

S U P P O R T E D L I V I N G



DirectLinkCare

The Holistic Care Providers

Welcome To direct Link Care

The Holistic Care Providers for Oxford and Surrounding Areas

ABOUT US

We are Direct Link Care, we work in partnership with Social Services, Community Mental Health Teams (CMHT) and Supporting People within leading Local Authorities across Oxford and surrounding areas by offering high quality supported housing for adults at risk.

We provide a range of specialist residential and supported living services to support adults aged 18 and over with Autism, Epilepsy, Asperger's Syndrome, challenging behaviour or a mental health condition.

Our aim is to enable the people we support to achieve their goals, believing passionately that regardless of the challenges they face, everyone can accomplish extraordinary achievements with the right care in the right environment.

Customer expectations are rising in all areas of service industries. Our mission is to meet and exceed these expectations across our service. We strongly believe that Direct Link Care should lead the way in setting standards of customer care and satisfaction.

PHILOSOPHY OF CARE

We value each person as an individual, and as part of a team, deliver the highest level of service user care which respects individuality, privacy, dignity in a safe homely setting.

We strive to enable people to shape their own futures according to their abilities, interests and aptitudes in order to maximise their independence, to accept personal responsibility, and to respect others, whatever their level of ability might be.



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Person Centred Care

Direct Link Care takes a person centred approach to supporting individuals and we use person centred planning to enable them to work towards the goals they wish to achieve. This means that we tailor what we do and how we do it to suit each person's specific, and often, complex needs.

They're individual in their requirements, so the solutions and plans we put in place – with their full input – to help them achieve their goals must be individual too.

We spend time listening to, and understanding, an individual. We learn about what's important to them, what their needs and wants are, and how they would like to live their life. Then we work closely with them and their family, as well as other support professionals to create a person centred plan. This sets out what their goals are and how we will work together to help them achieve them.

A person centred plan is a living document – regularly updated as needs or goals change. It's also regularly referred to by everyone involved so that we can ensure we're working together to provide consistent, appropriate support.

WHAT'S IN A PERSON CENTRED PLAN?

We use person centred planning to set out how Direct Link Care will support each person to live the life they want. A person centred plan tells the story of how the individual wants to live their life now, and in the future. We use many different communication tools, so even if an individual finds verbal or written communication difficult, they can still be at the heart of the process of developing their plan.

“ We're always working to improve the person centred planning process so that it's easier, quicker and more effective for everyone. Our senior management team, service managers, support workers and supported individuals regularly work together to share ideas on things we can change for the better.”

A PERSON CENTRED PLAN SETS OUT:

- What's important to the individual?
- What they want to achieve?
- Where they want to live?
- What they want to learn?
- What support they need and how they want to use it?
- How they can live a healthy life?
- What their hobbies are?



Supported Living

We know that finding the right care and support for your needs can be tricky, especially when you want to maintain your independence. That's why our supported living options are designed around what's important to you.

Supported living offers an alternative to residential care and empowers you to choose the right amount of support – how and when you need it – so you can lead an enriching and fulfilling life. Our supported living is based on positive outcomes and expertise of developing environments that focus on promoting and encouraging the people we support's independence and functioning.

The type of support you receive is controlled by you and with our staff, you will develop a personalised support plan based on your interests, priorities and skills. From help with personal care needs and managing finances, to finding education, work or leisure activities – you decide!

This can be in a variety of settings dependent on your needs, circumstances and goals but they could include any of the following:

SHARED LIVING

We provide shared accommodation for those individuals who want to live independently too but aren't yet ready to live alone. You will have your own space but benefit from socialising with other like-minded people, sharing the communal spaces and sharing the costs of household bills. This is run on a step down/recovery service model.

APARTMENT LIVING

You may be looking for the best of both worlds. Your own modern apartment with some shared communal space so you can choose when and if you want to socialise. We have worked with our housing partners to develop this popular type of accommodation.



We Would Love To Hear From You

Get in touch today for any further information you may require or would like to find out how we can help you.

T: 07717 602085

LOW NEEDS (INDEPENDENT LIVING)

You could choose to live independently in your own flat with as much or as little support as you need. This could be in one of our already established properties, or we can work with you and our housing partners to source a property that meets your needs.

MEDIUM NEEDS

You could live in a smaller setting of shared accommodation of 2-4 beds where you receive support when you need it. This may be from 4-12 hours per day and there is no overnight staff on site. This would be a structured service to prepare you for independent living. You will have access to an on call manager to support you when staff are not on site.

HIGH NEEDS

This is shared accommodation of usually 4-6 beds where you receive 24 hours care and support. Usually there is a sleep in or waking night support worker based on your needs. This may be ideal if you have been discharged from hospital and need to recover or you may need additional support due to anxiety, emotional distress or challenging behaviour and the need to keep safe.



Specialist Support Services

We provide a range of person-centred support programmes in nurturing environments for adults aged 18 and over. These include:



MENTAL HEALTH
SUPPORT



AUTISM CARE &
SUPPORT



LEARNING DISABILITY
SUPPORT



EPILEPSY



POSITIVE
BEHAVIOURAL



SUPPORTED LIVING
SERVICES



POSITIVE
BEHAVIOURAL



YOUNG ADOLESCENTS
LEAVING CARE 16-25

Our Approach

The quality of care and support we provide to the people in our services is always our priority. We are proud of our commitment to quality and as a leading provider in the sector, we are consistently looking for ways in which we can improve and enable the people we support to live the lives they want; lives which are fulfilling, meaningful and happy.

We have are aiming to have Good and Outstanding services than any other provider in Health or Social Care, but we're also not complacent and recognise there is always so much more that we could do. The people we support and their experiences are our best tutors and using their feedback, we will build better quality care for all.

Our quality goes beyond regulatory ratings, and whilst we place importance on creating Good and Outstanding services, this is just one of the many ways we measure quality and our other unique methods include:

Internal quality audits – a robust system that occurs every quarter that reviews services for quality and compliance

Quality checkers – a team of people we support who formally apply and receive training to complete quality audits within services

Growing together groups – co-production of organisational plans and policy development involving people we support from across the regions

Quality roadshows – a series of events attended by service managers to share best practise and learning

STOMP pledge – an initiative to reduce unnecessary medication administration for the people we support

It can be hard to find the right setting for those living with challenging behaviours and even harder to find a provider that takes time to understand why the challenging behaviours occur in the first place. Our staff are trained to observe potential triggers, create clear channels of communication and promote consistency that develops positive outcomes and minimises the occurrence of challenging behaviours.

We work with the people we support and their close network to establish behaviour patterns, remove barriers that restrict choice and equip people with the skills to reduce or self-manage their own behaviours. Our staff are committed to delivering our Positive Behavioural Support Strategy and are trained in accordance with the principles of the MAPA programme.

We deliver accredited training programmes to our staff on MAPA, who utilise approved means of re-direction and physical intervention to manage challenging situations. We base our approach around the individual, and while historical assessments can provide insightful backgrounds, they are not the sole basis of our support plans.



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