



Ian's story

I am happy, fulfilled and have a meaningful life

Ian's ambition for himself is all about independence. Through SeeAbility's expertise in both autism and sight loss, we're supporting him to live an active life.

When Ian first moved into his flat, he liked his routine and wasn't keen on leaving his comfort zone. But with encouragement from SeeAbility, he is now open to new things. The team recognised that Ian loved meeting and chatting with new people, and made sure to emphasise these positive emotions when encouraging Ian to try new experiences.

"He's much more open-minded now," says Vicky, the Deputy Manager in Exeter. "He's really showing what he's capable of."

Opening up to new experiences has improved Ian's confidence, and this confidence has been spilling into other aspects of his life. He is proud that, because of the support of our vision rehabilitation team, he can now commute independently to his job at a local shop.

"I think it's amazing doing it all on my own," says Ian. "It gives the public an insight into what supported living means."

A key part of the support SeeAbility provides is taking the time to understand the dreams and ambitions of the people we support, and then working with them to achieve these goals independently. Hosting a weekly show on the local radio station is an expression of

this independence. "I enjoy choosing the music because it's my hobby – when I'm on there I feel completely independent and don't need anyone with me."

Ian's confidence has grown so much that he's become a spokesperson for other people with disabilities. For four years he was co-chair of the Taking Control group, which sees people SeeAbility support come together to discuss key aspects of their support. This is a vital group for us as it places the people we support at the centre of the decision making process.

"It's important because people have a voice," says Ian. "I think I've done really well by getting people's issues raised with management quite quickly."

Ian's experience with SeeAbility has been so positive that he wants to share his story more widely. "SeeAbility has taught me how to live and survive on my own. They've been a massive help."

With SeeAbility's support Ian now has the confidence to be a fully active member of his community. He has a job, sees his friends regularly and makes choices about everything in his life. His confidence is now so high that he speaks up on behalf of other people with learning disabilities.

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 its 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.

Ian'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.

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1. I choose what I want to do each day, and these activities are meaningful to me
2. Opportunities to be involved in the community are explored and realised, such as work, leisure, education or helping people
3. I have friends and opportunities to meet and establish relationships (i.e. a girlfriend/boyfriend, husband/wife) if I want
4. I contribute in my local community, I am not just a bystander
5. I am supported to keep in touch with my friends and family
6. If I am not happy I am listened to and things are done quickly to make things better