Outlook Care
It's our business to care

grapevine

news & views

thriving together

St George's Nursing Home
Welcoming our newest care home in Witham, Essex

Celebrating Achievements
Reflecting on Outlook Care's recognition & awards

Embracing Change
CQC SAF, policy news & acccreditation updates

www.outlookcare.org.uk

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If you would like to contribute to our next issue of Grapevine, please contact Rebecca Stone:

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grapevine contents

CEO's welcome

Dear Colleagues,

Summer 2023 wasn't just about sunshine and getaways (though there were plenty of those, as our fantastic holiday picture competition, starting on page 18 shows!). It was a season brimming with activity, growth, and achievements for Outlook Care.

Hitting the Road & Welcoming New Faces

My CEO Roadshows this summer brought me face-to-face with the incredible energy across our teams and customers. One theme that resonated loud and clear was that everyone was embracing the joy of their first 'proper' holiday since the pandemic. It's a testament to the resilience and optimism that defines our staff.

Speaking of our workforce, we're thrilled to welcome St George's Nursing Home in Witham, Essex, into the fold! Read about our journey of acquiring this exceptional home, introducing our stellar new team, and warmly embracing customers and families on pages 15 and 16.

Celebrating Achievements & Embracing Change

I'm immensely proud of the recognition we've received, from the impressive haul of care award nominations, to our triumph at the Great British Care Awards, (full details and celebratory photos on page 13). These accolades are a powerful reflection of the dedication and passion that fuel our team.

The awards are just the tip of the iceberg. Dive into this issue to discover stories of exceptional customer experiences, our recent Investors in People accreditation, CHAS certification, ISO auditing success and updates on exciting new team members and our growing embrace of Information Communication Technology. You will also read on pages 3, 4 and 5 insightful pieces on how we're adapting to the CQC's new Single Assessment Framework and actively contributing to our communities through Social Value initiatives.

Thriving Together

Summer sun, growth, & recognition in this latest issue of Grapevine

The Heart of it All

At the heart of our success lies our unwavering commitment, to deliver safe, high-quality, person-centered care to our residents and their families. This mission is achieved by the phenomenal dedication of our staff – the friendly, caring, and professional individuals who shine in this edition's stories.

Thank you, each and every one of you, for your tireless contributions. This Grapevine issue is a celebration of our collective effort, and I hope you enjoy reading it as much as I have enjoyed witnessing the achievements it captures.

Sincerely,

Piotr Rejek

CQC Single Assessment Framework

In January 2024, The Care Quality Commission (CQC) introduced a new way of assessing health and social care services in England, known as the Single Assessment Framework (SAF). CQC created this framework based on existing assessment frameworks and incorporated elements from the 'Making It Real' Framework, a collaboration between Think Local Act Personal (TLAP) and various other partners, and draws on the insights of individuals who have first-hand experience with health and care services.

The Framework sets a clear and consistent standard for what good care '*looks like*', ensuring that people using our care homes and services have positive experiences.The overall assessment is based on a set of quality statements.

How the Single Assessment Framework Benefits our Customers

1. Focus on what matters most

"We" statements outline the commitments providers, commissioners, and system leaders must uphold to deliver truly person-centered care. This means that the individual's needs and preferences are always at the forefront of every decision.

2. Clearer understanding of good care

"I" statements from the 'Making It Real' Framework paint a picture of what good quality' personalised care experiences and expectations feel like from your perspective. This helps us tailor our services to an individual's needs and expectations.

3. Emphasis on safety and improvement

The Framework prioritises your safety and well-being by assessing how effectively systems involve you in safety planning and encourage a culture of open learning. This continuous improvement ensures the care remains as effective as possible.

Personalised care is the gold standard

At Outlook Care, we believe personalised care is the gold standard and are committed to the CQC Single Assessment Framework.

We actively seek your feedback and work collaboratively with stakeholders to continuously improve the quality of care we provide. This commitment to excellence ensures you receive the personalised, safe, and effective care that our customers and you deserve.

We have long recognised that marginalised groups in communities need to have positive experiences of self-advocacy as a means towards independence, and we consider it a responsibility to be a place where customers, staff, family/carers have a positive experience of inclusion too. You can discover more by downloading the guides on the Outlook Care website at : https://www.outlookcare.org.uk/cqc-single-assessment-framework

For further specific details on our person-centred and inclusive approach see the following webpage : https://www.outlookcare.org.uk/inclusion

Social Value

Social Value extends beyond economics - it encompasses community impact, environmental responsibility, and ethical practices. By embodying Social Value, we are helping to create a positive and meaningful impact on many people and othe businesses through our actions.

At Outlook Care we recognise that our operations have an effect on the local, regional and global social and physical environment, and ensure that good social value, community asset maximisation and environmental management is an integral and fundamental part of our business strategy. Below are some key statistics taken from our 2023-2024 report.

Local employment

69%

of staff are employed in the same postcode catchment as where they live.

Environment

13%

reduction in carbon emissions delivered in our carbon reduction plan.

Work experience

4215

hours of student nurse work experience delivered equating to £75K worth of value.

Local economy

£1.9m

spent to date on local suppliers within a 50 mile radius of our services.

Local celebrations

£106k

funded additional bank holidays and £4177 spent on parties for customers and staff.

Gifts

£1710

of goods gifts gifted to other charitable providers.

Recognition and reward

£1550

issued to staff as part of our reward scheme recognising exceptional work across the organisation.

Accreditation

Investors in People accreditation retained.

INVESTORS IN PEOPLE™
We invest in people Standard

Staff pay

34%

Pay rates for staff have increased by 34% over 6 years and are 5% above national minimum wage.

Staff Wellbeing

It's been a busy few months which has been focusing on what Outlook Care can do to support our workforce. We have recently drafted a Menopause policy and this is currently with our Joint Negotiating Committee (JNC) for their review and input. We will be launching the policy soon with signposting and awareness sessions for managers as we are acutely aware that Menopause may affect a large number of our workforce and the policy will offer support and suggest relevant adjustments that managers can consider to support those who are experiencing symptoms.

Boosting wellbeing with flexible work, carers leave, and mental health support

From April there will be changes to Flexible Working and a new provision of Carers Leave available for staff. Currently staff have to wait until they have been employed for at least 26 weeks before they can make a request for flexible working, however from April 2024 staff will now be able to make a request from day 1 of employment. Outlook Care has always considered requests for flexible working regardless of length of service but we welcome the changes as we understand the importance in supporting the work-life balance of our workforce. Carers Leave also comes into force from April allowing staff to request unpaid time off to support with caring arrangements. More details on both these updated policies will be shared soon.

> *We're committed to supporting our workforce through every stage of life, and our new Menopause policy is a big step forward.*

We will also be booking additional Mental Health First Aid training for managers and offering refreshers to those who have already undergone training. This training is invaluable for our managers as it broadens understanding of mental health issues in the workplace and offers guidance around how managers can better support their staff teams through signposting and practical steps such as completing the Employee/Remote Worker Mental Health Action Plan.

Carbon Reduction

Outlook Care isn't just providing care, we're caring for the environment too. One of our strategic objectives is to, '*Care for the environment and meet all appropriate legislation and regulation to develop a greener working community.'* This objective forms part of our Social Value actions.

Taking action for SUSTAINABILITY

Through our dedicated **Energy Efficiency & Carbon Reduction Working Group** of, Piotr Rejek, (Chief Executive) Sian Hajba, (Director of Finance and Business Development) James Kirk, (Business Manager) and Dean Earl, (Housing and Property Manager) we're looking to make significant strides towards carbon reduction and sustainability both as an organisation and to set an example to our community and the industry.

The Working Group goals include:

Smart Procurement:
Finding the most cost-effective and eco-friendly energy sources.

Power to the (Property):
Exploring on-site energy generation options for self-sufficiency or income generation.

Every Watt Counts:
Optimising energy usage across all operations, leading to measurable carbon footprint reduction.

Learning from the Experts:
Collaborating with consultants to become industry leaders in energy-saving practices.

Taking action for IMPACT

This isn't just talk, it's achievable action we know we can deliver on:

Cutting Emissions:
From buildings to staff travel and waste, we are already reducing our carbon footprint across the board. Carpooling, public transport, cycling, and electric vehicles are encouraged.

Embracing Paperless:
Paper usage is minimised through digital solutions, reducing waste and associated environmental impact.

Educating for Change:
Staff training to promote sustainable practices and low-carbon thought across the organization.

Raising Awareness:
Environmental consciousness is to be fostered among employees and partner agencies, creating a ripple effect.

Managing Waste Responsibly:
Recycling, ethical waste contractors, and waste segregation minimise landfill impact.

Collaborating with Suppliers:
Seeking Net Zero committed suppliers and measuring their emissions drives industry-wide accountability.

Data-Driven Decisions:
Continuous improvement in data gathering and reporting ensures accurate carbon accounting.

Building a Green Future Together

With ongoing monitoring by our Energy Efficiency & Carbon Reduction Working Group, The Board and active participation from everyone involved, Outlook Care is committed to continuous improvement and leading the way towards a more sustainable future.

An ambitious future

Outlook Care's commitment to sustainability goes beyond reducing their environmental impact. It aims to create a greener work environment, contribute to energy efficiency advancements, and set an example for the community. Outlook Care is committed to:

Halving Scope 1 & 2 Emissions by 2030:

A significant carbon reduction target showcases their dedication.

Reaching Net Zero by 2040:

Setting the bar high for Scope 3 emissions, contributing to a greener future.

We are committed to developing a greener working community

Success Story:

Our data speaks for itself: *Last year, our carbon usage dropped from 612.30 tonnes to 532.42 tonnes - a testament to the program's effectiveness.*

Our Energy Efficiency & Carbon Reduction Working Group meets monthly

Technology Updates

Security Updates

Multi Factor Authentication (MFA)

MFA increases security because if one credential becomes compromised, unauthorised users will be unable to meet the second authentication requirement and are not able to logon.

To ensure our systems remain secure all staff are now required to use MFA to log on.If you are logging onto a trusted device, you can remember it for 30 days before you are required to use MFA to authenticate your logon.

Remember you can update / change your MFA options on your 365 account by clicking the Account icon in top right-hand corner and selecting Security Info under Account.

Self-Service Password Resets

Staff are now responsible for resetting their own passwords. Click on “Can’t access your account?” and select Work account. You will then be asked for your MFA options to verify you before you can reset your password.

Single Sign-On (SSO)

Wherever possible we configure SSO so that you can use your Office 365 logon credentials to log onto other systems. This means that you only need to remember your email address and 1 password.

Cyber Essentials

Outlook Care has successfully been re-accredited for Cyber Essentials. This is a Government backed system to assess that an organisations defences will protect against the majority of common cyber attacks. The scheme addresses the most common internet-based attacks and assesses that an organisation has protected the confidentiality, integrity, and availability of data stored on devices that connect to the internet.

NHS England Data Security and Protection Toolkit

Outlook Care have successfully met the standards of the NHS Data Protection Security Toolkit. The Toolkit is an online self-assessment tool that enables organisations to measure and publish their performance against the National Data Guardian's ten data security standards.

Technology Updates

Other Technology Updates

Access People Planner (APP)

All learning disability and mental health services are now live on APP. Well done to all the Managers/Deputy Managers for all their hard work to achieve this. We are interested to hear staff feedback on how they have found APP and what learning there is from the implementation. Please access the survey here: https://forms.office.com/e/4eGgfChXTh

St. George's Nursing Home is on target to go live April-24

All customers are now on APP and billing of care and support takes place from within APP and interfaces to our financial systems.

Early Pay

Early Pay is an employee benefit whereby you can download an App and enables you draw down a portion of your pay, before payday.

What's Coming ....

PSTN Digital Switchover

From 2025 BT will be moving everyone (Business and Home lines) away from the old analogue public switched telephone network (PSTN) to a fully digital network. This means every phone line in the UK will become digital, routing calls over IP (Internet Protocol) rather than the traditional PSTN.

We will be working closely with our Telecom providers to ensure all services are moved across to the digital network.

You can learn more about the PSTN switchover here: https://bit.ly/PSTN-S025

Accreditation Updates

CHAS Reaccreditation : Ensuring Safety and Confidence

We are thrilled to share the news of our reaccreditation with the Contractors Health And Safety Assessment Scheme (CHAS). We have now maintained this accreditation for 15 years, which is a testament to our commitment to ethical practices and health and safety standards.

Why CHAS Matters

Ethical Foundation: Our company prioritises safety with unwavering integrity.

Compliance Assurance: CHAS confirms our sound management of health and safety laws.

Customer Confidence: Families can rely on our professional safety approach

"This accreditation is important to Outlook Care to not only show our commitment to health and safety, but to demonstrate to our customers and families that we have good health and safety management standards in place and that our Managers and staff are well trained, qualified and have the correct tools for all the work they carry out in our care and support services."

Dean Earl
Housing & Property Manager

Investors in People Reaccreditation

Outlook Care recently reaffirmed its Investors in People accreditation, highlighting our dedication to staff growth and organisational excellence.

As part of this journey, we were cordially invited to a prestigious Investors in People event held in St Pancras Rennaissance Hotel, London in June 2023. The event brought together varied organisations, that had achieved the Investors in People accreditation within the past 12 months and recognised collective achievements and dedication of employee growth and well-being across industry.

Our representatives at the event : Photo (from L-R):
Janice Fenner, (Learning Development Officer)
Danielle Sharp, (HR Coordinator)
An Margison, (Director of People)
Paul Devoy, (Chief Executive Investors in People)

Audit Updates

ISO 9001:2015 Audit Success

Outlook Care is thrilled to share the news of another successful audit against the prestigious quality standard ISO 9001:2015. This reaccreditation reaffirms our dedication and commitment to excellence and continuous improvement.

ISO 9001:2015

Our journey with ISO began in 1995 when we first achieved certification to the ISO Quality Standard. Since then, we have consistently maintained our certification, demonstrating our unwavering focus to quality and continuous improvement.

Our auditor commented,
'This was a good audit. Performance monitoring plays a huge part at Outlook Care, and Key Performance Indicators, Service Quality Indicators, internal audits and external audits all feed into frequent governance meetings whereby this data is analysed and action plans are formed as a result. Strong evidence is shown that the plan, do, check, act methodology of the standard is applied as a natural course of business. Opportunities are continually identified and feed into action plans that focus on improvement. The culture at Outlook Care is such that the team are always looking reflect on their performance, analyse results and use this data to find ways in which they can improve further.'

Piotr Rejek, commented,
'I am immensely proud of this achievement. It reflects the talent, commitment and passion of our workforce in the delivery of first class services to our vulnerable customers. Congratulations to all colleagues.'

Celebrating Awards & Achievements

As the curtain fell on 2023, Outlook Care stood tall - a year marked by achievements, accolades, and passionate commitment - our staff's dedication to the care industry garnered recognition through multiple nominations and tangible awards. These care sector awards are designed to reward hard work, innovation, and excellence, so resonate with everyone working in the not-for-profit sector. Outlook Care's journey continues, fueled by the spirit of care that defines us.

Great British Care Awards : East of England Region Finalists

We are proud to announce that we made it into the final four, out of hundreds of nominations, at the East of England Regional Awards announced at the Milton Keynes Dons Hilton in November 2023.

Photo L-R:
Debbie Brown, (Deputy Locality Manager) representing Autumn Cottage for Supported Living Team Award. **Kathy Davies,** (Director of Care & Support) for the Care Innovator Award nomination and **Charlotte Lee**, (Autumn Cottage) for the Support Worker Award.

Great British Care Awards : London Region Finalists & Winners

We are proud to have received both a winner and multiple finalist awards at the London Region Great British Care Awards which were held at London Hilton Bankside on 18th November 2023.

Edwine Tembong : WINNER
Supported Living Manager Award

Anna Kakol (Peel Way service) :
Carer award HIGHLY COMMENDED

Julie With (76 Neave service) :
Carer award - FINALIST

Wendy Marshall :
Supported Living Manager award - FINALIST

In mid December 2023 we were notified that Edwine also has now been nominated as a finalist in the Leadership Award category of the 3rd Markel Sector Care Awards 2024 !

Welcoming Rhonda Ware

Rhonda Ware : Governance & Quality Assurance Lead

Outlook Care is pleased to announce the appointment of Rhonda as our new Governance & Quality Assurance Lead, effective October 2023.

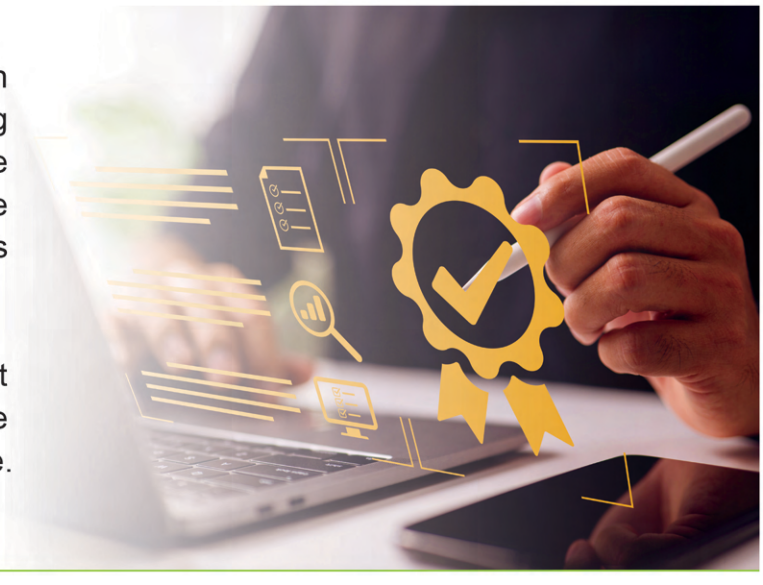
Rhonda's role will focus on ensuring the governance and quality assurance across all our services, meeting both regulatory and best practice requirements, whilst promoting positive outcomes for our customers and residents.

Rhonda's role encompasses assessing the governance and quality across sites, predominantly in the nursing homes, but also for the Learning Disability and Mental Health services. She will also provide an independent voice and assurance to the Board. Rhonda will provide direct support to make improvements onsite or by holding governance and quality surgeries, where specific concerns can be discussed and managed. The role will continue to evolve as the need for specified projects becomes apparent.

Rhonda's role has a key focus on governance and quality assurance in our nursing homes, and she has been working in collaboration with our operational teams to provide support and guidance ranging from focused reviews to validation of action plans.

Rhonda has a wealth of experience in governance and quality assurance having held various Head of Quality & Governance and Home Manager roles in care organisations including Runwood Homes and HC One.

Over the coming months Rhonda will be out and about in services so do take the opportunity to welcome her to Outlook Care.



Introducing St George's

St. George's Nursing Home has been an integral part of the community in Witham, Essex since the mid-1980s. Over the years, its previous owners had expanded its footprint to accommodate a comfortable and nurturing home for 36 residents.

Outlook Care acquired the property in October 2022 and embarked on a transformative journey. Recognising the home's potential and dedication to its residents, we've committed to breathing new life into the space, further enhancing the lives of those entrusted to our nursing and high dependency care.

Under Sally's Morgan's leadership, the nursing home has undergone a comprehensive refurbishment, significantly enhancing the living environment for residents.The project's transformation success was further ensured by the support of Business Manager James Kirk, and Kathy Davies, Director of Care & Support.

Piotr Rejek commented,

I am delighted to confirm that the first phase of our refurbishment, post-acquisition in October 2022, at St George's Nursing Home, Witham is nearing completion. Our team has delivered fantastic results in transforming the communal areas enjoyed by our residents, and we have now begun posting some images to the Gallery page on this website. This will be updated as we progress. In addition to these resident experience enhancing changes, we have delivered many other improvements to the environment including a full kitchen renovation, and have begun the process of refurbishing each bedroom.

I am very proud that we have been able to implement all of these improvements whilst continuing to deliver quality, person centred care to every resident living at St George's Nursing Home. I would like to extend my sincere thanks to the families and their loved ones who reside at St George's. Also our wonderful staff who have continued to provide the care and support that our residents deserve.

The Team at St George's

Meet Sally Morgan, Home Manager, and the team

St. George's Nursing Home is under the skilled leadership of Sally Morgan, who joined Outlook Care in October 2022. As a Registered Nurse since 1980, Sally brings a wealth of experience to her role, having served as a Nursing Officer in HM Armed Forces and later in the Sultan of Qaboos Omani Army. This diverse background has equipped her with exceptional skills in providing care across a wide range of settings.

Sally's passion for senior care is evident in her dedication to St. George's. She leads a supportive team, including Deputy Manager Laura Simpson, Floor Supervisors Claire Banyard and Steph Clark, and Administrator, Juliet Holditch. Together, they strive to deliver the highest quality care to residents.

St George's Nursing Home in Witham provides residential and nursing care, and specialises in high dependency, intermediate and long-term palliative care and end of life care.

Visit St George's Nursing Home website at www.stgeorgesnursinghome.org.uk

Foxburrow Grange Updates

Our residents have been brimming with cheer and engagement !

Stimulating outings and festive celebrations

Led by our dedicated Well-being Co-ordinator, Emma Kiss, residents enjoyed enriching visits to the local Dementia Café, fostering social interaction and meaningful connections. The home's Christmas party truly brought the community together, with residents, loved ones, and staff revelling in the magic of the season.

Musical merriment

Black Cactus Choir serenaded everyone with a delightful medley of Christmas carols, while residents showcased their own talents through the impressive performance of the "Foxburrow Foxy Foxes" choir. Their dedication and practice shone through, leaving everyone thoroughly entertained. A special thank you to Stan Young Entertainer for adding his signature spark to the festivities.

Engaging residents and families

The Management Team actively shared information about the Single Assessment Framework through sessions with staff and residents' families. Also a dedicated information board located in the new home's main entrance offers further transparency and accessibility.

Photo Competition

Celebrating Customer and Staff Experiences with a Photo Competition

In anticipation of a vibrant summer following pandemic restrictions, our CEO, Piotr Rejek, observed during service visits the excitement of customers and staff planning long-awaited holidays, trips, and activities. This renewed freedom, experienced for the first time in three years, inspired us to launch a fun and engaging photo competition!

Various categories were established, capturing the essence of summer enjoyment: Best Holiday Picture, Best New Local Experience, Best Activity, Best Entertainer, Best Day Out, Most Exotic Location, Furthest and Shortest Distance Travelled. We were thrilled by the enthusiastic response, receiving a high number of entries!

To select the winning submissions, we assembled a diverse judging panel. Representing the voices of our community, Barbara Johnson, Lyn Constable, and Gary Thomas from one of our supported living schemes joined forces with Wendy Marshall (Locality Manager), Janice Fenner (Learning Development Officer), and Piotr Rejek. Meet the esteemed judges below…

Back Row L-R
Wendy
Janice

Front Row L-R
Barbara
Lyn
Gary
Piotr

The judges spent almost two hours sifting through the entries and were impressed with each photo they saw. Tough decisions were made, you can discover the winners and their photos featured on the following pages.

Piotr said, *'What an amazing effort from all of our customers and staff. Some beautiful places have been visited and wonderful experiences had. We felt privileged to be able to share these wonderful pictures and I hope all the winners enjoy their well-deserved prize.'*

Photo Competition Winners

Most Exotic Location : Laura Grogan
(Staff) South Africa

Best Local Experience : Sue Cox
(Staff) Sunflowers

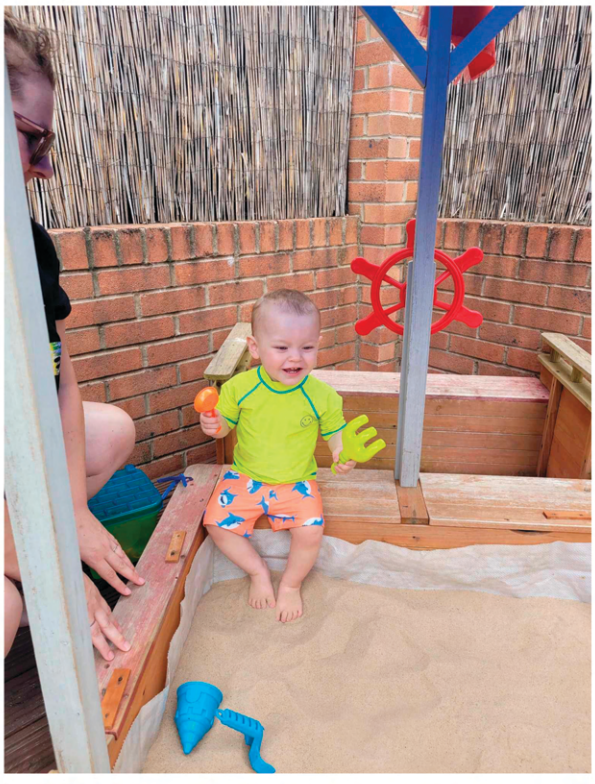
Best Holiday Picture : Emma Kornblum
(Staff) Northton Beach - Outer Hebrides

Best Holiday Picture : Lisa Wheeler
(Customer) Harry Potter World - London

Photo Competition Winners

Furthest Distance Travelled : Sue Moreby
(Staff) Australia

Furthest Distance Travelled : Burdetts Rd
(Customer) Potters Resort. Norfolk



Shortest Distance Travelled : Kate Argent-Tingle
(Staff) Garden Picture

Shortest Distance Travelled : 2 Peel Way
(Customer) Family BBQ

Photo Competition Winners

Best Activities:
(Resident)
10 Years of Foxburrow Grange

Best Meal :
(Resident)
Rachel's Restaurant Collage

Best Entertainer:
(Resident) Stan

Best Day Out : (Resident) Castle Park Trip

Good News Stories

D's Journey - Navigating Independence with ASD

D, diagnosed with mild Learning Disability/Autism spectrum disorder, expressed a strong desire for independent living upon turning 18 while living with foster parents. He was found to have limited capacity in complex decision-making but could decide on lifestyle matters. After a Social Worker review, Outlook Care intervened to support D's transition to supported living. D chose to reside in a shared house with his own room. A thorough assessment involving various professionals and family members was conducted. Outlook Care formulated a transition plan tailored to D's pace and needs, providing 28 hours of support weekly. The plan focused on enhancing independent living skills and addressing specific behaviours like obsessive toilet use and hoarding, facilitating D's move to his new home.

Before D's admission in May 2022, staff were briefed on his transition plan and the need for a person-centered approach, including increased engagement levels, familiarising D with the house layout, and facilitating his adaptation to living with others. Personal preferences were considered, and structured support times were agreed upon to establish routines and manage changes to prevent D's anxiety. Ongoing reassurance was provided through verbal prompts and the use of PECS (Picture Exchange Communication System). D agreed to a structured daily living skill plan, which included assistance with toileting, lunch preparation, and laundry. He observed and learned from housemates, fascinated by their efficiency in completing tasks.

D demonstrated significant progress in independent living skills, including toileting, lunch preparation, and laundry, leading to a reduction in weekly support hours from 28 to 25. With improved toileting habits, D experienced a better quality of life and could engage in activities without interruptions. Despite financial constraints, support was provided for D to join the Partners for Independence Club using funds from the reduced support hours. He has become more sociable, sharing his experiences and advocating for his goals, emerging as a role model for his peers. D is actively developing skills in personal hygiene, room care, appointment management, budgeting, shopping, and meal preparation, indicating considerable growth and adaptation to independent living.

Read D's full journey and more Good New Stories at :
https://www.outlookcare.org.uk/customer-stories

Good News Stories

G's Journey : Physical and Sensory Needs

Facing complex challenges, G's journey exemplifies the power of tailored interventions and dedicated care.

G's story began with a comprehensive assessment of her needs, including severe learning disabilities, sensory issues, autism, and epilepsy. Recognizing the strain on her foster family, Outlook Care stepped in to provide a solution. Through meticulous planning and collaboration with specialists, a Transition Plan was crafted to address G's unique requirements.The transition wasn't just about changing living arrangements; it was a holistic approach aimed at improving G's quality of life.

With 70 hours of 1:1 support per week, G received the constant supervision she needed. The Support Delivery plan focused on understanding her preferences, managing epilepsy, and creating a safe environment tailored to her needs.

Through continuous evaluation and adjustment, G's support team implemented crucial changes. Training on epilepsy management, installation of alarms and sensors, and environmental redesign were instrumental in reducing risks and enhancing safety. A grant secured the development of a sensory room, providing G with a calming space to alleviate anxiety and reduce seizure frequency.

The results were profound. G's daily life underwent a positive transformation. She engaged in activities she loved, from playing in the ball pool to participating in cooking and sensory experiences. With fewer incidents and injuries, G's well-being improved significantly. The discontinuation of 1:1 night support, thanks to epilepsy alarms, represented a less intrusive approach to care.

In the span of 24 months, incidents reduced from an average of 4-5 per quarter to none, while seizure frequency dropped from 3-4 per day to 1 per day or every other day. G's success story underscores the effectiveness of Outlook Care's Positive Behaviour Support strategies and the unwavering commitment of its staff to treat the individual, not just the condition.

Read G's full journey and more Good New Stories at :
https://www.outlookcare.org.uk/customer-stories

Good New Stories

H's Journey : Profound and Multiple Learning Disabilities

G's transition journey is a truly inspirational one, taking her from institutionalisation to independent living. H's transition began with a collective decision involving professionals and caregivers to provide her with the specialised support she needed to navigate the complexities of independent living. Recognising the significance of her challenges - learning disabilities, behaviours of concern, and limited communication abilities - we embarked on a meticulous transition plan.

Central to H's transition was the allocation of 105 hours of 1:1 support per week. This decision, reached in consultation with professionals and H's support network, ensured a seamless transition and comprehensive assistance in managing her behaviors of concern.

Addressing her reliance on iPads for communication and sensory comfort was paramount. Through patient observation and understanding, Outlook Care introduced the Picture Exchange Communication System (PECS). This approach empowered H to express her needs and preferences effectively, enhancing her sense of agency and autonomy. The implementation of a sensory room further enriched H's living environment, providing her with a space for reflection, sensory exploration and emotional regulation. Staff underwent specialised training in behavioral support, equipped with the tools and knowledge to de-escalate challenging situations and create a nurturing atmosphere conducive to H's well-being.

As the transition progressed, incidents involving behaviours of concern reduced significantly, fostering a safer and more supportive living environment for H and her housemates. Collaborative efforts with professionals, including a dedicated Social Worker, SALT team, and a Positive Behaviour lead, ensured a holistic approach to H's care, addressing her unique needs comprehensively.

The outcome of H's transition speaks volumes. Today, she thrives in her new home, experiencing a newfound sense of independence and belonging. Reduced 1:1 support hours signify her remarkable progress and growing confidence. She engages in activities tailored to her interests and is supported by a team that understands her specific and complex needs.

Read H's full journey and more Good New Stories at :
https://www.outlookcare.org.uk/customer-stories

Our Vision at Outlook Care

is a life where every person is valued, included and empowered.

Our Values at Outlook Care

- **L**isten - always with interest, concern and action.
- **I**nspire - through every interaction so people can achieve their ambitions.
- **K**ind - genuine care and compassion.
- **E**xcellence - by striving to be the best we can.

- **I**ntegrity - acting ethically and being accountable.
- **T**rusting - rely upon us to do what we say we will do.

Outlook Care
It's our business to care

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www.outlookcare.org.uk www.foxburrowgrange.org.uk www.stgeorgesnursinghome.org.uk