



Prospectus

A Guide for Purchasers 2008

Available in other formats on request.

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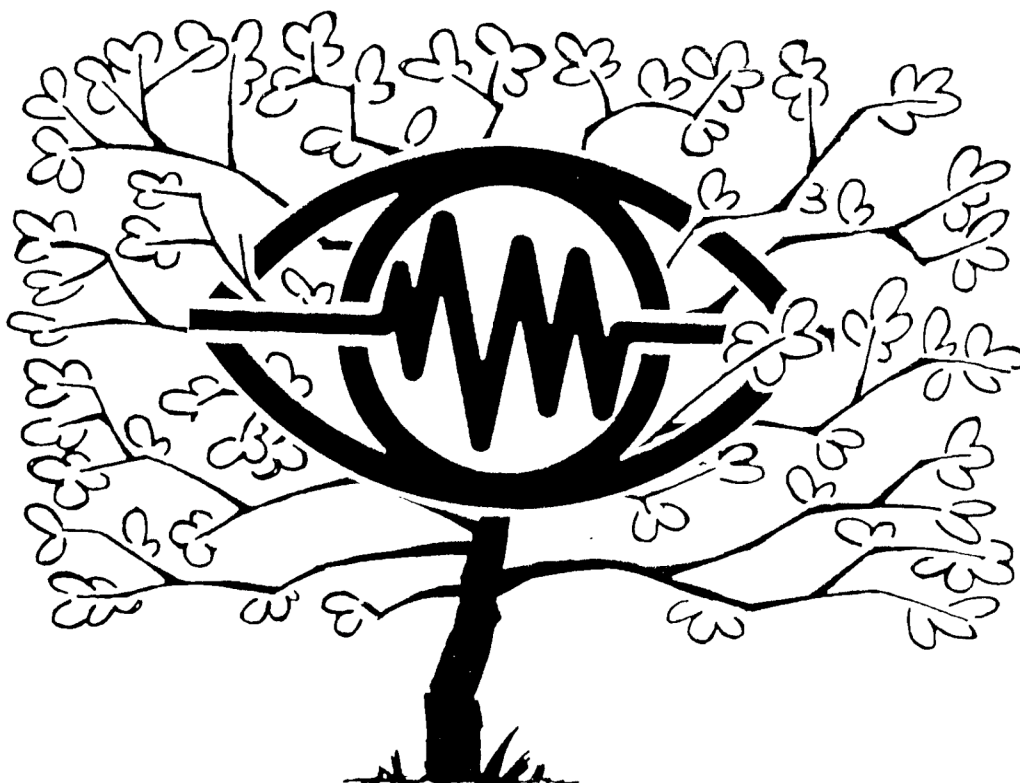
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Accountability

Sense Scotland and its workers aim to be directly accountable to service users and families. We also aim to be publicly accountable and will ensure that we respond personally, effectively and efficiently to all enquiries.

Sense Scotland has a formal complaints procedure.



Sense Scotland works with children and adults who have communication support needs because of deafblindness, sensory impairment, learning or physical disability. We lead the field in communication and innovative support services for people who are marginalised because of challenging behaviour, health care requirements and the complexity of their support needs. Our services are designed to provide choice and continuity across age groups and we work closely with families and colleagues from health, education and social work.

Sense Scotland aims to work with others towards a future of high quality services for people with complex support needs because of deafblindness, sensory impairment, learning or physical disability, continuing health care needs or challenging behaviour.

Introduction

The purpose of the document

This document describes how Sense Scotland and statutory purchasers can work together to plan and provide services.

Definitions and service user group

Definitions can cause difficulties as they may stigmatise the people to whom they refer. Nevertheless, we recognise that definitions are helpful for those who may wish to use our services. For ease of presentation we use the term “service user” throughout this document.

Sense Scotland works with children and adults with communication support needs and their families. This means we work with children and adults who have:

- impairments to both sight and hearing
- impairments to sight
- impairments to hearing
- learning disability, continuing health care needs, challenging behaviour
- physical disability, continuing health care needs, challenging behaviour
- and any combination of these

Severe sensory impairment may lead to difficulties in learning, information, communication and mobility – presenting great challenges to traditional services.

Services

Sense Scotland has experience in developing and providing the following services:

- support and specialist advice to both families and professionals
- housing support with care at home
- day support for both children and adults
- short breaks for both children and adults
- residential care services for adults
- holidays, and group activities
- training
- information
- representation, consultation and policy development

Approach

Families and service users are at the heart of our approach to service provision. Support and help is designed to meet individual needs, with the intention of enabling service users, families and practitioners to meet the challenges. We are committed to responding quickly and efficiently to meet changing needs, offering continuity in service users' lives.



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Values

We aim to work positively with others in developing our own services and in complementing external services. In doing so we are guided by a set of core values. We expect to:

- be open and honest
- recognise the worth of all individuals
- establish relationships built on trust
- act on the basis of individual needs
- be accountable for actions

Working Principles

Sense Scotland strives to achieve quality in its services. In doing so we will:

- respect dignity
- allow for privacy
- safeguard rights, health, safety and welfare
- encourage choice
- enhance independence
- help realise personal fulfilment
- provide opportunities for learning
- acknowledge the value of risk-taking

Setting Standards

Detailed procedural guidance is provided for each service area. From this standards are set so that our performance can be measured.

Our standards are:

- markers of quality.
- statements of the minimum requirements of a service which is open to review, monitoring and assessment.
- indicators to service users, their families and other representatives, of what they can expect to receive.

Our standards enable:

- purchasers and service users to evaluate more readily the effect and value of services
- requirements of legislation and other regulations to be met
- practice to reflect principles

We undertake internal and external financial and service audits.



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Support and Advice

Both families and professionals can feel isolated. Sense Scotland's wide-ranging services offer access to experience and resources, continuity of contact, flexibility of response and are built on honesty and trust. Families and professionals may contact us for advice and information on individual needs, services and other resources.

Aim:

To minimise the disabling effect of impairments by offering support, identifying services and resources, and responding flexibly to meet individual needs.

Objectives:

In order to meet this aim Sense Scotland will:

- provide an outreach service
- offer information, advice and support to service users, families and professionals on services and any other appropriate issue
- work with families to develop action plans
- work with other professionals in the planning and delivery of education and community care services
- jointly assess service users' support needs with other professionals
- take an in-depth look at a service users use of vision, hearing, touch, mobility and communication skills through individual sessions
- help develop individualised programmes
- contribute to individual care plans and provide or identify services as appropriate

Standards:

We will:

- treat all requests for advice and support confidentially and with honesty, sensitivity and respect
- involve service users, families and other representatives in planning and decision-making
- look to the widest network for information and ensure that all information is presented clearly and in accessible forms
- ensure that all agreed actions are followed through
- ensure that reporting and record-keeping is of the highest standard
- ensure that all statutory requirements are met
- monitor all aspects of quality in the delivery of services and conduct in relationships
- ensure confidentiality

Charges:

All initial planning visits and meetings are free and agreements made about costs of further work thereafter. Assessments and other consultancies carry costs which can be negotiated.

Opportunities for:

- children
- adults
- brothers and sisters
- family members
- professionals

Offering

- information
- advice
- relationship building
- access to other Sense Scotland services
- contact with other agencies
- representation
- joint assessments
- functional assessments
- programme planning
- designing activities
- communication advice



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Community living: housing support and residential care for adults

Community living takes place in ordinary houses in ordinary communities. Our services offer new opportunities for people leaving school or other institutions and are also an alternative to continuing to live in the family home. Services range from supporting individuals who have their own tenancies to groups of people living together. Enquiries on behalf of individuals or groups of people are welcome.

Opportunities for:

- people aged 16 or over

Aim:

To offer service users the opportunity to enhance their quality of life by providing a safe, manageable and comfortable environment designed to meet their needs.

Objectives:

In order to meet this aim Sense Scotland will:

- fully involve service users and their representatives in the process of change and in planning and decision-making thereafter
- help service users maximise their potential physical, intellectual, emotional, sensory, communicative and social capacity through individually-planned activities for gaining and developing skills
- provide good quality, enriched, well-maintained living environments
- provide support from specially trained staff on a 24-hour basis
- follow positive health promotion plans and arrange specialist input as required
- organise day services and make full use of other community facilities

Offering:

- ordinary living
- life-long security
- initial and ongoing assessment, monitoring and review
- lifelong learning and development

Standards:

We will:

- provide staff induction and access to continuing training
- provide line-management, supervision and support
- ensure regular monitoring and review of service users
- ensure that reporting and record-keeping is of the highest standard
- apply barrier free building design principles where we are involved in the build
- apply environmental design principles for sensory impaired people
- maintain procedural guidance which is followed at all times
- meet service specifications
- ensure that registration and health and safety requirements are met
- evaluate and monitor all aspects of quality in the delivery of services
- ensure confidentiality

Charges:

Costs are agreed with the commissioning department.



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Day support services for children and adults

Support services which are individually tailored to meet people's needs are an important component of community living and family life. Our services across Scotland range from single person services based in and around the family home to services for groups of people based in and around specialised resource centres. All make maximum use of local facilities and are based on a model which can be developed in any community.

Aim:

To offer service users the opportunity to enhance their quality of life by learning a broad range of skills and by engaging in a range of leisure activities.

Objectives:

In order to meet this aim Sense Scotland will:

- help service users maximise their potential physical, intellectual, emotional, sensory, communicative and social skills
- provide resource staff with skills in all curricular areas
- conduct assessments and take account of the implications for learning of sensory impairments and other impairments
- develop individual plans
- work closely with workers from other services and the service user's representatives
- involve the service users in planning and curriculum development
- make full use of community facilities and leisure resources
- offer support and advice to service users
- provide a link with other services

Standards:

We will:

- provide staff training, line-management, supervision and support
- ensure regular monitoring and review of the service users' progress
- ensure that reporting and record-keeping is of the highest standard
- apply barrier free building design principles for resource bases
- apply environmental design principles for sensory impaired people
- meet service specifications
- meet registration and health and safety requirements
- take account of safety and accessibility when using community facilities
- evaluate and monitor all aspects of quality in the delivery of service
- ensure confidentiality

Charges:

Costs are agreed with the commissioning department.

Opportunities for:

- children
 - adults
- (services for children and adults are delivered separately)

Offering:

- a broad range of activities
- increased social skills
- greater independence
- assessment resources
- enhanced communication



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Short breaks for children and adults

Opportunities for:

- children
 - adults
- (short breaks for children and adults are delivered separately)

Offering:

- good quality accommodation
- varied activity programmes
- tailored to suit individual needs

Where:

- Dundee (adults)
- South Lanarkshire (adults)
- Glasgow (children)

A break from caring is of paramount importance to many families and is particularly beneficial when it forms part of a planned programme of support. Reflecting Sense Scotland's holistic approach to meeting needs, the short breaks service can give access to all other services. Plans are made in partnership with parents and children, or adults, and are designed to meet individual needs.

Current services provide a model for development and we would be happy to consider further partnership initiatives with statutory agencies. Enquiries from local authorities are welcomed.

Aim:

To provide a break from caring through a quality service of value to children and adults, and to families, which is flexible, easily accessible, takes account of need, and is capable of providing the right type of support at the right time.

Objectives:

In meeting this aim Sense Scotland will:

- provide a good quality, well-furnished and equipped environment which takes account of need
- provide support from our specially trained staff on a 24-hour basis
- provide services which are designed and implemented to meet individual needs through detailed agreements with families
- offer opportunities for children and adults to develop physical, intellectual, emotional, sensory, communicative and social skills
- work closely with service users, parents or representatives and colleagues from other services
- make full use of community facilities
- provide a link with other services

Standards:

We will:

- provide staff induction and access to continuing training
- provide line-management, supervision and support
- ensure regular monitoring and review of service user needs
- ensure that reporting and record-keeping is of the highest standard
- apply barrier free building design principles
- apply environmental design principles for sensory impaired people
- maintain procedural guidance which is followed at all times
- meet service specifications
- meet registration and health and safety requirements
- evaluate and monitor all aspects of quality in the delivery of services
- ensure confidentiality

Charges:

Costs are agreed with the commissioning department



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Holidays and leisure activities

We organise a number of leisure opportunities. Holidays last between five and six days and are for disabled children and young people. They run during the summer months at various venues throughout Scotland. All holidays are staffed by experienced workers and volunteers. Shorter holiday breaks throughout the year may also be arranged. Support to participate in local play schemes may also be provided and group events arranged on occasion.

Aim:

To provide quality leisure for the child or young person through the enjoyment of new experiences; to provide a break for families; provide opportunities for families to meet; and to encourage a feeling of involvement in brothers and sisters.

Objectives:

In meeting this aim Sense Scotland will:

- run holidays, provide support at play schemes and organise group events.
- offer opportunities for children and young people to explore physical, intellectual, emotional, sensory, communicative and social skills through a programme of activities
- work closely with families to identify and meet individual needs
- offer opportunities for families to meet informally
- assess the quality of holiday sites and community facilities before their use
- provide 24-hour emergency support for holiday groups

Standards:

We will:

- provide trained staff
- provide supervision and support
- monitor service user needs at all events
- ensure that reporting and record-keeping is of the highest standard
- take account of environments and the needs of service users
- provide procedural guidance which is followed at all times
- meet registration and health and safety requirements
- evaluate and monitor all aspects of quality in the delivery of services
- ensure confidentiality

Charges:

Costs are agreed with the commissioning department or with families purchasing services directly.

Opportunities for:

- children and young people
- brothers and sisters
- families

Offering:

- tailored support
- swimming
- horse-riding
- abseiling
- rock-climbing
- pottery
- art
- outings
- meal preparation
- sailing and canoeing



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Opportunities for:

- children and young people
- brothers and sisters
- families

Arts and Wellbeing

Our Arts and Wellbeing services support people across Scotland to access arts and wellbeing activities exploring expression and communication. Staff include a manager, music, visual arts, performing arts and woodcraft tutors (West based); visual arts and music tutors (East and North East based); Video Production Officer (West based); and an Outdoor Activities Co-ordinator who works across Scotland to provide and support all forms of outdoor activity for service users.

Arts aims to:

- enable the opportunity for artistic and creative expression
- use arts to support communication, and personal and social development
- help people explore an activity which is tailored to their specific needs

Outdoor Education aims to:

- increase the participation of service users in outdoor activities and improve cardiovascular fitness, mobility, co-ordination and confidence in mobility
- build relationships and friendships with support staff and fellow participants
- help people experience new and different environments and understand the natural world
- provide an opportunity to develop communication and have a story to tell
- give staff confidence, motivation, resources and support to continue activities

Objectives:**In order to meet these aims we will:**

- support people in exploring expression and identity
- provide social opportunities with group work, exhibitions and performance
- provide resources and support to help staff use the activity to develop communication and continue with these activities after a block of sessions
- share ideas with support staff on how to make the most of these activities



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Standards:**Arts and Wellbeing will:**

- tailor sessions to address the wants and needs of the service users
- monitor service users throughout activities
- ensure that reporting and record keeping is of the highest standard
- provide procedural guidance for each activity and write and help support staff write risk assessments for different service users and activities
- ensure that quality facilities, equipment and materials are always used
- ensure that any contracted sessional artists are provided with suitable training and support and that they comply with Sense Scotland procedures
- comply with any legislation regarding outdoor and adventurous activities

Charges for Arts and Wellbeing services:

Some services are supported by charitable income while other activities carry costs which are negotiated on an individual basis. Some session costs are agreed with the commissioning department, or with people purchasing services directly.



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Opportunities for:

- families
- education practitioners
- social work practitioners
- health practitioners
- careers advisers
- disability services teams
- voluntary sector practitioners

Offering:

- work placements
- sensory impairment awareness
- functional vision awareness
- functional hearing awareness
- assessment of and planning with individuals
- programme planning
- project development
- research
- input to courses
- organising events
- Diploma in deafblind studies

Training and consultancy

Our training helps to inform practitioners on ways of working with service users who have sensory impairment, difficulties with learning, communication, and mobility, and who may have challenging behaviour.

Aim:

To transfer knowledge and skills across a variety of settings in order to enhance quality in services.

Objectives:

In order to meet this aim Sense Scotland will:

- provide awareness training on the needs, strengths and difficulties of service users
- offer training in skills required for working with service users
- design and deliver training on specific subjects
- provide places on in-house training events
- offer consultancy on individual needs
- offer consultancy on group issues
- provide opportunities to observe practice, methodologies and resources through work placements and other arrangements

Standards:

We will:

- respond positively to all requests from groups and individuals
- take account of current policies, regulations and statutes
- monitor and evaluate all training given to individuals, groups and organisations
- work closely with service users and their representatives on the design and implementation of individual programmes
- ensure confidentiality

Charges:

Training and consultancy arrangements, including costs, are negotiated on an individual basis. The standard rates vary from:

£200 - £400 per half day

£400 - £800 per full day



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Information

Sense Scotland acknowledges the value of information and will ensure it is provided promptly and in a range of formats.

Aim:

To extend awareness of the causes of communication and support needs with a focus on deafblindness and sensory impairment and related issues and provide resources for learning, decision-making and policy development; to improve the identification and meeting of the specialised health needs of our service users.

Objectives:

In order to meet this aim Sense Scotland will:

- maintain and produce information resources
- maintain links with external networks
- provide access to a library of books, journals, articles, reports, papers and videos relating to deafblindness and linked subjects
- provide details of services for deafblind people, their families and those who work with them
- organise information searches
- disseminate details of Sense Scotland conferences, courses and other events
- contribute to conferences, exhibitions and other events
- produce information in a range of formats.

Standards:

We will:

- conform to the Data Protection Act requirements
- deal promptly, efficiently and sensitively with all enquiries
- keep enquirers informed of progress
- make all resources accessible
- monitor all information enquiries in order to review the nature and quality of our responses
- ensure confidentiality

Charges:

Information services are supported by charitable income. Some activities carry costs which are negotiated on an individual basis.

Opportunities for:

- children
- adults
- families
- education practitioners
- social work practitioners
- health practitioners
- students
- voluntary organisations

Offering:

- specialist enquiry service



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Opportunities for:

- achieving quality in services
- reflecting users' views
- enhancing user participation
- informing legislation
- informing local policy
- clarifying individual and group needs

Offering:

- consultation with users
- collaboration
- cooperation
- agreement
- reduction of conflict
- inter-agency networking
- efficiency in resources

Representation and consultation

Our commitment to quality underpins our approach to appropriate and effective representation. We engage in representation at all levels and welcome early participation in discussion on policy and service developments. Getting to the heart of people's views and needs leads to quality planning and the provision of appropriate services from the outset.

Aim:

To work with others towards a future of high quality services for people with complex support needs because of deafblindness, sensory impairment, learning or physical disability, continuing health care needs or challenging behaviour.

Objectives:

In order to achieve this aim Sense Scotland will:

- work closely with service users and families and listen to their views
- identify issues of importance
- resource families and individuals so that they may represent themselves or where appropriate provide representation for them
- raise issues in discussions and correspondence with central and local government officers and other service providers
- consider and comment on proposals for legislation
- organise meetings to share views and consider proposals for change

Standards:

We will:

- reflect fairly the views, needs and aspirations of users of our services
- maintain and increase quality developments
- act responsibly, with clarity, good communication, honesty and respect
- ensure that all agreed actions are followed through
- monitor all aspects of quality in the delivery of services and conduct in relationships
- ensure confidentiality

Charges:

Representation is supported by some core grants and charitable income. Some activities carry costs which are negotiated on an individual basis.



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