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Arnold’s Story

Transition to better support.

Better Lives for More People

Who are we?

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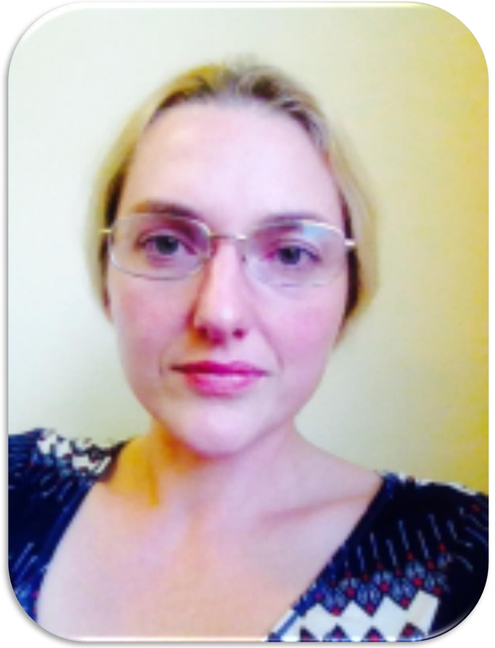
Leah O'Hara

Senior Positive Behaviour Support Practitioner

Isaac MacCarthy-Donkor

Assistant Locality Manager



Alina Tatanovaite

Locality Manager-RM

Who are Dimensions

We are a one of the UK's leading not-for-profits.

In 1976, armed with a single phone in a rented office, Dimensions began supporting people with learning disabilities, autism and complex needs out of institutions, helping them lead ordinary lives in their local communities.

Forty years on, our work is fundamentally unchanged: we support people with learning disabilities and autism to have a louder voice, choice and control in their lives. Our 7,000 colleagues deliver ambitious, effective, personalised support and housing, often with those whose previous support has not been successful.

Working alongside our colleagues are family members and many of the people we support. They could be quality checkers, interviewers or members of our Council. Their voices and experiences inform the research we use to deliver improved outcomes. Together, we continue to prove that life, for both the people we support and our tenants, really can get better.

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Why are we here today?

Arnold's transition to better support and care

Hear from Arnold…

Who is Arnold?

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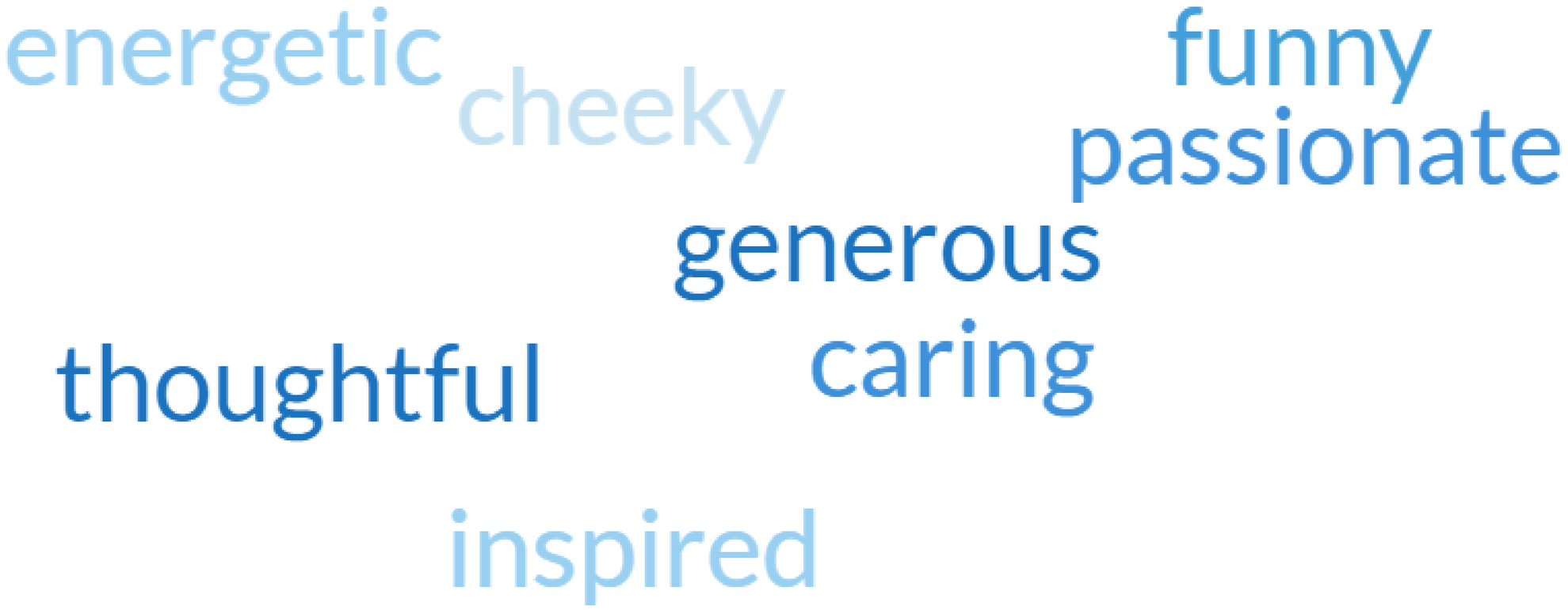
- A 48-year-old man who has experienced significant trauma from a young age.
- First sectioned in 1993.
- 19+ moves since aged 16.
- Detained 6 times, his longest discharge being 2 years which was when he moved back with his mother; shortest being 15 days.
- He and his family have experienced a huge amount of inconsistency and have not had the opportunity to form trusting, meaningful relationships.
- He is now living in his own home, accessing the community, and increasing his independence.

Who is Arnold?



Isaac's team….

How did you find the transition process?

Isaac's team…

How did you find the transition process?

Isaac's team…

How do you feel now you are working with him?

Isaac's team…

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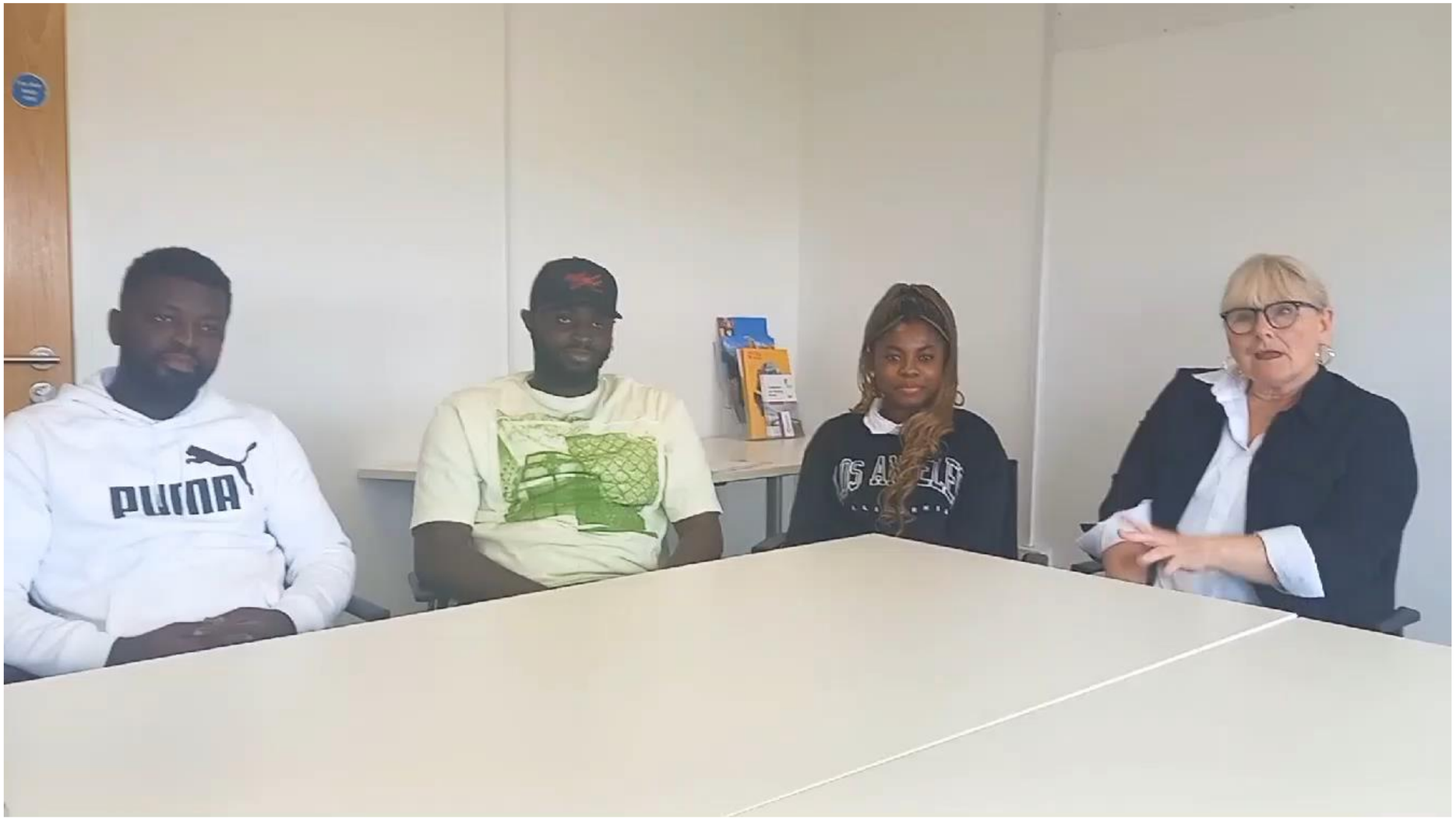
How do you feel now that you are working with him?



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Plan of Action

What we did to ensure a successful transition as a provider

What did we do?

- Contextual fit.
- Management.
- Relationships.
- Recruitment.
- Co-production.
- Rapport building.
- Staff training and wellbeing.

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Family Perspective

Hear from Arnold's mum

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How did you feel about the care Arnold received before he moved?

Family perspective

1) How did you feel about the care received before he moved?

The quality of care provided to was unsatisfactory, as he endured unnecessary treatment without any clear explanation of what they were treating him for.

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What concerns did you have before Arnold moved?

Family perspective

2) What concerns did you have before moved?

My primary concern lies in the potential loss of well-being due to the aforementioned treatments, which resulted in adverse effects such as tooth loss, fungal foot infections, significant weight gain, skin picking, constant anger, fearfulness, and an aversion to social interactions, to the extent that he no longer wanted to see his mother.

Family perspective

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What were your thoughts about the transition? Is there anything in particular you were grateful for? Or anything that could have been improved?

Family perspective

3) What were your thoughts about the transition? Is there anything in particular you were grateful for? Or anything that could have been improved?

I was appreciative of the staff who ventured into the treatment centre to meet [redacted] and personally observe the ongoing situation, rather than solely relying on the professionals provided by the centre.

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How do you feel now Arnold has moved?

Family perspective

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4) How do you feel now that ___ has moved to _____s?

I am greatly relieved that my son is in the care of individuals who genuinely care about his well-being and are committed to helping him regain his independence and rebuild his self-confidence.

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Is there anything you feel particularly happy/unhappy with currently?

Family perspective

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5) Is there anything you are particularly happy/unhappy with currently?

At present, I am content with his current situation. He is gradually rediscovering his Passions, such as going out and cooking, looking after his home which brings him joy.

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How do you feel about the care that Arnold's receiving moving forward?

Family perspective

6) How do you feel about the care is receiving moving forward?

I am extremely satisfied with the level of care is receiving and ~~will con~~ am confident that he will continue to make progress. I extend my gratitude to everyone involved in care, as well as the support from God.

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Alina's Perspective

The transition from
a Locality Manager's
perspective

What would we do if we did it all again?

- Consistency.
- Transparency.
- Identified roles and responsibilities.
- Agreements in place.
- Clear expectations.

Life now for Arnold…

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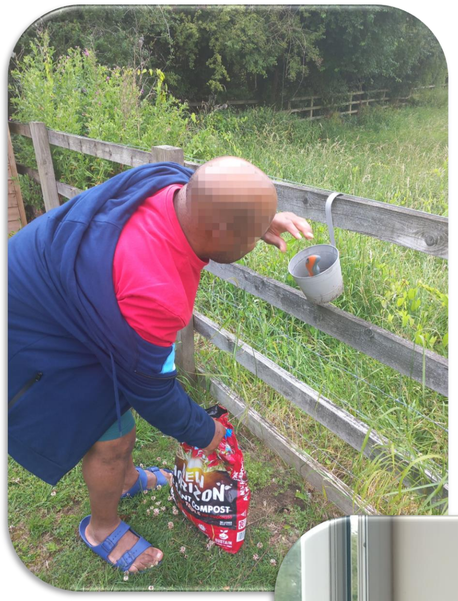

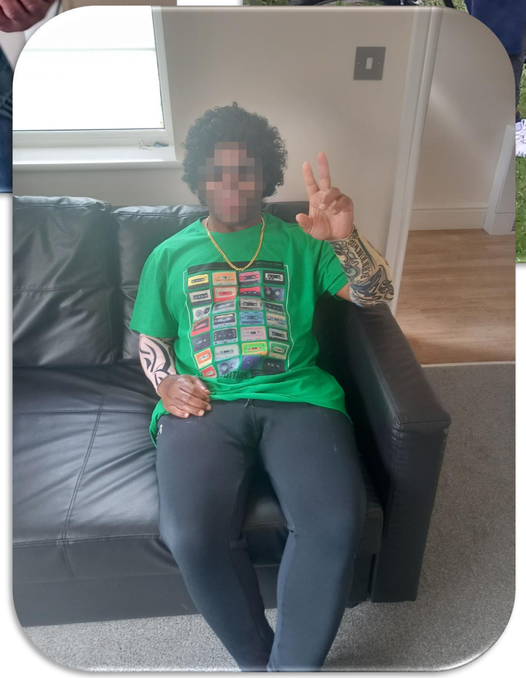

Life now for Arnold…

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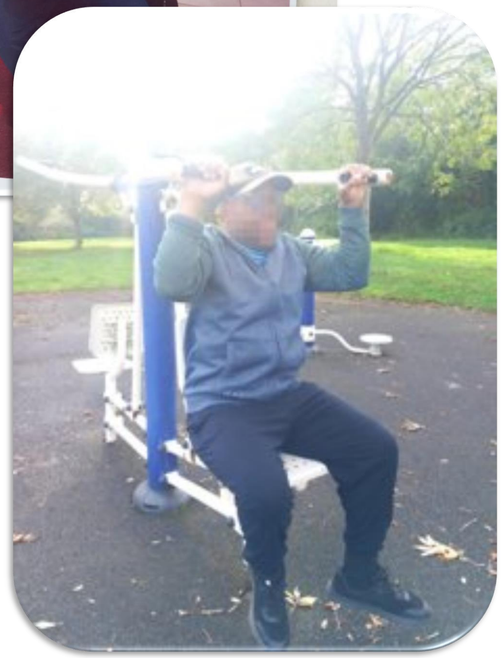

Life now for Arnold…

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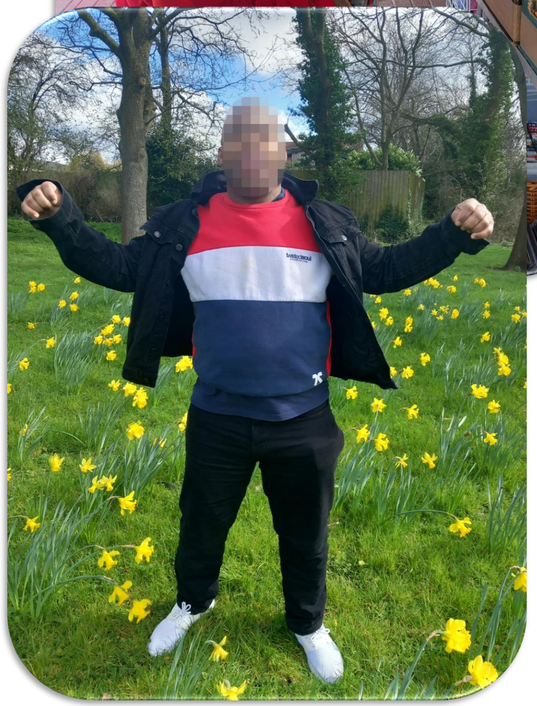

Life now for Arnold…

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Questions…

Thanks for listening! We will now take any questions.