# Adult Services

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The Advocacy Project - Roadshows

What does this service do?

Facilitates self advocacy and consultation groups so that people with learning disabilities can develop the skills that they need to self advocate and promotes their inclusion in the development of services through their participation in the Learning Disability Partnership Board.

Roadshows drop-in service supports people who, due to the Fair Access to Care Services criteria, are no longer eligible for or who have less support hours. The drop-in service takes place on the 1st Friday afternoon of the month.

Regular Roadshow consultation groups are also run at Personal Independent Paths W9, Westminster LDN Living and Westminster Adult Education Service which can be accessed through those services.

The Interest Group is for people who have been representatives in the past and are experienced advocates. Interest group is on the 4th Friday of the month. Both Drop in and Interest groups are held at The Advocacy Project, Unit 8, Buspace Studios, W10 5AP.

Who is this service available to?

Any adult (18+) resident of Westminster with a learning disability.

How do you access this service?

Groups are free. There are several groups that people with learning disabilities can attend. It is best to get in touch with the co-ordinator to talk about what would suit you. People can refer themselves by phoning the number below. Professionals can pass The Advocacy Project contact details to people who may be interested and support them to refer themselves.

How do we ensure the quality of this service?

Our Choice is monitored internally through management procedures. Our Choice also has a Management Committee of people with learning disabilities from Westminster who are responsible for managing the project and ensuring that it is members-led. They check that Our Choice adheres to the principles of The Advocacy Charter, Dignity in Care Standards, HM Government Code of Practice on Consultations and Department of Health’s strategy for learning disabilities “Nothing About Us Without Us”. The Management Committee regularly reviews the work of Our Choice and attends all Contract Monitoring Meetings with the local authority.

Our Choice is monitored by Westminster Contract Monitoring team.

FOR MORE INFORMATION, PLEASE CONTACT:
Please call Jo Hart:
T 20 8962 8695 or 07983 200 212
Carers Network

What does this service do?

Carers Network provides a tailored service to unpaid carers; supporting them to identify their needs and empowering them to make informed choices for themselves and the person they care for. Core services include:

- Information – carers are offered an initial assessment and information about carers rights through to a statutory carers assessment.
- Practical Support: Form-filling (carers allowance form only), liaising with professionals, sign posting and grant applications to other organisations.
- Peer Support Groups: These are carer led and allow carer’s who share a mutual interest to meet, socialise and support each other. Common interests can include things like gardening, photography, art etc. Regular training sessions are provided by Carers Network for carers interested in running a peer support group.
- Specialist Support: We have an enhanced level of support which may involve more in-depth casework and advocacy.
- Counselling Service: Carers are offered Cognitive Behavioural Therapy sessions by a qualified and experienced therapist.
- Breaks and Group Holidays: Eligible carers can apply for financial help towards items or services that will enable them to take a break from their caring role. Carers are also offered group holidays to desirable destinations around the UK, fully paid for, in the company of other carers.
- Consultation: We also facilitate Carers Actions, a forum of elected carers which acts as a mechanism for statutory commissioners and providers to consult with carers in Westminster and the Carers Forum for carers in Hammersmith and Fulham.

Who is this service available to?

Carers Network services are available to unpaid carers aged 18+ in the localities of Westminster and Hammersmith and Fulham providing care to someone with any of the following disabilities:

- Sensory Impairment
- Learning Disability
- Physical Disability
- Mental Disorder

How do you access this service?

Carers can access our service through an initial assessment over the phone or face to face. Carers can be referred to our service through self referral or professional referrals.

How do we ensure the quality of this service?

Carers Network continually reviews quality of service through a number of mechanisms, including:

- Quarterly and annually Local Authority monitoring reports: Carers Network provide regular monitoring reports to Westminster City Council and the London Borough of Hammersmith and Fulham to ensure quality of services are upheld for all carers accessing our services.
- Annual Carers Surveys: Carers Network post annual surveys to all carers and use results to improve carer services internally.
- Complaints procedure: Carers Network have a robust and transparent complaints procedure that ensures all complaints are dealt with swiftly and fairly.
- Recognised Quality Marks: Carers Network has achieved quality mark Level 1 from the Princes Royal Trust and the Charities Evaluation Service - PQASSO.
**Droop Street Hub**

**What does this service do?**

Droop Street Hub provides individualised support packages for adults with complex needs to meet their desired outcomes. Droop Street Hub uses an hour-based support model to build a tailored package that can covers the customer’s education and employment goals, their mobility and complex health or behavioural needs, and their autonomy and independence goals.

**Who is this service available to?**

Droop Street Hub is open to all adults referred by Westminster Learning Disability Care Management but has specific skills and environmental modifications for Autism support [1st Floor] and complex mobility and health support [Ground floor].

**How do you access this service?**

All referrals have to be made by Westminster Learning Disability Care Management.

**Westminster Learning Disability Partnership:**
Phone: 02076417411
Email: adminwldp@westminster.gov.uk

**How do we ensure the quality of this service?**

Droop Street Hub delivers its services in line with Standard Operating Procedures and the Community Access Westminster Minimum Outcome Standards.

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**Equal People MENCAP Day Opportunities Service**

**What does this service do?**

Equal People Mencap’s Day Opportunities Service supports individual’s with learning disabilities and complex needs (and other vulnerable adults) to have a voice, to express themselves and to participate in community life.

**Our service includes:**

A Drop-In service Mon-Fri 10-4.30 at our Resource Centre (73 St Charles Square, Ladbroke Grove, W10 6EJ). We offer support, advice, sign-posting and support to access and liaise with appropriate services and a private space to have meetings, see friends, relax, have healthy food and try out new activities or learn new skills.

1. A varied and member-led choice of supported activities running throughout the week. Examples include:
   - Cook and Taste (2 groups)
   - Computers
   - Current Affairs
   - Music and Music Therapy (for people with complex needs)
   - Drama
   - Art
   - Gardening
   - Zumba
   - Hear My Voice Voting/Election group
   - Sunday Social Club
Adult Services

- Employment group
- Understanding money group
- Out & About Group; and
- Theatre Trips - Members have performed at The Tabernacle and Chelsea Theatre and put on an art exhibition.

2. Thursday Club – An evening social group operates 7pm-9pm every Thursday and transport to/from is provided. Current members choose to do karaoke, art, dancing, board games and to catch up with their friends over a snack and tea or soft drinks.

3. Café & Market Stall. Equal People Mencap run a Café at the Dalgarno Community Trust on Thursdays and a market stall on Portobello Green on Fridays. This is an opportunity for paid employment and/or training in catering and running a shop/stall.

Who is this service available to?
- Individuals with a learning disability
- Individuals with complex needs
- Vulnerable adults

If individuals require 1:1 support they would need to come with this support or purchase it from Equal People Mencap.

How do you access this service?

Equal People Mencap will accept referrals from anyone including individuals, professionals, families, carers and individuals.

Individuals will be invited to come to the Resource Centre for a visit and an initial assessment will be completed to ensure we can meet the wishes and needs of the individual.

Attendance at the Centre currently incurs a £1 per day membership charge. Some groups attract a small charge to cover the cost of equipment/food.

How do we ensure the quality of this service?
- Contract monitoring is completed quarterly by the local authority.
- Outcome Stars are used to support each individual to monitor progress.
- Activity Session monitoring & Feedback forms for each session.
- Annual Survey

FOR MORE INFORMATION, PLEASE CONTACT:
Yvonne Ndifor (Finance & Facilities Manager)
T 020 8964 0544
E yndifor@equalpeoplemencap.org.uk

Equal People MENCAP Floating Support/ Domiciliary Care

What does this service do?

Equal People Mencap Floating Support & Domiciliary Care service supports vulnerable individuals with learning disabilities, complex needs, experiencing mental health issues and the elderly to live, work, travel, study independently, and to fully participate in their local community.

Our aim is to put the individual in control when making choices and decisions about their life and support. This includes choosing who supports them, how, when and where.

Support staff are available 24/7 and can be purchased using your personal budget. Support for current individuals varies from 2 hours per week to 80 hours per week and includes sleep-ins and waking nights.

Examples of support include:
- Managing your tenancy/ housing management
- Budgeting
- Shopping/cooking
- Personal Care
- Understanding about personal safety.
Challenging harassment, abuse and hate-crime
• Health Monitoring/liaison with health services, making and attending appts
• Medication administration
• Travel support
• Accessing/Finding work
• Benefit applications/meetings
• Accessing leisure activities
• Building friendships and relationships
• Maintaining family and cultural links
• Holiday support
Users will receive a support plan to identify their needs, wishes and circumstances
Equal People Mencap work hard to enable a support network for each individual liaising where appropriate with family, care management, health professionals, advocates and employers.

Who is this service available to?
The service is available to any vulnerable individual and housing/tenancy support is offered to individuals 18+ years.

How do you access this service?
You can access this service through an open referral. You can contact us directly or if you have a care manager or advocate ask them to arrange a visit. A senior manager will meet with you and arrange an assessment to ensure we can provide the best possible support in line with your wishes and needs. We will then draw up a person-centred plan of support with you.

How do we ensure the quality of this service?
Equal People Mencap are a Care Quality Commission (CQC) registered service. We are part of the North West London Mencap Consortium’s Expect The Best Peer Quality Checking Project. Individuals have regular reviews with care managers and advocates monitor the individual’s satisfaction. Equal People Mencap regularly promote our complaints policy and procedures and manager’s meet with customers monthly.

FOR MORE INFORMATION, PLEASE CONTACT:
Araceli Rodriguez (Supported Living Manager)
T 020 8964 0544
E a.rodriguez@equalpeoplemencap.org.uk

Flexible Response Service
What does this service do?
Westminster Learning Disability Partnership is developing local services and new ways of working so that young people with complex needs can get the right support close to home. The Flexible Response Service is a combined team of skilled support workers from community access Westminster, and clinicians from the Westminster Learning Disability Partnership.
There are some young people who may not be able to participate in traditional services due to their challenging behaviour and/or parent/carer concerns. The Flexible Response Services develops personalised sessions of support for each young person so that they can access activities and services in the community. Outreach models are used which build activities around the person’s interests rather than being day centre based.
The Flexible Response Service supports customers going through transition from childhood in to adulthood for instance:
• Changing or leaving school
• Settling into new accommodation or college; or
• With medical investigation and treatment, etc.
Adult Services

Who is this service available to?

Adults 18 plus and young people in transition from 16 -17 years.

How do you access this service?

Referrals are made through Westminster Learning Disability Partnership or Children and Families teams:

- Westminster Learning Disability Partnership:
  T 02076417411
  E adminwldp@westminster.gov.uk

The Flexible Response Service complete detailed assessments to help plan and design a full package of support for a young person. They work closely with the case manager and then help new organisations work with the person.

How do we ensure the quality of this service?

There is a circle around the person consisting of everyone involved in their support network, directing, agreeing and evaluating outcomes, strategies and approaches. Risks assessment and management plans are developed and regularly reviewed for each person and managed in the circle.

All support plans are regularly monitored and reviewed with relevant clinicians. Outcomes are reviewed between clinical leads and Flexible Response Service Key workers and discussed with families and partner agencies through workshops and circle meetings.

The Flexible Response Service is currently developing quality standards in line with Care Quality Commission and Winterbourne View Concordat guidance supported by the Challenging Behaviour Foundation.

FOR MORE INFORMATION, PLEASE CONTACT:

- Bron Roberts
  E broberts@westminster.gov.uk
  T 020 7641 5284

- Dora Whittuck
  E dwhittuck@westminster.gov.uk
  T 020 7641 6606

- Robert Driver
  E rdriver@westminster.gov.uk
  T 020 7642 5844

Lisson Grove Hub

What does this service do?

Provision is initially offered as one to one but aims to develop small group activities with one to two staff ratios. Lisson Grove Hub offers both opportunities for group and individual learning and participation. It also provides a quiet space for when a customer’s behaviour escalates. The physical environment includes a:

- Gym
- Art room
- Sensory room
- Kitchen
- Multi –media suite and a range of activity spaces over two floors

Sessions are designed for both building and community-based activities. Activities are identified and agreed with families, case managers and clinicians using person-centred planning processes.

Lisson Grove Hub have their own vehicle but the majority of customers are supported to use public transport.

Lisson Grove Hub support customers to move on to colleges, to access employment opportunities and develops shared services with partner agencies.
Who is this service available to?
People over the age of 18 years and have complex needs (Learning Disability).

How do you access this service?
All referrals have to be made by Westminster Learning Disability Care Management:
Westminster Learning Disability Partnership:
Phone: 02076417411
Email: adminwldp@westminster.gov.uk

How do we ensure the quality of this service?
• Tri-borough Standard operational procedures
• Community Access – Westminster minimum standards
• Westminster City Councils Policies and Procedures
• Local Policies and Procedures
• Outcomes – these are evaluated after each session within circle of support meetings and yearly person-centred planning meetings.

Registered Care
What does this service do?
1x 5 bed level access flat
2x 4 bed level access flats
2 x 3 bed level access flats
Accommodation in level access services with waking night support which meets the needs of small groups of individuals and promotes day to day living, health and wellbeing, development of skills and independence.
Registered under the Care Quality Commission and inspected for regulated activities, these services provide high quality care and support in small group living (between 3 and 5 people per flat).
Each flat is fitted to support people with physical disabilities as well as learning and sensory needs.
Staff provide 24 hour support in the following areas:
• Personal care
• Medication and health
• Social and leisure
• Culture and faith
• Finances
• Education
• Employment opportunities
Partnership with families, care managers and clinicians as well as other agencies including advocacy; ensures each person’s needs are well understood and that tools and practices are utilised that empower people to achieve personal goals in a supportive manner.
Young adults are supported throughout transition planning; be it from family home or attending a residential college, to maximise the existing knowledge of best practice/ tools in order to maintain and develop learned skills.

FOR MORE INFORMATION, PLEASE CONTACT:
Susan MacCarthy LGH Manager
E smccart@westminster.gov.uk
T 020 76415246
Robert Driver Operations Manager
E rdriver@westminster.gov.uk
T 020 7641 5844
Who is this service available to?

- Adults over 18 living or moving back to Westminster who have learning disabilities and physical/ sensory needs.
- Age ranges between flats as well as gender so a best fit is considered at the time of the referral based on current vacancies and assessed needs of each person.

How do you access this service?

- Referrals come through care management (Social Services) based on assessed eligibility and level of need:
  Westminster Learning Disability Partnership:
  T: 020 7641 7411
  E: adminwldp@westminster.gov.uk
- Assessment from the society will consider existing information already provided to reduce duplication of forms and process but will actively seek the views of the customer and their family.
- Visits to flats where there is a vacancy are encouraged along with planned longer visits building up to a move where possible. However where a quick transition is either necessary or in the best interest of the person who is moving, we are able to do this as well subject to agreements and planning.

How do we ensure the quality of this service?

- Quarterly report to senior managers and trustees on complaints, incidents.
- Contract report to the council every 3 months which includes complaints, incidents, diversity monitoring of people being supported and staff, case studies of positive activity and barriers help celebrate achievement and identify local and national challenges to equality.
- Annual Audit of records
- Observations of practice through senior manager unannounced and announced visits.
- Feedback form people living there and families through annual survey and complaints.
- CQC unannounced compliance visits
- Property and Housing Team scheduled visits and managed maintenance to ensure the accommodation and equipment is to required standard staff monitoring through recruitment checks, supervisions, training and appraisals with clear HR processes relating to whistle blowing, grievances and disciplinary.

FOR MORE INFORMATION, PLEASE CONTACT:
Mandy Crowford
Director of Adult Services
mcrowford@wspld.org
16a Croxley Road
London
W9 3HL
T: 020 8968 7376

What does this service do?

Supports individuals living independently or in family hoke or shared living.

The team support people to access the community for regular events in line with defined outcomes.

Support may range in areas such as:

- Health and wellbeing (for example support going to health appointments, managing medication, keeping fit)
- Domestic activities such as cooking, cleaning, shopping
- Support with budgeting for example ensuring correct benefits, managing bills and budgeting for day to day or planned events
- Managing tenancy through good neighbour relationships
- Managing antisocial behaviour
- Awareness and support around rights and responsibilities
• Accessing educational and employment including travel training, registration and applications as well as work shadowing
• Signposting and support to access other specialist and mainstream services

Outcomes are clearly identified and staff will work proactively to achieve these through clear planning, monitoring and reviewing.

Partnership with families, care managers and clinicians as well as other agencies including advocacy ensure each person’s needs are well understood and that tools and practices are utilised which empower people to achieve their personal goals in a supportive manner.

Young adults who have accessed other society services are offered a seamless transition through internal sharing of knowledge and staff skills, as well as safe spaces and introductions to new people and places.

Who is this service available to?

Adults over 18 who have learning disabilities which may include a dual/multiple diagnosis such as autism, aspergers, mental health, sensory and physical needs.

May be living anywhere in the Borough as we are on a framework agreement as part of the West London Alliance.

How do you access this service?

• Referrals come through care management (Social Services) based on assessed eligibility and level of need:
  Westminster Learning Disability Partnership:  
  T  020 7641 7411
  E  adminwldp@westminster.gov.uk
• People can refer themselves using a personal budget.
• Assessment from the Society will consider existing information already provided to reduce duplication of forms and process but will actively seek the views of the customer and their family.

How do we ensure the quality of this service?

• Quarterly report to senior managers and trustees on complaints, incidents, case studies of positive activity and barriers help celebrate achievement and identify local and national challenges to equality.
• Annual Audit of records
• Feedback from people supported by the team and families through annual survey and complaints.
• CQC inspection at domiciliary care office to monitor the regulated activity delivering personal care.
• Staff monitoring through recruitment checks, supervisions, training and appraisals with clear HR processes relating to whistleblowing, grievances and disciplinary.

FOR MORE INFORMATION, PLEASE CONTACT:
Ryan Anderson
Service Manager LDN
randerson@wspld.org
16a Croxley Road
London
W9 3HL
T 020 8968 7376
Mari Koponen
Team Manager LDN 4 U Westminster
mkoponen@wspld.org
T 020 8968 2686
LDN Connect

What does this service do?
LDN Connect offer activities in the term time, such as:
- Art
- Photography
- Music and music events
- Health and wellbeing
- Football, etc
LDN Connect help customers integrate within society and make the best use of community-based activities; depending on the individual’s interests.
Programmes are reviewed each term to reflect current membership wishes.
LDN Connect offer a ‘Holiday Scheme’ programme during the day time for young people and adults in the school/college holidays. Activities vary each term based on what is on offer locally, and the feedback received from previous participants.
LDN Connect also offer Pooled budget groups for like minded individuals who self direct the programme. Pooling budgets allow efficient use of limited resources which may then support access to specialist skills (such as an Art therapist) specialist spaces, shared support and variations in hours. Delivery is at the time and pace of the membership of each group dictates and has flexibility built into the model.

Who is this service available to?
People with learning disabilities over 18 (with clear transitions in place for people 16+).

How do you access this service?
- Telephone for information
- Membership required (free) with need to know information which assists the team in establishing interests and support
- Holiday scheme and pooled budgets are either local authority personal budgets or personal income
- Other activities use fundraised income

How do we ensure the quality of this service?
- Quarterly report to senior managers and trustees on complaints, incidents.
- Annual Audit of records
- Observation of practice
- Membership feedback through face to face end of programme review and annual survey

FOR MORE INFORMATION, PLEASE CONTACT:
Ryan Anderson
LDN Service Manager
randerson@wspld.org
Christine Joseph
LDN Manager
cjoseph@wspld.org
16a Croxley Road
London
W9 3HL
T 020 8968 7376

LDN Drop In

What does this service do?
Monday to Friday free advice and signposting for people with learning disabilities and their families based on the Harrow road.
Covers topics including:
- Health
- Finances
- Housing
- Education
• Employment; and
• Relationships

Peer volunteers coordinate one off events and programmed activities based on themed topics which support awareness of other resources and shared experiences and expertise.

Who is this service available to?
People with learning disabilities with a dual diagnosis, and their families.

How do you access this service?
Drop in any time between 10 and 4 Monday – Friday

How do we ensure the quality of this service?
• Quarterly report to funder (Big Lottery) monitoring access and outcomes achieved.
• Feedback from members through annual surveys and point of contact response.
• Review of complaints and incidents as part of quarterly senior management monitoring.

LDN Short Breaks (Children and Adults)

What does this service do?
Short breaks for people living in family home.
This is not a sitting service but its purpose is to support people to maintain and develop independent skills through:
• Reablement
• Access the community; and
• Development and maintenance of relationships, which reduce risks of requiring higher care packages.

Staff work closely with families to identify outcomes for the whole family and reviewing progress, identifying other sources of support and being aware of changes which present risk.

Access to the community for meaningful activities is a key part of the work people do as well as supporting attending health appointments, classes and events.

Who is this service available to?
Children and adults with long term health conditions including Dementia, Mental health, substance misuse, diabetes, coronary heart disease, strokes, MS etc.
Children and adults with learning disabilities, including people with profound and multiple disabilities, autism and aspergers. Children and adults with disabilities and children and adults with sensory Impairments.

FOR MORE INFORMATION, PLEASE CONTACT:
Ryan Anderson
LDN Service Manager
16a Croxley Road
London
W9 3HL
T 020 8968 7376

LDN Drop in
389a Harrow Road
London
W9 3NA
T 020 8968 2688
How do you access this service?

Local authority funded customers would access the service via care manager referral:

Westminster Learning Disability Partnership:
T 020 7641 7411
E adminwldp@westminster.gov.uk

People can self refer where they are self funding or have a person budget / personal health budget for which they have full choice and control.

How do we ensure the quality of this service?

- Quarterly report to senior managers and trustees on complaints, incidents.
- Contract report to the council which includes number of hours delivered against number of hours each customer has requested.
- Annual Audit of records
- Observation of practice through managers visits
- Customer feedback through face to face end of programme review and annual survey.
- CQC compliance visits as part of Domiciliary Care registration

FOR MORE INFORMATION, PLEASE CONTACT:

Ryan Anderson
LDN Service Manager
16a Croxley Road
London
W9 3HL
T 020 8968 7376
E randerson@wspld.org

Supported Living

What does this service do?

1x 4 bed level access flat
1x 6 bed flat
4 x 4 bed house
2 x 5 bed level access flat
2x 6 bed level access flat
1 x 8 bed building
1x 2 bed house
1x 3 bed ground floor flat
24x 1 bed flats supported by 4x local 24 hour hubs

Accommodation is provided in a variety of local settings which includes a mixture of waking night and/or sleep-in, as pertinent to the needs of the current people living there.

Each person has a tenancy and is supported to exercise their rights as well as fulfil their responsibilities around this.

Some spaces have aids and adaptations which support people with physical and sensory needs. New referrals consider the suitability of the building and any further adaptations which would support the person to live as independently as possible. Occupational Therapists are key to the assessment process along with families and existing provision to reflect past experiences and anticipated future need.

Registered under the Care Quality Commission and inspected for regulated activities these services provide high quality care and support in small group living (between 3 and 5 people per flat).

Staff provide a support service which ensures the needs of each person are catered for in their personal care, medication and health, social and leisure, culture and faith, finances, education and employment opportunities. Outcomes are clearly identified, and staff work proactively to achieve these through clear planning, monitoring and reviewing.
Partnership with families, care managers and clinicians as well as other agencies including advocacy ensure each person’s needs are well understood and that tools and practices are utilised which empower each person to achieve personal goals in a supportive manner.

Young adults are supported throughout their transition from childhood through to adulthood throughout the planning process; be it from family home, attending a residential college, and maximising the existing knowledge of best practice/ tools in order to maintain and develop learned skills.

Who is this service available to?

Adults over 18 living or moving back to Westminster who have learning disabilities and physical/ sensory needs.

Age ranges between houses, as well as gender, so a best fit is considered at the time of the referral based on current vacancies and assessed needs of each person.

How do you access this service?

- Referrals come through care management (Social Services) based on assessed eligibility and level of need:
  Westminster Learning Disability Partnership:
  T 02076417411
  E adminwldp@westminster.gov.uk
- Assessment from the Society will consider existing information already provided to reduce duplication of forms and process, but will actively seek views of families and the person.
- Visits to spaces where there is a vacancy are encouraged along with planned long visits; building up to a move where possible. However where a quick transition is either necessary or is in the best interest of the person who is moving, we are able to do this as well; subject to agreements and planning.

How do we ensure the quality of this service?

- Quarterly report to senior managers and trustees on complaints, incidents.
- Contract report to the council every 3 months which includes complaints, incidents, diversity monitoring of people being supported and staff, case studies of positive activity and barriers help celebrate achievement and identify local and national challenges to equality.
- Annual Audit of records
- Observations of practice through senior manager unannounced and announced visits.
- Feedback form people living there and families through annual survey and complaints.
- CQC inspection at Domiciliary care office to monitor the regulated activity delivering personal care.
- Property and Housing Team scheduled visits and managed maintenance to ensure the accommodation and equipment meets the required standard.
- Staff monitoring through recruitment checks, supervisions, training and appraisals with clear HR processes relating to whistleblowing, grievances and disciplinary.

FOR MORE INFORMATION, PLEASE CONTACT:

Mandy Crowford
Director of Adult Services
16a Croxley Road
London
W9 3HL
T 020 8968 7376
E mcrowford@wspld.org
Look Ahead Care and Support Lisson Street

What does this service do?

Lisson Street provides accommodation for adults with mild to moderate learning disabilities. The building accommodates 7 customers and live-in carers in self-contained flats with a lounge/diner, bedroom/s and bathroom. Commissioned by Supporting People, the service offers 16 hours of support per week to provide all housing related support which includes:

- Benefits Support
- Maintenance and Repair support
- Fire Safety; and
- Rents/service charge support

The key aim of the service is to promote long term independence. There is no set time limit for the service however, under the assured short-hold tenancy the service aims to move customers to general housing within 2 years. This is assessed on an individual needs basis. The service also provides support to customers to access:

- Health & Wellbeing services
- Employment
- Education; and
- Training services in the Borough

Who is this service available to?

Lisson Street is available to adults over the age of 17 years who have a learning disability as their primary support need and require accommodation. Customers may also have a secondary mental health (dual diagnosis) need.

How do you access this service?

This is a service that requires a referral from the Community Learning and Disability team:

Westminster Learning Disability Partnership:
T 020 7641 7411
E adminwldp@westminster.gov.uk

Individuals wishing to access this service must be known to the Community Learning and Disability Team or Housing Team.

The landlord, Peabody is also involved in the referral process.

How do we ensure the quality of this service?

The service is monitored by Westminster’s Supporting People team as well as Look Ahead Care and Support quality management team. Look Ahead has a customer feedback and complaints process that residents, parents and/or carers can use to raise their concerns in confidence.

Lisson Street also has an annual SHiP audit from Peabody Trust.

FOR MORE INFORMATION, PLEASE CONTACT:

Vishul Seewollal – Operational Manager
E vishulseewollal@lookahead.org.uk
Rhona Lawrenson – Contract Manager
E rhonalawrenson@lookahead.org.uk
Look Ahead Care and Support Short Breaks and Crisis Service

What does this service do?

The main purpose of the Short Break and Crisis Services is to provide respite for families and people with learning disabilities. The service is based in two locations, at Kingsbridge Road and Alison House and comprises of:

- Nine units of short break accommodation including an adapted building at Alison House for people with physical disabilities
- A seven bed crisis service
- An outreach service

Additionally the services aim to support people to build new skills and access activities that they enjoy at the service, at home or in the community. This is done by using person-centred planning which puts the customer at the centre of everything we do. People’s choices and aspirations will direct the support that they receive to achieve their goals.

The team can help people to learn new skills and provide support with:

- Budgeting
- Completing forms
- Shopping
- Social activities
- Training
- Education
- Employment
- Travel; and
- Help people to live the way they choose

The building is staffed 24/7. The team is employed by Look Ahead Care and Support and paid for via a contract with the local authority. Permanent staff are trained and skilled at providing functional and emotional support to customers with learning difficulties, physical disabilities and mental health issues.

Who is this service available to?

The service provides accommodation for males and females with learning and physical disabilities. Customers at Short Breaks have their own bedrooms and share other communal facilities.

Kingsbridge Road has 3 kitchens, 2 dining rooms and 3 lounges all leading on to a small courtyard for gardening activities and a laundry room. There is a reception area which is covered by staff from 9am - 4.30pm each day. On the second floor there are a number of offices including a staff room and a meeting/training room.

Alison House is purpose built ground level accommodation that is completely wheelchair accessible. All doors have a push pad entry system and all rooms have ceiling hoists. There is a large open plan kitchen and a very small courtyard to the rear. Two offices are on site.

How do you access this service?

Short Breaks requires a referral from Westminster Learning Disability Partnership:
Westminster Learning Disability Partnership  T 02076 417 411  
E adminwldp@westminster.gov.uk

Individuals wishing to access this service must be known to the Community Learning Disability Team or the Transition team in Westminster.

The Community Learning Disability will hold a housing meeting, and use a needs assessment and a risk assessment to determine eligibility and availability. Depending on the outcome of this, the Community Learning Disability will make a referral to Short Breaks. Short Breaks then follow their own assessment process to determine the level of support the individual needs in order to support each customer’s overall care plan.

After the initial assessment families can book their family member in to either the respite services or the outreach service. This can be done by contacting the services directly and checking availability and staffing. Services will send out booking forms for bookings up to three months in advance.
Adult Services

How do we ensure the quality of this service?

Short Breaks is registered through the Care Quality Commission (CQC) and follows CQC outcomes standards. The service is also monitored by Kensington and Chelsea and Westminster’s contract management team.

The service is also monitored by Kensington and Chelsea’s contract management team as well as Look Ahead Care and Support’s quality management team. Look Ahead has a customer feedback and complaints process that residents, parents and/or carers can use to raise their concerns in confidence.

FOR MORE INFORMATION, PLEASE CONTACT:
Community Learning and Disability Team, Duty Manager:
T 020 7313 6843
E ss.learning.disability@rbkc.gov.uk

Personal Independent Paths Community Development Project

What does this service do?

Pursuing Independent Paths supports adults with learning disabilities to achieve their potential. Personal Independent Paths ethos is to promote better choice and control and independent living through person-centred planning and accredited training opportunities.

Personal Independent Paths Community Development Project involves establishing circles of support and community networks on a one to one basis with an assigned Community Development Project worker, including:

- Establishing goals
- Access to health
- Leisure and other community resources
- Developing a support network
- Increased confidence and social interaction;

and
- Respite for families and carers.

Engagement with the service usually lasts for approximately 9-12 months although this may be extended if necessary.

Who is this service available to?

Personal Independent Paths works with individuals diagnosed with mild, moderate and severe learning disabilities aged 18 years and over. Personal Independent Paths also works with individuals who have a dual diagnosis of learning disability and mental health issues.

Typically Community Development Project customers will have a specified set of goals they want to work on, and may be isolated from their peers and looking for new networks and activities to participate in.

How do you access this service?

The services advertised by Personal Independent Paths are available using your Personal Budgets. Personal Independent Paths will accept referrals from anyone including professionals, families, carers, and individuals. To apply, the referee can contact Personal Independent Paths directly using the contact details provided. They will be given a Personal Independent Paths referral form and an answer to their queries. Upon completion, the referral form will be reviewed and the customer will be called in for a face-to-face meeting. It is possible that the customer is already known to the service prior to this stage. The face-to-face meeting is necessary to gather more information and establish whether Personal Independent Paths is the right service to meet the individual’s needs, wishes and circumstances. Following this meeting and depending on the outcome of the meeting the customer will be matched with a named Community Development Project worker, who will help them to create and work on a set of specified goals. Professionals from different services will be involved throughout this process to ensure a holistic approach to peoples care and support.
**How do we ensure the quality of this service?**

Personal Independent Paths services are not externally regulated but rather follow a series of internal procedures and protocols. This includes:

- ‘Goal Attainment Scoring’ ensures customers are progressing against their specified goals
- An annual ‘Student Survey’ for quality assurance and development purposes.

Personal Independent Paths release an annual Student Survey for customers to participate in and give their feedback.

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**Who is this service available to?**

Personal Independent Paths works with individuals diagnosed with mild, moderate and severe learning disabilities aged 18 years and over. Personal Independent Paths also works with individuals who have a dual diagnosis of learning disability and mental health issues.

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**How do you access this service?**

The services advertised by Personal Independent Paths are available using your Personal Budgets. In the 2014/15 financial year, Personal Independent Paths has funding to work with individuals from Westminster without requiring a personal budget contribution.

Personal Independent Paths will accept referrals from anyone including professionals, families, carers, and individuals. To apply, the referee can contact Personal Independent Paths directly using the contact details provided. They will be given a Personal Independent Paths referral form and an answer to their queries. Upon completion, the referral form will be reviewed and the customer will be called in for a face-to-face meeting. This may take place at Personal Independent Paths W9 but usually takes place at the customer place of residence. The face-to-face meeting is necessary to gather more information and establish whether Personal Independent Paths is the right service to meet the individual’s needs, wishes and circumstances. Following this meeting and depending on the outcome of the meeting the customer will undertake a trial session, after which, if successful, travel training will commence.

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**FOR MORE INFORMATION, PLEASE CONTACT:**

Katherine Gale (Service Coordinator)
T 020 88960 4004
E katheringe@piponline.org.uk
W www.piponline.org.uk

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**Personal Independent Paths (PIP) Travel Training**

**What does this service do?**

Pursuing Independent Paths supports adults with learning disabilities to achieve their potential. Personal Independent Paths ethos is to promote better choice and control and independent living through person-centred planning and accredited training opportunities.

Travel training to help individuals access public transport on individual journeys, including:

- Awareness and understanding of road safety
- Learning and practicing individual steps in a journey
- Recognising signage
- Increased confidence
- Greater access to community resources
- Greater participation and visibility in the community
How do we ensure the quality of this service?

Personal Independent Paths services are not externally regulated but rather follow a series of internal procedures and protocols. This includes:

• Contract monitoring by the local authority
• A personalised scoring and action planning system ensures customers are progressing and any issues that arise are dealt with.
• An annual ‘Student Survey’ for quality assurance and development purposes. Personal Independent Paths release an annual Student Survey for customers to participate in and give their feedback.

Who is this service available to?

Pursuing Independent Paths works with individuals diagnosed with mild, moderate and severe learning disabilities aged 18 years and over. Pursuing Independent Paths also works with individuals who have a dual diagnosis of learning disability and mental health issues.

Holistically Pursuing Independent Paths main incentive is to promote independence and help individuals develop their skills and self-confidence.

How do you access this service?

The services advertised by Pursuing Independent Paths are available using your personal budgets. Pursuing Independent Paths will accept referrals from anyone including professionals, families, carers, and individuals. To apply, the referee can contact Pursuing Independent Paths directly using the contact details provided. They will be given a Pursuing Independent Paths referral form and an answer to their queries. Upon completion, the referral form will be reviewed and the customer will be called in for a face-to-face meeting. It is possible that the customer is already known to the service prior to this stage. The face-to-face meeting is necessary to gather more information and establish whether Pursuing Independent Paths is the right service to meet the individual’s needs, wishes and circumstances. Following this meeting and depending on the outcome of the meeting the customer will have a trial session. If the customer wishes to continue accessing the service they will receive a person-centred plan, which is reviewed twice a year. The person-centred plan covers a wide-range of issues with a strong focus on goal-setting and outcomes. Professionals from different services will be involved throughout this process to ensure a holistic approach to peoples care and support.
How do we ensure the quality of this service?

Pursuing Independent Paths services are not externally regulated but rather follow a series of internal procedures and protocols. This includes:

- Recognising and Rewarding Progress and Achievement (RARPA).
  RARPA is a system designed to monitor and track the customer’s progress meeting their aspired goals and outcomes.
- An annual ‘Student Survey’ for quality assurance and development purposes, Personal Independent Paths release an annual Student Survey for customers to participate in and give their feedback.

Who is this service available to?

Personal Independent Paths work with individuals diagnosed with mild, moderate and severe learning disabilities aged 18 years and over. Personal Independent Paths also work with individuals who have a dual diagnosis of learning disability and mental health issues.

Holistically Personal Independent Paths main incentive is to promote independence and help individuals develop their skills and self-confidence through their key services.

How do you access this service?

The services advertised by Personal Independent Paths are available using your Personal Budgets. Personal Independent Paths will accept referrals from anyone including professionals, families, carers, and individuals. To apply, the referee can contact Personal Independent Paths directly using the contact details provided. They will be given a Personal Independent Paths referral form and an answer to their queries. Upon completion, the referral form will be reviewed and the customer will be called in for a face-to-face meeting. It is possible that the customer is already known to the service prior to this stage. The face-to-face meeting is necessary to gather more information and establish whether Personal Independent Paths is the right service to meet the individual’s needs, wishes and circumstances. Following this meeting and depending on the outcome of the meeting, the customer will have a trial session. If the customer wishes to continue accessing the service they will receive a person-centred plan which is reviewed twice a year. The person-centred plan covers a wide-range of issues with a strong focus on goal-setting and outcomes. Professionals from different services will be involved throughout this process to ensure a holistic approach to peoples care and support.

Pursuing Independent Paths

What does this service do?

Personal Independent Paths supports adults with learning disabilities to achieve their potential. Personal Independent Paths ethos is to promote better choice and control and independent living through person-centred planning and accredited training opportunities.

Personal Independent Paths SW1 Enabling access to the local community offer:

- Social networks
- Creative self-expression
- Developing confidence
- Health and well-being; and
- Drop-in support focusing on advice about education, council support, etc.
Adult Services

How do we ensure the quality of this service?

Personal Independent Paths services are not externally regulated but rather follow a series of internal procedures and protocols. This includes:

- Contract Monitoring through the local authority
- Recognising and Rewarding Progress and Achievement (RARPA)
  RARPA is a system designed to monitor and track the customer’s progress meeting their aspired goals and outcomes.
- An annual ‘Student Survey’
  For quality assurance and development purposes, Personal Independent Paths release an annual Student Survey for customers to participate in and give their feedback.

FOR MORE INFORMATION, PLEASE CONTACT:
Katherine Gale (Service Coordinator)
T 020 8896 0404
E kathering@piponline.org.uk
W www.piponline.org.uk

Sweet Tree Learning Disabilities Outreach Service

What does this service do?

Supporting adults with learning disabilities with a natural person-centred transition towards greater independence

The Sweet Tree Outreach Service provides the highest quality care and support possible at home & in the community for people with mild, moderate and severe learning disabilities. We believe in providing a personalised service through individually tailored support packages to meet the specific needs of each customer. Our overall aim is to support people to reach their full potential and we achieve this by facilitating the learning of new skills and confidence building, whilst embracing the value of learning.

How do you access this service?

Contact the Learning Disabilities Team for a full assessment of care/support needs (for which there is no charge) and from that we will be able to implement the best possible care package.
How do we ensure the quality of this service?

At Sweet Tree we hold the firm belief that we can continually improve our services by constantly seeking feedback about our performance from customers, team members and other related parties. In an effort to obtain as much information as possible about the views and experiences of customers and their representatives, we undertake the following:

- Customers will receive three monthly visits from their dedicated care manager to ensure that the services being provided meet the customer’s needs.
- As a minimum, each customer will receive an annual comprehensive service review and reassessment of their needs carried out by their appointed care manager. In the event that a customer’s needs change in between these annual reviews, more frequent reassessments will gladly be undertaken.
- Six monthly quality assurance surveys are sent to all customers or where more appropriate, to their representatives to obtain feedback on overall service delivery.
- Annual surveys are undertaken with team members, again to understand how we are doing and what can be done to improve the lives of our customers and team members.
- Operate a 24 hour, 7 day a week on-call service to ensure that a senior member of the team is always available to assist customers and team members caring for clients (should the need arise).
- Provide a comprehensive induction programme as well as ongoing training to all Sweet Tree team members.
- Participate fully in all inspections carried out by the Care Quality Commission as required under our registration, as a registered domiciliary care provider. A copy of Sweet Tree latest inspection report can be obtained by contacting Sweet Tree’s offices or can be found either on Sweet Tree’s website www.sweettree.co.uk or on the Care Quality Commission’s website http://www.cqc.org.uk.

The Advocacy Project - Advocafe

What does this service do?

The Advocacy Project facilitates self advocacy and consultation groups so people with learning disabilities can develop the skills that they need to self advocate and promotes their inclusion in the development of services through their participation in the Learning Disability Partnership Board.

Advocafe is a cross borough evening self advocacy meeting for those members who, due to other commitments, find it difficult to participate in daytime groups. Members share news and good practice, and talk about the important changes to services. They can further discuss issues relating to Partnership Board topics. Advocafe is held on the 1st Wednesday of every month and is held at Del Aziz Cafe, Swiss Cottage Leisure Centre from 6.00pm until 7.00pm.

Who is this service available to?

Any adult (18+) resident of Westminster with a learning disability.

FOR MORE INFORMATION, PLEASE CONTACT:

For more information on our Learning Disabilities Outreach Service please call and speak to our team:
1 Coleridge Gardens
London
NW6 3QH
W www.sweettree.co.uk
E dela.begum@sweettree.co.uk
T 020 7624 9944
M 07825 533 033

FOR MORE INFORMATION, PLEASE CONTACT:

For more information on our Learning Disabilities Outreach Service please call and speak to our team:
1 Coleridge Gardens
London
NW6 3QH
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1 Coleridge Gardens
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NW6 3QH
W www.sweettree.co.uk
E dela.begum@sweettree.co.uk
T 020 7624 9944
M 07825 533 033
Adult Services

How do you access this service?
Groups are free. There are several groups that people with learning disabilities can attend. It is best to get in touch with the co-ordinator to talk about what would suit you. People can refer themselves by phoning the number provided. Professionals can pass The Advocacy Project contact details to people who may be interested and support them to refer themselves.

How do we ensure the quality of this service?
Our Choice is monitored internally through management procedures. Our Choice also has a Management Committee of people with learning disabilities from Westminster who are responsible for managing the project and ensuring that it is members-led. They check that Our Choice adheres to the principles of The Advocacy Charter, Dignity in Care Standards, HM Government Code of Practice on Consultations and Department of Health’s strategy for learning disabilities “Nothing About Us Without Us”. The Management Committee regularly reviews the work of Our Choice and attends all Contract Monitoring Meetings with the local authority.

Our Choice is monitored by Westminster Contract Monitoring team.

FOR MORE INFORMATION, PLEASE CONTACT:
Please call Jo Hart:
T 020 8962 8695 or 07983 200 212

The Advocacy Project - Our Choice - Finding Out Group and Pop Ups

What does this service do?
Facilitates Self Advocacy and consultation groups so that people with learning disabilities can develop the skills that they need to self advocate and promotes their inclusion in the development of services through their participation in the Learning Disability Partnership Board.

The Finding Out Group is for people with profound and multiple learning disabilities. They meet on the 1st and 3rd Monday of the month. The group meets at The Avenues Centre, 3-7 Third Avenue, London, W10 4RS.

Pop Up consultation groups is for those who want to talk about important issues. This is usually a one off consultation on a specific question. Pop Ups is usually held at Unit 8 Buspace studios, W10 5AP, though it can be at other locations with the person who has posed the question.

Who is this service available to?
Any adult (18+) resident of Westminster with a learning disability.

How do you access this service?
Groups are free. There are several groups that people with learning disabilities can attend. It is best to get in touch with the co-ordinator to talk about what would suit you. People can refer themselves by phoning the number below. Professionals can pass-on The Advocacy Project contact details to people who may be interested and support them to refer themselves.
How do we ensure the quality of this service?

Our Choice is monitored internally through management procedures. Our Choice also has a Management Committee of people with learning disabilities from Westminster who are responsible for managing the project and ensuring that it is members-led. They check that Our Choice adheres to the principles of The Advocacy Charter, Dignity in Care Standards, HM Government Code of Practice on Consultations and Department of Health’s strategy for learning disabilities “Nothing About Us Without Us”. The Management Committee regularly reviews the work of Our Choice and attends all Contract Monitoring Meetings with the local authority.

Our Choice is monitored by Westminster Contract Monitoring team.

FOR MORE INFORMATION, PLEASE CONTACT:
Please call Jo Hart:
T 020 8962 8695 or 07983 200 212

Tri-Borough Transitions Day - Care Framework and Approved List

What does this service do?

The service provides a personal assistant/support worker who is trained to work with people with complex learning disabilities. They can support someone with personal care needs to interact in the community, and get involved in activities such as sport and art, etc. We also support people on public transport. Some of the services we offer have an accessible building or centre, and also have mini buses that can be used if required.

Eight quality checked providers can be purchased by direct payment in order to provide targeted support during the day. The services all provide trained personal assistants and then vary in the rest of their offer that could include buildings, activities and transport. Some services specialise in particular areas like autism.

Who is this service available to?

For people with complex learning and physical disabilities aged 16-25. There is also the facility for those over 25 to use the service.

How do you access this service?

Community Care Assessment and must be Fair Access to Care Services eligible. A personal budget would be used to buy the service. If the customer/carer (parent) wants the Council to arrange the service, the Council will call-off a service from one of the providers on the Framework.

If the customer/carer (parent) wants a direct payment they can choose one or more of the providers to deliver this. The Council can also provide a managed or supported direct payment, where the Council manage the finances but the customer/carer choose and manage the service they want.

How do we ensure the quality of this service?

Regular contract monitoring of the Framework providers and annual quality check of providers on the Approved List.

FOR MORE INFORMATION, PLEASE CONTACT:
Speak to your care manager/Social worker:
Westminster Learning Disability Partnership:
T 020 7641 7411
E adminwldp@westminster.gov.uk
Framework Providers:
Yarrow http://www.yarrowhousing.org.uk/
Full of Life http://www.fulloflifekc.com/
Camden Society http://www.thecamdensociety.co.uk/home
Westminster Society http://www.wspld.org.uk/main.cfm?type=CU&menuid=244
Dimensions http://www.dimensions-uk.org/
Westminster Employment

What does this service do?
Westminster Employment supports adults with a learning disability and physical disabilities to find either paid employment, voluntary employment or work experience placements in a person-centred way. People are supported to produce an accessible action plan to confirm their hopes and aspirations for employment.

Westminster Employment provides job coaching for 13 weeks for people who need support gaining the skills and expertise required to meet their job roles and responsibilities. Additional support is provided after job coaching has ended to ensure people are able to maintain employment.

Westminster Employment creates bespoke employment opportunities by working directly with individual employers. Westminster Employment works in partnership with a number of employers who have employed clients and these employers represent the service by undertaking the role of Employer Ambassadors and inform other companies about the success of the partnership.

Who is this service available to?
Westminster Employment supports people with a learning disability and people with a physical disability who meet the current Fair Access to Care Services (FACS) criteria. People must be referred via Westminster Care Management.

Westminster Learning Disability Partnership:
T 020 7641 7411
E adminwldp@westminster.gov.uk

How do you access this service?
Referrals forms are sent to the referee and returned to the Team Leader. An eligibility check is carried out. Once a referral is accepted an appointment is arranged to meet with an Employment Adviser.

How do we ensure the quality of this service?
• The service holds the Matrix Accreditation Standard, and Quality Assurance Measures are implemented to ensure that all advice and guidance sessions and action plans meet the National standards.
• Feedback is collected and reviewed twice a year in January and July from customers and partner organisations.

FOR MORE INFORMATION, PLEASE CONTACT:
Sue Davis Team Leader
T 020 7641 7686
E sdavis@westminster.gov.uk
Robert Driver Operations Manager
E rdriver@westminster.gov.uk
T 020 7641 5844
Westminster Learning Disability Partnership

What does this service do?

The Westminster Learning Disability Partnership provides services for people with learning disabilities and their family carers and was formed in response to the Government’s White Paper ‘Valuing People’.

We support young people in transition from childhood into adulthood who are perhaps moving from children and family services to adult social care services. Together, Children’s and Adult Services will share information and consult with the young person about their education, health and social care needs, as well as their goals and employment prospects. During this stage, the young person may wish to find out more information about direct payments and personal budgets that support their level of independence and their ability to access other services.

Working together, Westminster City Council and Westminster Primary Care Trust have integrated their learning disability services into three new areas: Community Services Team, Service Development and Day & Employment Services.

Westminster Learning Disability Partnership is a joint team of social care and health staff and is the first point of contact if you want to find out how to get support. The team works with people with learning disabilities over 18 and family carers to identify where support is needed and how this can be provided in line with an individual’s person-centred plan.

Westminster Learning Disability Partnership wants people with a learning disability to have the same choice and control in their lives as everyone else in Westminster. If eligible for community based services, they will help make arrangements for support services, using a personal budget.

Who is this service available to?

When a young person turns 18 there is a change in Government legislation. At 18 the young person becomes an adult and in the eyes of the law they are seen as an individual in their own right. This has an effect on the services the young person will receive, and how these are delivered. At this stage, it is your child’s needs which are assessed, rather than the needs of the whole family. Once your child is 18, services they receive will be arranged by the council’s Adults’ Services department and may continue until the age of 25.

How do you access this service?

Decisions about who should receive social care services are based on an assessment of the risks to both immediate and long term independence.

The Adults’ Services department arranges services for those who are eligible under the Fair Access to Care Services (FACS) criteria and aged 18 or over, and has difficulty due to disability.

Eligibility criteria are the conditions you have to meet to get help from the council. FACS was developed by the government to help decide who should receive adult community care services from social services departments. All councils have to use the same FACS criteria.

The FACS eligibility criteria are divided into four categories: critical, substantial, moderate or low. These categories describe the amount of help you need and how this affects your independence.

If your child is assessed and not eligible for council services, the assessor will suggest some other services that might be able to help you.
How do we ensure the quality of this service?

Westminster Learning Disability Partnership is committed to a high standard of practice and delivery of quality services. As a multidisciplinary team we are committed to providing high quality health and social care services, which are delivered in a person-centred way.

We meet regularly to discuss the needs of the customer and their network, and we ensure the relevant professionals are involved from the point of assessment throughout the care planning process. This will include setting up services and regularly monitoring and reviewing care package being delivered.

Our standards are also regularly monitored through our local governance framework, Partnership Board, the Department of Health and Central London Community Healthcare.

**FOR MORE INFORMATION, PLEASE CONTACT:**
Westminster Learning Disability Partnership:
T 02076417411
E adminwldp@westminster.gov.uk

Yarrow - Day Opportunities at Myspace@Yarrow

What does this service do?

MySpace@Yarrow is a fully accessible space with a large safe garden and terrace. It runs our Digital Inclusion and Multi-media project which offers group or 1:1 sessions so individuals can:
• Surf the internet safely, research hobbies or interests and find recipes
• Set up email accounts, send and receive emails
• Use Google and Google earth
• Skype family and friends
• Learn to use a camera, download and edit photos. Switch operated camera for people with complex needs.
• Use iPads with sensory apps for relaxation and fun
• Use touch screen computers
• Downloading music, films, burning CD’s
• Upload photos on Facebook and access YouTube
• Make greetings cards, calendars, photo albums, pictorial menus

XBOX KINNECT used with a large wall mounted screen is very popular for:
• Interactive sports, football, tennis, bowling – regular tournaments are organised
• Wheelchair dancing – great for exercise, social interaction and fun
• Cardiovascular exercise and losing weight whilst having fun

MySpace@Yarrow has supported user led Stop Smoking campaigns and Healthy Eating campaigns. It offers pre-booked:
• 1:1 cooking sessions – bake a cake, make soup
• Yoga sessions
• Reflexology
• Gardening
• Bingo
• Art and Collage making

MySpace@Yarrow is the home of Up2Us a user-led social networking group for people with learning disabilities, which organises events and activities, such as meals out, visits to London street markets, the theatre, the Wetlands centre, trips to Brighton, Southend, Chinese New Year, Ladies’ Nights pampering sessions, visits to museums and galleries.

Who is this service available to?

Yarrow works with adults with learning disabilities and acquired brain injury. This includes people who are on the autistic spectrum, have complex behaviour, dual diagnosis and sensory impairment.

We are specialist in working with people with profound disabilities and complex needs, including people who do not use speech to communicate.
How do you access this service?

Please contact Yarrow directly via the contact details below or ask the Learning Disability team or healthcare professionals to contact us. We are also very happy to arrange for the person interested in our day opportunities to visit MySpace@Yarrow to see if he or she would be interested in joining. Taster sessions are also available.

We are a person-centred organisation. We listen to people to find out what they want and we are flexible so that we can deliver what people want.

How do we ensure the quality of this service?

The quality of the service is ensured by making sure that:

- The timetable and content of sessions are individualised and reflect what people with learning disabilities say they want to achieve.
- Staff are well trained and supervised so that they can work well with people in personalised way, that enables them to gain new skills.
- People are able to enter more mainstream services as a result of what they learn at MySpace@Yarrow.

Our Day Opportunities at MySpace@Yarrow are monitored and evaluated according to our person-centred planning outcomes and reported at our Quality Committee.

Outcomes are evaluated against an initial assessment of skills level and the subsequent achievement of goals as identified by the customer and/or family member, support worker or professional.

For more information, please contact:

Diana Cadogan
216 Goldhawk Road
London W12 9NX
T 8735 4600
E diana.cadogan@yarrowhousing.org.uk

Yarrow - Supported Living Service

What does this service do?

Yarrow’s Supported Living service offers customers individualised packages of support. Flat and house shares are available for between 2 and 7 people, as depending on the property. Compatibility between people living together is carefully considered. We also support people living in their individual flats.

Staff support ranges from 24 hours 7 days a week to just a few hours, depending on the individual’s needs. Most of our properties are fully accessible and some include specialist equipment, such as hoists.

Each individual’s package will include a person-centred plan and a health action plan.

People are supported to access and become part of the local community and to take advantage of the rich resources that the London has to offer its citizens. These include:

- Leisure activities e.g. swimming, going out for a meal, cinema, using local cafes, visits to museums, parks, etc
- Developing employment and volunteering opportunities
- Education, colleges, libraries, etc

People are supported to develop everyday living skills, such as:

- Shopping, pictorial shopping lists
- Managing money, budgeting
- Food preparation, food hygiene and cooking
- Cleaning and laundry
- Personal hygiene, healthcare
- Using public transport
- Travel training
- Improving communication skills

This also provides opportunities for individuals to make friends and widen their social networks.

Our aim is to empower individuals to take control of their lives and make their own life choices.
We support people to develop the skills and confidence they need to achieve greater personal independence and control over the decisions they make (affecting their everyday life). Ensuring the natural integration of people with learning disabilities into mainstream life as equal and valued citizens is central to our approach.

Who is this service available to?

Yarrow works with adults with learning disabilities and acquired brain injury. This includes people who:

- Are on the autistic spectrum
- Who have complex behaviour
- A dual diagnosis
- Sensory impairment; and
- Include people who may be at risk of exploitation and abuse

We specialise in working with people with profound disabilities and complex needs, including people who do not use speech to communicate.

Staff are trained in a range of communication methods depending on an individual’s needs. These include MAKATON, the Picture Exchange System, multimedia using laptops and I-pads, objects of reference, communication passports, etc.

How do you access this service?

This service is accessed by referral from one of the Care Managers or Learning Disability Teams:

Westminster Learning Disability Partnership
T  020 7641 7411
E  adminwldp@westminster.gov.uk

We are always pleased to arrange for an informal visit by the customer to our Supported Living service if requested.

How do we ensure the quality of this service?

Yarrow is registered with the Care Quality Commission under Domiciliary Care and its contracts are monitored by the contract management team. We ensure that we follow the Care Quality Commission’s essential Standards of Quality and Safety.

Our Supported Living service is also monitored and evaluated according to our person-centred planning outcomes and reported at our Quality Committee.

We are a person-centred organisation. We listen to people to find out what people want. We are flexible so we can deliver what they want.

Outcomes are evaluated against an initial assessment of skills level and the subsequent achievement of goals as identified by the customer and members of their circle of support i.e. family member, support worker or professional.

We also carry out an annual customer satisfaction survey which is completed by all customers, family members, carers and others associated with the customers.

FOR MORE INFORMATION, PLEASE CONTACT:

Raj Mungur
216 Goldhawk Road
London W12 9NX
T  020 8735 4600
E  raj.mungur@yarrhowhousing.org.uk

Yarrow - Day Opportunities at the Gate

What does this service do?

All our services give people the opportunity to develop new skills and talents and widen their social networks; generating greater opportunities for friendships and inclusion.
The Gate is based on the belief that if you discover and nourish personal expression, interests and talents, people can gain the skills and self-confidence they need to live fulfilling lives in the community.

Activities include:
- Video drama
- Music recording/editing
- Multimedia art
- Drama/music therapy
- Individual relaxation sessions with sensory lighting/music
- Guitar lessons
- Film club
- Literacy/numeracy sessions
- Art for people with complex needs

There are discussion groups such as the Sexuality and Relationship Group and Behind the Headlines explores and discusses current news items. There is also the opportunity to take part (and be paid) in a groundbreaking training programme with the Metropolitan police, training police officers in techniques for interviewing ‘vulnerable’ witnesses or victims of crime.

The Moment by Moment theatre group is based at The Gate. It has three plays to its credit and a film ‘Coping Strategies’, in which Bill Nighy (BAFTA award winner) makes a guest appearance. It has also staged fundraising concerts at the Tabernacle in North Kensington and the Arts Ed theatre in Chiswick, raising over £3,000 for international disaster aid.

Who is this service available to?

Yarrow works with adults with learning disabilities and acquired brain injury. This includes people who are on the autistic spectrum, have complex behaviour, dual diagnosis and sensory impairment.

We are specialist in working with people with profound disabilities and complex needs, including people who do not use speech to communicate.

How do you access this service?

Please contact Yarrow directly using the contact details below. We are very happy to arrange for the person interested in our day opportunities to visit the service to see if he or she would be interested in joining. Taster sessions are also available.

We are a person-centred organisation so we listen to people to find out what they want and we are flexible so that we can deliver what people want.

How do we ensure the quality of this service?

The quality of the service is ensured by making sure that:
- The timetable and content of sessions are individualised and reflect what people with learning disabilities say they want to achieve.
- Staff are well trained and supervised so they work well with people in personalised ways that enables them to gain new skills.
- People are able to enter more mainstream services as a result of what they learn at the Gate.

Our Day Opportunities are monitored and evaluated according to our person-centred planning outcomes and reported at our Quality Committee.

Outcomes are evaluated against an initial assessment of skills level and the subsequent achievement of goals as identified by the customer and/or family member, support worker or professional.

For more information, please contact:
Diana Cadogan
216 Goldhawk Road
London W12 9NX
T 020 8735 4600
E diana.cadogan@yarrowhousing.org.uk