

Transforming care for people with behaviour that challenges

Local and long term solutions



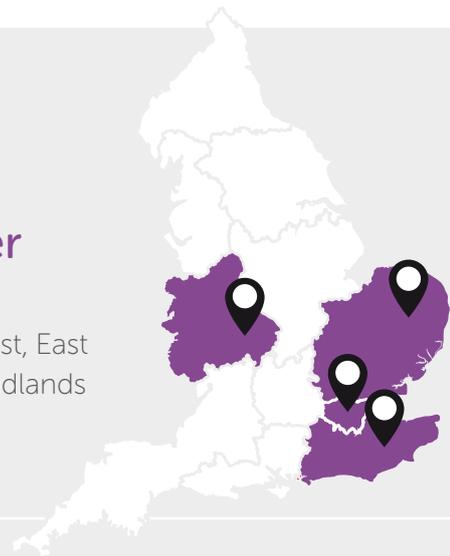
At Avenues we specialise in providing community-based services for people with learning disabilities or autism who display behaviour that challenges. We work with commissioners, housing partners and families to develop new, local support services for people leaving hospital or residential education. We want people to start to take control of their lives and make choices so they can live the best life possible and their support needs reduce over time.

Avenues at a glance



Services in over
80 locations

in London, the South East, East
of England, and West Midlands



Our services include...

Supported living,
homecare and
respite



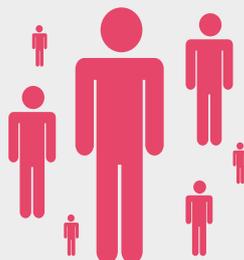
Outreach



Residential
care



c1400 employees
(700 full-time equivalent)



We support over
600 people

and have contact with many more
through supported volunteering,
employment and leisure services

How we work

Avenues has a long track record of working with commissioners to develop new services for people who need a different type of support to what they currently receive. Our origins lie in supporting people with complex needs moving on as a result of the closure of long stay hospitals.

We develop services according to local commissioning needs, whether a small supported living scheme or a service built around an individual. When working with commissioners we agree service and financial models that will deliver quality and sustainable support to people for the longer term, increasing their independence while also preventing placement breakdown.

Working with housing partners who are experienced in the social care sector, properties reflect the support plans of the people who will be living in them and allow for the reduction of support over time. We consider how environmental design can aid the reduction of behaviours that challenge, together with other factors that will enable people to start to live independently and be active in the local community. We involve the people we will be supporting and their families at the earliest stages so that we have an understanding of someone's needs, preferences and future goals from the outset and support can be personalised and consistent.

Ensuring quality and value

Our support uses approaches such as person-centred active support and positive behaviour support so people are engaged in everyday tasks and live in the least restrictive way possible. We support people to take positive risks, weighing up the potential benefits and harm then working towards the desired outcome while also seeking to minimise any potential harm, so that people can fulfil their potential. Working in this way means we provide the right amount of support at the right times. People can take as much control over their lives as possible, start to enjoy social contact and make the most of what their community has to offer while costs reduce over time.

Our services are regulated by the Care Quality Commission and we carry out regular monitoring to promote continuous improvement. This helped one of our services to achieve an outstanding rating in all five domains in 2015 – the first of its kind for a supported living service. We work with the Tizard Centre, one of the leading UK academic groups working in learning disability and community care, to design and develop training programmes for our support teams based on best practice.



“Every morning when I walk down the stairs into my living room I feel happy and look forward to starting the day. It’s not always easy, but I now have the best support I’ve ever had.”

Jackie

Making a difference

Jackie: her first home and planning for the future

Jackie* is 37. She had been an inpatient for the last six years, the last three in an assessment and treatment centre with a diagnosis of a learning disability, borderline personality disorder and serious self harm.

We were approached to provide Jackie with 24 hour support with accommodation. This was to be Jackie’s first home of her own. We started by getting to know her while she was still an inpatient to build a picture of what her service needed to look like. We involved her in all aspects, from choosing the area and type of building to putting together her support team, including writing job adverts and selecting support workers.

We worked with Jackie to develop support plans as well as plans for the future and to stay well. This took four months, during which time we also secured a property for her. This wasn’t straightforward as she had no history of residency in any borough.

One of Jackie’s priorities after so many years in hospital was to feel safe. Safety for her wasn’t just physical but also required trust and rapport with her support team. We devised a number of strategies with Jackie to support her in this regard. This type of preliminary work helped her to feel positive about the potential of living in her own home. Six months after moving in, Jackie has already started to spend short periods of time on her own, including going to the local shops, providing a foundation on which to reduce her support further over time.

**not her real name*



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Why choose Avenues?

- We have a positive reputation gained from over 20 years of development and growth. We continually challenge ourselves to find new ways to support people.
- We are a large organisation that works and thinks locally. Our hubs have the support of a large organisation with the flexibility to work in ways that meet local needs.
- Our expertise means that the people we support receive the right level of support at the right times. Our support will change as people's lives change.
- We are trusted by individuals, families and commissioners and as a result we have established long standing relationships with people and organisations. We will let you know how things are going before you ask.
- We make the most of local communities, connecting the people we support with what interests and stimulates them. We want people to live good lives and achieve their goals.
- We are a not-for-profit organisation guided by our values. Proceeds from our services are reinvested into developing our work.

Find out more

Contact us for an informal chat about how we can work with you

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