



*People Leading  
Aspiring Lives*



Passionate About  
**Independent Living**

## About Us

Active Prospects is passionate about people living independent and aspiring lives.

Our 250 staff work together with 300 young people and adults each year, including people with learning disabilities, autism, mental health needs, acquired brain injuries, sensory impairment and Asperger's Syndrome.

People have choice, freedom and control over their lives, and achieve aspiring things.

We are a Community Benefit Society with charitable status, and a social enterprise. We have a strong portfolio of properties, largely owned but also rented in partnership with Housing Associations and private landlords.

We have been established for over twenty years and were initially set up to manage former NHS Learning Disability services. We are based in the East and Mid-Surrey area, and Croydon. We are commissioned by Surrey County Council, and also by a number of London Boroughs, West Sussex County Council, Health Trusts and Clinical Commissioning Groups, as well as people paying directly for services.



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## Developing Approaches

We are ambitious to enhance our service offer to further extend our work with people with complex needs and/or behaviours that challenge, increase our services to young people both with autism and in transition, as well as increase our peer support offer to better enable people to achieve their employment and community engagement goals.

### To achieve this we have:

- Established a Positive Behaviour Support (PBS) Practise team and lead
- Ensured all relevant staff have PBS training
- Established an Autism Champion
- Established new transitional services
- Enhanced our provision for young people
- Established a Communication lead
- Reviewed our property offer, with a number being significantly enhanced
- Increased self-contained accommodation with access to shared space
- Updated support and personalisation tools
- Continued to co-produce our services, future direction and priorities
- Enhanced work, volunteering and community opportunities for people we support



## Our Current Services

Our supported living services provide independent living to people in a wide range of flats and shared accommodation, directly provided by Active Prospects and other landlords, or in people's own homes. This ranges from round-the-clock one-to-one support to a few hours targeted support each week, shaped by the person.

Our eight residential care homes across Surrey provide expert, intensive, 24/7 support for people with profound and complex learning disabilities.

We operate a short breaks service in East Surrey, providing support to young people aged between 18 and 30 years who have a learning disability. This service allows carers to take a break and enables young people to experience a wide range of activities. We also offer some young people support in their family home.

We offer transitional services for young people and adults moving from residential and hospital settings into the community to enable them to become as independent as possible, in a flexible supportive environment. We also help people find their long term homes.

Our tenancy support service in East and Mid-Surrey provides support to people who are at risk of homelessness in partnership with Raven Housing Trust.

We support a wide range of peer-led activities that help develop community networks, friendships, learning and work opportunities.



## Shaping Services Together

People we support are at the forefront of everything Active Prospects does. Our group committee of people we support is called the Pro-Active Committee and is heavily involved in all aspects of the organisation, providing an important voice for people we support.

Our Pro-Active Committee meets every two weeks and considers key developments, new policies, future strategies, service performance and improvements.

The Pro-Active Committee sits alongside our Board, and our Board Members regularly attend the Pro-Active Committee to ensure they are accountable for putting the priorities and recommendations of the Pro-Active Committee into action.

Pro-Active is certainly a fitting name for the group leading on events such as car boot sales, sponsored walks, cake sales and day trips. The money they fund-raise is totally controlled by them for the benefit of people we support.

The Pro-Active Committee is an important cornerstone for the whole of Active Prospects and makes a huge impact on our day-to-day operation and future plans.

## Active Values

We have developed these values with our Pro-Active Committee along with staff teams.

We integrate these values into everything we do from recruitment, staff appraisal, future planning, recognition and rewards, service design and every way in which we interact and behave.

- Aspiring** We see potential in others and ourselves, and strive to reach this.
- Caring** We care about others, and are considerate and approachable.
- Trusting** We can be trusted to do the right thing.
- Including** We recognise and celebrate difference and diversity, and ensure equality of opportunity.
- Valuing** We actively promote dignity and respect.
- Enabling** We shape our organisation and services together.



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## New Models of Safe Care

Sue is a young woman with high functioning autism and a passion for life. She has a conduct disorder which means she will sometimes seek out high risk activities such as drug use and sexual relationships.

Sue\* clearly articulates her wishes and choices, but does not fully understand what it means to keep herself safe.

Sue lived in care run by other providers but these all broke down within a six month period due to high levels of behaviours that challenge. Staff used physical restraint techniques, which led to self-harm, aggression and physical abuse to others. Sue believed nobody allowed her to live her life her way or to make choices for herself. Sue was eventually sectioned for four months and then became a voluntary patient for a year in hospital to keep her safe.

Sue moved into an Active Prospects residential home where her Positive Behaviour Support plan stated that previous methods such as restraint and locked doors would not be used. Instead the Mental Capacity Act would be used to support her to take risks as safely as possible.

Sue's family were very supportive of this approach to enable Sue to make some choices which were potentially harmful but pro-actively managed by staff and her support network to reduce their impact. Sue now tells staff when she is leaving the property to visit friends and what she plans to do. Staff shadow her in her local town and let her know where they will be if she requires support, contacting her every half an hour. She informs us if she has used any substances and will often bring back the packet so staff are clear if medical treatment is required. We are currently supporting Sue to address her substance misuse issues through a process she leads.

Since living at Active Prospects Sue has not self-abused, run away or carried out more risky activities and has stated that she is the happiest and healthiest she has ever been. Everyone works closely together to look at the support from different non-traditional care models to make it work for Sue.

## Empowering Choice

Amanda is a caring and kind person with three children. She has a learning disability and mental health need and had become increasingly anxious managing her life and bringing up children who were becoming teenagers.

In 2014 Amanda\* had a full mental health breakdown resulting in her being sectioned under the Mental Health Act and placed in hospital. During this period her marriage started to break down and her children became estranged and no longer wanted her to return to the family home.

While in hospital, Amanda was diagnosed with convulsion disorder, which is a result of the stress of everyday life becoming so unbearable that you return to a childlike state. Amanda needed full support in nearly all areas of her life including personal care. This also resulted in some behaviours that challenge such as smearing, crawling, physical aggression and screaming.

Amanda's husband declared that he could no longer support her at her home and did not want her to return. Even though Amanda's teenage children did not want to have a relationship with their mother, they also did not want her far away or in a residential home.

Active Prospects provided a one bedroom flat with a community lounge and kitchen near Amanda's marital home, and Amanda had a bespoke support package. We involved Amanda in the decision that by having her own flat she could have the choice to have her husband or her children stay over in privacy, but also have support and shared community when she needed it.

Amanda is continuing to live in her one bedroom flat and she has since rebuilt her relationships with her children who regularly visit and have a deeper understanding of her abilities and conditions. Her behaviours that challenge have significantly reduced and are being well-managed, and she has taken back control over her life.

## Flexible Responsive Care

Sam is 24 years old and is an energetic, affectionate and friendly young man who is on the autistic spectrum. He lives at home with his family who are his main carers. Sam will often be physically aggressive towards others and property, especially when unable to express his needs, choices or wants or have these listened to. Sam has limited verbal communication and does not like lots of people or noise.

Sam\* uses our Young Prospects short breaks service regularly and he enjoys a number of activities, but the short breaks service does not always meet the needs of Sam as the environment can sometimes be noisy or busy.

Sam's family feel strongly that he should be attending a Young Person's service and not a traditional short breaks service which caters for all ages. The family understand that there is not a wide choice of short breaks services in the immediate area and are well aware that due to their son's behaviours that may challenge services, this will give even further reduced choice in providers.

Young Prospects short breaks service have been working closely with the family to provide short breaks not just in the service but also in the family home. Sam has responded well to staff staying overnight in his family home as this provides continuity with the same support staff and also maintains his known environment, which is adapted and person-centred for his needs.

Young Prospects now offers a service which mixes support at the service and the family home, based on the choice of Sam and his family. This has delivered successful outcomes and significantly reduced incidents of behaviours that challenge.

## Swift Solutions

Sarah, who is 64 years old, enjoys music and really loves going to restaurants for puddings. She has complex health needs including peg feeding, autism, limited verbal communication and she can demonstrate some behaviours that may challenge services. Sarah was living in a supported living scheme out of county in Kent when her support provider was given notice by the Care Quality Commission for immediate closure.

Sarah\* had been living at her current supported living home for five years and found change very difficult, especially in respect of her bedroom if people moved her things or entered without her being there.

Active Prospects was informed by the local authority that they wished to move Sarah into one of our residential homes as an emergency placement with less than a week's notice. We ensured there was a thorough assessment carried out immediately so that we could pro-actively support her move, ensure Sarah felt in control and safe, and we fully understood what mattered to Sarah.

To minimise the stress of transition for Sarah and ensure consistency, her new bedroom matched her previous home. Before she moved in it was re-decorated in the same colours, her furniture and

belongings were moved in and unpacked, and photos and pictures were displayed as previously.

One of Sarah's behaviours that could challenge services was smearing, however we assessed one of the reasons for this was lack of sensory stimulation. In advance of Sarah moving in, an aromatherapy system which offered different sensory smells throughout the day was installed. We needed to ensure that pro-file beds were delivered on time and that all staff were trained in peg-feeding and bespoke manual handling techniques. In advance of the move all support plans, overall risk assessments and health action plans had been written. The move has been very successful for Sarah, she shows us that she is happy in her new home and is making great progress.

# People living aspiring lives



Images by Alex Orrow Photography

**For more information about a service,  
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