



## Tyneside and Northumberland learning disabilities services.

### About the service.

Home Group deliver person centred support to 144 customers with learning disabilities, autism and physical disabilities in Newcastle, Gateshead, North Tyneside and Northumberland.

We are registered with the Care Quality Commission to deliver personal care including support with medication, to promote independence and develop daily living skills.

Support packages are developed with customers, promoting choice and inclusion and incorporate assistive technology as appropriate, with an emphasis on maintaining and developing independence.

**“Customer Promise Service Assessments - These put auditing and governance in the hands of people who used the service, customers visited the provider’s other services and contributed to change where they thought it necessary. Person centred care planning was extremely detailed and responsive.”**

**Care Quality Commission.**





## Our support model

**We offer support to meet individual needs and aspirations within the following settings:**

- Independent living services
- Community enabling
- Housing management
- Concierge plus.

### **Person centred support can include:**

- Access to the community including leisure, education, volunteering and work opportunities
- Tenancy support
- Personal care including administering medication
- Access to health services
- Daily living skills
- Positive Behaviour Support
- Maximising income and budgeting
- Support to maintain and develop relationships
- Support 24 hours a day as required including delivering flexible support in line with individual service funds
- Community enabling, delivering flexible support to meet individual needs. Hours can vary from one hour to twenty hours per week following assessment by social services
- Access to customer involvement opportunities in Home Group to support service audit, governance and design.

We are passionate about what we do. We work in partnership with customers, families and professionals to ensure customers are able to achieve their goals and aspirations and lead the best in life.

### **Customer feedback**

**“They let me get on with my life. They help me in a lot of ways. I am my own person though.”**

**“My staff are very good and very supportive with me and help me to make good choices about things to do, when I go on holiday I am happy that staff come on holiday with me.”**

### **Sara Liddle**

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