

Glenholme

Passionate about care



HIGHTREES
ENFIELD

Learning Disability and Autism Support

THE HOME

Hightrees is an adult specialist care service providing an intensive supported living model for people with **learning disabilities**, including those with **autism, physical disabilities** and **complex needs**. This service aims to deliver individually designed care and support to enable people to lead independent, meaningful lives as active members of the community. We work in partnership with the people we support, their family and friends and will encourage their active involvement, ensuring their views and comments are listened to and acted upon.



THE CARE

Our tenants will have often come from the family home or another placement alike but they can embrace a greater level of independence in the safety of an environment where there is 24-hour support available. In addition, some of the individuals we support may have additional behaviours that they need support with. Hightrees also embraces and welcomes any referrals from Transformation in Care Programmes.

Hightrees is well placed in the centre of the community in Enfield and is specifically designed for people looking to explore the care pathway to greater levels of independence. The service delivers an intensive supported living model of care to ensure that residents have access to excellent levels of high-quality care and support with the independence of a supported living scheme. Hightrees provides effective personalised and innovative support that leads to positive outcomes for adults nationally.

We have a highly skilled multi-disciplinary team of professionals experienced in working with adults who may have complex needs and/or display behaviours that challenge. Our staff team are well trained and experienced in working alongside individuals with complex needs using a person-centred approach and positive behaviour support to achieve positive outcomes. This includes promoting wellbeing, community inclusion and independence. The team is also experienced with working closely within a multi-agency approach.

TYPES OF CARE

Glenholme is passionate about delivering safe, individualised care and support to promote independence, choice and inclusion. We work hard to provide the support we would want for our own family members. The team at Hightrees is able to support individuals with diverse needs and we support and care for both local authority and self-funded residents.

- ✓ Learning disabilities
- ✓ Complex needs
- ✓ Physical difficulties
- ✓ Autism spectrum conditions
- ✓ Social, emotional or communication difficulties
- ✓ Mental health conditions

OUR FACILITIES

Hightrees is a spacious detached property, situated in a residential part of Enfield. The property consists of 8 rooms specifically designed for enhanced supported living, with ensuite wetrooms and wheelchair accessible accommodation on the ground floor. Residents has access to communal facilities including a sensory room, an activity room and a quiet room. In addition, there is a spacious communal lounge, a general kitchen and a mature garden.



OUR TEAM

Hightrees supported living facility hosts a team of care professionals as well as our excellent cleaning and maintenance staff. They are led by our home manager and supported by the wider Glenholme Healthcare Group.



Hannah Dougan

Registered Service Manager

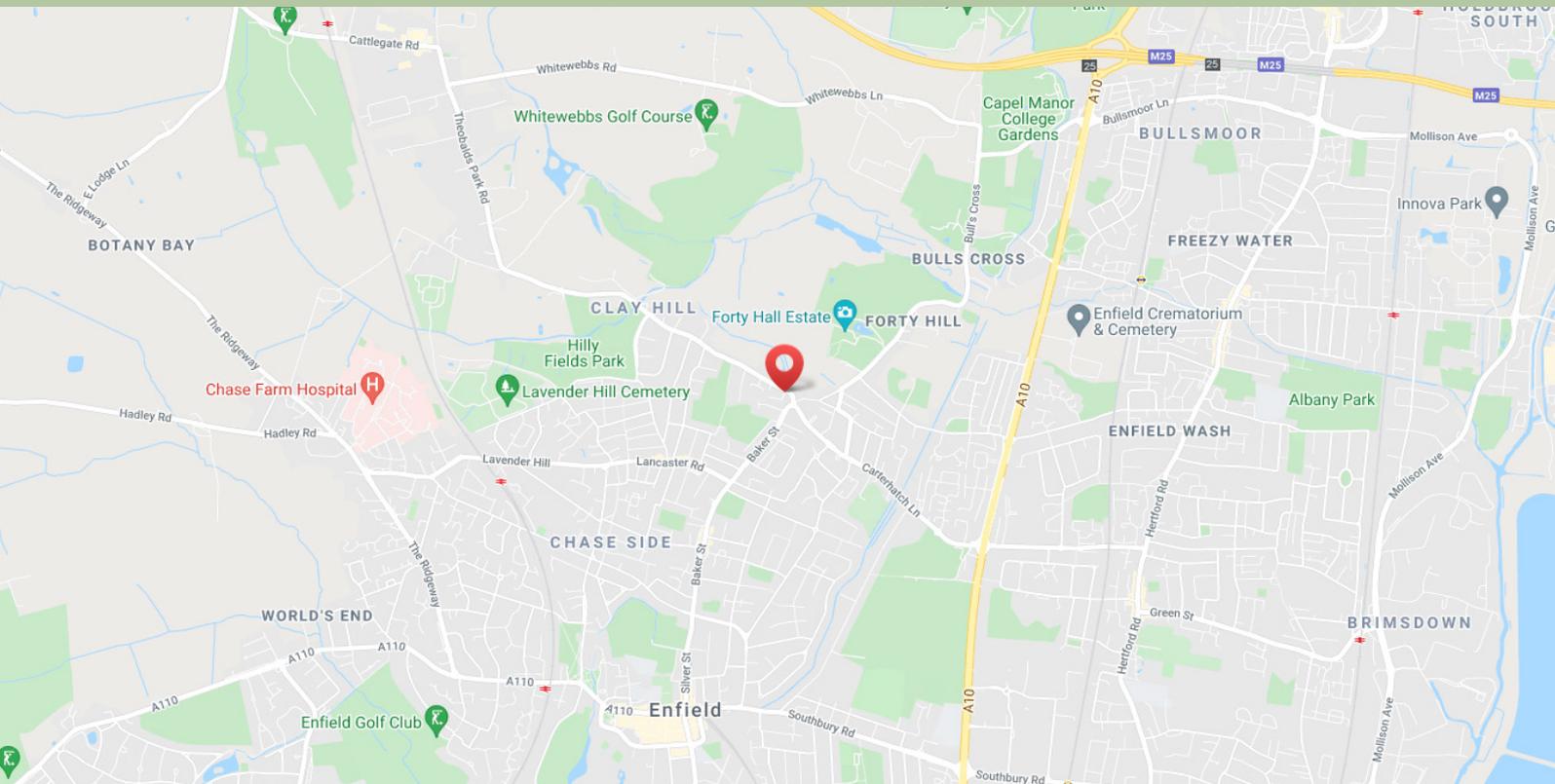
Hannah has worked in the Health and Social care sector for 30 years supporting Adults with varied care and support needs encompassing Autism, Down Syndrome, challenging behaviour and complex needs. Hannah aims to help people in her care develop and maintain a fulfilling lifestyle.

Hannah and her team staff have undergone extensive checks prior to employment to ensure they have the skills and qualities we require when working with vulnerable people. They are trained in health & safety, basic first aid, abuse awareness (safeguarding), administering medicine, infection control and the care certificate as well as other bespoke training as required.

OUR LOCATION

The home is situated on **Clay Hill**, an area of **Enfield, London**. It is located to the north of Enfield Town Centre in a mainly residential area which almost borders Crews Hill to the north and forms part of London's Green Belt.

It is a ten-minute walk to the local shops, banks/post office, cafes and express supermarkets and a short bus ride into Enfield Town Shopping Centre. The W10 bus will take you to Crews Hill or into Enfield Town centre where there is a choice of train stations and bus routes to go further afield.



ABOUT US

Glenholme has been a leading provider of care and support for people with learning disabilities for over 30 years. We promote choice and independence and are committed to the happiness, health and safety of those we support. We help each person to achieve their full potential by providing genuinely individualised care and Positive Behavioural Support.



CARE PHILOSOPHY

Being supported by Glenholme means being safe.

Our priority is safety; both physically and emotionally. We believe that individuals should be supported to take positive risks whilst ensuring that they are protected from potential harm.

We recognise the importance of well-being. Those we support are encouraged to prioritise their well being. This includes becoming familiar with accessing the range of services available to ensure physical and mental well-being. All our staff are trained in well-being issues such as pain recognition as well as the implications of certain syndromes for health conditions.

Being supported by Glenholme means being listened to.

Our support is genuinely person centered, we spend time working out what matters to the individual and how we can ensure they receive it. We know that we can achieve the best outcomes for people by working in partnership with

them, their families and carers to achieve independence and control; ensuring that the person's wishes and aspirations for their own life are at the centre of their care and support arrangements.

Being supported by Glenholme means being included.

Those we support are part of their local communities. Their accommodation is well located to ensure that they are part of local life, thus ensuring they have access to education, training and employment opportunities. In addition, our service users are encouraged to participate in a range of leisure activities.

Being supported by Glenholme means having well trained support workers.

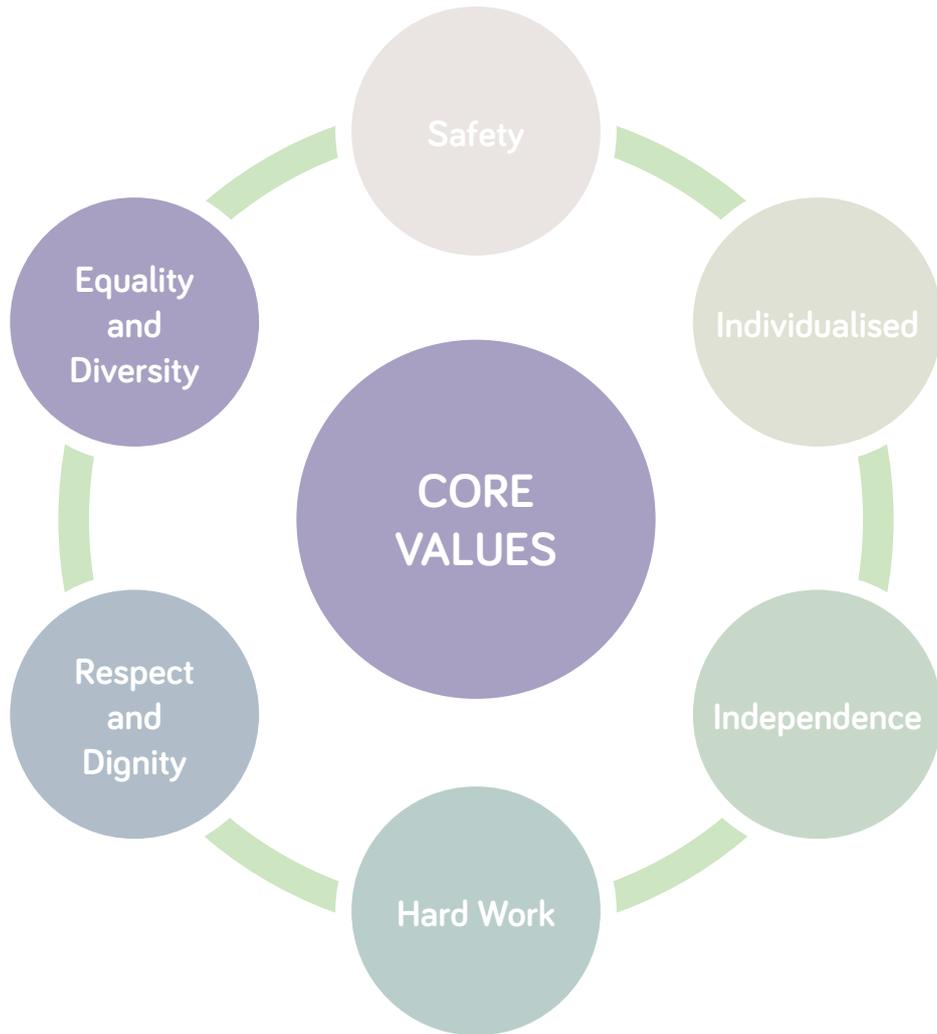
All Glenholme staff are trained to have the skills and confidence to deliver the best support possible. In addition to mandatory training, all our staff receive training in Positive Behaviour Support. This enables them to support those with a wide range of learning disabilities including behaviours that may challenge.

OUR MISSION

FOR OUR SERVICE USERS AND STAFF TO BE
HAPPY, HEALTHY AND SAFE TO ACHIEVE THEIR
FULL POTENTIAL.

OUR VALUES

Glenholme is passionate about delivering safe, individualised care and support to promote independence, choice and inclusion. We work hard to provide the support we would want for our own family members. We believe in treating individuals, their families, friends and our staff with respect and dignity; placing a high value on equality and diversity. We do this by employing compassionate well-trained staff in our high quality, warm and welcoming homes.



INDIVIDUALISED SUPPORT

Glenholme is fully committed to providing Person Centred Care to ensure that individuals are at the centre of all decisions around their lives. The support provided is tailored to focus not only on their needs, life circumstances and health choices; but also on what is important to them, including their wishes and aspiration.

First and foremost the person is treated with the utmost dignity, compassion and respect. They are supported to develop the knowledge, skills and confidence they need to more effectively manage and make informed decisions about their life and how to achieve their goals. We do this by using a process that involves active listening and specific communication support. It also recognises the role that family and advocates may play around the individual's wishes.

Although this might seem an obvious approach, all too often care is based on doing things 'for' or 'to' people. At Glenholme we do things 'with' those we support in a holistic person centred way.



POSITIVE BEHAVIOURAL SUPPORT

The Positive Behavioural Support (PBS) model underpins Glenholme's commitment to delivering truly individualised support for people whose behaviour may challenge.

Our staff receive bespoke PBS training to enable them to identify, assess and develop individual Behaviour Support Plans. These are based on observation, and input from those involved in their life, in order to assess the individual's emotional, social, health and environmental needs.

PBS works by understanding and predicting the frequency, intensity and likelihood of individual triggers for unwanted behaviours. This enables us to develop a series of strategies to meet the individual's needs by reducing their anxiety and increasing their tolerance

levels. This supports the person to effectively and safely achieve positive outcomes. This helps to enhance the individual's lifestyle and wellbeing, as well as increase their ability to learn new skills without unnecessary restrictions.

Support Plans are then reviewed regularly to make sure they fully reflect the risks associated with the individual's current needs, interests, health and wellbeing.





COMPLETE SUPPORT FOR DAILY LIFE

At Glenholme we are able to provide a continuum of support for an individual's ever evolving needs and aspirations.

Glenholme support includes:

- **Personal Life** – personal care, medication and attending healthcare appointments.
- **Life Skills** – domestic tasks, shopping, cooking and budgeting.
- **Activities and Recreation** – their choice of hobbies, access to community sports activities and swimming.
- **Skills Development** – daily living, communication and learning opportunities through local college and other courses.
- **Socialisation** - group and community activities and spending time with family and friends.
- **Holidays and outings** – individual or group trips and outings in the local area as well as respite and live-in care for holiday breaks.
- **Safety** – personal and environmental safety and security.
- **24 hour care** – someone always available to be there day and night.

Glenholme



Learn more about us:

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