

Our care and support offer

We support adults across the UK living with one or a combination of conditions, which may include learning disabilities, autism, physical disabilities, acquired brain injuries or mental health needs. We offer both core and 1:1 support, all of which is designed around the individual needs and wishes of each person by our dedicated and specialist teams.

Core support hours

Core support is provided by on site colleagues 24/7 to individuals as and when needed. Core hours are shared, therefore the cost is also shared equally between all residents. Core support includes:

- 24/7 contact on site for the people we support
- liaison with social workers, family and others involved in the individuals' care or circle of support
- Immediate support if there needs to be a second member of staff to deal with a challenging situation
- Support for individuals experiencing any immediate emotional difficulties or requiring emergency assistance
- Help with planning shared support and activities
- Help using and responding to Assistive Technology
- Helping individuals to make appointments and giving reminders about appointments
- Arranging professional meetings or making phone calls on behalf of individuals
- Help with getting taxis or local public transport, including help with timetables
- Prompts with medication
- Prompts to wake or go to bed
- Prompts to attend to personal care and daily tasks like cleaning and cooking
- Advice and support around relationship management
- Immediate response if supported individuals have problems with other people
- Helping the people we support to liaise with housing providers responsible for their tenancy
- Retaining a log of repairs and maintenance for monitoring purposes
- General advice around money management and budgeting
- Answering general questions regarding health, safety and security
- Advice around dealing with mail and correspondence

Individual (1:1) support hours

1:1 support hours can be purchased and provided at times to suit each individual, and are often used to support with independence. Each person has their own support plan designed according to their needs and goals and this is reviewed regularly.

1:1 support hours can be used to cover:

- support to stay safe in the home and community
- any health-related support that needs physical assistance
- support to develop and maintain social connections in the home and community
- spending time in the community
- shopping
- preparing meals
- support using the internet
- showering and personal care
- support with eating and drinking
- support with meaningful day activities, education or employment
- help with managing finances and budgeting
- support to help clean and tidy the home environment
- staying safe and managing challenging behaviours
- support to attend appointments and go to reviews.

Supplementary support hours:

We also offer support as 2:1, 3:1 and upwards where needed, for example, when safely transferring individuals with physical disabilities, or for providing behavioural support in challenging situations.

Waking night support

Waking night support is available for individuals who:

- may have health conditions that require overnight monitoring and support
- may have complex behavioural difficulties that mean they cannot be left alone at night
- have little or no understanding of risks and danger
- require overnight moving and handling transfers.

To find out more or to make a referral, visit lifeways.co.uk or email referrals@lifeways.co.uk

