

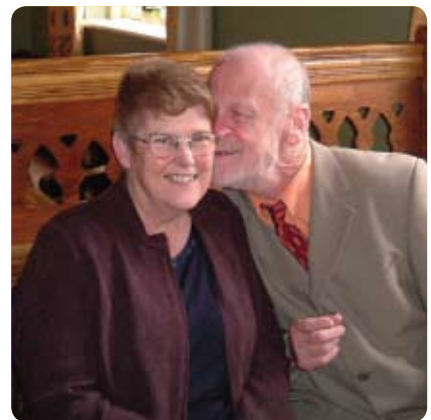


United Response
making it **happen**



United Response

Supporting you to live the life you choose



Key Facts about United Response

- > We are a well established, national charity with an excellent track record in supporting people who have learning disabilities, mental health needs and physical disabilities.
- > We support more than 2000 people at any one time and work throughout England and Wales.
- > We are a not-for-profit organisation - which means that our money is put back into giving each person we support the best life possible.
- > We work with a wide range of people. Some people need only a few hours of support each week – perhaps to help them to pay their bills, go shopping or get a job. Others need more support than this, while some people with more critical or severe needs may need 24 hour support each day. We can provide whatever support you need to live the life you choose.
- > We won't label you – we will support you to meet your own needs and to pursue your own interests and goals.
- > We offer a wide range of support - from supporting you to live independently in your own home, to going shopping, accessing the community, or getting a job.
- > We can support you to do what you want to do and to live how you want to live.
- > We are constantly improving and developing our services. As well as being inspected by our regulators, we also carry out our own Quality Management audits to make sure our support is the highest quality possible. We involve the people we support in checking our services too.
- > We are leaders in delivering person-centred support.
- > You will be at the heart of developing your own support plans.
- > We work with you and those important to you, to plan the right kind of support you need and want.

Involving you

- > We aim to involve you in all aspects of your support. This could be recruiting and training your staff, or working with our trustees and directors on how we run the organisation, or checking whether our services could be better.
- > You decide which things you want to get involved in – as much or as little as you choose.

Our staff

- > We employ over 3000 staff and regularly win awards for our creative and innovative approach.
- > We train our staff to become highly skilled to deliver the best possible support to you. This includes understanding your way of communicating and treating you with dignity and respect.
- > Our organisation-wide programme, the “Way We Work”, trains staff in person-centred thinking so that they can really listen to you and act on what you tell them you want - and give you high quality and consistent support.
- > All our support staff are CRB checked to ensure that they are safe to support you.
- > We are committed to representing the diverse communities in which we work and have achieved Investors in Diversity Accreditation at Level 2.
- > We have also been awarded accreditation by:



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Having fun on a trip to London



Our mission is to enable people with learning disabilities, mental health needs and physical disabilities to take control of their lives. Our vision is of a society where disabled people are equal participants and have access to the same rights and opportunities as everyone else.

For more information about United Response visit

www.unitedresponse.org.uk

Learning Disabilities – Mild to Moderate Support Needs

If you have mild to moderate support needs, we know that some basic support around housing, employment and accessing mainstream services and leisure activities can make an enormous difference to your ability to lead a full life.

- > Whether you need only a few hours of support each week, support every day or 24 hour care, we will work with you so that you can live your life the way you choose.
- > You will have choice and control over the support you receive.
- > If you can't speak, we will work with you to find out how you like to communicate so that we can support you.
- > You might want support to get a job or to buy your own food and clothes. We will support you to do the things you choose.
- > Where possible we will work with you to choose your support staff so that they match your personality and interests.
- > We will support you to live independently – either on your own, with friends or family or in shared accommodation if that is your choice.
- > We will support you to get out and about to meet new people and do new things in your life.
- > We can help you to manage your household bills and money.
- > We can support you to go on holiday.
- > We will help you to keep in touch with the people who are important to you.
- > If you are unhappy about anything in your life, we will work with you to make this better.
- > If you want to learn new skills we will support you to do this. This could be learning skills around the home or going to college.
- > If you want to get a job, we will support you to try and find one. We will support you with the skills you need around the job too – like learning to use public transport through travel training.
- > We will support you to keep yourself safe and healthy. We will support you with your personal care with dignity and respect and enable you to take full control of your life.
- > We will work with you to do the things you want to do and help you with the things you can't.
- > We will keep reviewing your support plans and make sure they change as your needs and wishes change.

Anne enjoying her independence



Case Study

Anne Johnson enjoys living an independent life, where she controls what she does and when. At 47, she lives in her own flat in a communal building shared by nine others, all supported by United Response. For Anne, living close to others but maintaining her own home gives her the best of both worlds – she never feels isolated or lonely, yet gets to spend quality 'me time' doing her own thing.

"I like having my space, but also like being able to visit the other tenants in their flats for a cup of tea," says Anne, "On Sundays, we tend to eat together in the communal area – it's always fun getting to socialise with everyone. But on some weekends, I like to go and stay with friends. I get bored easily so need to keep busy."

As part of Anne's support package, staff support her in her flat every day. They help her to manage her finances (including support to pay bills), tidy and clean her flat and get to and from appointments. Staff are also there to help with irregular things, such as changing a light bulb or explaining how to use newly prescribed medication. The arrangement means Anne is always in control, making the relationship between her and the support staff very open.

"Anne is capable of living on her own and is able to speak up for herself when things go wrong." says Bibi Oduala, service manager. "She used to live in a shared

accommodation where she had just a bedroom to herself. She had no control over who came in and out of the flat and Anne did not like that. Here, she not only has her own bedroom – which she picked the décor for – she also has her own bathroom, kitchen, lounge and hall. People can only come in if she chooses to buzz them in."

Anne is supported to stay as independent as possible by receiving regular support to understand how to save and budget, thereby keeping her tenancy.

"Anne has a petty cash tin which is kept in the staff flat. This was agreed to by Anne." says Bibi. When Anne withdraws money from the bank, it is kept in her petty cash tin. Anne's weekly budget means she has an agreed amount every Monday. Anne puts the money into different envelopes for each of her different expenditures, such as her mobile phone top-up, or shopping. She does not get asked for receipts and is in total control of how she makes that money last. This approach helps her learn about controlling her own income, while also avoiding the need for her to have to ask staff every day for access to her own money.

Anne's saving has gone so well that she was able to go for a holiday to Disneyland Paris late last year – which was a dream come true!

Anne is supported to stay as independent as possible by receiving regular support to understand how to save and budget, thereby keeping her tenancy.

For more information about how we work with people with **mild to moderate learning disabilities** please email info@unitedresponse.org.uk or leave a message on our Get Support line: **0800 0884 377** or visit www.unitedresponse.org.uk/get-support

Profound and Complex Learning Disabilities

Although we support people right across the whole range of learning disabilities, we have particular expertise in supporting people with more complex needs – including people who other agencies have not been able to support – and we have a strong track record in supporting people to move on and to enjoy a better quality of life.

- > Instead of doing things for you, we will work with you to support you to engage as fully as possible in life, no matter how profound your disabilities are.
- > Many of the people we support cannot speak. Our skilled staff are trained to work with you on a one-to-one basis, to find out how you like to communicate.
- > If you find it difficult to take part in activities we will help you to get involved through our Person-centred Active Support approach.
- > We will support you to take part in a range of activities of your choice at home and in the community using support which is matched to your needs and preferences.
- > We can also support you to go on holiday or take a short break to give you a change of scene.
- > We will make sure that our staff have the skills and resources they need to provide you with the support you may need to lead an “ordinary” and valued life.
- > We have an expert practice development team, who work closely with our local staff across the country to ensure you receive the highest possible quality of support.
- > We believe that behaviour which challenges is a form of communication that can tell us important things about you and the quality of your life - and we will work hard with you to

understand what you are trying to achieve by your behaviour and body language, so that we can respond in constructive ways.

- > If your behaviour may sometimes put you or others at risk, or limit your choices and opportunities, we will work with you using an approach called “positive behaviour support” to help you to overcome these occasions so that you can enjoy the life you want.

We believe that behaviour which challenges is a form of communication that can tell us important things about you and the quality of your life.

Hand-over-hand support



Case Study

Neil is a bright and pleasant 23 year old who has good communication skills but has difficulty in sharing his emotions which often resulted in aggressive behaviour either towards himself, staff or property. He has autism, learning disabilities and also is an insulin dependent diabetic.

Before being supported by United Response, Neil had lived in a secure unit with several other residents - all who exhibited severe challenging behaviour. He was supported 2-1 but when out of the unit he was supported by 3 staff. He was taken out for a drive twice each week but was not allowed out of the car. He could only walk around the grounds each day if staff were available.

During his time in the unit, Neil was restrained almost every day and sometimes up to four times in one day. After each incident, he would be secluded and observed every 15 minutes. This resulted in an increase in Neil's levels of "challenging" behaviour.

Neil moved out in January 2010 to his new supported living home with new staff provided by United Response. Initially his challenging behaviours increased due to the massive changes that were going on. We talked to Neil after each incident, and although he could not tell us why he became anxious or why he behaved aggressively towards himself or others, he did show signs of remorse and said that he wanted us to continue to work with him as we were doing, as he did not want hurt anyone.

We noticed that the mornings were when he experienced his highest anxieties and we tried lots of different approaches to his routine. We started his day with a slow approach, giving him time to himself and to move at his own pace, then moving him quickly through his morning routine so he didn't have too much time to focus on negative events which had happened during his past life.

Neil's life has changed so much in the past 12 months. From initially being very anxious in crowds or strange places, he now visits his local shops on a regular basis, goes out for pub meals, attends the cinema and goes to a local fitness club. This change would not have worked if we, as a team, had not planned each step to ensure the safety of all concerned.

One of the biggest changes to Neil's life is his family's involvement. Whilst they visited him every day while he was in the hospital, they were never allowed past the visitor's room and never saw the environment where he was living. They were kept at arms length and did not have any input into his daily life. Now all that has changed and he visits his parents every Sunday for a family lunch. Staff stay outside in the car in case they are needed but let him have important time alone with his family.

For more information about how we work with people with **profound and complex learning disabilities** please email info@unitedresponse.org.uk or leave a message on our Get Support line: **0800 0884 377** or visit www.unitedresponse.org.uk/get-support

Autism

Many people we support are on the autistic spectrum. Our staff are trained in recognised techniques, including Person-centred Active Support, so that they can support you in the way you want.

- > Everybody is different - liking different music, different clothes and different foods. Because everyone is different, we are flexible in our approach, putting you at the centre of your support.
- > We know that you may find it difficult to give an opinion or feel you have a choice – we will listen and respond to your wishes and choices.
- > We will work with you to create a personal profile which explains how you like to communicate, the things you like and the things you don't like.
- > In many cases we use picture boards as a visual tool for communication, and also use additional techniques to support communication. This might include touch, listening, body language and objects of reference.
- > We will get to know you to understand how you experience the world to help you live in a more comfortable environment.
- > We will use things such as daily diaries to make sure your support is consistent.
- > You may require particularly skilled support – we are experts in providing social and communications support.
- > If you find it difficult to understand what people mean or find it difficult to talk to people, we will support you to make this easier.
- > If you want to learn new skills we will support you to do this whether this is in the home or going to college.
- > If you want to find a job we will support you to do this. We will help you with job applications, interviews, travelling and work with your employer to understand you and how you communicate.
- > We will involve you in every aspect of your support to make sure you are comfortable with what is happening.
- > We will make sure that you do have a voice. We will listen and respond to you.
- > If you want to, we will create opportunities to meet new people, make friends and learn new social skills.

Peter in his first paid job



Case Study

"I first met Peter, who has autism, when he attended his local hospital, as an outpatient. Over the years, I came across him more and more, first through the day centre he visited, and eventually through my job at United Response.

The more I got to know Peter, the more I became aware that he had a lot of potential skills but nowhere to use them. When he moved to live in supported living in Darlington with support from United Response in 2002, I saw an opportunity for us to change that.

Peter had previously lived in a residential setting. Other people gave him his medication, paid his bills, cooked his food and his clothes were washed, ironed and put away. But now, with his support hours reduced, Peter had to learn how to be more independent. I knew he was more than capable of picking these skills up but I also knew we'd need to show him there was a 'need' for him to learn something before he'd show any interest. Throwing him in at the deep end proved a risk worth taking as within a year, he had become so much more confident and capable around the house and out and about.

As the funding for the day centre he had been going to come to an end I knew that he would need something to take its place. I contacted a

local company who are responsible for sending out paperwork for teachers' pensions and bereavement packages. They were open to the idea of offering Peter an unpaid placement but, due to the sensitivity of their mail outs, needed reassurance that both he and they would be adequately supported. I worked with them to devise a suitably robust support package and Peter was given the green light.

Initially he worked three mornings a week collating packs. Spot checks were made regularly to monitor mistakes and Peter achieved a 100% accuracy record. Just as Peter thought in black and white in his home life, so he worked in black and white too – a useful attribute for anyone whose job requires concentration and focus. Peter was given more responsibility and soon became a valued part of the team.

After two years, I spoke to his manager, about the possibility of giving Peter a paid position. Following much negotiation and some further IT training which he excelled at, Peter was offered the opportunity to apply for a position that had become available. He was interviewed and Peter is now a Post Room Administrator. His first paid job!

Peter is treated the same as everyone else. He has got and kept this job because of his strengths, not because he has autism."

John Armstrong – Senior Support Worker

Peter is treated the same as everyone else. He has got and kept this job because of his strengths, not because he has autism.

For more information about how we work with people with **autism** please email info@unitedresponse.org.uk or leave a message on our Get Support line: **0800 0884 377** or visit www.unitedresponse.org.uk/get-support

Mental Health

We have been supporting people with mental health needs for over 20 years.

- > We support people with a range of severe mental health needs, including psychosis, schizophrenia, multiple personality disorder and severe depression. We work in partnership with your clinicians to deliver tailor-made support, based around your care management plan.
- > Our emphasis, where possible, is on recovery and we are committed to early intervention to help prevent more serious problems from occurring.
- > We will support you to make choices about how you want to live your life, create opportunities and enable you to choose the support you want.
- > We can support you in your own home or provide accommodation with support. If you have enduring mental health needs we can support you in residential care and supported living.
- > We will support you to overcome feeling isolated and to maintain a presence in your local community.
- > We will work hard with you to build relationships and trust, providing a non-judgmental environment and focusing on demonstrating positive outcomes.
- > We will work in partnership with you and others to deliver support that meets your needs.
- > We will work with you to boost your confidence, promote your independence and to empower you to make choices and decision about how you want to live your life.
- > We will try and provide whatever it is that you need to get better and recover from a period of mental health distress. This means looking at all sort of different approaches, and being open to new ideas to help you.
- > We will support you to find and keep a job or find opportunities for vocational training if you want to increase your skills.
- > We will support you to regain a greater sense of self-worth and independence.
- > Our ultimate aim is to support you to move away from psychiatric care and to support you to develop the skills, confidence and links to enable you to lead a full and independent life in the community.



I have spent two decades being supported by United Response and for me, it is a dream come true. I am treated as a person - a valued person.

Case Study

My name is Simon Partridge. I have a degree in English from an Oxford College.

We are all tucked into boxes – in my situation, it is “schizophrenic”. When I was very ill, I had a phantom following me to while away the time - I tried to make sense of it. I have an insight into my mental illness now but I can ‘forget’ my head and just enjoy being myself.



I have spent two decades being supported by United Response and for me, it is a dream come true. I am treated as a person - a valued person.

I live in a shared house. I like living with other people as I have food and warmth without worry, and support with cooking and with any problems which I care to voice. Everyone in my support team reinforces a different side of the “get better zone”.

There is wonderful communication between the support team and us, so I have a “mental support” system in place as well as a practical one. In other places I’ve been to your personal life can be ignored. But with United Response I have privacy – my own room. No one laughs at me or attacks me. No one can come in unless I say. I am reminded about medication and appointments, which allows me to pursue my hobbies. I visit the charity shops. I go for tea at the Morrison’s tea-rooms. I play chess – one of my loves. I can write poetry, letters and e-mail. My mind is full of ideas.

One of the frustrating side effects of my mental health problem is drowsiness, caused in part by the drugs I take to control my illness. I know I need them to silence the voices in my head, but my support workers understand my wish to reduce my reliance on this medication and so are helping me to discuss this with my psychiatrist.

The public haven’t always understood what it is to have a mental health need. I was once out when a man got out of his car, threatening me and shouted “You should be in a mental hospital”: to which I replied “That’s exactly where I come from.” This foxed him and he drove off. Understanding of mental health seems better these days. You are not mad but “mentally challenged”. But I can have a girlfriend and friends. I am just like you.

For more information about how we work with people with **mental health needs** please email info@unitedresponse.org.uk or leave a message on our Get Support line: **0800 0884 377** or visit www.unitedresponse.org.uk/get-support

Physical Disabilities

We support people with a range of physical disabilities, from milder difficulties – for example, impaired motor skills – to profound and complex physical disabilities.

- > Whatever the level of your disability, we will provide you with tailored support using techniques such as Person-centred Active Support and intensive interaction to enable you to engage as far as possible with all aspects of your life.
- > We will help you to build your confidence and independence.
- > We can provide you with the support you need – whether that is a few hours per week, a regular time each day, 24 hour care or anything in between.
- > We will listen to you and make sure you are in control of planning your support and how it is carried out.
- > We will treat you with dignity and respect at all times.
- > We will involve you in recruiting your support staff to match your personality, interests and requirements and will ensure that they are fully trained to support you in the way you wish.
- > We can support you to live where you choose, whether in your own home, a registered care home, or supported living accommodation.
- > As well as providing you with personal support we will also work with you to explore the use of assistive technology, if you want it, and adapt your home to help you live a more independent life.
- > We can support you to find a job and work with you to gain the skills and experience you need to do the job you want.
- > We can support you to enjoy the interests and hobbies you have and to develop new ones.
- > We will support you to speak out for yourself – telling people what you want and what you think about things.
- > We will build our support around you and change this when your needs and wishes change.

Bruce's happiness with his support plan has helped him see away the darker days of his past, when he was getting accustomed to his disability. His philosophy in life is to make the most of what you've got.

Bruce – "happy with my life here"



Case Study

65 year old Bruce Wall is supported by United Response in his purpose-built flat in Huntingdon. Bruce is tetraplegic, and uses an electric wheelchair to get around. Despite his physical disability, he leads as independent a life as possible, including regularly driving his own specially-adapted Ford Transit minibus to pop into town or to visit his family. For Bruce, maintaining his freedom despite his disability is vital to his sense of wellbeing, and made possible purely because of the dedicated support package he receives.

“Good support depends entirely on the quality of the managers and the staff,” he says, “The United Response support workers I have now are among the best I’ve ever had. They are always friendly, they do their best to understand my needs and they are generally just a good laugh to have around. Without them, I would find it very difficult to live my life the way I want.”

Bruce receives support at regular slots throughout the day, mainly to help him with bathing, dressing and cooking. His support team are based in an office in the same block, making them just a phone call away if he needs them.

“I am good at keeping myself occupied when my support workers aren’t with me,” says Bruce, “I certainly don’t sit around brooding! I enjoy using my computer and going online, I have my programmes to watch and I like to get out for a few hours, either to the shops, the park, or for a coffee. It seems a small thing, but without my afternoon visit to help me into my coat, I simply wouldn’t be able to leave the flat in

the colder months. I only have partial movement in one arm and hand, so would find it too difficult.”

To help Bruce have more control in his flat when staff aren’t around, he relies on various assistive technologies. He has a remote control to open his front door, so he can choose to let people in, and another control to open and shut his windows and curtains.

“Being able to shut the curtains is important, as it means I don’t have people peering in when it’s dark,” says Bruce, “And people with disabilities can be vulnerable. Before my door controller, I used to have to try and open it manually, by attempting to wedge my wheelchair in the gap and push it open with my weak arm. Invariably, it would accidentally shut again in the process, which was frustrating.”

Bruce’s happiness with his support plan has helped him see away the darker days of his past, when he was getting accustomed to his disability. His philosophy in life is to make the most of what you’ve got.

“I don’t get depressed – I’ve been there, done that, 17 years ago.” says Bruce “Yes, my disability has put restrictions on me, but overall, I’m happy with my life here. I never get bored, and never get lonely. If I do have a rare bad day, I soon snap out of it as I know I’m going to be visited throughout the day and that always cheers me up. My youngest daughter is getting married this year in Edinburgh and I’ll be staying up there over Christmas – and that’s something to really look forward to.”

For more information about how we work with **people with physical disabilities** please email info@unitedresponse.org.uk or leave a message on our Get Support line: **0800 0884 377** or visit www.unitedresponse.org.uk/get-support

Specialist Support

We have an excellent track record of supporting people who need specialist support in order to take more control over their life.

Forensic services

- > If you have a disability and have a history of offending behaviour, or of being at risk of presenting offending behaviour, we will provide you with support to match your needs to work towards preventing future risk to yourself and others.
- > We will work closely with professionals from the wider multi agency / disciplinary team to support you to manage your behaviour whilst also supporting you to engage in a full and valued life in your local community.

Communication

- > We have extensive experience of working with people whose communication is mainly non verbal - 40% of the people we support do not speak and 47% use at least one alternative method of communication.
- > If you cannot speak or hear we will work with you to live the best possible life - and this means communicating with you in the way that suits you.
- > We will work with you to create a communications profile that sets out how you like to communicate.
- > Our staff are trained to understand how you like to communicate, and they are supported by our specialist Practice Development and Inclusion coordinators who are nationally and internationally recognised for their work in these areas.

Multiple diagnosis

- > We support lots of people with a multiple diagnosis – so if you have more than one disability we can support you. Many of the people we support have a physical disability, learning disability, mental health need and/or sensory impairments.
- > We will provide you with the skilled support you need so that you can live the kind of life other people may take for granted.



Emma making a meal

Case Study

Emma Webb and Lisa Duffield are supported by United Response in Ipswich, in a supported living environment designed especially around the unique needs of people who have a dual diagnosis of learning disability and deafness. They share a tenancy with three others, in a specially adapted house, supported by a team of dedicated support staff who use an approach called "Total Communication".

"Supporting such a niche group of people makes having good communication skills more important than ever," says Team Leader Matt Tamplin, "Lisa and Emma have their own communication profiles which detail exactly how they want us to work with them. British Sign Language is just one aspect of the communication we use. Equally important are things like facial expressions, use of pictures and objects of reference, body language and how we use technology, such as minicomms, texting and the internet. The people we support here get really involved in training new staff to communicate their way, which is very empowering."

Emma and Lisa have their own support plan based on their different personalities and sensory impairments. Emma thrives on being independent, and often prefers to get out and about on her own. Staff keep in touch with her changing needs by arranging informal chats over coffee or trips into the town. For Lisa, additional sight impairments make her more dependent on the company of support staff when she leaves the house.

"Lisa feels more secure when she has someone with her, as her tunnel vision can make it difficult for her to walk around busy high streets without accidentally bumping into people," says Matt, "A lot of the support we give to her is around keeping her safe when she goes out."

Safety is also a key feature around the house-bound support. The women's home is fully equipped with specialist fire alarms, which use flashing red and white

lights to raise alerts, and under pillow sensors which vibrate in the case of a fire in the night. Flashing lights keep them in control of who enters and leaves the house, and of callers to their minicom.

Lisa making music



"I believe living in a house where everyone has learning disabilities and deafness is liberating for Emma and Lisa," says Matt, "There is a bond between all of the tenants as they understand each other's communications needs. They are in control and free to make their own choices – good or bad – in a safe environment."

Some of the other tenants of the service are now in the throes of extending public knowledge and understanding of the deaf community by teaching local school children one day a week to learn sign language.

"It's great that they're not relying on staff to break down barriers for them," says Matt, "They're doing it themselves. They're teaching the next generation to understand that there's nothing scary about the deaf and learning disabled community."

For more information about how we work with people who need **specialist support** please email info@unitedresponse.org.uk or leave a message on our Get Support line: **0800 0884 377** or visit www.unitedresponse.org.uk/get-support

Acquired Brain Injury

We have expertise in working with people with acquired brain injury and currently support a number of people across the country with this diagnosis. We support people who have had a brain injury from early childhood and also people who have acquired a brain injury much later in life, through an accident or illness.

- > We work in partnership with clinical partners and specialist units such as BIRT (Brain Injury Rehabilitation Trust) to provide community based rehabilitation and support to help you to build or regain your independence.
- > If you have acquired your brain injury in recent years, we will work closely with you, and the people who are important to you, to support you to cope with the natural feelings of loss and grief that you may be experiencing and to help you to adjust to a new way of life.
- > We know that your support needs may fluctuate and that your skills may be patchy. In all cases we will work with you to design a support plan that meets your own unique needs and to work with you in the way that suits you best.
- > As well as providing you with personal support we will also work with you to investigate the use of assistive technology and other tools which may help you live a more independent life.
- > However we support you, we will ensure that your support needs are planned with you to ensure that they are designed around you and your rehabilitation.
- > Your brain injury may result in you experiencing physical effects such as fatigue, mobility problems, sensory impairment, difficulty with speech, epilepsy, weakness, paralysis or memory loss and we will support you to overcome these either with external specialists or with our tried and tested person-centred tools.
- > Your injury may have resulted in you feeling a loss of confidence, mood swings, depression or obsessive behaviour. We will work with you to manage your negative feelings and regain your self-esteem.
- > We will work with you to help you to recover, as many as possible, of your lost skills over time.
- > We will work with you to produce your person-centred plan and we will frequently monitor this to aid and monitor your rehabilitation.

We learn every day about how the injury affects Paul; while the theory is useful to know and helps to explain what may appear inexplicable, the really important work is helping Paul to cope with its effects in a way that makes most sense to him.

A relaxed Paul



Case Study

“Paul acquired his brain injury in a road traffic accident when he was 40 and was referred to United Response four years later. Before his accident Paul had been an IT consultant and a bank manager – coming to terms with the changes in his life and life-style has been no mean feat for him.

Paul can read and write, use a computer and engage in complex conversation. He can do crossword puzzles and regularly beats my team colleagues at Scrabble. But his brain injury is such that he doesn't always know that he can no longer do some things without support – this understandably can cause him to be defensive or angry. Paul also struggles to respond directly to questions about himself and how he feels, though he is able to reflect when he's not under pressure.

To support Paul we have equipped him with a range of tools so that he is able to remind himself how to do things. This gives him control rather than always having to be told what or how to do something. For instance, the daily household rota tells Paul which tasks are his responsibility each day. In addition, we have developed some small cards with more detailed instructions about how to complete a task. He can keep these in his pocket and refer to them himself. He has a small whiteboard which, in consultation and agreement with Paul, we use to write his routine for the next day. He then wipes

off each item as it is completed. He now writes the board himself which gives him more autonomy and control.

The Consultant Neuropsychologist, who had worked with Paul after his accident, carried out a Psychological Assessment 18 months ago. She was impressed with his progress since coming to live with us, but also recognised his ongoing difficulties.

Paul has friends and family who he is still in contact with from before he had his accident. He is noticeably more relaxed since he first came to us. Some of the unwanted behaviours that he struggles to control have subsided, others have disappeared. He is less worried about where he lives and has got involved in our Local Leadership Team and offered his help in campaigning for people's rights. He has also trained as a Quality Checker for United Response

We learn every day about how the injury affects Paul; while the theory is useful to know and helps to explain what may appear inexplicable, the really important work is helping Paul to cope with its effects in a way that makes most sense to him. That will be different for each person.”

Boni Williams – Senior Support Worker

For more information about how we work with people with **acquired brain injury** please email info@unitedresponse.org.uk or leave a message on our Get Support line: **0800 0884 377** or visit www.unitedresponse.org.uk/get-support

Dementia

We support people with dementia to live as independently as possible and to maintain the things that are important to them in their lives, even as their Dementia progresses

- > Our support will focus on you rather than on the Dementia which may, at times, hide your likes and dislikes.
- > We will get to know you – your personality before your diagnosis, what things you liked and did not like, who was important to you - so that we can ensure your support and environment continues to reflect what you have always enjoyed.
- > We will ensure we know what was important to you and we will support you to carry on doing those things. If you cannot tell us, we will ask people who have known you.
- > We will help you to keep your cherished memories alive by using our person-centred tools with you.
- > Familiarity is very important and we will ensure that your routines remain the same where possible.
- > Your visual perceptions may change due to Dementia - we will change your environment to make this less confusing.
- > Whether your Dementia affects you gradually or in stages we will work with you, and those close to you, to adapt your support as your needs change. We will work closely with you to monitor any changes so that your support needs can be adjusted sooner rather than later.
- > We work in partnership with clinical experts, and if you need it, we will support you to work with specialists such as speech and language therapists, physiotherapists, occupational therapists and psychiatrists. We will ensure you get the best support available.
- > We know you will have good times and bad times. We will support you to make the most of the good times and we will help you through the bad times.
- > We will support you at your pace, adjusting this according to how you are feeling.
- > You may, over time, require more support than you did before. We will adjust this support as and when you need it.
- > We will monitor your health and wellbeing so that we can plan your current and future care and support as much as possible with you.
- > If the time comes when you are not able to do as many things for yourself as you could in the past, where possible we will use assistive technology to ensure you are as independent and safe for as long as possible.
- > We will support you to keep in touch with those people who are important to you such as family and friends.

We constantly balance a need for stimulation which is reported to slow down the progression of dementia with Mary's need to rest.

Case Study

"Mary* was born in 1922. She has spent the majority of her life in long term institutional care and came to be supported by United Response in 1989 when such places came under closure. Twelve years later Mary was diagnosed with Dementia and she has now lived with it for 10 years.



Mary and her needs remain stable and then, at times, there will be notable deterioration in her ability and how she is in herself. Usually this will require adaptations to her care and support as her needs increase.

For the first 12 years that Mary was supported by us, we focused on offering her opportunities to experience a variety of things in life and encouraged her to make choices wherever possible. Mary was always a fiercely independent and dignified lady, taking great pride in her appearance. She had a

wonderful sense of humour, was always on the go and was very astute.

As time has gone on and the Dementia has progressed, Mary does not like to make decisions or be given choices but will tell staff 'they know best'. She has a very poor appetite, is often tired during the day and no longer sleeps well at night. Mary is totally reliant on staff to ensure all of her basic needs are met and we have to think on her behalf and be mindful of offering the things she used to enjoy, want or need on a regular basis now that she can no longer do this for herself.

We continue to engage Mary and encourage participation wherever possible. However, inevitably many of Mary's original abilities have either decreased or been lost and the reality is that now engaging may only consist of sitting watching or talking whilst you carry out, for example, the meal preparation. We constantly balance a need for stimulation which is reported to slow down the progression of Dementia with Mary's need to rest.

We now support Mary to maintain her skills and independence for as long as possible and then gently, discreetly increase our support as her needs have changed. Although Mary has now lost many of the original skills and abilities she once had, I remain convinced that had we not continued to try and encourage participation and involvement, she would have lost these things much earlier on and inevitably this would have impacted on her quality of life much sooner."

United Response Service Manager

*name has been changed

For more information about how we work with people with **dementia** please email info@unitedresponse.org.uk or leave a message on our Get Support line: **0800 0884 377** or visit www.unitedresponse.org.uk/get-support

Children and Young People in Transition

We provide support to young people in transition. We want to help you explore your options, try out new activities, build your skills and independence and to plan for a future of increasing independence.

We also provide outreach support to children and their families to help develop skills around communication and to start building aspirations for the future.

- > We can work with you, and the people close to you, to support you to live a more independent life.
- > We will listen to you and make sure we understand what is important to you as you make the transition into adulthood. Most importantly, we will keep you involved every step of the way.
- > You will be in control of your own life, and the decisions around it.
- > We will talk to you and those that are important to you - your family, friends, school and the people who know you best - to find out how you want to be supported.
- > We will take time to work with you to find out your likes and dislikes, interests and your long and short-term ambitions and support you to achieve these.
- > We will help you plan what you would like to do with your life and where you want to live – and we will keep reviewing these plans with you as your life changes.
- > We can provide training and other resources to help you and your family make the best choices for you.
- > We can support you to choose people to work with you who share your interests and hobbies.
- > We can help you to choose where and how you want to live - you may be looking forward to living in your own home with whatever support you require - or you might prefer to live with other people.
- > We will work with you to find out what you like to do and support you to get involved in your local community and build up a wider social network.
- > We will support you to do whatever it takes to lead a fulfilling life - help in getting a job, enrolling on a college course, taking up cycling or meeting your friends at the cinema, for example.
- > We will review and update your person-centred plans with you regularly, changing as your needs and wishes change.
- > Our support will always be centred around you.

Being visible in the community



Case Study

When Kimberley Farley left her home town of Carlisle to stay at a residential college she was looking forward to what the next three years would bring. But living 50 miles away at college meant she started to lose touch with her old friends. As her trips home during half terms and summer holidays became lonelier, her mother began to worry about the future – how would her daughter cope with the transition from the college she'd slept and socialised in for the last two years, back to her home town?

Seeking advice, they went along to a local learning disability provider's event, where they came across United Response.

"Kimberley's predicament was a common one for many young people with learning disabilities, so we offered to support her to reconnect with her friends and social scene," says Julie O'Neil, Project Coordinator for Transition, "But rather than wait until she was back for good, we phased in our support throughout the holidays of her final college year, to help ease the transition."

Like many young women, blending in with her peers was important to Kimberley, something the team at United Response understood. We matched her with female support workers around the same age and with similar interests, giving her the confidence to join in with mainstream activities without worrying about standing out. Although shy at first, as her relationships with her support workers developed, Kimberley began to enjoy her newfound social life.

"Knowing she had someone to do things with gives Kimberley the confidence to try more things," says Julie, "When she's out, no one looks at her thinking she's different. She is just a young woman out shopping with a friend."

Over the next year, Kimberley began to rebuild old friendships by attending a weekly event held by her local club. Her independence is growing as she meets up with friends for coffee or bowling. And she continued to develop her education by enrolling in a Small Animals course at a mainstream college.



"Kimberley has come so far and gets on well with all of her support team," says Julie, "She has even committed to a fitness regime for the first time ever, after staff used exercise classes set to music – her favourite thing - to motivate her. She is a happy, warm young woman and now everyone can see that."

United Response continues to spend 12 hours a week supporting Kimberley and are now looking into volunteer placements at a local animal refuge to complement her animal studies.

For more information about how we work with people in **transition** please email info@unitedresponse.org.uk or leave a message on our Get Support line: **0800 0884 377** or visit www.unitedresponse.org.uk/get-support

Building Independence

We will help you to develop your skills and confidence and provide opportunities for you to learn the new skills you may need to live more independently.

- > We will support you to live where and how you choose. For example, if you want to live on your own, we will support you to find, and run, your new home.
- > We will support you to develop your literacy and numeracy skills to help you take control of your life and your money.
- > We will provide you with the level of accessible communication you need to understand information that it is important to you.
- > We can support you to use technology, where appropriate, to enable you to live your life more independently.
- > We will support you to take risks in your life to achieve the things you want to do. We will do this by supporting you to

make informed choices – and by working with you to identify risks and take steps to manage them to ensure you can achieve your aims.

Community Inclusion

- > We believe that to truly have the best quality of life we all need to engage with other people and situations outside of our home and circle of support.
- > We will support you to find out what your community has to offer you and then support you to take part in the activities you wish to.
- > We will support you to do the things you want – whether this is to take part in sporting activities, go shopping, go to the cinema, join a club or go to the pub.
- > We will support you to meet new people and make new friends and keep in touch with those who are important to you.

> We will support you to speak up for yourself. This could be in your local community about issues that interest or concern you, or it could be talking to your local MP about things that matter to you.

- > We will support you to manage your money so that you know how much you have to spend on paying bills and how much money you have left to spend on yourself. We can also help you save up for the bigger things you want to do, like going on holiday.
- > As your independence and skills increase, you may feel you want less support to do some things. We will work with you to see how this can be done but making sure that you are still healthy and safe
- > If you like to travel independently we will support you to do this by helping you know the route to new places you want to go and making sure you feel safe and that you can find your own way there and back.

Kamran showing off his favourite team



As well as encouraging people to forge links in the community, Perfect Start also offers people with learning disabilities the chance to gain computer skills, take part in training and boost their employability.

Case Study

Kamran is 30, and like many people his age, ranks a busy social life and good friends high on his list of priorities. For the last two years, he's been attending United Response's London resource centre - Perfect Start - led by service manager Maggie Narbeth.

"Our resource centre is as far away from a traditional day service as you can get," says Maggie, "It's all about giving people choice, new experiences and the means to get involved in the community. Kamran comes four days a week, in between completing two college courses. Unlike the place he used to go to, here there are no rigid structures. The door is always open and people can pop in and out throughout the day. This suits Kamran, as he likes to nip into the pub for a pint every now and then, or go bowling for a few hours with his friends."

For Kamran, being independent is important. He uses Perfect Start as a drop-in centre - a way of finding out what's happening in the community, so he can be a part of it.

"A lot of the people who come here live at home with their parents and so rely on the centre to signpost them to events or activities," says Maggie, "Our staff go out of their way to find out what's going on and proactively hunt down things we think will interest particular people. For Kamran, we had been looking out for opportunities for him to play football, as he is passionate about Manchester United. We found him a club to join and now he plays twice a week."



As well as encouraging people to forge links in the community, Perfect Start also offers people with learning disabilities the chance to gain computer skills, take part in training and boost their employability.

"Kamran has taken part in two in-house courses this year, on budgeting and employment," says Maggie, "We are trying to encourage him to think about finding a job, as he's still very young. Working would offer him a new social circle, some direction and purpose. He is already very confident so a job would really build on that."

For more information about how we work with people to **become more independent** please email info@unitedresponse.org.uk or leave a message on our Get Support line: **0800 0884 377** or visit www.unitedresponse.org.uk/get-support

Employment

Having a job can make a real difference to a person's life. It can help someone become more independent. It can build confidence and start new friendships.

If you would like support to find a job:

- > Many of the people we support want a job. We work with them to find out what they want to do, build their skills, and access opportunities.
- > We will work with you to increase your existing skills and help you develop new ones so that you can get the job that you want.
- > We can work with you to help you make informed choices about your future.
- > We will work with you to find out what your skills and interests are.
- > We will help you to develop the skills you need, using internal and external training and resources tailored to meet your individual needs.

> We will then match what you tell us you want to do with job opportunities – in both voluntary and paid employment.

If you have not worked before:

- > We will help you to adjust to the changes having a job will bring to you.
- > We will support you with applying for a job and with the interview process.
- > We will work with your employer to make any necessary adjustments to the workplace to ensure that you are able to do the job.
- > We will help you take responsibility for using transport, getting to work on time and with your working relationships.
- > We can support you to do a range of work: paid, full-time or part-time, work experience, unpaid, volunteering.

> If you need training to do the job you want, we will support you to access training courses or work experience.

> We will provide you with the information you need in a way that you prefer – whether this is large print, plain words and sentences or words and pictures.

When you start work:

- > We will support you in your new job or until you are confident enough to carry on by yourself.
- > We will support you to meet with your manager if there is anything about the job that you are unhappy with.
- > We will carry out a risk assessment of any place you will be working to ensure that you are safe.



Christine doing the paperwork

Christine's confidence has grown immensely since she started work and she has made new friends.

Case Study

When Christine was first referred to United Response from North Trafford College, her mother, although very supportive, was concerned that Christine would not be able to get a job due to her disability and low confidence levels.

As Christine became more confident with us, we began to go out alone without her mother present and discussed jobs she would like to do.

We started off by looking at a nearby pub as she had been there for a drink with her sister and felt comfortable. Although the landlady was very positive and friendly she had no vacancies but she suggested another pub nearby.

We supported Christine to secure a working trial at The Roebuck pub. Although Christine was nervous, she undertook every task with great determination. After a short trial and one-to-one job coach support,

Christine was offered a permanent paid position as a Front of House Assistant as she had been such an asset.

Once Christine had settled into the role we began travel training. For several weeks we travelled with Christine to and from work until she was comfortable with doing this alone. Her mother was very impressed as she thought Christine would struggle.

Christine's confidence has grown immensely since she started work and she has made new friends. She has a lot of pride in herself especially when she sees herself in her uniform ready for work. She has learnt many skills in her job that she can transfer to other areas of her life, like helping her mother in the kitchen and being confident talking to people she meets for the first time.



For more information about how we work with people into **employment** please email info@unitedresponse.org.uk or leave a message on our Get Support line: **0800 0884 377** or visit www.unitedresponse.org.uk/get-support

Personalisation

All our work is based on a person-centred approach and we see personalisation as a natural progression of this.

- > We have a strong track record of providing creative, flexible and individualised services and welcome the opportunity for people to purchase their own support directly from us, or through someone acting on their behalf. We already work with a large number of people who buy their support this way.
- > We believe that if you want to direct your own support (whether through an individual or personal budget, a direct payment, or other money that you have) you should be able to do so, whatever your ability.
- > We work with local authorities to make personalisation and self-directed support a reality for people with disabilities – including people with complex needs.
- > We support a lot of people who have their own funding and we support them to have real choice and control over what they do, perhaps for the first time in their life.
- > We have a strong track record in supporting people to use their individual budgets in creative and truly person-centred ways and we can support you to do this too.
- > If you would like to be supported by us, we will agree with you what support you want from us.
- > We will work with you to create a bespoke individual contract that sets out how we will support you so that your rights and our responsibilities are clear.
- > We will work with you to choose who supports you, as your support worker or personal assistant, so that they suit your personality and interests. We will employ them directly, so that you don't have to. This means that we will take care of all the administration around your support including CRB checks, induction and training for your support workers, payroll, tax and insurance. We will make sure that your staff are properly trained and supervised. We will involve you in as much or as little of this as you want.
- > We are happy to provide you with information and advice about different types of funding that may be available to you, so that you can take control of your support.
- > If you do not want to manage your own money, we can do this for you. We will make sure you know exactly how this is used and what it is spent on.

Simon at Murrayfield



Case Study

At 35, Simon Kidd led a rounded life and worked four days a week at the local builder's merchants. But his parents, Andrew and Brenda were concerned that, despite socialising a lot as a family, their son was missing out on some vital peer-to-peer bonding by spending so little time with people his own age.

They discussed their concerns with Social Services and decided a personal budget might give Simon more independence and flexibility over how he spent his time. They applied for one and were successful - then they contacted United Response to see how we could help.

We found out what Simon liked to do and matched him with a team of support workers who shared the same kind of interests. As they got to know him one-to-one, they realised Simon was keen to visit some of the younger, louder bars in the town. Previously, he had joined his parents at their more family-friendly local.

Keen to help Simon experience a more vibrant social life, staff began accompanying him regularly to a

variety of different bars. Gradually, his confidence began to improve. He stood at the bar, laughing and sharing banter with his support worker, confident at last to be 'one of the guys'.

Simon was also using his increased financial freedom to access new things in the community. Controlling his own money meant he could swap the council run day services he used to attend for the specific services that he was really interested in. As he became more comfortable spending time with different people, he became less reliant on his parents, giving them the freedom to go to work each week safe in the knowledge that their son was still able to live an active, independent lifestyle without them.

Now Simon tells people what he wants to do without being asked. He is travelling to Edinburgh with his support worker to see Scotland play South Africa in the rugby international at Murrayfield, using public transport. And, perhaps in the most significance step towards independence so far, he spent his first full night at home - without his parents or support staff.



Keen to help Simon experience a more vibrant social life, staff began accompanying him regularly to a variety of different bars. Gradually, his confidence began to improve.

For more information about how we work with people who have **personalised budgets** please email info@unitedresponse.org.uk or leave a message on our Get Support line: **0800 0884 377** or visit www.unitedresponse.org.uk/get-support

Working in Partnership

All our work centres on working in partnership – with you, with the people who know you best, and with other agencies and professionals, where appropriate.

- > If you have family, we will support you to keep in touch with them and to form a partnership that respects everyone's roles, skills and responsibilities.
- > We will keep your family in touch with what we do and how we work through our regular magazine for family members to keep them up to date with the latest news.
- > We will also provide your family with information on the support we will provide, how to make comments, suggestions or complaints, about the service itself and about the local area.
- > If you have lost touch with your family and would like to be in touch with them again we will support you to do this.

- > We have a Family Charter which sets out how we work with families.
- > We will support you to keep in touch with other people important to you in your life and maintain friendships.
- > We will work with you to support you if you need to go to your doctor or dentist so that they can get to know you and your needs.
- > We will work with you and other people involved in your life, whether this is a landlord, a social worker or anyone else, to support you to live the life you choose.

We also work with other agencies on behalf of, and involving, you around issues that affect your life. Here are just some examples:

Learning Disability Coalition

United Response is a member of this coalition which campaigns for you to have the same choices and chances as everyone else

Hospital staff and GPs

We work with medical professionals across the country to raise awareness and understanding of how to support you and other people with disabilities, with a particular focus on communication.

The Electoral Commission

With funding from the Electoral Commission, the country's biggest democracy organisation, we produced Every Vote Counts! which shows you how politics affect your everyday life and how you can become actively involved in the democratic process.

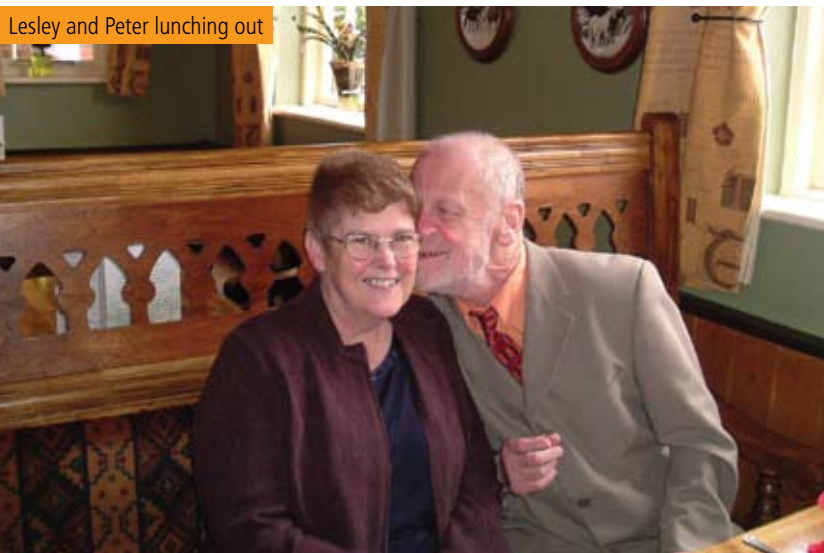
Big issues

We continue to work with other like-minded charities around challenges you may face such as mental health care, harassment and accessibility.

The Police

We have worked very successfully with local police forces around the country to raise awareness and understanding of dealing with people with learning disabilities and mental health needs.

Lesley and Peter lunching out



They didn't view Peter as a patient but as a human being. They have greatly enriched Peter's life.

Case Study

Lesley Moreland

When I was four years old my brother Peter was born. He was a very sickly baby as he couldn't digest his food properly and his development was very slow – he couldn't walk until he was three.

Lesley (9) and Peter (5)



In 1953, when Peter was nine, he went to Leybourne Grange Colony in West Malling in Kent. Then in 1992 the process of closing Leybourne Grange began and gradually conditions for Peter were getting worse - he was losing weight and his challenging behaviour was increasing.

So, in 1988 I decided to give up full time work and work as a part time freelancer so that I could devote time to finding a new home for Peter. There were some good things about Leybourne Grange but so many difficult things for Peter and it is a great credit to him that he came through his 37 years there without letting it destroy his spirit and personality – I really admire him.

We were so lucky – dispirited by the first places we saw, Dovedale, run by United Response was just about to open. It had space indoors which Peter could retreat to when he needed to be on his own and outside space that was safe for him.

Another plus was that the staff not only were welcoming and friendly but they came from a wide variety of backgrounds and life experience. This was so good as they didn't view Peter as a patient but as a human being. They have greatly enriched Peter's life.

I was even more impressed when they regularly visited Peter in Leybourne Grange to see how he had been living and get to know him and for him to know them. They understood his needs and introduced him gradually into his new home by inviting him to tea for a short visit and increasing these visits so that he became familiar with his new environment before he moved in permanently.

It is amazing to be included in decisions on things that affect Peter - whereas before, our family and Peter, had been shut out of his life and the things that affected him.

The last 20 years have been really great for both Peter and myself. Peter is being supported by people who have his best interests at heart. They are always looking for ways to make his life more enjoyable. I have nothing but the highest praise for all the staff and the values of United Response.

For more information about how we work with **families of people we support**, please email info@unitedresponse.org.uk or leave a message on our Get Support line: **0800 0884 377** or visit www.unitedresponse.org.uk/get-support

How We Work

However we support you, it will be underpinned by a truly person-centred approach that places you in the centre of your life and your support: we build our support around you, not the other way round.

- > We use a range of simple person-centred thinking tools that help us to take a creative approach to problem-solving and to ensuring the best possible – and consistent – support to you.
- > We use the tools to continuously review what's working and what's not working for you, so that our support to you can be developed and improved.
- > We are pioneers in Person-centred Active Support – an approach which concentrates on providing enough support to enable you to participate in activities and relationships, gain more control and more independence.
- > Person-centred Active Support is based on using ordinary everyday activities to encourage choice and engagement. Instead of doing things for you or to you, we will work with you so that you can take part in all the activities of everyday life, no matter how complex your support needs may be.
- > The support we provide is focused on what is important to you – to do the things you want to in your life – and what is important for you – for example, to keep you healthy and safe, whilst supporting and enabling you to lead a rich and interesting life.
- > Your local staff are supported by national specialists in Best Practice, Inclusion, Quality and Health & Safety, ensuring that expert advice is always on hand.
- > We have a comprehensive range of health and safety and other policies and regularly audit our support services. We involve the people we support in checking our services too, through a “Quality Checkers” programme.
- > We have a reassuring and professional complaints procedure. We treat all concerns and complaints seriously and will investigate if things go wrong. We aim to learn from our mistakes to make sure our support to you continually improves.



Case Study

Heywood Road is a normal detached house on a busy suburban street in a major city. The service provides support for three people with learning disabilities and is wheelchair accessible on both floors. Currently the ten full time staff [including waking night staff] support Greg* [who's in his mid-60s] and two younger ladies, Anna* and Kate*.

Barbara Terry, the service manager says: "The way this service runs is all about getting the people we support involved in every part of their lives. We know that goals about independence and choice only become possible when people begin to be engaged and for these three people that starts very small.

"For example, to support Greg to be involved in clearing things away from the dining table, we started by supporting him to carry his cup to the kitchen. We knew that Greg would sometimes need hand over hand support, but that sometimes he would only need a verbal prompt.

We demonstrated supporting Greg with this activity and observed other staff and fed back to them; we also discussed it individually with staff and in team meetings. Over the next weeks Greg became comfortable with it, and staff grew in confidence and started to use the skills they had learned in other support for Greg and the two ladies.

"Now staff look at every activity and think of ways to support people to be involved. This often involves us adapting the activity: sometimes that's a matter of changing where we do it, sometimes it means that we add a bit to the activity so that the person can be successful – for example wiping Greg's cup before he carries it away so that he doesn't spill the little bit of drink that's left in the bottom. We're always looking for ways to improve our support to increase the amount of activities that people can be involved in, and how much control over the activity the person has.

"Greg, Anna and Kate are now more independent and make more choices at home and in the community, but only because we support them to be involved in everyday things. The approach works whoever you are supporting – Anna and Kate moved here quite recently but have settled in really quickly because of our approach and the way that we have adapted the skills that we had already learned to meet their individual needs. Person-centred Active Support, implemented through effective team work and practice leadership, is a powerful means of ensuring that people lead the lives they want, and don't just sit on the edge waiting for something meaningful to happen."

* Names have been changed

We're always looking for ways to improve our support to increase the amount of activities that people can be involved in, and how much control over the activity the person has.

For more information about how we deliver **person-centred active support** please email info@unitedresponse.org.uk or leave a message on our Get Support line: **0800 0884 377** or visit www.unitedresponse.org.uk/get-support

United Response is a national charity which provides person-centred support to over 2000 people across England and Wales.

If you have a learning disability or a condition that may result in physical or mental health difficulties, we are here to support you. We will offer you bespoke support to ensure you have the care you need as well as enabling you to do the things you want to in your life.

We have an excellent track record in providing flexible and creative support to enable people to live an ordinary and integrated life in their local community. We work with people to build their confidence and skills, opening up opportunities that perhaps were never thought possible.

For more information on our work, please visit our website

www.unitedresponse.org.uk

or if you would like more information on specific areas of support please contact us:

☎ 0800 0884 377

@ get.support@unitedresponse.org.uk

🌐 www.unitedresponse.org.uk/get-support

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United Response is committed to fostering a culture which promotes equality and the right of all individuals to be treated with dignity and respect, valuing diversity and celebrating the talents of the people we support and our colleagues.

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