

Glenholme

Passionate about care



ADULT SPECIALIST CARE

Learning Disability and Autism Support

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.



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.



TRANSITIONING TO ADULT CARE

The young people referred to us often come from the family home, Child Services or educational settings. Glenholme is able to offer a range of services, which can meet demands and versatile support needs.

We ensure that our services are quality homes with high specification, safe and can meet the needs of individuals. The right environment is imperative to successful support. Compatibility within services is paramount and we carefully match age, support needs and personalities. This ensures our homes are a happy place to live and individuals can reach their full potential.

Transitions can sometimes be challenging, causing anxiety and uncertainty, we understand this is exceptionally harder for those we support. We aim to make the transition into our services a positive experience. We ensure that transitions are person-centred, bespoke and developed to meet the needs of the individual. We will mirror existing support approaches, daily activities and routines to ensure familiarity and reassurance to the individual. This supports the achievement and progression towards outcomes and goals and how their needs can be met in the optimum way.

The aim is to support young people with their transition into adulthood by exploring their needs, wishes and circumstances, and helping them to plan for their future. Each young person and their family are encouraged to take an active role throughout this process to ensure they are appropriately listened to and at the centre of planning and decision-making. The transition process sets objectives for delivering the best experience for young people and their families. To make the process as linear as possible we work with support networks and multidisciplinary teams, to provide additional support and consideration as to how transitions take place.

REFERRAL PROCESS

Referral Information

Gather initial information about the individual requiring support.



Assessment

Initial assessment with the individual including individuals within their support network.



Support Proposal

Support needs for individual are identified and service costs are developed and agreed.



Tenancy

Housing forms are completed and tenancy start date agreed.



Environmental Considerations

Professional input is explored as needed for any adaptations for living spaces.



Transition

Transition hours and needs identified.



Care Plan and Risk Assessments

Care plan, risk assessments and any other documents prior to move in are completed.

FREQUENTLY ASKED QUESTIONS

How long does the transition process take?

This could be over a period of months, weeks or days. Overnight stays may also be beneficial to some individuals.

Where should it take place?

This may be our staff visiting the current residence of the individual, the individual may come to their new home with their current support team or some transition may be carried out in the community.

Who should carry out the transition?

Key people from their existing support team should be identified along with a core support team of their new placement. Family members and professionals may also be involved.

What will ease the transition for the individual?

Taking familiar items, completing favourite activities, helping to buy or take things to personalise their room in their new home, social stories and looking at pictures beforehand to aid information processing.

What eventualities can be planned for?

The individual may present new or challenging behaviour due to being unsettled or anxious, knowing how the individual usually presents or responds, pre-empting allowing for strategic and positive support approaches and how can we ensure a positive experience.

Will new routines or activities need to be introduced?

The individual's support team will need to identify what their weekly plan will look like, and introduce new experiences/activities/tasks to associate with their new home. The transition to their new home will also need to make allowances for any other coinciding transitions taking place such as new college, day service, activities, job, etc.

What goals and aspirations does the person want to achieve with our support?

It's important to know how the individual wants to be supported, their wishes for the future and that their goals for maximising independence are set.

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.



CASE STUDY

Joanne moved into Shakespeare House in 2019, just before the COVID pandemic began, from a children's residential unit where she had been living for several years.



Staff from Shakespeare House met Joanne at her placement and Joanne visited Shakespeare House a number of times before moving in. Visits were based around Joanne getting to know the staff, bringing personal items over gradually for her room, and helping her prepare for the move to a new home. Staff at Shakespeare also produced a “moving in” story book for Joanne, which staff at her previous setting used to show Joanne the house, her room and pictures of the staff, so that Joanne would feel more relaxed when making the transition visits and eventually moving in.

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When Joanne moved into Shakespeare she was doubly incontinent. But, with support from staff, and building a routine with Joanne to visit the bathroom regularly throughout the day, today she is now practically continent. Joanne now recognises when she needs to use the bathroom and will take herself without any prompt from staff. This has had a huge effect on both Joanne, who now understands the need to use a bathroom both when at home and when out in the community and also with her parents, who can now take her out and on holidays knowing that Joanne can recognise and better express her needs.

As Joanne is non-verbal, it is important that staff can recognise and understand how she communicates with noises, gestures and body language.

Joanne also self-harms – hitting herself or objects with her hands or arms. This has reduced significantly since being at Shakespeare House – an in-depth PBS plan is in place for Joanne and for staff to support her should these behaviours happen. Joanne also has a clear communication passport. As Joanne is non-verbal, it is important that staff can recognise and understand how Joanne communicates with noises, gestures and body language. This again has helped reduce Joanne's self-harming behaviour and she now expresses herself less physically in this way. Joanne loves to go swimming, out for meals, listen to music and dance.

As Shakespeare has communal living areas, the team have supported Joanne to still enjoy her love of music, whilst being able to allow others to access the TV. Joanne now has an iPad and some wireless headphones, which she can use almost completely independently – switching them on and scrolling through music to find what she wants to listen to. This means Joanne is still included in the communal living area with her peers.

Joanne goes food shopping every week with staff and is supported to make her own choices for food. Joanne helps place items into the trolley and is encouraged to help pay for items at the till. Joanne is supported to purchase clothes regularly and again is encouraged to make her own choices about what she would like to wear. Staff may show her two items and Joanne will point to the one she likes – however lately Joanne has been walking up to clothing and picking it out herself!

Joanne has and continues to grow into a happy, healthy and beautiful young lady.

www.glenholme.org.uk



*Names here have been altered for privacy purposes.

OUR HOMES

We know how important surroundings are to wellbeing and we pride ourselves on the quality of our homes and our supported living schemes. All our accommodation is modern and well maintained and is situated in attractive neighbourhoods so that those we support can benefit as fully as possible from community life. All of our homes come well-equipped with modern amenities you would come to expect and residents may personalise their space how they like. For those in our outreach services, we can provide help with finding accommodation and securing a tenancy.





ACCESSIBILITY

For those with physical disabilities, we have services available to fit the vast majority of needs. Most of our services have step-free access and we have a number of homes purpose built for wheelchair use that come with level floor access, wet rooms, widened doors and kitchen's with worktops that are height adjustable.

Further personalisation to fit an individual's needs can be made following an assessment of requirements.

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 wellbeing. 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 wellbeing. All our staff are trained in wellbeing 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.

ACTIVITIES

Individuals that join Glenholme have a lot to look forward to within our services. We value independence and each individual will be able to take up the hobbies they like during their residency with us. During the transition process the individual's support team will help to develop their schedule so they regularly are able to do the things they enjoy most. Our staff teams also regularly put together fun and interesting events throughout all of our services as we want everyone in Glenholme to feel part of our communities, leading our residents to live rich, full lives.





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.

OUR LOCATIONS



Warwick Manor
Bedford



Shakespeare House
Bedford



The Lustrells
Brighton



Nutley Avenue
Brighton



Saltdean House
Brighton



Walesbeech
Brighton



Holdingham Lodge
Sleaford



15 Manor Crescent
Byfleet



Hightrees
Enfield





Residential Care



Supported Living



Mental Health



Glenholme House
Finchley, London



Oakdene
Finchley, London



The Lustrells
Hemel Hempstead



Crown Mews
Peterborough



Haddon House
Peterborough



Holdingham House
Sleaford



Meadowbeck
Sleaford



13 Manor Crescent
Byfleet



Vincent Place
Stevenage

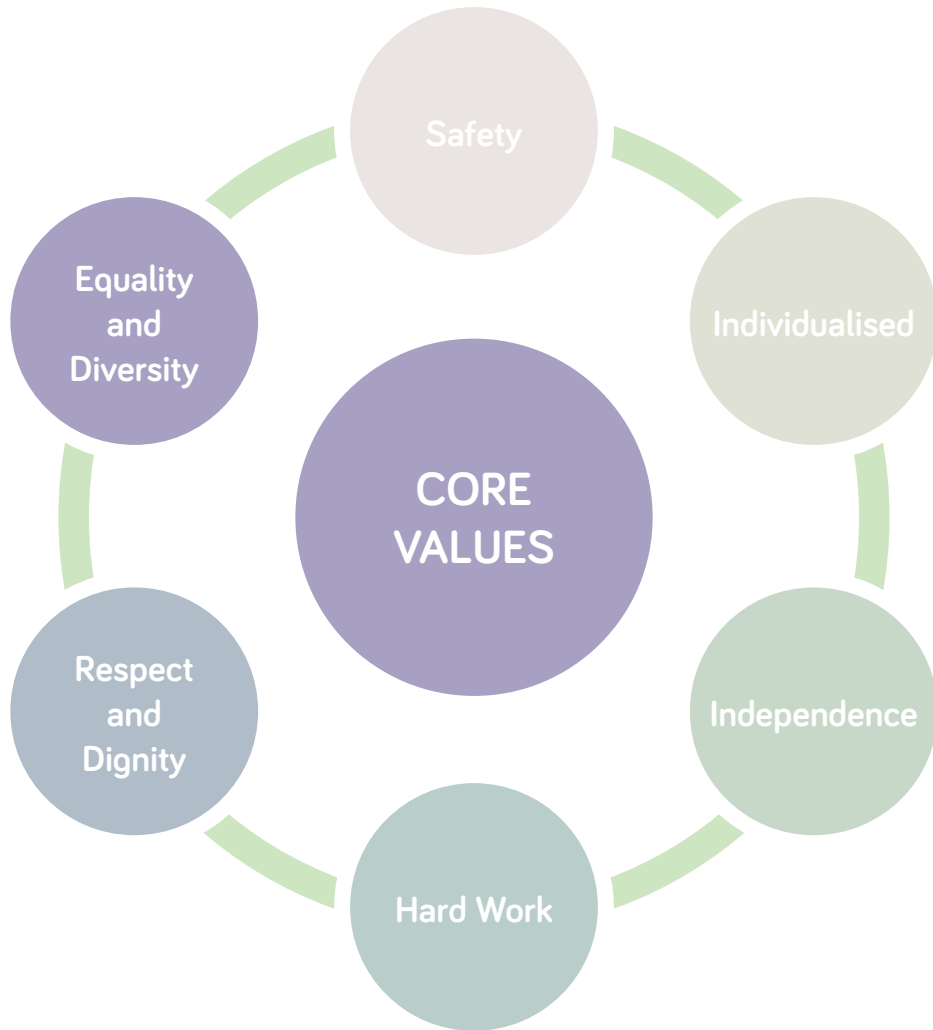


OUR MISSION

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.



Glenholme



Learn more about us:

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