leslie has recently moved on to less supported housing in Romford. He is very happy about the move and living more independently. To prepare for moving on, staff supported him with practical aspects like arranging the removal of his belongings, taking more control of his finances and learning new skills. They gradually reduced support to help him to build confidence and feel really motivated to move on.

Don't limit mobility

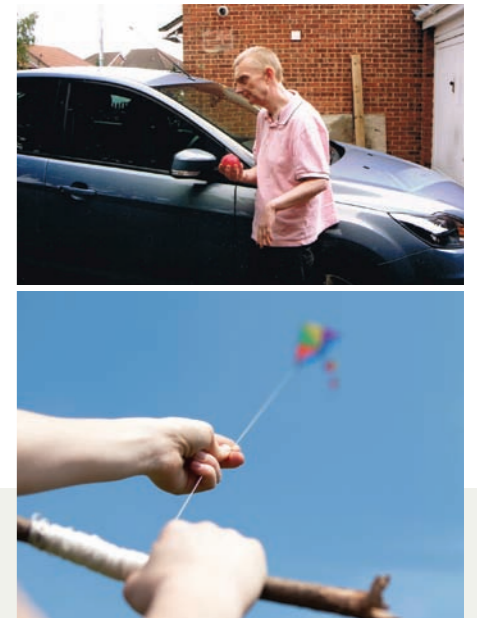
Increased independence

Steven opted for a mobility vehicle with the support of his family and advocate, following a meeting to determine that this was in his best interest. Steven lives in Dagenham, but finds it very difficult to travel on public transport, and with the threat of the removal of Disability Living Allowance looming his ability to travel was likely to become very limited.

The staff at his home, together with Steven's family and advocate, wrote a very powerful letter to the local MP. A quotation from the threat to Steven was used in the Don't Limit Mobility campaign which can be viewed in the publications section of our website.

Staff completed risk assessments and arranged delivery of the vehicle. Since receiving it, Steven has enjoyed increased independence and a variety of community activities including attending football matches, and visits to the seaside. If Steven invites any friends from his home to travel with him, they contribute to the cost of petrol.

"Since receiving his mobility vehicle, Steven has enjoyed increased independence and a variety of community activities including attending football matches, and visits to the seaside."



Top: Steven in front of his mobility vehicle

Trouble-free travel

The Motability scheme has proved invaluable for one of the people living at our Greenwich scheme. John (not his real name) had difficulties travelling on public transport and by taxi, sometimes becoming very agitated and distressed. These feelings would be expressed as physical aggression and it was therefore judged to be unsafe for him to travel in this way. As a result of this challenging behaviour, John had to stop attending the established local authority day centre and was restricted to accessing community services within walking distance of his home.

Since John has lived in the same house since 2008, staff knew from experience of supporting him to go away for holidays, that he would tolerate car travel if he believed he was in control of the journey and if the driver stopped when requested.

John's mother, who manages his Disability Living Allowance, agreed to join the Motability scheme on his behalf in September 2010. Soon

afterwards, a Vauxhall Corsa car arrived fitted with the latest eco savings technology, and some staff became authorised to drive the car.

The outcome is that John is now able to go into town, go shopping, visit his relatives, attend a day centre if he wishes to do so, and do most of the things that the average person does. Overall his quality of life has been much improved.

Managing challenging behaviour such as John's is by no means an isolated story. Outlook Care has an Autism and Challenging Behaviour Specialist, Darren Osborne, who, together with support staff, has successfully sought and found positive outcomes for many adults in the same position, to give them better life opportunities. Led by the Service User Committee, Outlook Care has now signed up to the Challenging Behaviour Charter (drawn up by the Challenging Behaviour Foundation) and an easy-read version can be downloaded from our website at www.outlookcare.org.uk.

Recruitment: **Involving people more**



Rory and Janet at Central Services during the interviews for the post of Area Manager, Mental Health.

Seven of our service users attended a six week recruitment training course in February and several of them have already been able to test out their newly acquired skills as part of a dedicated interview panel.

The training course, provided by BATIAS and involving Barbara Waugh and Sandra Thrift from Human Resources, was well received and delegates are now contributing to decision-making and discussions to ensure that the best people are recruited for each role at Outlook Care.

Terri, Janet and Rory assisted with interviews of candidates for Area Manager, Mental Health over two afternoons in March, asking their own questions and receiving payment for taking part.

Rory, from Brentwood, said: "I did the course for something different to do and it has been good keeping the skills alive just one month later. The skills came back to me. I think us having a say in something is a good thing."

Janet, who lives in Barking, added: "I enjoyed the course, it was interesting. It was quite easy doing the interview because we had been given the training. It gave me confidence to ask the questions and I wouldn't have had that before."

Trying new things...

Curry nice

Using his personal budget, David has a new Individual Support Service provided by staff from Outlook Care Bank. He has an established team of three carers who provide support regularly with aspects of his personal care and accessing the community.

One day a carer took a homemade curry to work with him, to eat at lunchtime. David asked for a taste of the curry and liked it. Soon afterwards, the two men went out together to buy the ingredients for the curry, then went home and cooked it together. David's Dad called to let us know how pleased he was with the work we are doing and to relate the above story.

Jazz time

Robert now attends a jazz club every month which he really enjoys. He is able to see different bands performing each month at the club near his home in Brentwood, and has a smile on his face the whole time he is there. He is even known to have a little dance if there is enough room!

The Beatles and yoga

Once a week Helena, another Brentwood resident, now attends a yoga class; she likes relaxing and it is very good exercise. She is doing very well and is now participating with the other members of the group and also demonstrates yoga poses in the centre of the room to show other class members.

Helena also likes a certain Beatles song, which she sings nearly every day. Her support workers found a musical based on the Beatles, called Strawberry Fields Forever More, which was being performed at the local theatre. When asked if she would like to go, Helena said "yes" and gave a big smile.

Blanket success

Lynda, who lives at the same scheme as Helena, has recently had a lot of input from occupational therapists for sensory and relaxation sessions and it has been noticed that she really likes the heavy lead blanket. It seems to be very calming and comforting for her and staff are looking into the possibility of Lynda buying one for herself.