



Ed's story

My support is about me

Sharon, Ed's mum, is amazed at how SeeAbility's person-centred approach is bringing the best out of her son.

When Ed lived at home with his family, he would often get extremely anxious and frustrated. Ed's parents built him a log cabin in the garden to give him a private retreat. "But Ed took himself off to the cabin and refused to come out..." says Sharon. "For nearly three years he was a recluse."

The family started looking for supported accommodation, but it wasn't as easy as they had hoped. After an initial placement broke down, Sharon thought that Ed would be put off by the idea altogether. But when he was offered a bungalow tenancy in Bicester with SeeAbility support, Ed was delighted.

The SeeAbility team were determined to make Ed's transition to his new home as smooth and stress-free as possible, so prepared for the move by visiting him at home to understand him better in a familiar environment. Our in-house Positive Behaviour Support (PBS) team worked closely with him during this pivotal time to develop a PBS plan, and his close support team were trained to ensure this was consistently followed.

Early on, Sharon offered to give a talk to the SeeAbility team about what works for Ed and what doesn't. Her offer was enthusiastically

accepted. "Even those who weren't on duty joined us," says Sharon. She gave them insight into Ed's triggers and ways to distract him when he gets upset. All these valuable insights allowed us to develop a very detailed understanding of Ed.

Sharon vividly remembers the first time she went to see her son in his new home. "Straightaway he said, 'Hello Mum, do you want a cup of tea?' It was lovely, because in the log cabin he never wanted to do anything."

Now Ed's weeks are organised around the things he loves doing. At SeeAbility, we believe in active support, so the team encouraged Ed to think about what skills he wanted to develop and together they decided to focus on his passion for woodwork. They found a furniture restoration class on Fridays, and it's really given Ed a chance to shine.

"The support has changed all our lives," says Sharon. "SeeAbility has given him a life."

Ed is fully involved in every aspect of his life, making choices about what he wants to do, and who he wants to support him. His PBS-based support is tailored to meet his unique needs, meaning that he is living a happy and fulfilled life.

We don't underestimate people

We define quality as being the interactions and engagement provided by our teams. The people we support have also told us it's about feeling heard, having choice and control, getting answers to questions, having problems fixed, and feeling connected to the world around them.

Our quality statements are based on their feedback and are at the heart of everything we do.

Ed's progress with SeeAbility's support shows that our commitment to quality is making a real difference to the people we support every single day.

My support is about me

1. My support plan is centred on me and my support is planned around what I love to do and what is important to me
2. I have a named advocate who is independent of the people who provide my care. This person knows me well and can help me speak up or speak for me
3. Meetings held to plan for my future will include my hopes and wishes and will include the people I want to be there. If I choose to I will chair/lead on these meetings
4. Meetings involving me will be easy to understand so I can take part. Information will be provided in a way that I can understand
5. Staff are trained in "Person Centred Active Support" and Positive Behaviour Support. This is how they support me
6. Services and support are designed and developed for me
7. If my needs change my team and social services work together quickly to make sure I get the support I need
8. My privacy and dignity are respected at all times and my team always work in a way that promotes this