



Sam's story

I am supported to feel safe inside and outside my home

Sam lost his sight at birth and spent 50 years living with other people. But with SeeAbility's support, he now lives independently – and is loving it.

In his twenties, Sam wanted to leave home and get his own place. "It never happened," he says. "When I was in my thirties, forties, I wasn't able to go out on my own at all."

When Sam moved into one of SeeAbility's residential homes in Surrey, the team knew that they were working towards the long-term outcome of Sam being able to move out. They prioritised teaching him the individual skills he'd need when living independently, such as shopping, cooking, IT and more, and through these small steps, they worked towards Sam's life goal.

"It was a stepping stone to me living independently. The team believed in me and knew I'd be a success story," says Sam. "It was challenging at first, but with mobility training from the Vision Rehabilitation Team I learnt the way to the shops and the routes into town."

Through learning these skills Sam was finally able to move to his own flat. Today, he relishes his independence. "It's the freedom - I can come and go as I please. You know there's nobody to answer to. It's something I would always dream about!"

Sam still receives outreach support from SeeAbility. The Vision Rehabilitation Team work with Sam to learn new kitchen appliances through brailling all the devices so he can keep up his passion for cooking. Recently, voice-activated technology has proved to be a great assistant as he now uses smart speaker devices to keep track of cooking times.

The team were on hand when Sam had his biggest set-back. He was walking to Waitrose when he was knocked over by someone jumping a red light. The driver didn't stop. Sam avoided his favourite shop for a whole year. But the team worked closely with him to rebuild his confidence, gradually building the route back into his routine until he felt fully able to walk it on his own.

Jenny, one of Sam's rehabilitation workers, explains how SeeAbility's modern approach is changing lives: "People used to be placed in facilities and cared for," she says. "Now our main goal is to ensure that the people we support are as independent as possible."

Thanks to the support he receives at SeeAbility, Sam was able to move to his own flat and live independently. He now travels, shops and cooks without support thanks to the use of technology, and the skills taught by his team.

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.

Sam'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 am supported to feel safe inside and outside my home

1. My support team work to keep me safe in the least restrictive way. If restrictive practices like PROACT SCIPr-UK interventions are used there is a documented review each time this is used with me
2. I am supported to take positive risks
3. My team understand the Mental Capacity Act 2005 and the Deprivation of Liberty Safeguards (DOLS). I am supported in the least restrictive way
4. I have a Positive Behaviour Support plan which emphasises proactive and preventative strategies, a good quality of life and a psychological understanding of behaviour. This is easy to understand and works with my support plan
5. I have a designated person responsible for coordinating my Positive Behaviour Support plan and making sure that it is reviewed
6. If I need it I get support to stay out of trouble/harm
7. I live in a home where I feel comfortable and safe. It is my home
8. I have a say as to who I live with and where I live