RESPECT –
a model of support

Achieve together | Ordinary lives Extraordinary people

Stephen and Michael

What we share in common:

A love of football; Irish roots; keeping physically healthy; like helping others; experience times when they feel socially awkward; simply enjoy each other's company

What we've done together

Worked on a Sports Coaching Qualification Course at Tottenham Hotspur Foundation; play football regularly; set up a CIC; Presented at events; Run football tournaments, Athletics events and Walk n Talk Groups; arranged Gentle Exercise Groups; fund raising events for autism charities; attend conferences and Autism Shows; Learning Disability & Autism Awards evenings; record radio adverts; Stay in the world's worst hotels

The gains:

Michael – the benefit of spending time with a genuinely kind and funny guy

Stephen – a friendship outside of his family that is long lasting; increased social confidence and experiences

Both – lots of laughs, and just the ordinary enjoyment of spending time together

Michael,
Director of Wellbeing

Achieve together

Stephen,
Sports Ambassador

unity

What is our support based on?

In socially supporting people, as professionals we use jargon and over-use words to explain the support we offer

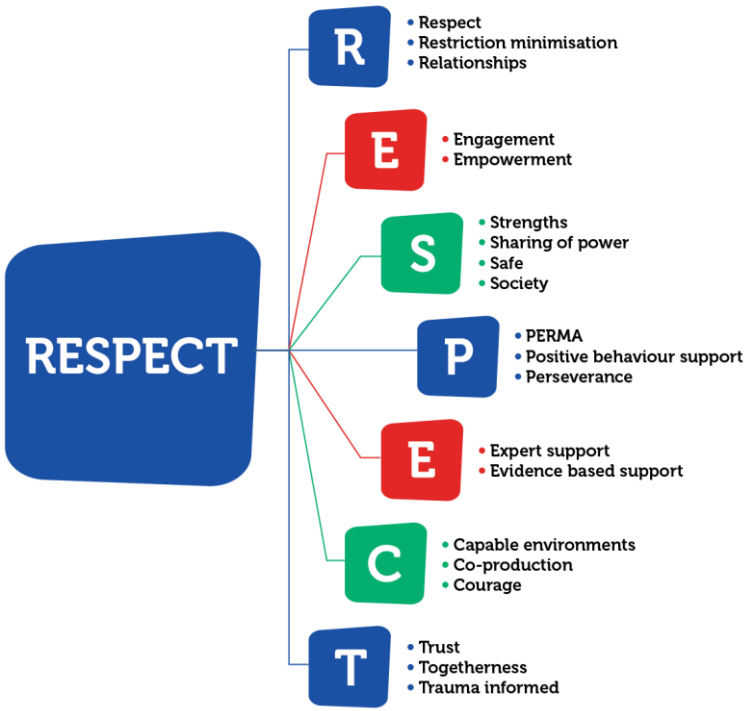
As a person accessing social support, the main things that are important to me are that I am **offered support from people I know, I trust and who will respect and listen to me**

Offering social support is both simple and complex!

Simple in terms of being **all about the quality of the relationships that people have together**

Complex in terms of support needs be to offered by **supporters with the right skill, knowledge and confidence; using research/evidence based practices**

To capture all of the key aspects of the support we offer at Achieve together we focus on **RESPECT**



RESPECT – it's about what matters to people

Respect – The absolute starting point of time spent with people accessing social support is showing unconditional and total respect to each person, <u>all of the time</u>

Relationships – we focus as a priority on developing and maintaining trusting relationships, and strong rapport with each person**.**

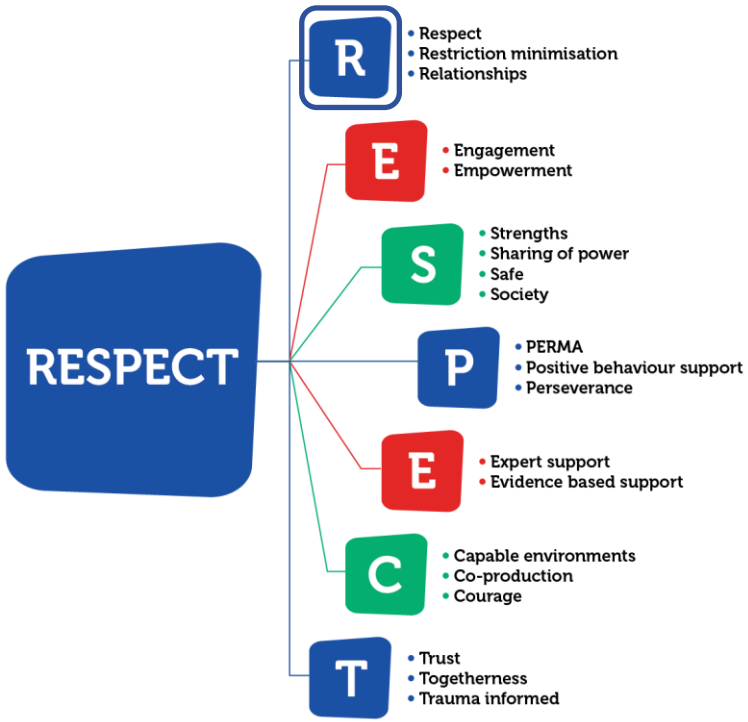
It is important for us all to have a sense of belonging

RESPECT – it's about what matters to people

Restriction Minimisation – We all welcome and often take for granted the freedom's in our lives

None of us experience a life completely free from restrictions, as we need to follow the law and social norms in everyday life but…

People offered social support often experience greater levels of restrictions. Those offering social support must always work within the law; seek to empower the person; proactively seek to minimise/eliminate restrictions



RESPECT – it’s about what matters to people

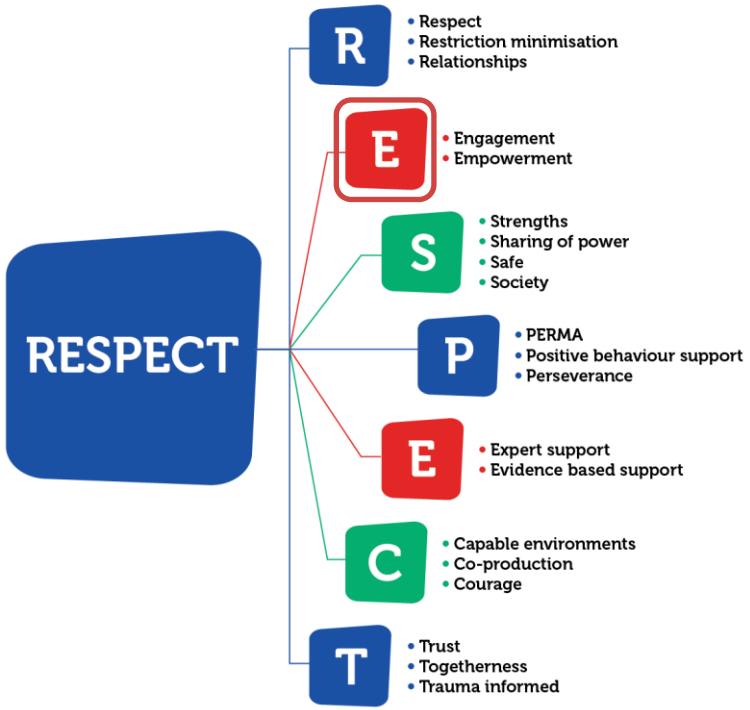
Engagement – Have fun together. A key focus must be on enjoying time together, naturally, with warmth, kindness, honesty and understanding

Listen to and understand the person – properly listen, mindfully

Focus on what the person finds interesting, and seek out shared interests

Use Mindful approaches in our relationships, to really appreciate what we offer each other

Don’t forget about the importance of positive touch



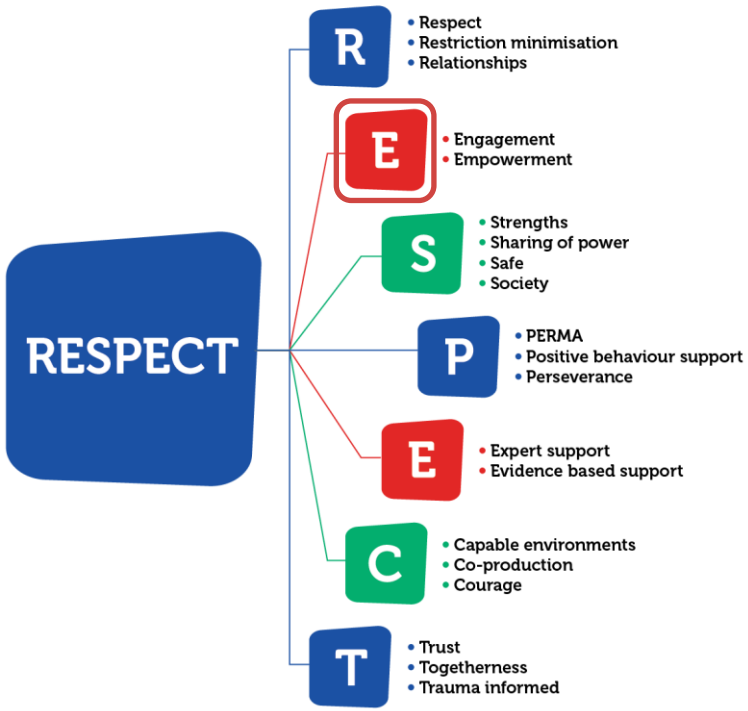
RESPECT – it's about what matters to people

Empowerment – we must understand what is important to the person

Listen to and understand the person – properly listen

Check – does the person know what is possible, or confined by the lack of awareness and opportunity?

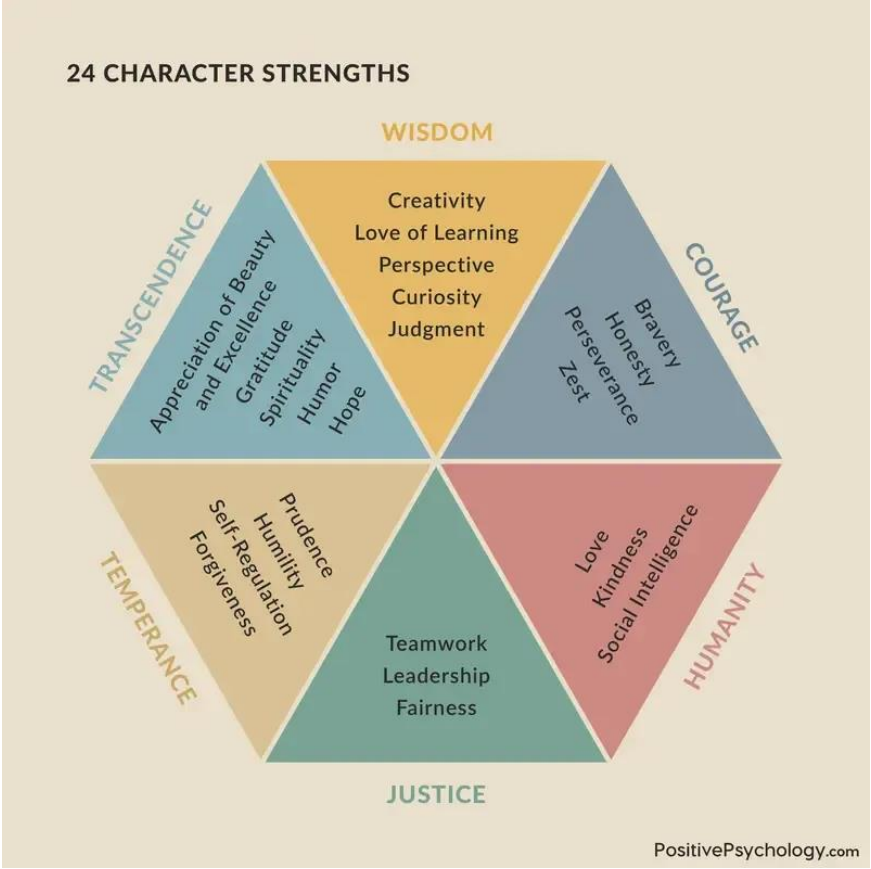
The Right Support, at the Right Time, every Time



RESPECT – it's about what matters to people

Strengths – Think firstly about what a person can do, what their strengths are. Create a positive mindset, to allow the person to flourish

Focus on the Values Into Action Character Strengths of the person, and the supporting team – this enhances relationships and boosts self-esteem and confidence



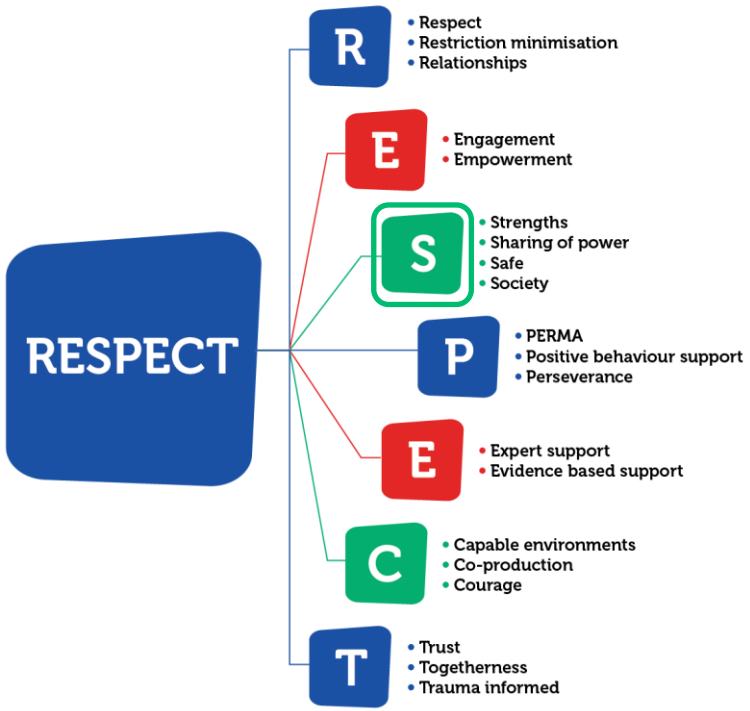
VIA Classification of Character Strengths & Virtues (Peterson & Seligman, 2004)

RESPECT – it's about what matters to people

Society – Discrimination, inequalities, ignorance is still present in society

We play a role in supporting people to be present, visible and contributing to their local community – in person and online

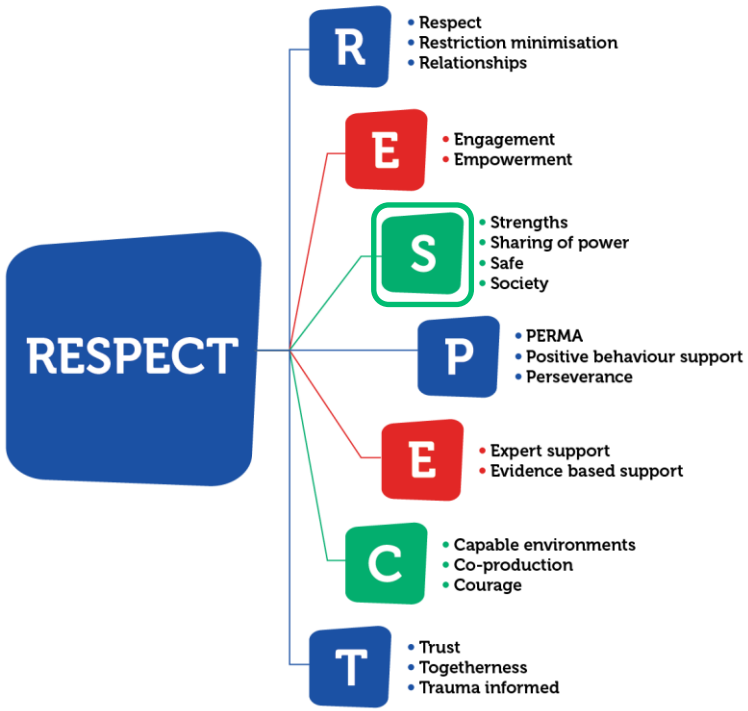
We contribute to the wider public gaining a positive appreciation of what people can offer



RESPECT – it's about what matters to people

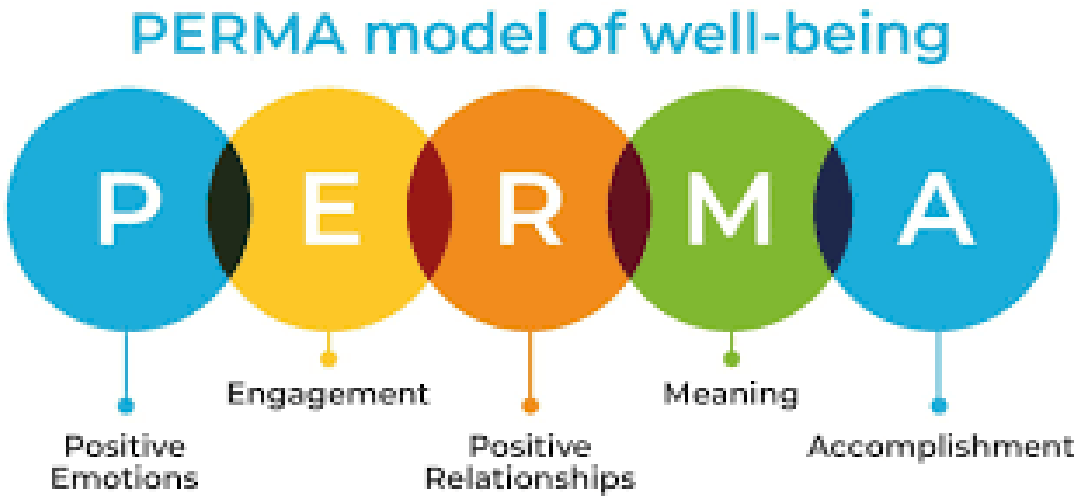
Sharing of power – we are mindful of power imbalance, so we deliberately are always mindful of assuming the person has capacity to make their own decisions, including the right to make unwise decisions

When a person is said to 'lack' capacity to make a specific decision, we act to educate and empower the person to 'gain' capacity



RESPECT – it's about what matters to people

Perma – we focus on the core pillars of PERMA, an evidence-based approach to concentrate on the factors that lead to a person flourishing in their life

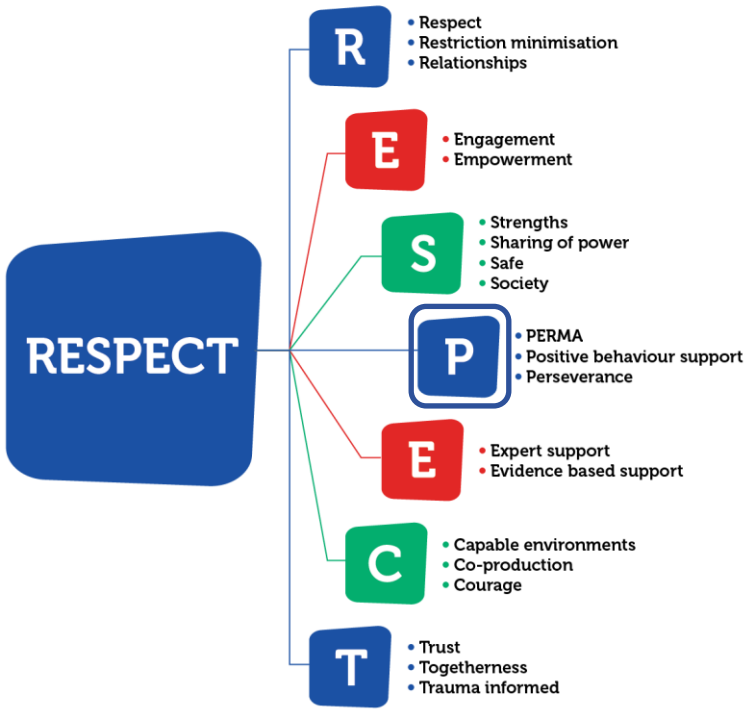


Seligman, 2011

RESPECT – it's about what matters to people

Positive Behaviour Support – skilled support and assessment, with the ultimate goal of supporting a person to have a better quality of life

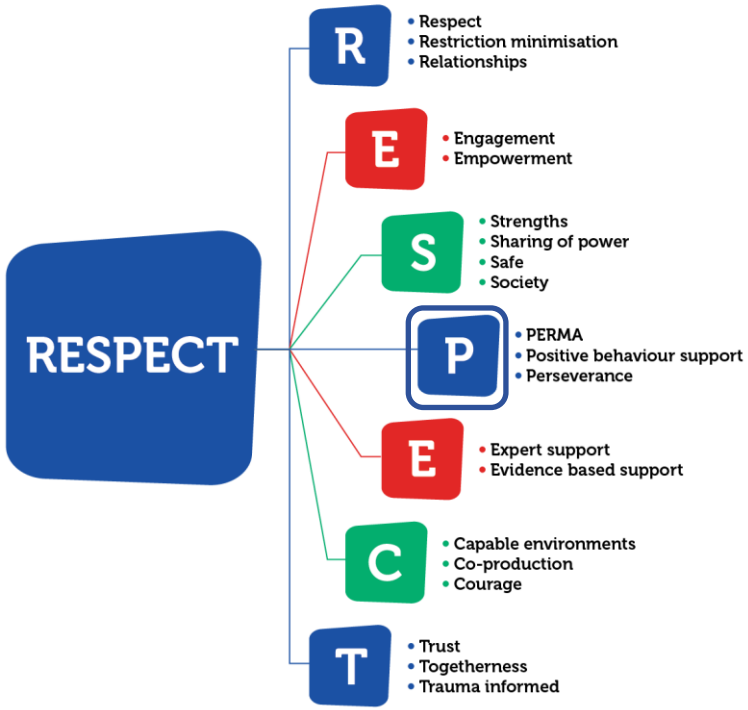
Influences include the PBS Academy Standards, Restraint Reduction Network Training Standards and many other research/evidence-based practices to ensure effective support



RESPECT – it's about what matters to people

Perseverance – We are persistent in maintaining positive and proactive support for people when they are experiencing crisis in their lives

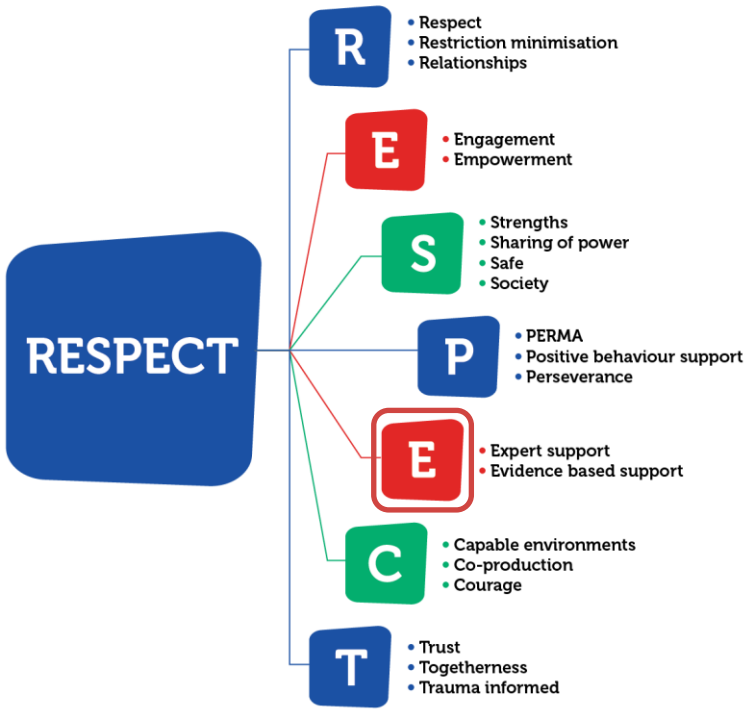
When people experience distressed behaviour or behaviours which are challenging, we work hard at maintaining stability and certainty in their life



RESPECT – it's about what matters to people

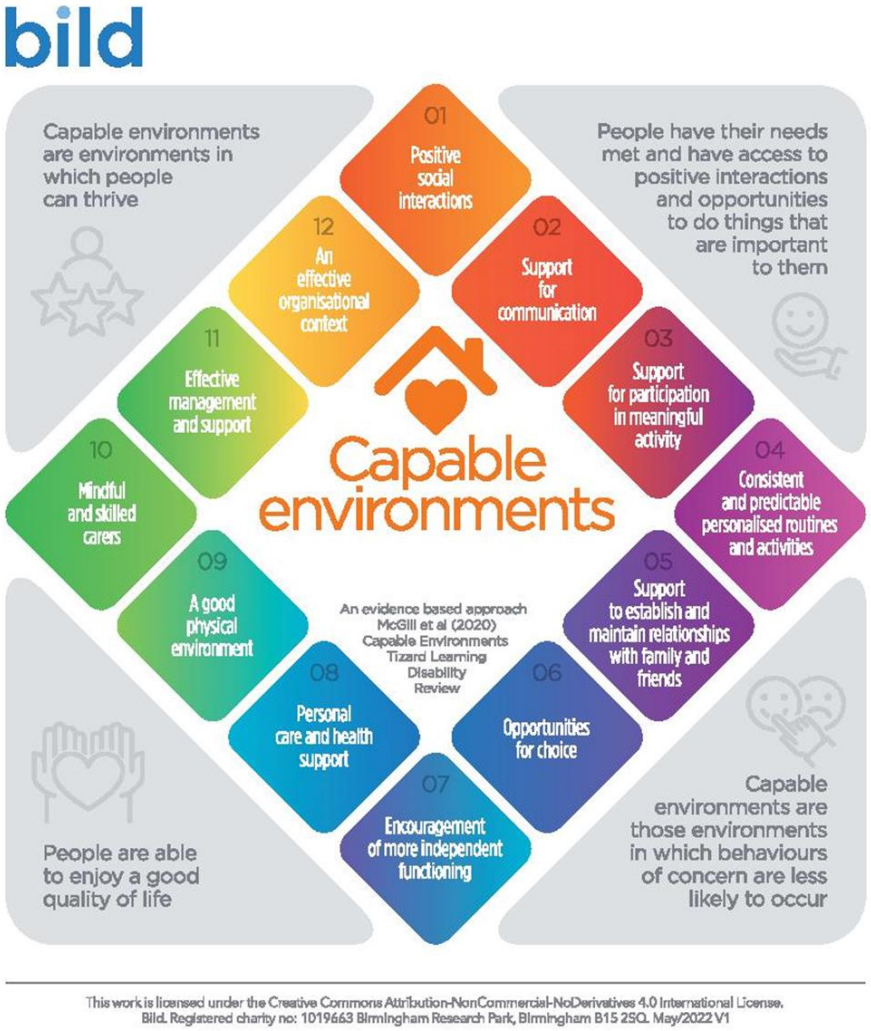
Expert support – we provide each support team with the training, knowledge, confidence and skill to support each person's unique needs

Training and competency assessment follows national best practise



RESPECT – it's about what matters to people

Capable environments – We consider the environments a person needs in order to thrive, taking account of the 12 characteristics defined by McGill et al (2020)



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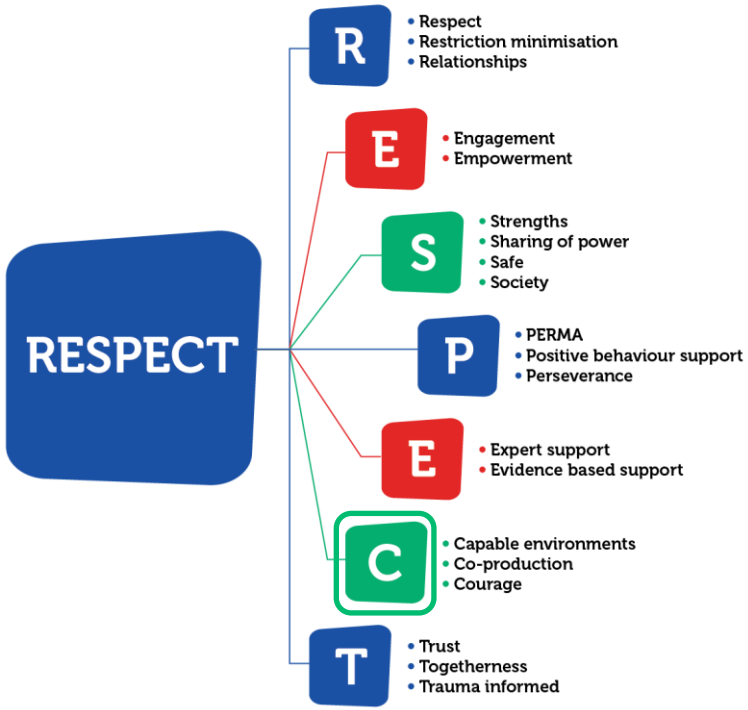
RESPECT – it's about what matters to people

Courage – we are courageous in our support and determination that people will receive equal opportunities and treatment in their local communities

We have the courage to admit when we make mistakes, and apologise when we get it wrong

We reflect on our mistakes and think about how we can do things better



RESPECT – it's about what matters to people

Coproduction – We support each person with true coproduction in mind at all times

As an organisation we fully engage with and listen to the views of representative groups – people supported and families

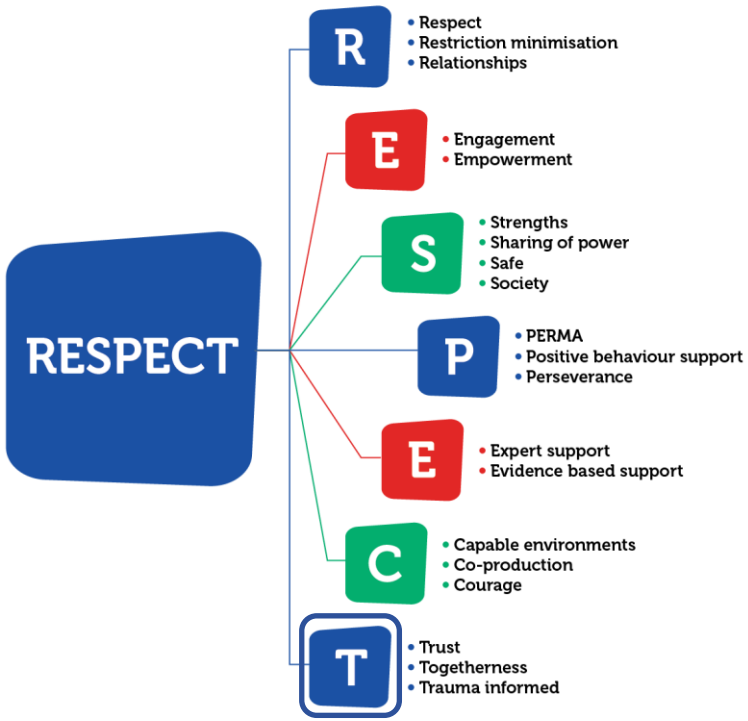
We are clear when coproduction, co-design or co-deliver has happened or not happened

RESPECT – it's about what matters to people

Trust – We aim to develop trusting and lasting relationships with each person, their families and other key people in the persons life

We want each person to be and feel safe

Concerns about safety and wellbeing are listened to, looked into and lessons learnt/shared

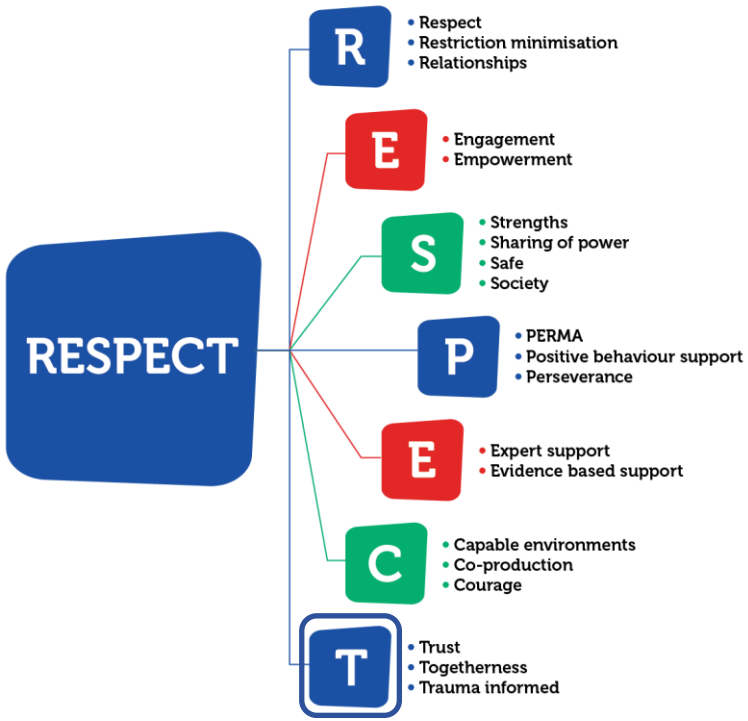


RESPECT – it's about what matters to people

Trauma Informed – We recognise that many people accessing social support, and their families will have experienced a range of trauma in their lives

We work to actively seek to avoid re-traumatising people, respecting the challenges people have faced

We recognise our own team members can experience trauma in their own personal and work lives, and focus on the wellbeing of team members



References/Links

Capable Environments – McGill etc al, Tizard Learning Disability Review, 2020

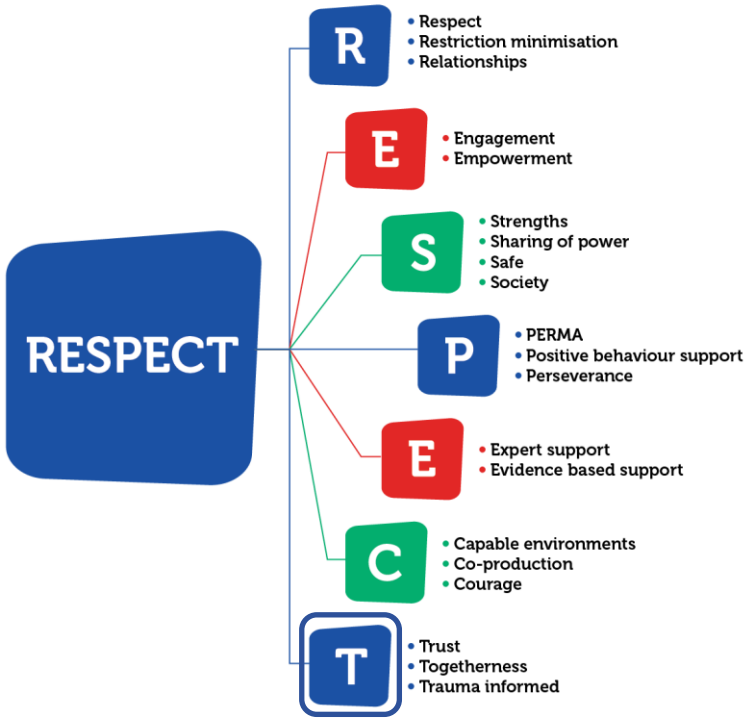
Character Strengths – [Character Strengths, Character Virtues Handbook | VIA Institute (viacharacter.org)]

PERMA – Seligman, M.E. (2012) *Flourish, A new understanding of happiness and Well-being – and how to achieve them*, Nicolas Brealey Publishing

Positive Behaviour Support – [The PBS Academy UK | Home | PBS Academy Website | Positive Behavioural Support (PBS) Competence Framework]

Restriction Minimisation - [Training Standards – Restraint Reduction Network]

Safe Touch Guidelines – Elliott-Graves & Doukas, 2017



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