



Sadick's story

I have choice and control over what is important to me

Like most young men, Sadick wants independence and control over his life. SeeAbility's support is enabling him to make his voice heard.

"Sadick always greets you with shining eyes," says Norma, the Manager of Kingston Support Service. "You know you're meeting someone who is very content and happy."

When Sadick was 19 months old he developed meningitis, which led to cerebral palsy and scoliosis. Before we knew Sadick, he was in hospital frequently as he often caught infections, but since being supported by SeeAbility, he's never been in hospital.

But SeeAbility's support is about so much more than day-to-day healthcare. At the heart of our support is collaboration with the people we're supporting, so we're able to help them realise their ambitions. Sadick is unable to communicate verbally, so we've focused on using technology to give him a voice.

Our Speech and Language Therapy Team have supported Sadick to use eye-gaze technology, which tracks eye movement, so Sadick is able to select options on a screen by looking at his preferred choice.

Norma explains how it's opened up his world: "Sadick's now able to make choices every day. It helps him to choose activities like football or

the cinema. It's made a huge difference, but we're working to develop this even further, so he can progress from either/or choices to making sentences like 'I want to go to the lounge'."

Through the eye-gaze technology, the team know what Sadick likes, and can plan his week around his choices. Each week balances standard weekly activities that Sadick enjoys, such as Danceability on Fridays, with more spontaneous activities chosen by Sadick day-to-day, such as trips up to London. Every part of his support plan is built through incorporating goals based on his likes and interests. He likes pop music, particularly female artists, so he's been to see Rihanna and Beyonce. As he's expressed interest in visiting Disneyland, that is now a target.

"At SeeAbility, we believe in supporting people in the best way possible," says Norma. "We want to keep improving. We keep on searching for solutions and try to find out what more we can do for the people we support."

Thanks to his amazing support team at SeeAbility, Sadick is now able to make choices that he's never made before. He chooses where he goes, who he goes with and what he does on a daily basis. He is listened to and when things are agreed they happen!

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.

Sadick'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.

I have choice and control over what is important to me

1. I am involved in decisions about where I live and who I live with
2. I am able to contribute/can decide the kind of support I need
3. I have a say about which team members support me
4. My team support me to communicate and to keep developing my skills
5. I have all the information I need in ways that I can understand
6. I am listened to and when things are agreed, they happen
7. My support plans truly reflect my hopes, fears, and dreams
8. My support is flexible, my team support me when I need my support
9. I can stay out late if I want to
10. I and my family or advocates are involved in assessing the quality of my support on a regular basis
11. My team help me to realise what is positive and possible for me