Information Brochure

"Working Together Delivering Excellence"

Hansel: Working for people with support needs
Hansel is committed to working together and building relationships with all our customers and the people who are important to them. This helps us to deliver the highest quality support that is person-centred and responsive to our customers’ needs and choices.

We invite our customers to be involved and consulted within all aspects of their lives. We support each person’s right to have a voice and to experience equality, choice, dignity and respect.

We work collaboratively with each person to explore every opportunity to identify and achieve their personal outcomes in their everyday life.

**We deliver the following services and opportunities:**
- Housing support and care at home (supported living)
- Short breaks and respite care
- Community lifestyles
- Community support
- Small Group Living / Residential support
Hansel provides a range of supports for people living within their own communities. Some people prefer to live in their own home, or perhaps share living arrangements with a friend.

Supported Living Services are community based. We provide a range of support for adults with learning disabilities or autism to live in their own homes and access their local community.

**We have three Supported Living Services:**

- North Ayrshire Supported Living
- South Ayrshire Supported Living
- On-Site Supported Living

We work to ensure that the customers we support are at the centre of all our efforts and their choices and views are respected. The service works in partnership with our customers, parents and families, and health and social care authorities to ensure a secure and nurtured environment for customers which can provide positive outcomes and opportunities for the future. Supports can be from 1 hour per day to 24 hours per day.

**Our aims:**

- To help customers maintain their own tenancy and be a good neighbour
- To empower customers to achieve and realise their dreams and aspirations
- To support customers to achieve and maintain a healthy lifestyle
- To support customers to engage with and make contributions to their communities
- To ensure customers are recognised as equals and treated with dignity and respect
- To support customers to develop and maintain friendships
- To promote customers’ confidence and quality of life through learning and practising independent living skills.

**Outcomes include:**

- Achievement of maximum independence and social responsibility
- Life skills and their application in every day settings
- Integrating effectively in the local community
- Opportunities to make decisions and choices
- Development of friendships and acquaintances
- Leading a satisfying and fulfilling life
- Accessing leisure and social activities, and also building social networks
- Accessing educational opportunities
- Developing new interests and experiences
- Accessing employment, voluntary work and meaningful activities
- Support with all aspects of money management
- Support with all aspects of health care / personal care, including support with medication

Our practice ensures that customers are involved in their care management wherever possible, alternatively we would seek to involve family advocates, or someone who knows the person well, to support each customer to identify his or her choices.
Some people choose to live in small group living houses where they can enjoy company and friendships. Hansel has the following houses where we support people in this way.

**Crail & Wilson (Broadmeadows, Symington)**

Crail House and Wilson Houses were registered as a joint service in October 2011, primarily to support the needs of older adults with a learning disability, some of whom had developed age-linked or life limiting conditions, including dementia. We have a wide range of care needs within our services, and team members must be flexible in their approach to their daily tasks – from providing basic personal care, to supporting people in daily living skills – maintaining and furthering independence besides getting out and about. Wilson Houses have the capacity to support eight and seven residents and Crail House twelve residents – all of whom will have individual, ever changing needs.

Wilson Houses generally have a younger, more able group – with residents regularly going out and about attending College, Church etc, and enjoying a fulfilling active life. Crail House was built specifically to support older people including those who have developed dementia, and the team there are trained in palliative care and end of life care, with support from our many partners in the health sector, including the Ayrshire Hospice.

Anyone joining our teams can expect to be involved in training to improve or learn new skills, and gain a better understanding of our customer group, and will take up a key worker or co-key worker role to ensure each person using our service is afforded the highest possible standard of care, with as active a life as possible. We work to a twelve hour shift pattern (twenty four hours a day) and rotas must remain flexible to ensure the care needs of those using our service are always met by a hard working, enthusiastic and dedicated team.

**Courtyard and Meadowview (Broadmeadows, Symington)**

The Courtyard and Meadowview offers warm homely places to live and supports 15 unique people who want to enjoy life to the full.

Four individual houses make up The Courtyard / Meadowview. Three cottages are linked internally offering small group living support to 11 individuals. The fourth house is a large detached bungalow offering a small group living environment to four younger people with profound healthcare needs. The people we support need daily help with a range of intimate personal care tasks including help to shower/bathe and with continence support. Some individuals also need assistance to eat and drink safely.

Houses 3 and 5: offers person centred support for individuals who live with varying degrees of complex health, mobility & communication support needs.

House 4: offers support for two ladies who are socially vulnerable but really enjoy help to make their own choices and be in control of their lives as much as possible.

House 8: offers support to two ladies and two men. Each person lives with a very high level of physical and health need in all areas of daily life. The purpose built house called Meadowview has integrated tracking hoists and lots of space for people to move in and out their wheelchairs, for example.
Our team approach adopts a “can do attitude”. As well as all the usual day to day routines of people, we also support people to participate in a wide range of opportunities, like attending the Commonwealth Games ceremonies; Rihanna, Lady Gaga and Pink concerts, and many more. We offer a range of social support choices to help people develop and keep meaningful and active links with their own community. Family and friendships are so important.

The Courtyard / Meadowview team work 12 hour shifts: 13 shifts over a 4 week period, one week is nightshift. This approach we have found offers people consistency and flexibility.

So if you have strong team skills, energy, creativity, enthusiasm for life and really want to make a difference then the Courtyard is the place for you!

**Shawburn (Prestwick)**

Shawburn is a Residential Service, for up to 9 people, situated in Prestwick, close to all local amenities. It is well served with public transport and close to the main route to Glasgow.

The first residents moved into Shawburn in May 1997. One original resident remains, with all others choosing to move to their own homes within the local community.

All residents living at Shawburn are supported to lead the lifestyle they choose. All staff are dedicated to ensuring that everyone who resides at Shawburn has the opportunity to realise their full potential and achieve their ambitions. Everyone living at Shawburn is encouraged to have a say in the direction of the service.

Many of the people living in Shawburn have active social lives and are supported to access community resources such as: college, voluntary work, local shops, restaurants, pubs, Hansel services, theatre, cinema.

A system of key workers and co-workers is in place to ensure that residents have continuity of support. Shift patterns are variable but do include 12 hour shifts.
Hansel provide support to people within their own area, using local resources and to help create opportunities to make and sustain friendships and connections in their own community.

Connect (South Ayrshire)
What’s the most important thing in your life? The relationships we have with other people are important to us – our family, our friends and other important people. People living with learning disabilities and autism say the same, relationships are really important.

At Connect we take the lead from the people we work with, working alongside each person to help create opportunities to make and sustain friendships and connections in their own local community.

We work alongside our customers in a number of different ways:

- **One to one support**
  We work alongside our customers to plan outcome focused, person-centred opportunities to develop and grow in their own lives.

- **Shared Support**
  We facilitate opportunities for friends to meet up and to build and maintain relationships.

- **Small Groups**
  Opportunities where a small group of people who share a similar interest or outlook on life come together and we work alongside them to ensure this continues.

- **Larger Groups**
  Sometimes our customers come together to share opportunities in a larger group. This can be horticultural therapy, photography, cooking, dance, drama and much more.

We focus on relationships and working alongside our customers to build and maintain safe positive relationships with other people. We connect people to places and things to do through these relationships.
Respite and Short Breaks

Hansel helps to ensure people can enjoy time away from home in the form of either a short break for a couple of days or up to two weeks at a time. Hansel’s short breaks provide people with a unique opportunity to plan a supported holiday whether it is exciting activities or a relaxing holiday with a small group of friends. Visitors can enjoy a range of planned activities in and around Ayrshire.

Our aims are:
- To offer a flexible, individual Respite Service
- To offer a needs-led service
- To create a friendly, homely environment

Our outcomes are:
- Greater independence through making choices
- Improved confidence and wellbeing
- Friendship and fun
- Feeling safe and in control

We offer respite in the following areas:

**The Cabin**
The Cabin is a homely bungalow with 7 single bedrooms. We provide a service for 7 visitors each week. Each of our visitors will have a wide range of needs and expectations therefore we work with each person as an individual, striving to meet their aspirations and goals for their break. Visitors can expect to enjoy activities such as going to the cinema, bowling or the pub - whatever they choose to achieve their outcomes.

**Craig Tara Caravans**
We have 2 caravans at Haven where our customers can enjoy an assisted short break and take part in leisure activities such as rock climbing, swimming and archery. The spa is also available for those who would like a more relaxing break!

**Taigh Mor**
Taigh Mor is an 8 bedded bungalow set in the picturesque town on Beith and offering short breaks for our visitors within the North Ayrshire area and beyond. The atmosphere at Taigh Mor is vibrant, friendly and welcoming. Our visitors can expect to enjoy outings such as adapted go-karting/cycling, cinema trips, nature walks to more relaxing activities such as game nights and Namaste groups. In addition we also have a fully equipped sensory room.

We offer our team members specialised training to enable us to effectively support our visitors with a range of health care needs and we work closely with our colleagues in health and social work. Our team members are committed to ensuring our visitors have an enjoyable respite experience with us.
“Workers all work the same, they help me out, do things with me and give me time to myself, when people say hello to me they don’t butt in”

“Delighted with the support provided. All workers are very committed and take the time to get to know you”
“Great, outstanding, wonderful ... the Cabin is a great place to visit”

“They always try to match staff that support me. I like them having the same interests”

“An excellent organisation”
"The care and support the staff give is excellent, they all care about what they do"

"I am treated fairly, it is very good support"
“My daughter is happy, has an active social life and her needs are well catered for”

“I am very happy with the care provided and have full confidence in the staff”

"Good, friendly, caring staff who do everything they can to make sure I have a good holiday. I love Hansel’s support."
Head Office:

Broadmeadows, SYMINGTON, KA1 5PU
Tel: 01563 830340
Fax: 01563 830019
Email: info@hansel.org.uk

www.hansel.org.uk