



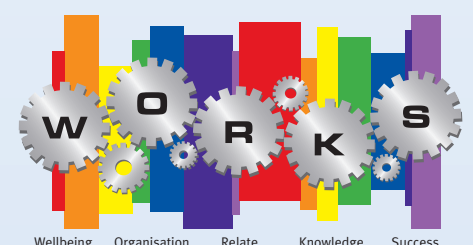
**Harold Road Upper Norwood, South London**



*Harold Road is a unique Supported Living service as it delivers a rehabilitative programme of interventions known as WORKS which promotes a person centred approach to the personal development of people with an Autistic Spectrum Condition comprising a range of strategies designed to address all aspects of their physical and emotional health and well being*

### **An Enhanced Supported Living service for people aged 18-25 who...**

- have an Autistic Spectrum Condition and may have associated mental health needs
- exhibit types of behaviour that limit access to community facilities and may impact on social relationships
- will benefit from a transitional service for 18 to 24 months providing a pathway to greater independence and employability
- will benefit from an outcome focused approach using The WORKS Programme to achieve four key outcomes for each tenant:
  - Increase in engagement and occupation
  - Significant reduction in problem behaviours
  - Increase in daily living skills
  - Access to employment



Wellbeing Organisation Relate Knowledge Success

# Harold Road

Upper Norwood, South London

## Service Introduction

*Harold Road offers an Enhanced Supporting Living service for a maximum of ten tenants.*

*Tenants will receive packages of support tailored to their individual assessed needs in order to reduce risks, both within the service and wider community, promote independence, and engage in education and employment to achieve positive social inclusion.*

*Harold Road is designed as a transitional service with an emphasis on developing pathway plans to enable individuals to move through the service over the course of 18-24 months, encouraging further transition into independent community living.*

As Harold Road has been designed to meet the needs of tenants with Autism Specific Conditions, the environment has been developed with the purpose of promoting opportunities for learning new skills and enables the generalisation of support plans to the identified learning spaces.

The identified learning spaces, each of which has been developed to serve its own purpose, serves to support the learning experience. These include:

### **Wellbeing Centre**

Planning will enable tenants to learn to stay calm through opportunities for relaxation, yoga-exercise and massage. The ultimate goal is Self Management and Strategies for Stress Management.

### **Social Leisure Base**

Planning will support tenants to become self-sufficient in basic catering skills as well as learning skills for sharing and group communication strategies. Celebration and topic themes related to developing social skills will be part of the recreation programme.

### **Media Base**

Opportunities will be planned for the development of personal interests as well as exploring current media topics for learning about life and work events. A Clubs Notice Board will offer community learning experiences.

### **Communication Centre**

The Personal Planner is a central part of The WORKS Programme and the provision of Planning to Learn opportunities. Working with skilled staff will enable people with ASC to plan their day, develop strategies to deal with difficult situations and work on solutions to address situations that cause high levels of anxiety.

### **Personal Development Centre**

Staff will work with tenants to help them become responsible citizens, managing rules for public and personal socialisation and learning independence for working life. This learning space will support the delivery of identified ASDAN programmes and qualifications to support the development of key skills and life skills.



## Support Packages

*Support packages provided at Harold Road are designed to meet individual need and stress the importance of tenant inclusion throughout the care planning process.*

*Tenants will receive Key Worker support as regularly as they request and will benefit from a highly skilled, dedicated and supervised staff team.*

Packages will include:

- Comprehensive assessment prior to admission
- Goal orientated support planning and risk assessment based on identified need, action required and realistic timescales for achievement
- Development of intervention programmes to support individuals to manage behaviours that may pose significant risk to themselves or others using Positive Behaviour Support theory and practice
- Positive approach to the development of independence skills and the maintenance of those skills over time
- Clear person centred planning to transition towards independent community living

The ethos of Harold Road is focused around ensuring that each tenant is provided with an individualised, autism friendly approach, enabling them to make their own choices and live the lives they choose.

Individuals are assisted in positive risk taking, so they actively increase their confidence and move towards their goals in small achievable milestones. We encourage tenants to take part in community activities and support them to build up skills to access employment or local educational opportunities.

Tenants will receive Key Worker support as regularly as they request and will benefit from a highly skilled, dedicated and supervised staff team.





## Our Team

*Due to the needs of our tenants, the staff team at Harold Road are available 24 hours per day.*



The Service Manager is supported by a Team Leader and Senior Support Workers who assume day to day operational responsibility to ensure, with the assistance of Support Workers, that our tenants' safety and security is maintained.

Being an enhanced supported living service, night cover is provided by 'waking' Senior Support Workers who are able to access the 'out of hours' on call system.

The 'out of hours' on call system is covered by Senior Managers who have an understanding of each tenants needs. Therefore, placing them in a position to provide appropriate telephone support and, if required, attend Harold Road 'out of hours'.

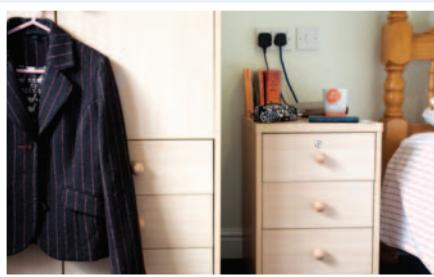
In recognition of our tenants' complex behaviours and high support needs a number of additional Support Workers are available to attend Harold Road for varying periods of time to support our tenants on a 1:1 basis.

## Managing Quality

*Glen Care Supported Living Services Ltd is registered with the Care Quality Commission and therefore has a duty to ensure that areas of support delivered within Harold Road are audited in line with the Essential Framework Standards.*

The following areas will be audited on an internal basis:

- Safeguarding records and incidents
- Cleanliness and infection control
- Medication
- Care plans
- Risk assessments
- Incident records and reports
- Nutritional need and individualised meal planners
- Safety of premises
- Safety of equipment
- Supervision of staff
- Training and development of staff
- Staffing levels
- Daily activities





## Tenant Involvement

*Tenant inclusion is promoted by ensuring that individuals are given the opportunity to have access to:*

- Monthly tenant meetings with an emphasis being placed on these being lead by the tenants with support from staff
- Feedback from Key Worker sessions
- Engagement of Advocacy Services
- Quarterly Tenant Forums which are chaired by an independent person with a view to identifying any areas of support that the tenants are unhappy with or want improved. When the Forums are held, tenants are also provided with the opportunity to meet with the independent person on a 1:1 basis if they wish.



## Positive Behaviour Support

*Tenants who wish to live at Harold Road may, due to their diagnosis and history, have behavioural needs that may place them or others at risk.*

In support of this, where indicated, tenants are provided with individually designed intervention programmes that use the theories of Positive Behaviour Support, in order to produce effective behaviour change that is meaningful and valid across everyday settings such as social relationships, personal satisfaction, employment, self-determination, recreation and leisure, community adjustment and community integration.

Behaviour Support Plans are then devised and implemented alongside person centred plans, risk management strategies and health actions plans to ensure a holistic focused approach to support within the service.



## Enquiries and referrals

*We actively encourage personalisation and welcome enquiries and referrals directly from service users and their supporters in addition to referrals from local authority teams.*

For further information, please contact:

Commissioning Team:  
referrals@glencare.com  
01372 746 290

## Location

*Harold Road is situated in Upper Norwood and falls within the residential district of the London Borough of Croydon.*

*Crystal Palace high street is within easy walking distance which provides good links to a range of public transport and local community based facilities.*



## Contact

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www.glencare.com



**Glen Care Group**  
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