



NORSACA
quality of life for people with autism

RESIDENTIAL INFORMATION

Location: 1 The Poplars, Station Road, Whitwell, Nottinghamshire, S80 4TD
Tel: 01909 722244

Registered Manager: Lorna Durrant
Email: lornad@norsaca.org.uk



Registered Provider: NORSACA Adult & Young Persons Services,
Eastwood House, 10 Mill Street, Clowne, Derbyshire, S43 4JN

Director: Fred Parsons
Tel: 01246 810101 **Fax:** 01246 810207
Email: fredp@norsaca.org.uk

Responsible Person: Andrea Hunter
Tel: 01246 810101 **Fax:** 01246 810207
Email: andreah@norsaca.org.uk

Aims and Objectives



NORSACA
quality of life for people with autism

NORSACA Adult & Young Persons Services is a registered charity which aims to ensure that opportunities are made available to service users to maintain their individuality, maximize their independence and enhance their quality of life.

Philosophy

The service will:

- ⇒ Promote equal opportunities
- ⇒ Be sensitive to peoples' needs
- ⇒ Respect people & preserve their privacy and dignity
- ⇒ Put the needs of the service user at the centre of decision making in respect of their individual care and their involvement in the decision making process
- ⇒ Provide information on which service users and appropriate others may base their decisions
- ⇒ Meet individual needs through a process of assessment, planning, implementation and evaluation
- ⇒ Enable service users to maintain existing skills and interests and encourage new ones.
- ⇒ Support a multi agency approach drawing on the experience of others to meet identified needs

Life in a communal setting, and the need to accept help with personal tasks, are inherently invasive of an individuals ability to enjoy the pleasure of being alone and undisturbed. We retain as much privacy as possible for our service users in the following ways:-

- ⇒ Providing intimate care support as discreetly as possible.
- ⇒ Helping service users to furnish and equip their rooms in their own style and to use them as much as they wish for leisure and entertaining.
- ⇒ Offering a range of locations around the accommodation for service users to be alone or with selected others.
- ⇒ Ensuring the confidentiality of information the organisation holds about individuals.

Disabilities quickly undermine dignity, so we try to preserve respect for our service users' intrinsic value in the following ways.

- ⇒ Providing choice and meaningful ways to express preferences
- ⇒ Supporting Individuals to present themselves to others as they would wish through their own clothing, their personal appearance and their behavior in public.
- ⇒ Offering a range of activities which enables service users to express themselves as a unique individual.

The Service



NORSACA
quality of life for people with autism

1 The Poplars is a 5 bed accommodation providing 24hr personal & social care to male and female adults who have an autistic spectrum condition (ASC).

ASC is a pervasive developmental disorder affecting communication, socialisation & flexibility of thought. Its manifestation is variable for individuals.

For those at the Poplars it includes but is not restricted to;

- ⇒ An impairment in the ability to accurately process and retain information
- ⇒ An impairment in communication skills
- ⇒ A rigidity in thought processes
- ⇒ An inability to accurately assess risk
- ⇒ An impairment in the ability to forward plan and a lack of understanding of the consequences of such action
- ⇒ A lack of empathy
- ⇒ Difficulty in developing appropriate relationships

The experienced support team at The Poplars develop **person centred plans** with service users and appropriate others which help to identify specific needs and desires.

The further development of 'need & desire' specific individual support plans enables consistency in support whilst lessening the opportunity to over or under support.

These areas include;

- ⇒ Personal care
- ⇒ Development of Independence
- ⇒ Creating opportunities for social involvement/inclusion
- ⇒ Maintaining family links
- ⇒ Accessing main stream facilities
- ⇒ Ensuring the health, safety and wellbeing of individuals
- ⇒ Helping service users to take reasonable and fully thought-out risks.

The Support Team



NORSACA
quality of life for people with autism

The service is managed by an appropriately qualified and experienced manager (minimum NVQ level IV).

All staff at The Poplars has received an enhanced CRB and training appropriate to their role. This includes but is not confined to;

- ⇒ LDQ
- ⇒ NVQ II (minimum for direct support workers)
- ⇒ SVA
- ⇒ MCA
- ⇒ DOLs
- ⇒ First Aid
- ⇒ Food Safety
- ⇒ Moving & Handling
- ⇒ Medication
- ⇒ Autism Specific Physical Intervention & Reactive Educational Strategies
- ⇒ Health & Safety
- ⇒ Infection Control

Training needs and opportunities for further development are identified through supervision and annual appraisal for all staff.

All staff have a professional responsibility to respect the rights of service users, treat them with respect and dignity and protect them as far as possible from danger or harm.

Evaluation of Service

The service is monitored and evaluated by a number of internal & external bodies.

- ⇒ Services user verbal and none verbal communication
- ⇒ Parent/carer feedback
- ⇒ CQC www.cqc.org.uk
- ⇒ Bild Quality Network Process (details of which can be found on www.bild.org.uk)
- ⇒ Regular review of Individual Support Plans
- ⇒ Self Assessment Monitoring Process