



THE ROYAL BOROUGH OF  
KENSINGTON  
AND CHELSEA

**Services for children and young people with  
special educational needs and disabilities**

# **LOCAL OFFER**

## **Adult Social Care**



# Adult Services

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# Advocacy Project - Big Voice

## What does this service do?

The Advocacy Project Big Voice facilitates self advocacy groups so people with learning disabilities can develop the skills they need to self advocate and promotes their inclusion in the development of services through their participation in the Borough's Learning Disability Partnership Board and its sub-groups.

## Who is this service available to?

Any adult resident of Royal Borough of Kensington & Chelsea with a learning disability.

## How do you access this service?

Big Voice is the main self advocacy group open to all Kensington and Chelsea residents with a learning disability. As well as developing self advocacy skills, the group talk about the Partnership Board topics, sub groups and other issues/services that are important to them. Big Voice is held on the 2nd and 4th Thursday of every month from 1.30pm until 3.00pm at the Venture Centre, 103a Wornington Road W10. People can refer themselves by dropping in on the day or referrals can be made by phoning the number below. Professionals can pass The Advocacy Project's contact details to people who may be interested and support them to refer themselves.

All About Us is a self advocacy group for people with high support and complex needs. People attending this group require a longer time to understand issues and topics. All About Us is held on the 1st, 3rd and 5th Thursday of each month from 1.30pm until 3.00pm at the Venture Centre, 103a Wornington Road W10. People can refer themselves by dropping in on the day or referrals can be made by phoning the number below. Professionals can pass the The Advocacy Project contact details to people who may be interested and support them to refer themselves.

Pop-Ups are additional consultation meetings to support the work of the Learning Disability Partnership Board. These meetings take place in the community and target those who are unable to attend Big Voice or All About Us. Information is sent out as and when meetings are arranged. People can refer themselves by phoning the number below. Professionals can pass on The Advocacy Project's contact details to people who may be interested and support them to refer themselves.

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 from each borough, talk about the important changes to services and 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. People can refer themselves by phoning the number below. Professionals can pass The Advocacy Project's contact details to people who may be interested and support them to refer themselves.



# Adult Services

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

Big Voice is monitored internally through management procedures. Big Voice also has a Management Committee of people with learning disabilities from Kensington and Chelsea who are responsible for managing the project and ensuring that it is members-led. The Big Voice Management Committee ensure that Big Voice 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 Big Voice is monitored by Kensington and Chelsea Contract Monitoring team.

### **i** FOR MORE INFORMATION, PLEASE CONTACT:

Please call Karen Ludford

T 020 8962 8695 or 07983 228 997

## Carers Kensington & Chelsea

### What does this service do?

Carers Kensington & Chelsea provide free advice and information to carers looking after someone who lives in Kensington and Chelsea.

Carers Kensington & Chelsea can provide advice on:

- Benefits and grants for carers and their family
- Community care assessments and carers assessments
- Carers Personal Budgets
- Local services available for carers (including health, support, activities, outings and counselling); and
- How to get support for the person with care needs.

### Advice sessions

Carers Kensington & Chelsea run regular advise sessions for carers at the following locations:

- Customer Services Centre, Kensington Town Hall, Hornton Street, London W8 7NX, Mondays 10am – 12pm.
- Redcliffe Surgery, 10 Redcliffe Street, London SW10 9DT, Tuesdays 2pm – 4pm.
- Portland Road Practice, 16 Portland Road, London W11 4LA, Wednesdays 10am – 12pm.

### Events

Carers Kensington & Chelsea also runs annual events for carers during Carers Week in June, and for Carers Rights Day in November, and also a quarterly Carers Forum.

### Carers Newsletter

To keep carers up to date; Carers Kensington & Chelsea produces quarterly News for carers newsletter, which is sent directly to all carers registered with the council and is also available to be picked up at GP surgeries around Kensington & Chelsea.

### Who is this service available to?

All unpaid carers looking after an ill or disabled relative, or a friend who lives in Kensington and Chelsea.

### How do you access this service?

Carers Kensington & Chelsea accepts referrals from a wide range of professionals such as GPs, social workers, and voluntary sector organisations. Carers can also self-refer.

Carers Kensington & Chelsea can provide information and advice over the phone and via email. Carers Kensington & Chelsea also offers face to face appointments in the GP surgeries and a drop-in service at the Customer Service Centre without an appointment.

Home visits can be offered to carers who have mobility problems or to those who cannot leave the person they care for at home alone.

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

Carers Kensington & Chelsea follow a series of internal procedures and protocols. This includes:

- Contract monitoring by the local authority.
- An annual Carers Survey for quality assurance and development purposes, Carers Kensington & Chelsea sends out an annual Carers Survey for customers to participate in and give their feedback.
- Event evaluations for quality assurance and development purposes. Carers Kensington & Chelsea asks customers to give their feedback after each event. Carers Kensington & Chelsea listens to carers and tries to ensure that future events reflect carers ideas.

### **i** FOR MORE INFORMATION, PLEASE CONTACT:

Monika Leszewska and Gabriela Soltysik

Advice and Information Officers

Carers Kensington & Chelsea

T 0800 032 1089

E [kandc@carersuk.org](mailto:kandc@carersuk.org)

W Website: <http://www.carersuk.org/about-us/throughout-the-uk/carers-kensington-chelsea>

## EPIC

### What does this service do?

- 1) Provide impartial information, advice and guidance on careers, education, employment and training to young people and their parents/carers.
- 2) Attend annual reviews at key transitional points to support the transition plan.
- 3) Meet with young people and or their parents/ carers to complete the assessments to ensure educational support is received in their new setting.
- 4) Support young people and or their parents/ carers with action planning to ensure a smooth transition for the young person.
- 5) Work closely with educational institutions and other organisations involved with the young person to ensure a holistic multi-agency

approach when completing assessments.

- 6) Provide information to Government agencies and other relevant agencies on the destinations of all young people supported by EPIC.
- 7) Work with young people who are not in education, employment or training (NEET) by meeting with them to refer them to appropriate voluntary organisations or personal development opportunities.

### Who is this service available to?

Young people aged 13-25 (up to the age of 25), who either have an assessment of special educational needs or have learning difficulties and/disabilities.

### How do you access this service?

Young people who are at school are normally referred to the service from the special education needs department.

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

- Contract monitoring by the local authority
- Matrix Standards - Quality Standards for information, advice and guidance services.
- An annual 'Student Survey' for quality assurance and development purposes, EPIC release an annual Young Person's Survey for customers to participate in and provide their feedback.

### **i** FOR MORE INFORMATION, PLEASE CONTACT:

Beverly Drake Young People's Learning Disability/ Difficulty Adviser

T 07851 751 849

E [Beverly.drake@epiccc.org.uk](mailto:Beverly.drake@epiccc.org.uk)

# Adult Services

## Equal People MENCAP Carers Activity Service

### What does this service do?

Equal People Mencap Carers Activity Service run at least 8 supported activities throughout the year for carers of vulnerable individuals in Kensington & Chelsea.

This may include:

- Theatre
- Concerts
- Gardens (e.g. Kew)
- Information events (e.g. Housing, trusts).

## Transport is provided to and from North Kensington

### Who is this service available to?

Carers of vulnerable individuals who live in Kensington & Chelsea.

### How do you access this service?

Contact Equal People Mencap and we will put you on a mailing list and ensure you are informed of all up and coming events.

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

- Quarterly contract monitoring by the local authority
- Feedback forms following each event
- Annual Survey

#### **i** FOR MORE INFORMATION, PLEASE CONTACT:

Nic Walsh (Chief executive)

T 020 8964 0544

E [nwalsh@equalpeoplemencap.org.uk](mailto:nwalsh@equalpeoplemencap.org.uk)

## 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:

1. A Drop-In service Mon-Fri 10-4.30 at our Resource Centre (73 St Charles Square, Ladbrooke Grove, W10 6EJ). We offer support, advice, sign-posting and support to access and liaise with appropriate services as well as a private space to have meetings, and a safe place to see friends, relax, have healthy food and try out new activities or learn new skills.
2. A varied and member-led choice of supported activities running throughout the week. Examples include:
  - Cook & 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
  - 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.
3. Thursday Club – An evening social group running 7pm-9pm every Thursday (transport to and 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.
4. 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 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

### **i** FOR MORE INFORMATION, PLEASE CONTACT:

Yvonne Ndifor (Finance & Facilities Manager)

T 020 8964 0544

E [yndifor@equalpeoplemencap.org.uk](mailto: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 and/or 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 with 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

# Adult Services

- Understanding about personal safety. Challenging harassment, abuse and hate-crime
- Health Monitoring/liaison with health services, making and attending appointments
- Medication administration
- Travel support
- Accessing/Finding work
- Benefit applications/meetings
- Accessing leisure activities
- Building friendships and relationships
- Maintaining family and cultural links
- Holiday support

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 who reside in the Borough of Kensington and Chelsea.

Housing/tenancy support is offered to those 18+ years.

## How do you access this service?

We accept open referrals. 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 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, advocates monitoring individual's satisfaction. Equal People Mencap regularly promote our complaints policy and procedures and manager's meet with customers monthly.

### **i FOR MORE INFORMATION, PLEASE CONTACT:**

Araceli Rodriguez Supported Living Manager

T 020 8964 0544

E [a.rodriguez@equalpeoplemencap.org.uk](mailto:a.rodriguez@equalpeoplemencap.org.uk)

## Full of Life Carers' Advocacy Service

### What does this service do?

Full of Life's Carers' Advocacy service supports parent carers of adults with a learning disability and offers support throughout transition from children's to adult services.

The service ensures that parent carers know their rights and the rights of the person they care for. Parents are empowered and supported to continue their life long role as a parent carer.

The service provides independent practical support, advice and information on the following:

- Benefits and form filling
- Issues relating to social services, such as carer's assessment, needs assessment and access to services
- Issues relating to housing
- Support attending meetings/reviews
- Complaints, support and advice
- Liaising with services and professionals to access the best support for families; and
- Provides a quarterly newsletter for parent carers



The Carers' Advocacy Service also works to ensure that parent carers and their families are at the heart of service development.

## Who is this service available to?

The carers advocacy service is for parent carers of disabled young people and adults over the age of 14 living in the Royal Borough of Kensington and Chelsea.

## How do you access this service?

The majority of Full of Life's services are categorised as universal services, which means that it is available to all children and adults with disabilities and special educational needs.

To access all of Full of Life's services, parents must be parent carers of children or adults with disabilities or special educational needs living in the Royal Borough of Kensington and Chelsea. Parents can self-refer, or be referred by a relevant professional at any time by contacting Full of Life.

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

All of Full of Life's services are quality assured by:

- Quarterly monitoring
- Management committee meetings with professionals from education, health and social care in attendance
- Annual reports/reviews; and
- Parent carer service evaluations via an online survey
- Parents are also given the opportunity to share their views during the Parent Forums.

The young people and staff are also given regular opportunities to give feedback on Full of Life's Services for young people. All of this information is used to shape and develop services.

## **i** FOR MORE INFORMATION, PLEASE CONTACT:

Full of Life  
Kensal House Annex  
379 Ladbroke Grove  
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W10 5BQ  
T 020 8962 9994  
E [info@fulloflifekc.com](mailto:info@fulloflifekc.com)  
Samantha Peters (Carer's Advocate)  
T 020 8962 9917  
E [sam@fulloflifekc.com](mailto:sam@fulloflifekc.com)

The service operates Mondays to Fridays 10am-5pm by appointment only. For more information please contact Samantha Peters directly.

Website: [www.fulloflifekc.com](http://www.fulloflifekc.com)

Facebook: [www.facebook.com/fullofliferbkc](https://www.facebook.com/fullofliferbkc)

Twitter: [www.twitter.com/FOLKINFO](https://www.twitter.com/FOLKINFO)

## Full of Life's Services for Young People

### What does this service do?

Full of Life's Services for young people, offers a day service, afterschool club and holiday activities for young people with complex needs. This service operates 6 days a week with a focus on communication and personal development, new experiences and learning new skills.

The service offers an array of individualised opportunities both in the Full of Life Centre and in the local community. Young people are encouraged to make choices and develop skills through a range of activities and shared experiences.

Through a range of individualised communication aids young people are also able to shape their own futures through the use of person-centred planning. These communication aids include iPads, P.E.C.S and objects of reference.

Full of Life's partnership work with parents, schools, colleges and other services helps to ensure that young people retain personal, social and independent skills.

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## Who is this service available to?

This service is available for young people with complex needs aged 14 to 25 years. The young people must be residents of the Royal Borough of Kensington and Chelsea who require 1:1 or 2:1 support to meet their needs.

## How do you access this service?

The majority of Full of Life's services are available to all children and adults with disabilities and special educational needs.

Full of Life's Services for young people is categorised as a specialist service, meaning that it is only available to young people with complex needs.

To access all of Full of Life's services, parents must be parent carers of children or adults with disabilities or special educational needs living in the Royal Borough of Kensington and Chelsea. Parents can self-refer, or be referred by a relevant professional at any time by contacting Full of Life via phone or email.

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

All of Full of Life's services are quality assured by:

- Quarterly monitoring
- Management committee meetings with professionals from education, health and social care in attendance
- Annual reports/reviews; and
- Parent carer service evaluations via an online survey
- Parents are also given the opportunity to share their views during the Parent Forums.

The young people and staff are also given regular opportunities to give feedback on Full of Life's Services for young people. All of this information is used to shape and develop services.

## **i** FOR MORE INFORMATION, PLEASE CONTACT:

Full of Life  
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379 Ladbroke Grove  
London  
W10 5BQ

T 020 8962 9994

E [info@fulloflifekc.com](mailto:info@fulloflifekc.com)

Jenna Fashola (Centre Manager)

T 020 8969 9993

E [jenna@fulloflifekc.com](mailto:jenna@fulloflifekc.com)

Website: [www.fulloflifekc.com](http://www.fulloflifekc.com)

Facebook: [www.facebook.com/fullofliferbkc](http://www.facebook.com/fullofliferbkc)

Twitter: [www.twitter.com/FOLKINFO](http://www.twitter.com/FOLKINFO)

## Full of Life Information Service

### What does this service do?

The Information Service is a specialist service that has been created to provide practical information for families who have a child/adult with any level of disability and/or special educational needs. All information is relevant to those aged 0 – 25 and above.

The service ensures that families are fully informed about their services, their choices and their rights.

There is an online information service which is fully accessible through the Full of Life website, as well as free downloadable information resources, a telephone advice line, Facebook, Twitter pages and quarterly newsletters.

### Who is this service available to?

Full of Life's information service is available to parents of disabled children/adults of all ages living in the Royal Borough of Kensington and Chelsea.

## How do you access this service?

The majority of Full of Life's services are available to all children/adults with disabilities and special educational needs.

Full of Life's Services for young people is only available to young people with complex needs.

To access all of Full of Life's services, parents must be parent carers of children or adults with disabilities or special educational needs living in the Royal Borough of Kensington and Chelsea. Parents can self-refer, or be referred by a relevant professional at any time by contacting Full of Life via phone or email.

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

All of Full of Life's services are quality assured by:

- Quarterly monitoring
- Management committee meetings with professionals from education, health and social care in attendance
- Annual reports/reviews; and
- Parent carer service evaluations via an online survey
- Parents are also given the opportunity to share their views during the Parent Forums.

The young people and staff are also given regular opportunities to give feedback on Full of Life's Services for young people. All of this information is used to shape and develop services.

### **i FOR MORE INFORMATION, PLEASE CONTACT:**

Full of Life,  
Kensal House Annex  
379 Ladbroke Grove  
London  
W10 5BQ

T 020 8962 9994

E [info@fulloflifekc.com](mailto:info@fulloflifekc.com)

Celine Jones (Information Officer)

T 0208 962 9994

E [info@fulloflifekc.com](mailto:info@fulloflifekc.com)

Website: [www.fulloflifekc.com](http://www.fulloflifekc.com)

Facebook: [www.facebook.com/fullofliferbkc](http://www.facebook.com/fullofliferbkc)

Twitter: [www.twitter.com/FOLKINFO](http://www.twitter.com/FOLKINFO)

## Full of Life's Parent Participation Service

### What does this service do?

Full of Life's Parent Participation Service provides training and parent forums for parents and carers of disabled children and adults. Professionals are often invited to these sessions to give workshops and training on topics such as special educational needs, occupational therapy, challenging behaviour, community care Law, safeguarding and benefits.

It is also an opportunity for parents to share their experiences and expertise, and learn from each other journey of being a parent carer for a disabled child. Parents also gain invaluable emotional support from meeting other parents with similar/shared experiences.

### Who is this service available to?

Full of Life's Parent Participation Service is available to parents of disabled children and adults of all ages living in the Royal Borough of Kensington and Chelsea.

### How do you access this service?

The majority of Full of Life's services are available to all children and adults with disabilities and special educational needs.

Full of Life's Services for young people are only available to young people with complex needs.

To access all of Full of Life's services, parents must be parent carers of children or adults with disabilities or special educational needs living in the Royal Borough of Kensington and Chelsea. Parents can self-refer, or be referred by a relevant professional at any time by contacting Full of Life via phone or email.

# Adult Services

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

All of Full of Life's services are quality assured by:

- Quarterly monitoring
- Management committee meetings with professionals from education, health and social care in attendance
- Annual reports/reviews; and
- Parent carer service evaluations via an online survey
- Parents are also given the opportunity to share their views during the Parent Forums.

Full of Life also provide reports to contact a family who monitor the progress of the service for the Department for Education. Full of Life is part of the North West London Cluster Group of Parent Forums which allows parents from across this area of London to share expertise in the ongoing development of parent forums.

The young people and staff are also given regular opportunities to give feedback on Full of Life's Services for young people. All of this information is used to shape and develop services.

### **i FOR MORE INFORMATION, PLEASE CONTACT:**

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Kensal House Annex  
379 Ladbroke Grove  
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W10 5BQ  
T 020 8962 9994  
E [info@fulloflifekc.com](mailto:info@fulloflifekc.com)

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Website: [www.fulloflifekc.com](http://www.fulloflifekc.com)

Facebook: [www.facebook.com/fullofliferbkc](http://www.facebook.com/fullofliferbkc)

Twitter: [www.twitter.com/FOLKINFO](http://www.twitter.com/FOLKINFO)

## Full of Life's Parent Partnership Service

### What does this service do?

Full of Life's Parent Partnership Service offers independent advice and information about all issues relating to special educational needs. The service informs parents about their rights and the rights of their child under the education law.

The Parent Partnership Service also offers practical help and support with the following:

- Helping parents understand the statutory assessment process for special educational needs.
- Helping parents understand the annual review process.
- Supporting parents to represent their views at meetings via letters or forms.
- Filling in forms and replying to letters if parents are unable to.
- Requesting information on your child's special educational needs.
- Helping parents to understand the system for supporting your child's special educational needs.
- Where there are disagreements The Parent Partnership Service can provide advice and help to get your views across.
- Able to provide advice around special educational needs Tribunals, but cannot act as a representative.

### Who is this service available to?

The Carers' Advocacy Service is for parent carers of school age disabled children and children with special educational needs living in the Royal Borough of Kensington and Chelsea.

## How do you access this service?

The majority of Full of Life's services are categorised as universal services, which means that it is available to all children and adults with disabilities and special educational needs and complex needs.

To access all of Full of Life's services, parents must be parent carers of children or adults with disabilities or special educational needs; living in the Royal Borough of Kensington and Chelsea. Parents can self-refer, or be referred by a relevant professional at any time by contacting Full of Life.

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

All of Full of Life's services are quality assured by:

- Quarterly monitoring
- Management committee meetings with professionals from education, health and social care in attendance
- Annual reports/reviews; and
- Parent carer service evaluations via an online survey
- Parents are also given the opportunity to share their views during the Parent Forums.

The young people and staff are also given regular opportunities to give feedback on Full of Life's Services for young people. All of this information is used to shape and develop services.

### **i FOR MORE INFORMATION, PLEASE CONTACT:**

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Kensal House Annex  
379 Ladbroke Grove  
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T 020 8962 9994

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Allison Ambrogi (Parent Partnership Officer)

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Facebook: [www.facebook.com/fullofliferbkc](http://www.facebook.com/fullofliferbkc)

Twitter: [www.twitter.com/FOLKINFO](http://www.twitter.com/FOLKINFO)

## HF MENCAP - My Life Out and About

### What does this service do?

HF Mencap is a local, independent, person-centred charity working with children and adults with learning disabilities and their parents and carers. We support people with learning disabilities to express their views (voice heard), and to take control throughout decision making processes.

HF Mencap offer My Life Out and About is a community based service offering adults with learning disabilities a broad programme of skill based activities including:

- Art
- Drama
- Music
- Exercise
- Film making
- DJ training
- Sport
- Participating in community activities
- Eating out
- Cinema
- Theatre
- Night clubs and events that are chosen by the customers.

We also provide life skills training around:

- Budgeting
- Shopping for food
- Travel training
- Confidence building; and
- Developing friendships.

We build bespoke packages designed around the individual's needs across the evenings and weekends 7 days a week. A meeting will take place with the manager of the service to find out what programme of activities the person would like to participate in across the week and an assessment of need will take place. The customer is matched with other people in small groups with similar interests and ages.

# Adult Services

We recruit and train all of our support staff to ensure the highest quality service provision and person-centred practice.

## Who is this service available to?

HF Mencap works with adults (18+) who have been diagnosed with a learning disability including mild, moderate, severe, profound and multiple disabilities and complex needs.

## How do you access this service?

My Life Out and About is available to adults with learning disabilities 18 plus using their personal budgets or direct payments. To obtain a personal budget to access some of these services, you will need to be referred by the care management team:

Community Learning and Disability Team

T 020 7313 6843/6880

E [ss.learning.disability@rbkc.gov.uk](mailto:ss.learning.disability@rbkc.gov.uk)

We accept referrals from professionals, families or individuals.

HF Mencap services are advertised on our website and individual projects/services will provide information on how to access each service.

HF Mencap produces a diary of events every month that covers all activities and events that we are delivering for that month and how to access each event with any costs that may be incurred.

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

We provide a variety of methods that service users can give feedback:

- Have your Say Days by annual meetings facilitated by an independent organisation to gain the views and feedback from customers to access what is working well and what is not. This is collated and fed back in a report to staff after each event and improvements reviewed regularly.

- Accessible feedback forms completed by the individual who has accessed HF Mencap projects/services and supported by independent staff to monitor whether they felt their voice was heard, and if they achieved their desired outcomes.
- Contract monitoring and SLA's from the Local Authority, NHS, Trust Funding to measure and monitor outcomes.
- We carry-out regular reviews of our complaints and procedures.

FOR MORE INFORMATION, PLEASE CONTACT:

Amanda Henman (Business Development Manager)

Stamford brook Centre

14 -16 Stamford Brook Avenue

London W6 0YD

T 020 8748 5168

E [Amanda.Henman@HFMencap.org](mailto:Amanda.Henman@HFMencap.org)

W [www.hfmencap.org](http://www.hfmencap.org)

## Lancaster Youth Centre

### What does this service do?

We are a fully integrated youth club with the aim to:

- Facilitate, resource and co-ordinate a wide range of responsive and accessible provision for young people identified as having a Learning Disability/Difficulty.
- To create and information environment which is conducive to promoting personal and social education.
- To promote integrated between young people from different backgrounds and abilities.
- To develop interest and help young people gain skills and accreditation which will enhance their employment opportunities.

Regular activities include:

- Boxing training
- Cooking
- Table tennis
- Recording studio sessions
- Quizzes
- Football

- Film nights
- T-shirt and design and printing
- Keyboard lessons
- Art
- Play station 4 games on large screen
- Quizzes and puzzles
- Make up and beauty
- Debates on topical issues

The regular program is complimented by a variety of educational and recreational events and trips. Members have access to a fully equipped computer room linked to the Internet. We have a studio and our members are trained to use it. We have a volunteer scheme for young people to help them get experience of being a youth worker.

We offer free transport to and from the centre for young people with disabilities.

We are open four evenings a week from 7-00pm to 10-00pm. Monday, Tuesday and Thursday evenings are open integrated sessions.

Wednesday is exclusive to young people who have learning difficulties/disabilities. We also have a homework club on Saturday morning from 10-00am till 4-00pm.

## Who is this service available to?

Young People between the ages of 13-25 years who have a learning difficulty/disability.

## How do you access this service?

Any young person between 13-19yrs (up to 25yrs for learning disabilities/difficulties) can attend the centre. There is no entrance or membership fees. Users will have to fill out a membership form and a medical form if they have a learning disability/difficulty.

If a young person requires 1:1 help they would need to contact the centre co-ordinator who would arrange a meeting to discuss their needs.

We take referrals from several agencies.

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

- The centre is monitored against various set targets for the year on an electronic register system. Borough Commissioners inspect the data.
- Individual files on learning difficulty/disability members are kept and progress is monitored.
- Areas and examples of personnel social development are monitored and recorded in the debrief sessions at the end of each session.
- We have been inspected by OFSTED on two occasions in the last ten years and were deemed excellent on both occasions.
- Managers attend various sessions on a regular basis to ensure quality of service.
- Staff meet regularly to evaluate past work and to plan for the future.
- Regular supervision sessions with management.
- A yearly Borough wide youth satisfaction survey is held.

### FOR MORE INFORMATION, PLEASE CONTACT:

Mick Mckenna - Centre Co-ordinator

T 020 7598 4901

M 07789 459 003

E [mick.mckenna@epiccc.org.uk](mailto:mick.mckenna@epiccc.org.uk)

## Learning Disabilities Resource Centre

What does this service do?

The Learning Disabilities Resource Centre is a social services day service for adults with complex physical and learning disabilities. The centre provides a person-centred service that supports individuals to access community and centre-based activities /experiences focused on:

- Education
- Leisure
- Recreation; and
- Volunteer opportunities within the Royal Borough of Kensington and Chelsea.

# Adult Services

Activities include:

- Swimming
- Aerobics
- Visiting local museums/parks
- Cooking groups
- Advocacy
- IT sessions
- Art
- Yoga
- Massage
- Music
- Using public transport; and
- Volunteer opportunities ( Litter Picking & Office based work)

The centre-based work focuses on the needs of the wheelchair users that attend our service offering physiotherapy exercises and individualised physiotherapy programmes, in conjunction with the physiotherapy team based in the Community Learning Disability Team (situated on site). This also extends to Pastoral care issues.

## Who is this service available to?

Individuals with a complex physical & learning disability and health issues aged 18-65 years. This includes wheelchair users, individuals with challenging behaviour's, Autism, Epilepsy and communication difficulties.

## How do you access this service?

Individuals are referred to the service via Care Management using the formal referral process and forms:

**Community Learning and Disability Team:**  
**Telephone: 0207 313 6843/6880**  
**Email: [ss.learning.disability@rbkc.gov.uk](mailto:ss.learning.disability@rbkc.gov.uk)**

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

This service is run in line with the standards of care set out by Kensington and Chelsea. Regular reviews with customers, parents, carers and care management to shape a person-centred service.

A complaints procedure operates which can be accessed by customers of the service including parents and carers.

### **i FOR MORE INFORMATION, PLEASE CONTACT:**

**Steve O'Sullivan – Day Services Modernisation Manager**

**T 020 7313 6825**

**E [Steve.O'Sullivan@rbkc.gov.uk](mailto:Steve.O'Sullivan@rbkc.gov.uk)**

**John Hendry – Day Services Co-ordinator**

**T 020 7313 6821**

**E [John.Hendryendry@rbkc.gov.uk](mailto:John.Hendryendry@rbkc.gov.uk)**

**Nathan-Page-Stabler –Day Services Co-ordinators**

**T 020 7313 6821**

**E [Nathan.Page-Stabler@rbkc.gov.uk](mailto:Nathan.Page-Stabler@rbkc.gov.uk)**

**The Community Learning Disability Team**

**T 0207 313 6843**

**E [l.d.admin@rbkc.gov.uk](mailto:l.d.admin@rbkc.gov.uk)**

## LDN 4 U

## 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:

**Community Learning and Disability Team:**

T 020 7313 6843/6880

E [ss.learning.disability@rbkc.gov.uk](mailto:ss.learning.disability@rbkc.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.

### **i FOR MORE INFORMATION, PLEASE CONTACT:**

Ryan Anderson  
Service Manager LDN  
[randerson@wspld.org](mailto:randerson@wspld.org)  
16a Croxley Road  
London  
W9 3HL  
T 020 8968 7376

Mari Koponen  
Team Manager LDN 4 U Westminster  
E [mkoponen@wspld.org](mailto:mkoponen@wspld.org)  
T 020 8968 2686

# Adult Services

## 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

### **i FOR MORE INFORMATION, PLEASE CONTACT:**

Ryan Anderson  
LDN Service Manager  
E [randerson@wspld.org](mailto:randerson@wspld.org)

Christine Joseph  
LDN Manager  
E [cjoseph@wspld.org](mailto:cjoseph@wspld.org)

16a Croxley Road  
London  
W9 3HL  
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.

### **i 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

## Look Ahead Care and Support - Amy Garvey House

## What does this service do?

Amy Garvey House is a supported living project based in the Royal Borough of Kensington and Chelsea for young adults with a mild learning disability, physical disabilities and/or mental health issues looking to move on to independent living.

Ideally customers stay in the project for about two years to gain the required skills that allow them to live independently and then move onto independent living.

The project consists of 11 self-contained flats, a communal space and kitchen, a small courtyard for gardening activities and a laundry room. 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.

Using personal budgets, customers can choose to have all of their care and support provided by Look Ahead Care and Support, or you can choose another agency/individual to provide some aspects of your care.

Areas of support at Amy Garvey includes:

- Set goals and make informed choices
- Manage personal care
- Go shopping and attend appointment
- Build daily living skills including laundry, cooking, managing their finances and tenancy
- Manage risks positively
- Join in group activities at the services; and
- Engage in social activities in the community

# Adult Services

## Who is this service available to?

This service provides accommodation to males and females aged between 18 and 35 with mild learning disabilities, physical disabilities and mental health issues.

The whole building, except the courtyard, is fully accessible by wheelchair.

The office is located at the back of the project to enhance the idea of independent living however customers have free access to the office from 7:30am to 11:00pm.

Between 11:00pm and 7:30am staff are on call. There is 'sleep-in' support in the building in a special flat located on the second floor. There is also an electronic pull-cord alert system for security and safety purposes that alert staff if residents experience a problem and need assistance.

## How do you access this service?

Amy Garvey House is a specialist service that requires a referral from the Community Learning and Disability team. Individuals wishing to access this service must be known to the Community Learning and Disability team or the Adults Transition team in Kensington and Chelsea.

The Community Learning and Disability team 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 and Disability team will make a referral to Amy Garvey House.

Amy Garvey House will follow their own assessment process to determine the level of support the individual needs to support their care plan.

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

Amy Garvey House is registered through the Care Quality Commission (CQC) and follows the Care Quality Commission outcomes standards for CQC regulated activities – Personal Care.

The service is also monitored by Kensington and Chelsea's contract management 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.

### **i FOR MORE INFORMATION, PLEASE CONTACT:**

Community Learning and Disability Team:

T 020 7313 6843/6880

E [ss.learning.disability@rbkc.gov.uk](mailto:ss.learning.disability@rbkc.gov.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 the Royal Borough of Kensington and Chelsea Community Learning Disability Team:

### Community Learning and Disability Team

Telephone: 0207 313 6843/6880

Email: [ss.learning.disability@rbkc.gov.uk](mailto:ss.learning.disability@rbkc.gov.uk)

Individuals wishing to access this service must be known to the Community Learning Disability or the Transition team in Kensington and Chelsea.

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.

## 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 RBKC's and Westminster's contract management team.

The service is also monitored by Kensington and Chelsea 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.

### **i FOR MORE INFORMATION, PLEASE CONTACT:**

Community Learning and Disability Team:

T 020 7313 6843/6880

E [ss.learning.disability@rbkc.gov.uk](mailto:ss.learning.disability@rbkc.gov.uk)

# Adult Services

## PIP Community Development Project

### What does this service do?

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

Pursuing 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 around 9-12 months although this may be extended if appropriate.

### 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.

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 to find new networks and activities to participate in.

### 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 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?

Pursuing 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.

#### **i FOR MORE INFORMATION, PLEASE CONTACT:**

Katherine Gale (Service Coordinator)

Telephone: 020 8960 4004

Email: [katherineg@piponline.org.uk](mailto:katherineg@piponline.org.uk)

Website: [www.piponline.org.uk#](http://www.piponline.org.uk#)

# Personal Independent Paths (PIP) Travel Training

## What does this service do?

Pursuing Independent Paths supports adults with learning disabilities to achieve their full potential. Pursuing 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; and
- Greater participation and visibility in the community

## 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.

## 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. This may take place at Pursuing 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 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 undertake a trial session; and if successful the travel training will commence.

## 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:

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

### **i FOR MORE INFORMATION, PLEASE CONTACT:**

Katherine Gale (Service Coordinator)

T 020 88960 4004

E [katherineg@piponline.org.uk](mailto:katherineg@piponline.org.uk)

W [www.piponline.org.uk](http://www.piponline.org.uk)

# Adult Services

## Personal Independent Paths W9

### What does this service do?

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

Pursuing Independent Paths W9 Creates opportunities for independent living skills and community integration, including:

- Literacy and numeracy
- Managing money
- Preparation for employment
- Nutrition
- Cooking and healthy eating
- Exercise and lifestyle choices
- Arts and crafts; and
- Theatre and drama

### 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 progress meeting their aspired goals and outcomes.

- An annual 'Student Survey' for quality assurance and development purposes. Pursuing Independent Paths release an annual Student Survey for customers to participate in and give their feedback.

#### **i FOR MORE INFORMATION, PLEASE CONTACT:**

Katherine Gale (Service Coordinator)

Telephone: 0208 8960 4004

Email: [katherineg@piponline.org.uk](mailto:katherineg@piponline.org.uk)

Website: [www.piponline.org.uk](http://www.piponline.org.uk)



# Piper House

## What does this service do?

Piper House is a supported living scheme, which promotes the importance of independence and community integration amongst its residents (otherwise referred to as customer).

Piper House is a newly refurbished building. It consists of 12 flats (11 studio flats and one, one bedroom flat), a staff office and visitor accessible toilet and staff room on the first floor. There is a fully accessible passenger lift for wheel chair users; serving upper floors. Internal doors are power operated and access controlled for staff and residents to ensure safety. Specially designed Kitchen space with adjustable height to enable individuals to be involved in meal preparation. 8 of the flats have a ceiling track hoist from the bathroom to the bedroom area for people with physical disability/s. There is a telecare system (cords) that alert staff if residents experience a problem and need assistance. The telecare system is linked to fire alarms; smoke systems; and door entry system for security and safety purposes. Moreover there is a communal lobby area and a garden on the ground floor, which is available to both residents and visitors.

Personal support and care assistants are available 24/7 and are employed by Look Ahead Care and Support and paid for via a contract with the local authority. By using your personal budget you can choose to have all of your care provided by Look Ahead or you can use another agency or individual to carry out some aspects of your care.

The staff's remit is to provide residents with personal care and support in the following areas:

- Cooking
- Food Shopping
- Planning i.e. financial
- Travel assistance
- Accessing leisure activities/facilities
- Booking and/or arranging visits; and
- Support with personal hygiene

Where necessary, the staff will assist with the above matters and more. They are further

responsible for contributing to the customer's multi-disciplinary meetings and will feedback to other professionals about the customer progress on a weekly basis.

## Who is this service available to?

Piper House provides specialist accommodation to individuals aged 18+ who have a learning disability, and complex physical and/or behavioural needs.

## How do you access this service?

Piper House is a specialist service that requires a referral from the community learning and disability team. Individuals wishing to access this service must be known to the Community Learning Disability Team or adult's transition team in Kensington and Chelsea.

The Community Learning Disability Team 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 Team will make a referral to Piper House. Piper House will follow their own assessment process to determine the level of support the individual needs to support their care plan.

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

Piper House is registered through the Care Quality Commission and it is monitored by Kensington and Chelsea contract management team. In addition, Piper House has a customer complaints process that residents, parents and/or carers can use to raise their concerns in confidence.

### **i FOR MORE INFORMATION, PLEASE CONTACT:**

Community Learning and Disability Team:

T 020 7313 6843/6880

E [ss.learning.disability@rbkc.gov.uk](mailto:ss.learning.disability@rbkc.gov.uk)

# Adult Services

## Pure Innovations – Pure Employment

### What does this service do?

Pure Innovations (Pure Employment) support people into work known as ‘supported employment’ to support people with disabilities and other barriers to secure and retain employment.

At the heart of this is working in partnership with the people we support and businesses, so that they can employ valuable workers. We aim to create sustainable long-term employment and careers.

We use a personalised approach tailored to each job seeker’s and employer’s needs from an intensive method such as Training in Systematic Instruction, to help with confidence building and communication, to prepare them for work.

In work we identify the most ‘natural’ ways in which employers can support people and maintain and develop good working relationships with employees. In addition we provide people with tailored work experience opportunities as well as voluntary work. Pure Innovations also provides individualised job coach support as well as in work reviews with an individual and their manager.

We also work in partnership with Nova to provide pre-employment support workshops.

### Who is this service available to?

Pure Innovations work with individuals who have mild, moderate and severe learning disabilities aged 18+. We also provide employment support to individuals that have learning disabilities, mental health needs, physical disabilities and sensory impairments.

### How do you access this service?

Pure Employment is a specialist service that requires a referral from care management services or a related primary care service:

Community Learning and Disability Team

T 020 7313 6843/6880

E [ss.learning.disability@rbkc.gov.uk](mailto:ss.learning.disability@rbkc.gov.uk)

Following a review of the referral; an initial meeting is held with the individual with either the service manager or an experienced employment officer. Work aspirations are identified as well as a detailed discussion of previous work history, skills and abilities.

The initial meeting is also an opportunity to develop a basic employment “pathway” where individual goals and action plans are drawn up, which focus on the most appropriate individualised route into work.

A short period of time is then given to the individual so that they can consider whether Pure Employment is the right service for them. If it is, then we embark on a detailed work development plan that goes into preferred work choices, hours, benefit support, travel to work, assessment of skills and abilities. We also establish how an individual’s health will impact on their work progress and work out reasonable adjustments.

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

Pure Innovations is contractually monitored by the local authority and also employs its own Quality Audit system as well as conducting client surveys and exit questionnaires.

#### **i FOR MORE INFORMATION, PLEASE CONTACT:**

Paul Featherstone (Team Manager)

T 0207 937 1611

M 07872 420 329

E [paul.featherstone@pureinnovations.co.uk](mailto:paul.featherstone@pureinnovations.co.uk)

W [www.pureinnovations.co.uk](http://www.pureinnovations.co.uk)

# Pursuing Independent Paths - SW1 Enabling Access to the Local Community (PIP)

## What does this service do?

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

Pursuing Independent Paths SW1 Enabling access to the local community, including:

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

## Who is this service available to?

Pursuing Independent Paths work with individuals diagnosed with mild, moderate and severe learning disabilities aged 18 years and over. Pursuing Independent Paths also work 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 through their key services.

## 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:

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

### **i FOR MORE INFORMATION, PLEASE CONTACT:**

Katherine Gale (Service Coordinator)

T 020 88960 4004

E [katherineg@piponline.org.uk](mailto:katherineg@piponline.org.uk)

W [www.piponline.org.uk](http://www.piponline.org.uk)

# Adult Services

## Integrated Transition Team

### What does this service do?

Transition in to adulthood and from children's to adult social care services can be a time of high stress and anxiety for many and we aim to make this transition as seamless as possible. We are an 'integrated' team. This means that we have both health and social care professionals working together to assess and plan to meet the needs of the young person.

Currently within the team, we have an assistant psychologist, assistant therapist, specialist practitioner and three social workers. Two of the social workers are able to hold cases within both Family and Children Services and Adult Social Care, promoting consistency and best practice across both 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 supports their level of independence and their ability to access other services.

We aim to provide high level support to the young people and carers we work with and welcome feedback from those who have used our service. This enables us to continue developing our provision and meeting the needs of our young people.

### Who is this service available to?

The Integrated Transition Team service within the Royal Borough of Kensington and Chelsea works with young people aged 16-25 years old with disabilities who have eligible social care needs. Currently, we work with people who have a diagnosed learning disability, physical disability or sensory impairment, supporting them and

their carers to move between Family and Children Services, Education services and Health into Adult Social Care Services. The team provides this service up until your child has completed their education or up to the age of 25.

Access to an Learning Disability, Physical Disability and/or Sensory Loss Service:

#### The Young Person (YP):

- Significant learning disability, physical disability and/or sensory impairment.
- Is known to the disabled children's team/ allocated to a worker in that team; and
- Is aged 18 - 25

#### Eligibility:

- A significantly reduced ability to understand new or complex information or to learn new skills due to significant impairment of intellectual functioning.
- The young person may have a permanent or complex physical disability and/or long term medical condition, which adversely affects their ability to manage their daily lives; or rely on others for help with day to day activities
- A reduced ability to cope independently – significantly impairment of adaptive/social functioning; and
- Age of onset before adulthood (18 years of age) with a lasting effect on the person's development.

### 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?

The Integrated Transition Team 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:

Community Learning and Disability Team:

T 020 7313 6843/6880

E [ss.learning.disability@rbkc.gov.uk](mailto:ss.learning.disability@rbkc.gov.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 and in the community for people with mild, moderate and severe learning disabilities. We believe in providing a personalised service that is reflected in our support packages. The support packages are always individually tailored 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 also embracing the value of learning.

Our expertise in supporting people with Autism & differing behaviours is delivered using Sweet Tree's philosophy of care and the PROACT-SCIPr-UK Model. PROACT SCIPr-UK® is a holistic approach used when working with people who have differing behaviours. Support workers are trained to identify triggers and recognise early behavioural indicators so that appropriate interventions can be used to prevent a crisis from occurring. Our proactive style improves the quality of life for our customers and their families; reducing social barriers and enabling a more active and fulfilling lifestyle.

Our support workers are specifically trained to meet the needs of people with a range of mental health needs varying from mild anxiety to severe mental health problems. Our person-centred approach treats people with respect whilst encouraging independence and self-fulfilment.

## Who is this service available to?

Person-centred care and support for individuals with:

- Learning Disabilities
- Down Syndrome
- Autism
- Differing Behaviours
- Dual Diagnosis: Mental health needs
- Sensory impairments - Speech & language needs
- Physical disabilities

# Adult Services

## How do you access this service?

Contact the Learning Disabilities Team for a full assessment of care/support needs and from that we will be able to implement the best possible care package:

Community Learning and Disability Team

T 020 313 6843/6880

E [ss.learning.disability@rbkc.gov.uk](mailto:ss.learning.disability@rbkc.gov.uk)

## 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 member's 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 are meeting 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 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 our service performance.
- Annual surveys are undertaken with team member's to understand how we are doing and what can be done to improve the lives of our customers and the team.
- 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 both customer's, and team members caring for clients.
- 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](http://www.sweettree.co.uk) or on the Care Quality Commission's website <http://www.cqc.org.uk>.

### **i** 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](http://www.sweettree.co.uk)

E [del.a.begum@sweettree.co.uk](mailto:del.a.begum@sweettree.co.uk)

T 020 7624 9944

M 07825 533 033

## 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 get out and about in the community, and to get involved in activities such as sport and art, etc. They also support people on public transport. Some of the services we offer have an accessible building or centre, and we have mini buses that can be used, if required.

Eight quality checked providers can be purchased by direct payment. The services all provide trained personal assistants. 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?

Need to have a Community Care Assessment and must be Fair Access to Care eligible.

A personal budget can 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.

### **i FOR MORE INFORMATION, PLEASE CONTACT:**

Speak to your care manager/Social worker:

Community Learning and Disability Team:

T 0207 313 6843/6880

E [ss.learning.disability@rbkc.gov.uk](mailto:ss.learning.disability@rbkc.gov.uk)

### **Framework Providers:**

Yarrow <http://www.yarrowhousing.org.uk/>

**Full of Life** <http://www.fullloflifekc.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/>

### **Approved List:**

#### **All of the above**

**Lookahead** <http://www.lookahead.org.uk/>

**MCCH** - <http://www.mcch.org.uk/>

**The LD Resource Centre, K&C** <http://www.rbkc.gov.uk/az/az.aspx?orgid=1409&>

## 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 to research hobbies, interests and find recipes etc
- 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:

# Adult Services

- 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 specialise 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:

**Community Learning and Disability Team:**

T 020 7313 6843/6880

E [ss.learning.disability@rbkc.gov.uk](mailto:ss.learning.disability@rbkc.gov.uk)

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 and taster sessions are available.

We are a person-centred organisation. We listen to people to find out what they want and 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.
- 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 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.

### **i FOR MORE INFORMATION, PLEASE CONTACT:**

Diana Cadogan

216 Goldhawk Road

London W12 9NX

T 020 8735 4600

E [diana.cadogan@yarrowhousing.org.uk](mailto:diana.cadogan@yarrowhousing.org.uk)



# Yarrow - Supported Living Service

## What does this service do?

Yarrow's Supported Living service offers individual packages of care and support in a variety of settings in London. 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 Borough has to offer its citizens. These include:

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

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

- Shopping using pictorial shopping lists
- Managing money/Budgeting
- Food preparation including 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 people to take control of their lives and make their own life choices. We support people to develop their skills and confidence that will enable them to achieve greater personal independence.

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, have complex behaviour, dual diagnosis and sensory impairment. Our customers further 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 Tri-borough's Care Managers or Learning Disability Teams.

**Community Learning and Disability Team:**

**T 020 7313 6843/6880**

**E [ss.learning.disability@rbkc.gov.uk](mailto:ss.learning.disability@rbkc.gov.uk)**

We are always pleased to arrange for an informal visit by the parents and carers etc.

# Adult Services

## 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 and we are flexible so that we can deliver their aspirations.

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 customer.

### **FOR MORE INFORMATION, PLEASE CONTACT:**

Raj Mungur 216 Goldhawk Road

London W12 9NX

T 020 8735 4600

E [raj.mungur@yarrowhousing.org.uk](mailto:raj.mungur@yarrowhousing.org.uk)



