

Case Example 5:

Orchard Manor Transition Service (Scope)

Type of organization: Transition Service (Scope).

User group: Young people (aged 18-25) with complex needs including significant learning difficulties, physical and sensory impairments.

Services: The service supports young people as they prepare for the future and move on to small-group supported living, individual supported living placements, residential care settings or elsewhere.

The move-on preparation includes working with young people to find out their wishes, consider suitable accommodation and prepare for the move. The service is involved in training new staff (sharing information and practice), and supports the young people to settle in after the move.

Evaluation

This service has not been formally evaluated.

Features of Good Practice

Person-centred ways of working

Young people are involved in the selection of staff in a way that works for them. This may involve asking questions at interview, or spending time with potential new workers and expressing opinions about them.

Each young person has two key workers at Orchard Manor. Staff spend a lot of time with the young people and know them well enough to recognise how they communicate choices. Where possible, they are matched with the young people in terms of hobbies and interests so that young people and staff can engage in activities they enjoy together (such as gardening, or photography).

Key workers and coordination

Before they leave Orchard Manor, young people are helped to create a detailed plan for the future and staff work with them to co-ordinate all aspects of the young person's move.

The service has lead on creating Move-On services specifically designed for the young people who require them. This has included sourcing funding and buildings and organizing adaptations

Orchard Manor staff work with the young people to make sure the new accommodation is what the individual requires and needs, and that they are ready when it is time to move. The Transition Coordinator collates together all the information the service has about the young person, and works with each one to make sure all their needs and wishes are on paper, ready to pass on. Orchard Manor then send their own staff to work alongside staff in the young person's new home until the new staff have got to know the young person well.

The staff at Orchard Manor encourage the staff at the young people's new homes to stay in touch, and offer support and advice if necessary. The Transitions Coordinator visits young people after they have moved to check how things are going and resolve any problems.

Initially, the Transition Coordinator will attend all of the young person's reviews after their move, but this is gradually reduced over time. The worker stays in touch with the young person and their family or new staff and, again, this is gradually phased out over time as the young person feels more settled.

Flexibility and reversibility

Flexibility is built into packages of support from the start and individual workers are flexible in what they can provide.

Orchard Manor makes sure there are high staffing ratios for the young people so that individuals can be supported to spend time in the ways they would like. High staffing ratios mean, for example, that one person can choose to go out spontaneously, without other residents having to go out with them.

Young people tend to leave Orchard Manor with strong opinions of what they do and do not like, but plans are regularly revisited so that future opportunities are not curtailed by opinions that were expressed years before.