



## Contact Us



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# Bringing light into your daily living



## **Supported Living for Adults with Learning Disabilities and Autism**

Supporting choice, equality, and independence through our values and empowerment programmes with the aim of enhancing the quality of life of the people we support.



## About Us

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Lumina Living Care is a supported living service for adults aged over 18 years with learning disabilities and autism, and/or mental health conditions, as well as those who display challenging behaviours without needing hospitalisation. We understand the difficulties and challenges our potential clients may face in managing daily activities. Therefore, we offer services that enable them to have a choice and control over their lives, helping them live happy and fulfilling lives in their own homes and through their care agreements. This also supports the development of life skills, promoting independence and long-term self-management. Our care is delivered to enable service users to have close relationships with friends, family, and loved ones as they wish.

We believe all people can reach their full potential

irrespective of their disability, socioeconomic background or physical status.

Our service offers support to prevent hospital admissions for service users at risk of crisis or symptom escalations. We also provide home and community support for service users being discharged from hospital.

We aim to improve the quality of life of all our service users through general wellbeing and wellness programs that promote holistic approaches, including physical (exercise and sports) and emotional wellbeing.

Our mission is to remain dedicated to providing high-quality care and support with respect and dignity to all our service users. We take equality and diversity seriously and welcome all adults with learning disabilities and autism from various cultural, sexual, religious, and ethnic backgrounds.

## Our Services



Our packages of support and care are entirely bespoke, delivered as person-centred care and perfectly matched to the unique goals, needs, preferences and aspirations of each individual. To achieve this result-based service aimed at independence and long-term solutions, we collaborate to make use of evidence-based therapies and support such as physiotherapy, occupational therapy, speech and

language therapy, positive behaviour support and so on. These will be achievable working in partnership with mainstream services and private services as needed and provided according to individual service user care plan. What makes our services unique is the combination with the Lumina Wellness, Exercise, and Sports Therapy Pathway.



# Therapeutic Program

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## The Lumina Wellness, Exercise and Sports Therapy Pathway

We have developed this pathway as a means to a holistic therapeutic approach to the general well-being of our service users, providing proactive prevention and intervention programs where they can easily and eventually measure or evaluate their lives as a whole.

We encourage our service users to identify their needs, which will then lead to active intentions and actions of engaging in activities, lifestyles, and making choices that will significantly enhance their physical, mental and intellectual, social, emotional, spiritual, financial, vocational, and environmental wellbeing to optimal levels.

Specific actions will be taken to address each individual's needs, considering each dimension of the well-being program as outlined above. Exercise and sports will be a unique program that we expect to offer to all service users who wish to participate.

Regular exercise has been found to have a profound positive effect on anxiety, depression, ADHD, relieving stress, boosting sleep, and improving overall mood and memory. Exercise and Sports can be a good distraction from many negative thoughts that feed mental health problems as well.

Our service users in wheelchairs or with mobility problems can also benefit from regular physiotherapy, exercise and sports sessions to improve blood circulation, movement and their general health.

Each Service user has a care plan which identifies areas of development, and staff will help them set SMART goals to achieve them with regular reviews.

# The Team Approach

It is essential for all teams to work effectively together. The notion of a team encompasses therapists, counsellors, support workers, dietitians, family members, and caregivers. Each client will have a key worker responsible for coordinating their care and with whom they can establish a strong professional relationship.



We seek the help of mainstream services as required, including input from GPs, other medical professionals, physiotherapists, occupational therapists, speech and language therapists, dietitians, social workers, chiropodists, opticians, nurses, psychiatrists and other specialists. By having these close working partnerships in place, each individual receives the required support to meet all of their needs.

Our staff teams are highly trained and experienced in supporting our service users. They are sensitive to service user needs and are determined to provide the best service to improve their health and wellbeing, with a focus on achieving positive outcomes.



# EXPECTED OUTCOMES

## Key Focus areas include

**Managing mental health, managing physical health, self love and care, self respect, self esteem, living skills, healthy relationships, creating and maintaining boundaries, responsibility, identity, education and employment**

## Key outcomes include:

**Personal and social development:** through which our service users develop social and emotional capabilities, including determination, self-control, persistence and self-motivation.

**Social and emotional capabilities:** soft skills or non-cognitive skills, communication, creativity, self-confidence, managing feelings, problem-solving, resilience and self-esteem.

**Being Healthy:** dietetic education, meal planning and preparation, self-regulating and behavioural skills and changing thought patterns.

**Physical Well-being:** maintain and improve mobility or reduce physical disability effects, physiotherapy, exercise, sports, deliberately moving and an active lifestyle. Enhances stress reduction, depression, and releases happy hormones.

**Developing social, communication, and teamwork skills:** the ability to learn from experience, control behaviours, and make good choices.

Developing self-esteem, resilience, and motivation to persist towards goals and overcome setbacks.

**Educational development and achievement/ career success:** Participation in training, literacy and numeracy, community courses, and activities, taking advice on services to improve education, budgeting and tenancy support.

**Positive relationships:** Those which can also be measured and valued by other people, accessing public services, local communities, and family networks. Having positive relationships and involvement in meaningful, enjoyable activities.

The skills required to achieve these goals will be developed and nurtured during one-to-one and key worker sessions. We also collaborate with external services and organisations that can provide additional support, such as therapy, with the overall aim of rehabilitation, prevention of deterioration, and improved quality of life.



# Our Values

- 🔧 Providing high-quality care and support for our service users
- 🔧 Respect the rights of our service users and all members of the multidisciplinary team
- 🔧 Commitment to providing safe care and support through prevention, rehabilitation and recovery to achieve maximum independence
- 🔧 Ensuring equality
- 🔧 Enabling socialisation with the help of support groups
- 🔧 Accountability for every aspect of our service

## Steps we take to achieve our aims and objectives

- 🔧 Ensuring all the clinical governance actions are undertaken: service audits, staff appraisals, care provision reviews, and service and customer feedback.
- 🔧 Treating service users with respect and dignity.
- 🔧 Ensuring service users are fully involved with their own care, including decision-making.
- 🔧 Encouraging service users to be socially interactive and have positive relationships within the home, family and the community.
- 🔧 Ensuring prompt and practical assessment of referrals for appropriate matching with the service and existing service users.
- 🔧 Encouraging service users to embrace and develop their hobbies and interests.
- 🔧 Encouraging service users to develop skills that will improve their independence, including academic pursuits, vocational training, and, if they choose to, a career level.
- 🔧 Meetings with each service user to work on their personal plans, goals and aspirations through care planning and review systems.
- 🔧 Ensuring service user plans and care are done in partnership with placement officers and others involved.
- 🔧 Ensuring regular education on health promotion programs, such as healthy eating and exercise
- 🔧 Promoting group activities to improve confidence and social interaction further.
- 🔧 Using outcome measures for monitoring
- 🔧 Working closely with the borough safeguarding team
- 🔧 Providing accountability to the service user while using the individual service fund (ISF).





# Person Centered-care

**We promise to ensure that our care is personalised:**

- ⌘ Each service user will have a progressive care agreement plan tailored to their individual needs
- ⌘ Key work sessions / one-to-one discussions readily linked back to care planning targets and outcomes.
- ⌘ Each service user will have copies of the easy-read tenancy agreement with the housing provider.
- ⌘ We will support each person to understand, maintain and implement the tenancy agreement and involve their families where necessary.
- ⌘ We will provide 24 hours of high-quality care, support and supervision to each service user according to their individual needs.
- ⌘ We will encourage choice and control regarding how health and care needs are met.
- ⌘ We will promote access to care and support from mainstream services, as well as access to specialist health, social care, and medical support, including health checks.
- ⌘ We will work together with each service user in partnership with their parents or carers, the placing authority, and any other significant persons in their lives. This includes helping to build positive relationships and promoting and facilitating contact between adults, parents, carers, siblings, and any other significant service users. Where appropriate, we will rebuild and maintain relationships with family members and friends.
- ⌘ We will help reduce emotional and psychological distress and provide intervention and support to those with mental health/self-harming, and challenging behaviours.
- ⌘ We will help minimise the risk of self-harm and harm to others through practical risk assessment and Risk management.
- ⌘ We will provide positive and rewarding daily life experiences, with opportunities to have fun and enjoy life.
- ⌘ We will encourage and enable service users to find and use relevant educational and vocational training opportunities as needed.
- ⌘ We will develop ability-appropriate self-care skills, including money management, shopping, cooking, using public transportation, and community living and social skills.

# Our Learning disability and autism services

The range of services we offer for individual needs include:

- ⌘ A progression care pathway that fulfils each individual's optimum potential
- ⌘ A safe environment with innovative support programs
- ⌘ **Transition opportunities**- this includes a clear step-down service from hospital or inpatient care to supported living and their own homes.
- ⌘ Crisis Escalation Prevention
- ⌘ Support in accessing education and paid employment prospects
- ⌘ Multidisciplinary team support and assistance
- ⌘ Choices for the people we support that encompass each individual's needs to achieve positive outcomes and make a transition to more independent living
- ⌘ We offer holistic approach to support which includes **Positive Behaviour Support program**.





# Communication

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We understand that communication difficulties with adults who have learning disabilities can affect their choices and control. Therefore, we use accessible language, avoid jargon or long words, follow the lead of the service user in communication, go at their pace, be creative, and check for understanding. We also utilise various communication tools, including Makaton.

# Our criteria

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Men and Women aged over eighteen (18) years.

Adults with learning disabilities and /or autism with or without physical /mental disabilities

Adults with behaviours that may challenge or with complex needs

Men and women involved with the criminal justice system and or leaving prisons, with learning disabilities and mental health conditions

A history of long-term hospitalisation, a number of admissions to hospital or at risk of becoming institutionalised.

Medication support needs, promoting the safe and effective use of medicines and ensuring that suitable and high-quality care is provided to service users.

Financial support needs, paying bills, shopping, budgeting, money management and accessing benefits, including direct payments and personal budgets.

Activities of daily living support needs.

# Accommodation

Our evidence-based framework is a planned pathway of care to increase independence and well-being. We aim to support service users in the community to sustain their own tenancies. Housing providers with whom we partner provide the accommodations and tenancies.



## ASSESSMENT/ VISITING US

We encourage families, social workers, carers and individuals to visit our Supported Living Service following the assessment if we have an available placement. This will allow a meeting and an informal chat with the manager and care staff. You will be able to look around and get a feel for whether the placement would be right for the individual. If the outcome of the assessment is that the service can meet the needs of the potential Service User, they will then be invited to visit the property. This will allow them to look around, meet other Service Users in the property and ask questions or seek clarification about anything they are unsure of.

If the potential Service User likes the service, there is an appropriate vacancy for them and funding for their placement has been approved, a transition plan is then agreed with the individual and others involved in their care. This can include both day and overnight

The Supported Living Service is provided in a homely environment to challenge institutionalisation whilst promoting supportive structures and routines for our Service Users to live a high-quality life.



visits to help the tenant settle into their new home.

In the case of emergency admission requests, an initial assessment will be completed within two working days of referral. Suppose the service can offer a suitable placement, and funding is confirmed. In that case, the Supported Living Service will inform the new service user of all key aspects, procedures and routines of the property within two days of admission. Before admission, a review plan will be agreed with the potential service user and their care team, and a contingency plan will be confirmed to know what actions will be taken if the placement becomes unsustainable. The placement will be formally reviewed in the sixth week, and a decision will be made on whether support can be continued.



## FUNDING PLACEMENTS

Once the assessment and initial visit are complete and it's agreed that the placement will meet the individual's care needs, we will provide a costing to the commissioning authority to be reviewed by the funding panel. If agreed, the placement is confirmed.

Each local authority has its own eligibility criteria,

based on the national criteria outlined in the Care Act. They complete a Care Needs Assessment (CNA) to discuss care and support needs, helping to maintain service user well-being and independence.

The local authority confirms how it will meet the service user's needs in a Care and Support Plan.

## OUR PHILOSOPHY OF CARE

Lumina Living Care's philosophy is based on the key "Principles of Good Adult Care": privacy, rights, choice, dignity, self-fulfilment, independence and safety.

Service users should be treated as individuals, with person-centred care planning that meets their needs and aspirations adequately. We believe that families and friends can be part of the critical decision makers so that their beliefs and wishes are respected and valued.

We value diversity and equality, all people are respected and valued, and none should be labelled or written off because of their behaviours, mental or physical state. Part of this is ensuring the safety of our service users and the environment and we would not tolerate-

threatening or dangerous behaviour. We take proactive approaches to combat such behaviours and would expect the same of every organisation we work with. We work closely with our service users, using specific and suitable approaches tailored to each individual based on their characteristics, strengths, and interests.

Our staff at Lumina Living Care are well-trained and experienced, applying their learning and skills to deliver safe and high-quality care and support. They will be sensitive and respectful to each individual's needs and will work proactively and positively to develop these individual qualities, which enhance each service user's growth and development.

## Why Choose Our Supported Living Service

Our staff are trained healthcare professionals providing clinically led therapeutic care. We promote active daily living. Our staff ensure that our service users are safe, adequately cared for and supported throughout each day. We assist our service users in re-establishing healthy sleep and meal schedules, managing medication, practising self-care and hygiene, and engaging in healthy recreational and social activities.

Our service users also participate in a wide range of rehabilitation services, including counselling, physical therapy, behavioural therapy, psychosocial therapy, dietary therapy, physiotherapy, occupational therapy, and vocational therapy.

Our service users live on site within a co-living setting with 24-hour care and a waking night staff.

Days are structured with therapeutic activities including individual and group therapy, medical support and outings.

We deliver the highest level of care appropriate for our service users with a focus on safety to self-and/or others, and those struggling to function in day-to-day life.

### How to Make a Referral

Referrals can be made through:

The individual's Social Services Department management team or, if relevant, their local Health Authority or private referral.

Contact us directly by calling our office at 07399310472 or emailing us at [admin@luminalivingcare.co.uk](mailto:admin@luminalivingcare.co.uk).

[www.luminalivingcare.co.uk](http://www.luminalivingcare.co.uk)

This leaflet can be translated into other languages, large print, Braille, or recorded onto an audio CD. Please contact us for details. An easy-read version of "How we Support Our Service Users" is also available on our website.