

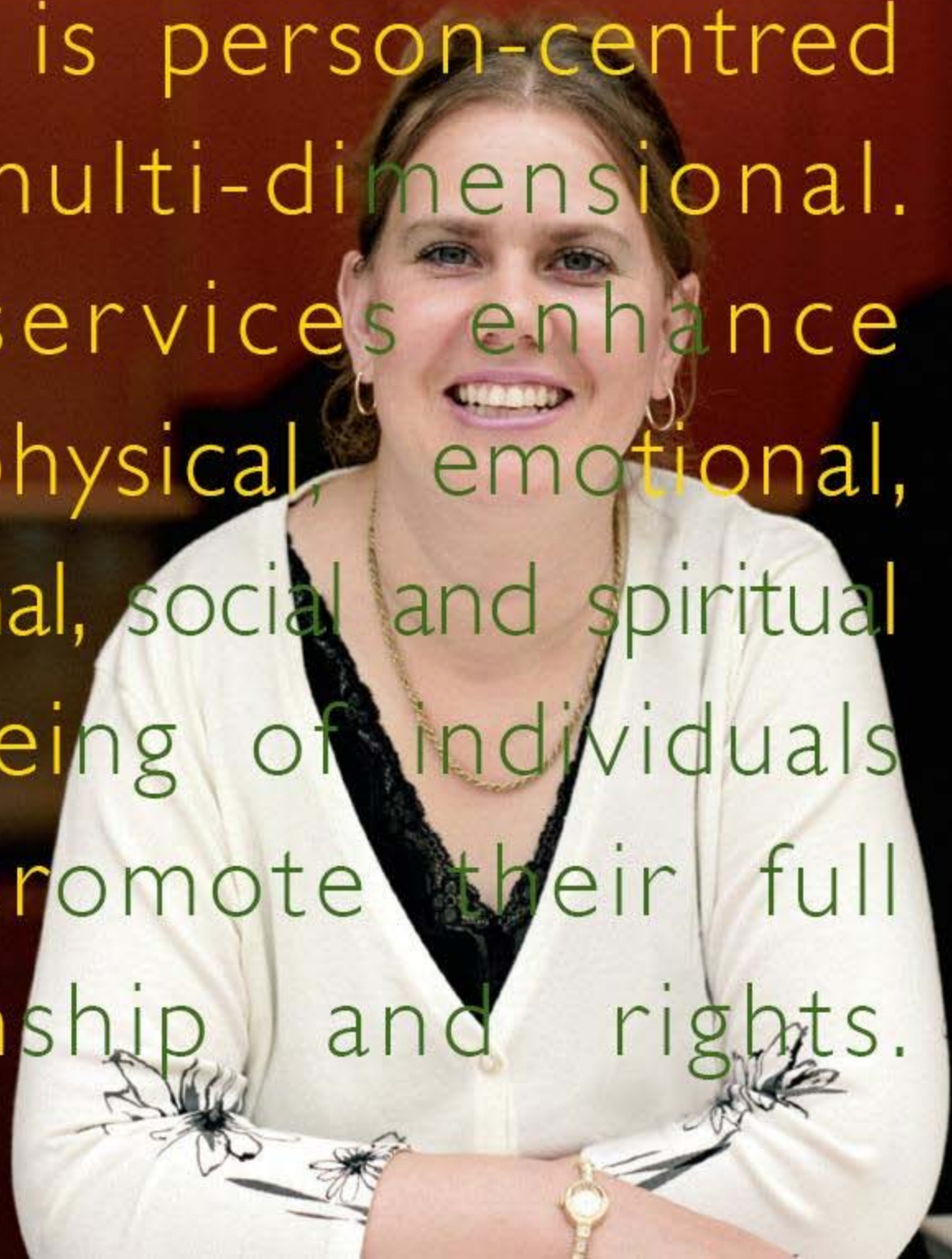


QUALITY OF LIFE FIRST:

a person-centred approach to disability and mental health needs

Committed to deliver at all times

Field Lane's approach to disability and mental health needs is person-centred and multi-dimensional. Our services enhance the physical, emotional, relational, social and spiritual well-being of individuals and promote their full citizenship and rights.



Meeting needs through a new vision



Gaps and challenges

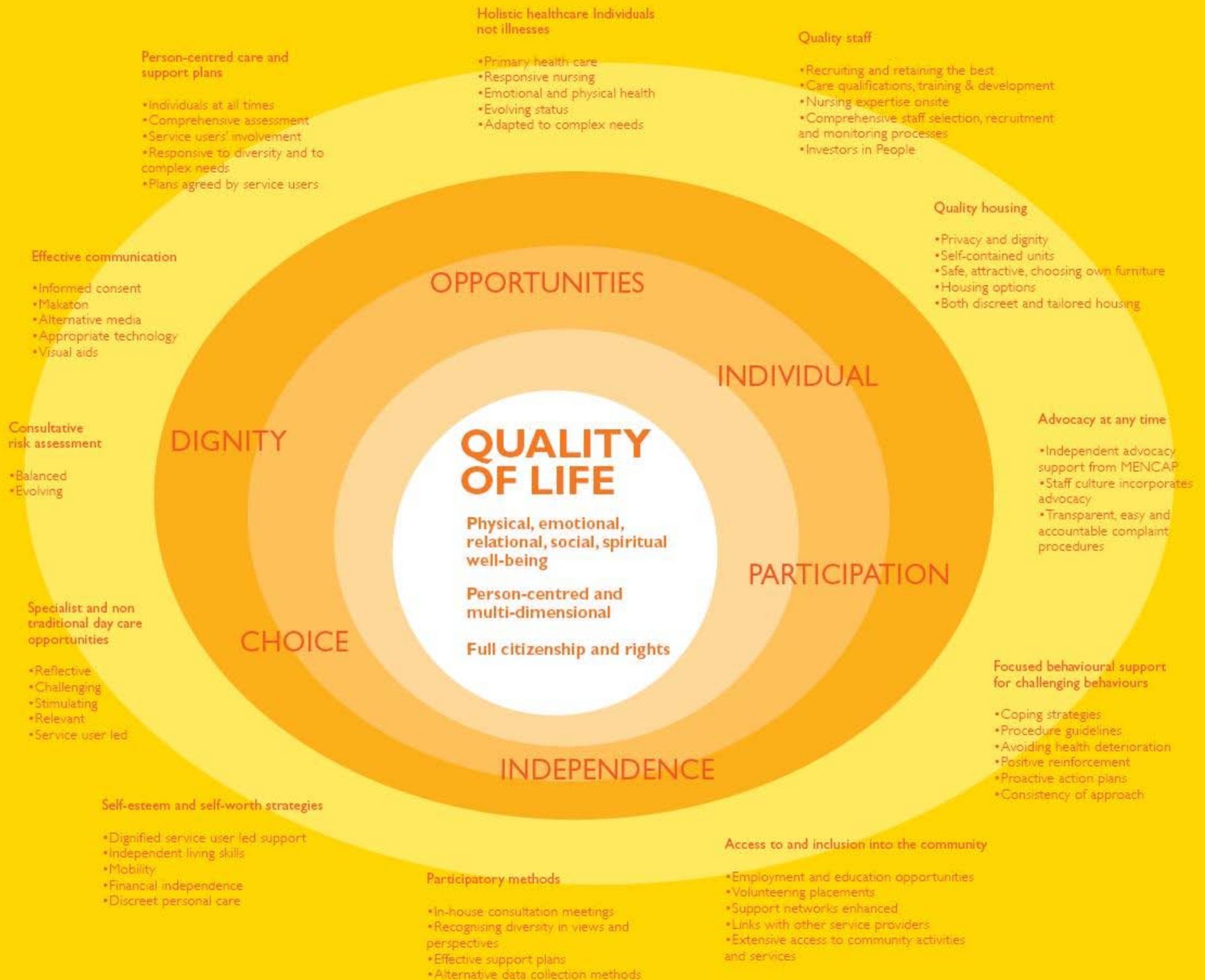
The depth and interconnected nature of the needs of people with a disability, mental health needs and challenging behaviours creates serious gaps and challenges in service delivery:

- Support with everyday life (e.g. paying bills, accessing financial support) is lacking
- Substantial health care and mental health needs are often unmet
- Housing choice is limited
- People with a learning disability often have little choice or control over many aspects of their lives
- Day services are often not tailored to the needs and abilities of the individual
- Limited opportunities for employment are available
- Inconsistency in expenditure and service delivery remains
- Mainstream housing and support agencies are unlikely to offer relevant services to people with very high support needs
- Support services offered lack creativity and are not service user led
- Commitment to deliver what has been agreed fades over time

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synergetic elements

- Person-centred care and support plans
- Holistic healthcare
- Quality staff
- Quality housing
- Advocacy at any time
- Consultative risk assessment
- Effective communication
- Access to and inclusion into the community
- Participatory methods
- Specialist and non traditional day care opportunities
- Self-esteem and self-worth strategies
- Focused behavioural support for challenging behaviours



Impacts and outcomes of working with Field Lane

“I have found somewhere quite special. Not only are staff interested in my mother, but our family as a whole are important”



For service users

- Optimised health
- Improved quality of life
- Sense of self-worth and achievement
- Exercise of choice and control
- Freedom from discrimination and harassment
- Physical, spiritual, emotional and economic well being
- Personal dignity and respect
- Increased responsibility for good health
- A meaningful life

For the sector

- Our preventative services reduce the need for more costly and intensive support
- Accountability for spending on social care, professional leadership and championing the rights of people with a learning disability and mental health needs
- One-stop service provider delivering a wide range of services
- Contracting expert support for individuals with multiple needs

For families

- Engaging with a trustworthy service provider
- Ability to participate in their relatives' care
- Ability to witness their relatives developing skills

For communities

- Field Lane conveys a positive image of disability
- Field Lane acknowledges and promotes diversity

key principles

Individuals are recognised as co-producers of their own care at each stage of service delivery (from assessment and treatment to after care). Service users' expertise is recognised, enhanced and implemented in care and support plans.

Independence is recognised as a right of control over ones' own life. Risks of independence for individuals are shared with them and balanced openly against benefits. Risk management is carried out through active consultation and regular assessment reviews. People with the highest needs receive the support and protection needed to ensure their own well being.

Choice is informed, real and varied. Advocacy support, options of care and support as well as a well trained care staff with varied communication methods ensure that individuals are offered a great choice over the way in which their needs are met.

Opportunities are evolving and always adapted and appropriate. Field Lane recognises diversity in needs, aspirations and skills. Effective partnerships between health care and social services, staff, families, the community and service users create as many opportunities as possible for people with a disability and mental health needs.

Participation is a goal in itself. Field Lane encourages residents and any person involved in the care to actively take part in designing care and support plans.

Dignity is a basic right and Field Lane's services are free of any types of discrimination (age, sex, religion, disability, need, skill, sexuality etc.). Service users are treated with courtesy, honesty and respect with transparent and easy complaint procedures operating at any stage of the care and support delivery. Advocacy available at all times.

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Field Lane is a Christian charity that provides innovative accommodation, care and support services for families who are homeless, older people and people with disabilities.

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Registered Housing Association No. LH 3047

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