



## Joanne's story

### My support team are great and enjoy supporting me

#### **Joanne has been keeping fit and mobile through working closely with our in-house physiotherapy team.**

Everything we do at SeeAbility is underpinned by a values-based approach. In practice, this means that everyone we support is treated with respect and that all our work is based on a close working partnership between the people we support and their support teams. This partnership begins as early as the interview stage of recruitment, where we ensure that every candidate is interviewed by someone we support.

Anna, one of the physiotherapists at SeeAbility's Heather House, loves working with Joanne. When she talks about Joanne, her face lights up. "Joanne's sense of humour is beautiful!" Anna says. "She is always joking and making you laugh."

The two have built a great partnership based on mutual trust and respect. It's a trust and respect that has arisen through working closely together through some difficult times. Joanne has a rare neurological condition which means she can have frequent episodes of paralysis on one side of her body. Anna explains: "When Joanne is feeling stressed or tired or even very happy, her brain cannot cope and she has an episode of paralysis."

When Joanne first moved in, every time she went to the gym to meet Anna, she would get

very excited and have an episode after just a few minutes. "She would miss her session, so the next session would feel completely new and she'd have another episode," says Anna.

However Anna believes that her team's support of Joanne through these times has helped build a bond between them.

"Joanne understood we were going to stay with her and support her. She started to trust us and understand that we're good people!"

Anna is determined to keep Joanne as mobile and as independent as possible, so she's carefully tailored the support to develop ways for Joanne to exercise when she's still recovering. "If you're sitting all the time, your brain thinks you don't need your feet and they start losing their range of movement," she explains.

When Joanne is well, gym sessions are active and exciting. "There are no barriers!" says Anna. "We come up with lots of different exercises to do with her and she just loves it."

**Joanne is supported by a team of specialists at Heather House, who know her well and who are trained in her exact needs. She gets tailored support, which is leading to her remaining as active and independent as possible.**

## 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.

Joanne'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 team are great and enjoy supporting me

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1. My team are recruited for their values as well as their experience, skills and knowledge
2. My team are trained in all the areas they need to support me
3. All team members that support me have a good understanding of my needs
4. My team feel able to voice their ideas and speak up about bad practice
5. I and my family or advocates contribute to how staff are trained
6. Individual team members who don't live up to my care organisations values and quality statements are quickly moved on
7. My support team are inspired by their manager and are encouraged to be creative
8. My team have open and honest conversations about what is and is not working with me and my family or advocates