

# Transitions to Socially Inclusive Living, Action Research Project

Literature Review  
10<sup>th</sup> and 11<sup>th</sup> July 2009

*Living Options for People with Intellectual Disability in Ireland*

National Federation of Voluntary Bodies, Secretariat  
Offices, Oranmore, Co. Galway

Clare / Limerick Project Module



# Transitions to Socially Inclusive Living, Action Research Project

- Provided by:
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# Introduction

- Literature Review:
  - Tizard Learning Disability Review
    - Building New Systems in the Community
  - Colm O'Doherty's "A New Agenda for Family Support:
    - Providing Services that Create Social Capital"

# Areas of Interest

- Building New Systems in the Community
  - Supporting People with Complex mental health needs to get a life! The Role of the Supported Living Outreach Team (Birmingham)
- Providing Services that Create Social Capital
  - Family as Social Support Organisation

# Building New Systems in the Community

- Reports on the development and services delivery of the Supported Living Outreach Team for people with severe psychiatric, behavioural and forensic needs
- Discusses reasons why the team was formed, and the partnerships it has formed with local housing and care providers in order to enable people with complex needs to lead ordinary lives in the local communities.
- Describes the 'pathway' of the team involvement starting with the initial assessment, setting up and monitoring of new schemes, through to discharge.
- Outlines the measures the team uses to monitor its effectiveness, the benefits the team has brought to the services, and the hurdles and barriers it has had to overcome on its journey to support people with complex needs to live safely in their local communities

# Service Development

- Background: -

- Based on; and developed through:

- Valuing People: A New Strategy for Learning Disability for the 21<sup>st</sup> Century, 2001
  - Treating persons with disabilities as people and citizens
- Improving the Life Chances of Disabled People, 2005
  - Independent Living, Choice and Control over supports
- Our Health, Our Care, Our Say, 2007
  - Giving persons control over their lives
- Mansell Report, 2007
  - Recommendation to commission more individualised, local solutions providing a good quality of life

# Founding Principles

- Supported Living Outreach Team (SLOT) established in 2001
  - To meet the need of persons with Learning Disabilities, Mental Health issues and Challenging Behaviour, (South Birmingham remit)
- Important Objectives
  - To move away from the *staff-user* relationship to a more *positive* and *collaborative* model in which workers recognise users as *individuals*

# Strategy

- Step 1 - Development
  - Ensuring that the individuals themselves play an active part in setting up their new service, Plans, Risk Assessment, and understanding its Management
- Step 2 – Implementation
  - Person (with advocate where applicable) locate property and furnishings, participate in interview process to recruit their supporters, and play an active part in their training
- Step 3 - Monitoring and Support
  - Initial 24 hr Crisis Call Service in place; regular review of plan and risk management with care provider to ensure adherence to principles; support reduces moving from face-to-face to occasional telephone contact
- Step 4 - Rescue Package (Optional)
  - SLOT will take over provision of service where care provider fails to deliver support



# Person-Centeredness & Risk

- Key points:
  - Develop a staffing profile, listing the types of skill and personally trait that appear to work best with particular individuals. The philosophy of the services is based on a collaborative model of care in which staff develop *real rapport* with the people they support and can help them become a more inclusive member of their local community *by sharing mutual interest and hobbies*.
  - Some individuals can find any move stressful, ... for some we have initially seen increases in problem behaviour
  - Developing more flexible resources to meet the needs of the person presenting with major management difficulties
  - Housing Web; developed with six to eight clients living in the same general area; staff can respond speedily

# Performance Indicators

- Reduced risk level
- Reduced challenging behaviour
- Reduced medication level
- Reduced crisis calls to SLOT
- Person Centred Plan in Place; and evidence of action
- Successful service audit
- Continuity and Security with low turnover and sickness level
- Reduced cost at which the service is made

# Assessment, Monitoring, Evaluation

- SLOOT Team Structure:
  - Consists of a manager, five team leaders, two nurses and three support workers
- Catering for 26 people (at the time of writing)
  - 18 males and 8 females, ranging in age from 21 through 49, 11 in autistic spectrum, 3 have bipolar mood disorder, 2 schizophrenia, 3 personality disorder, and 2 Attention Deficit Hyperactivity Disorder, 3 with epilepsy and 2 Cerebral Palsy
  - receiving 2700 hours support weekly

# Service Outcomes

- Service Outcomes:
  - Decreases in levels of risk and reductions in challenging behaviour, self-harm and damage to property
  - Decreases in use of as required PRN medication
  - Reduction in hours of support
  - Person Centred Plans
  - Increase in independent living skills
  - Dynamic Service (constantly questioning actions and benefits)

# Discussion

- Obtaining Affordable Accommodation for People who Damage Property
  - Need for a Property Damage Fund (£10,000 annually)
- Managing the Impact of Behaviours on Local Neighbourhoods
  - High input to establishing strong relationships with local councillors, and anti-social behaviour teams
- Emergence of New Behaviours
  - Some clients displayed behaviours not previously exhibited
- Development of Flexible Teams Around Highly Complex Individuals
  - Training and development of small dedicated teams to grow strong relationships with clients
- Partnerships
  - Success is based on effective partnerships with independent sector providers
- Funding
  - Provision of local integrated service has resulted in decreasing reliance on time-limited funding (sounds like Pobal)

# Conclusion

- Model needs to be replicated and evaluated so that it becomes the norm for people who have traditionally found it difficult to live ordinary lives.

# Part II

Colm O'Doherty's "A New Agenda for Family Support: Providing Services that Create Social Capital"

# Family as Social Welfare Organisation

- Families are one of the most fundamental social networks: a major site of social and economic productive activity; the provider of intimacy and emotional interdependence for spouses/partners, parents, grandparents and children and other relatives; the provider of care, nurture and development of children and young people; and the provider of care for other family members made vulnerable by frailty associated with old age, by disability or severe illness ... Working life and family life, public life and private life are neither separate or separable. They are inextricably linked throughout the life course of both men and women, and for children and young people in ways which have significant implication for all public policies (Cappo, in O'Doherty: 2005).



# A Systems Theory Understanding of the Family

- ... from a systemic perspective, as a set of inter-relating individuals and relationships, all of which affect and are affected by each other
- This system is the context within which constituent members' needs may (or may not) be met
- The family system operates within the wider social systems of the extended family, local community and society in which the family lives
- Family tasks are affected by the surrounding social context and the degree of social integration between family members and their immediate environment

# A Systems Theory Understanding of the Family

- Family Adaptability, its key elements: -
  - Organisational adaptability – is concerned with a family's ability to adjust to and accommodate a diversity of roles, management of tasks, arrangements and responsibilities at different stages of the family life cycle
  - Decision making and problem solving – who has power in the relationship and who has access to resources outside the family (such as income and social support)
  - Managing and resolving conflicts – acknowledging and responding to differences between members
  - Relationships with the wider family and community – the focus here is on the degree to which family members' relationships with the wider family and the community either help to meet the needs of family members or reduce their capacity to meet needs and thereby add to their difficulties

# An Ecological Understanding of Family as Social Welfare Organisation

- An 'ecological' understanding is less concerned with the internal dynamics of families per se ... and is more focused on the ways in which internal dynamics interact with ... the wider family, community and culture
- Individual family members, the family, and the environments in which they live influence one another in a constant process of reciprocal interaction

# An Ecological Understanding of Family as Social Welfare Organisation

- Central points to supporting families in the community:
  - Parenting is complex and hard to do
  - Parents want to feel in control in dealing with parenting problems
  - Support is a relationship that requires respect and partnership
  - Support is a process, services need to get off on the right foot and to be responsive to changing needs
  - Formal Services are part of the ecology

# Supporting Families as Social Welfare Institutions

- Policy Areas of Need:
  - Support of and assistance with parenting
  - Active involvement in the development and welfare of children
  - Supporting active fatherhood
  - Investing in family relations
  - Investing in and supporting 'caring'
  - Reconciling family activities with the demands of modern life

# Conclusion

- Family support invites welfare professionals (and services) and local neighbourhood people to become custodians collective efficacy.
- Collective efficacy – the capacity of a neighbourhood to implement its own plans, rests on the presence of social capital i.e. interconnected networks, trust among residents, social cohesion and a shared willingness to intervene for the common good.
- When collective efficacy is utilised it simultaneously plants and harvests social capital

# References

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