High quality, flexible and person-centred services
Working together to deliver safe, flexible and empowering services

Through our high quality, flexible and person-centred services we support people with learning disabilities to live more fulfilling lives.

Everything we do is focused on supporting people of all ages to fulfil their potential and live independently in their communities. We work closely with individuals to truly understand their challenges, and then together develop a support plan that allows them to live the life they choose.

We provide a diverse range of person-centred services, including:

• supported living
• specialist residential services
• outreach services and Active Days
• respite
• transitional support
• support at home

Care UK is one of the largest independent health and social care providers in the UK. We have over 30 years experience and are recommended by local authorities, GPs and private customers. We are also accredited by the care sector’s regulatory bodies.

At every level of our organisation we strive to maintain the dignity, privacy and individuality of each person we support - and are both proactive and sensitive to their ever changing needs.
Personalised support planned around a chosen lifestyle

Every person we support has their own individual experiences, interests and dreams.

We spend time getting to know each individual – as well as the people important to them – and work together to create a support plan that is unique, and sensitively tailored to them.

We believe that our person-centred approach is essential to enable the provision of personalised, responsive, flexible and good value services – accountable to the individual. By taking this approach we aim to meet a wide range of support needs, in the right location, with the right people, at the right time.

Our person-centred planning focuses on:

- Establishing two-way communication
- Finding out what is important to the individual
- Learning about what health, safety and risk means to them and to those who know and care about them
- Setting long and short term goals
- Involving people within the individual’s circle of support and obtaining their commitment to supporting the person to achieve their goals
- Enabling people to choose their own support team

Importance of independence

Our care and support provision is based on the latest research and approaches, and is focused on promoting independence. We provide an extensive range of in-house training which is delivered face-to-face, and supported by external agencies and other industry bodies.

Promoting positive risk taking

We want the people we support to get the most out of their time with us and to try new activities. But before any new activity is undertaken, we’ll always undertake a comprehensive risk assessment and talk through what an acceptable risk looks like with the individual and those close to them.
A trusted service

Our reputation and resources enable us to provide a strong support structure to our teams of local professionals.

We are able to offer the best of both worlds to the people we support. They have the assurance and stability that comes from a trusted national provider and the local knowledge and expertise of people who are already part of the community.

Safe recruitment
As part of our commitment to the Safeguarding and Adult Support and Protection (ASP) policies, we ensure that all our applicants go through a thorough recruitment process in accordance with, and in addition to, nationally prescribed and regulated frameworks.

Every person who joins our team undertakes a PVG or DBS enhanced disclosure and requires a minimum of two verifiable references. They also undergo an identity check as well as an online background check. They then commence a consistent 12-week training programme.

We have very high employee retention rates in comparison with other providers. We value our employees, offer continuous development opportunities and recognise the contribution they make. We conduct ongoing supervisions, monitoring and personal dialogues with everyone in the team.

Staff matching
We know that getting along and genuinely sharing interests and hobbies is important, so we always try to make sure our support workers are a suitable match to the people they support.

Where capacity allows, we actively encourage people to choose their own support team from a selection of staff profiles. This has the benefit of ensuring that individuals are supported by people who they like, can best understand them and can support them to lead the life they want.

We also encourage individuals to get involved with the recruitment process, for example through our service user led Listen to Me groups. These groups are made up of people we support and they meet regularly to work with the Care UK management teams to improve the services we offer.

Accountable feedback
Feedback is important to us and we record all the compliments, comments, views and complaints we receive from the people we support and those important to them. We call this understanding ‘what’s working and not working’. To us, learning what works and what doesn’t is vital in shaping the high standard of support that we deliver. As well as a transparent, open and unbiased feedback procedure, we measure the quality of our services through:

- An annual survey completed by the people we support, families, our staff, service commissioners and other professionals we work with
- Inspections by our regulators (Care Inspectorate Scotland, CQC or CSSIW)
- Our own internal quality audit
- Service user forums
- Regular family consultation meetings

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A specialist team

Our highly skilled, well trained and caring people are our greatest asset. They’re vital to providing and maintaining our excellent service.

As well as the basics such as medication management, health & safety and food hygiene, our people are trained in specialist techniques such as de-escalation and the management of violence and aggression. They receive regular training updates to ensure any interventions always follow the least restrictive principles.

This means that we’re able to support individuals of all ages with a range of neurodevelopmental, mental health and physical conditions, including:

- Autism, including Asperger’s Syndrome
- learning disabilities and Persuasive Developmental Delays (PDD)
- Attention Deficit Hyperactivity Disorder (ADHD)
- behaviours that challenge
- Cerebral Palsy
- profound and multiple disabilities

To ensure we offer individually tailored approaches, we use the latest evidence-based practice, including:

- applied behavioural analysis, including functional analysis
- Autism-specific support programmes
- pictorial and electronic communications systems
- comprehensive assessment tools
- positive behavioural support plans
- bespoke monitoring

Sensory and communication needs

We all have the right to be heard and we understand that people with learning disabilities communicate in different ways, including through signing, gestures, behaviour, vocalisation, symbols or objects. Many of our staff are trained in alternative communication methods and we also work with speech and language therapists to develop personalised communication systems for the people we support.

Our experts understand the inter-relationships between learning and other disabilities. They use their expertise and skills to develop communications that can be understood by the individuals we support.
“We recognise that every person we support can provide us with valuable insight into how we can best achieve quality services which meet and exceed their needs”
Optimising support that leads to the fulfilment of meaningful outcomes

We believe in the power of activity to drive meaningful outcomes for people.

This approach improves health, happiness and wellbeing. We explore each individual’s capabilities and identify the daily tasks that they could do for themselves so they can stay active in a way that suits them.

By setting smart objectives and building confidence and self esteem, we empower them to do as much as they can themselves. This means they can develop the skills they need to live the life they want, stay safe and only receive support and assistance when it is required.

Many of the outcomes that we drive towards incorporate:

- Developing life skills and supporting an individual to reach their full potential
- Gaining qualifications and work or educational experience
- Sharing experiences with friends and family and building the confidence to meet new people or have a relationship
- Finding a house or a place to live

Access to assistive technology and support

We can help people access a range of assistive technology and technical support which can add real value to a package of support. This could be about enabling better choice, driving safety or reducing the financial cost of support – and in each case the individual is absolutely at the centre. For example, we currently:

- Use the alarm on a mobile phone to remind people to take their medication
- Make use of epilepsy alarms and other listening devices
- Support safety beams on some residential windows
- Develop ‘communication passports’ using iPads and other tablets for individuals who can’t verbally communicate

Making information accessible

By adopting the ‘information for all’ standard, we provide information that is accessible and meaningful to each individual. We always, of course, consult with the people close to them to check the accessibility of all the materials we produce.

We have invested in a number of communication centres which are equipped with computers, accessible toolkits, interactive ‘Widget’ software, cameras and other useful resources.