



MacIntyre
Providing support...your way

MacIntyre's Specialist Supported Living Offer: Greater Manchester

Building the right support

Read about:

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At MacIntyre, we are passionate about our work to transform the lives of young people and adults who have a learning disability and/or autism. In particular, we work with people who have complex needs and behaviours that cause concern.

To support the Transforming Care Programme, we have set out here our offer, which explains what you can expect from us.

Who is our offer for?

We offer an ambitious programme delivering bespoke support to people treated in secure and/or assessment and treatment units. We also work with people who are at risk of admission.

But our offer is not restricted to this key group. We know that for people with complex needs and behaviours that challenge, finding a caring and safe long-term support environment can be difficult. So our offer extends to people currently living with family and to those who simply wish to take the next step in their lives.

About MacIntyre

Established in 1966 by Kenneth Newton Wright, the parent of a disabled child, MacIntyre has grown to become a leading national charity, highly respected and committed to setting standards and increasing choice.

We provide learning, support and care across England and Wales for more than 1,200 children, young people and adults who have a learning disability and/or autism.

Our diverse range of support includes registered care homes, supported living, outreach, accredited training schemes and lifelong learning services, as well as a residential special school and further education provision.



Our Mission

We will support a sense of wellbeing through a celebration of each person's unique gifts, talents and contributions, the quality of our relationships and ensuring the promotion of real opportunities to connect with others.

Our Purpose

To achieve excellence in everything we do.

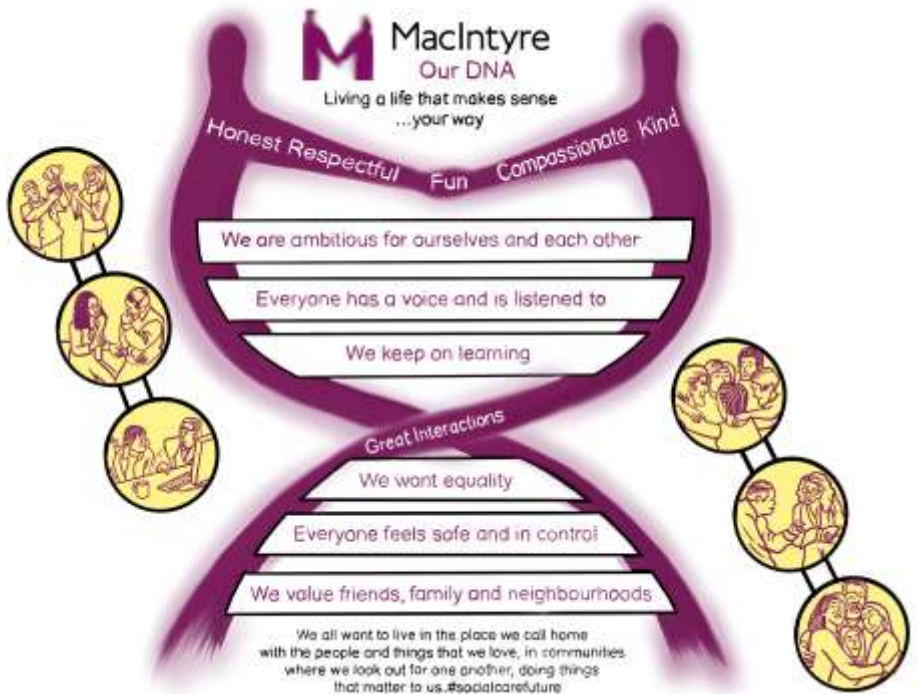
MacIntyre's **primary purpose** is to make a positive contribution to the lives of children and adults with disabilities. We make this contribution by ensuring that all our interactions are great, that our knowledge and skills represent excellence and that we support people to develop purposeful and warm relationships.

Our **secondary purpose** is to have a positive influence in our local communities and on our sector by connecting well, nurturing partnerships and demonstrating best practice.

Our DNA

The MacIntyre DNA is the way we talk about the essence of MacIntyre – Sarah Burslem, CEO

We define our values in MacIntyre's DNA, which was refreshed in 2022 but shaped by the visionary belief of our founder, Ken Newton Wright, *in the learning potential of people with learning disabilities, their value as individuals, their right to equality and their importance to society.*



Our Support Offer

Our model of specialist support is bespoke to the unique circumstances and needs of the person we are supporting. We are ambitious for each person and work closely with them, their families and professionals to ensure a happy and meaningful life in their own home.

Working under a 'Supported Living' model, the person will have their own tenancy and be supported to become an active member of their local community. Our highly skilled operational teams work in partnership with our own practice development teams and other professionals to ensure effective support for every person.

Our Approach



MacIntyre's Positive Behaviour Support Framework



Key to our specialist support model is MacIntyre's Positive Behaviour Support (PBS) Framework. This always starts with building trust and rapport: with the person, their family and their support team. MacIntyre's DNA (our values in practice) is a key element of this Framework and supporting 'in the MacIntyre way' significantly increases wellbeing and reduces people's need to communicate using behaviours of concern.

Once we build relationships, we work with the person and their circle of support to understand what they are communicating by a behaviour of concern. This is called a functional behaviour

assessment. It helps develop a PBS plan that will grow alongside the person throughout their life, with its primary focus being on proactive approaches.

These approaches include:

- Preventative and/or low arousal ways of working
- Developing environments that ensure the person is an active participant in every part of their own life
- Developing new or replacement skills and behaviours. This means that over time the need to use behaviours of concern reduces and quality of life increases.



We train and coach the team to support in the most person-centred and least-restrictive way possible. With a long term focus on supporting each person to communicate their needs safely.

We recognise that sometimes, behaviours may occur that pose a risk of harm. At these times, we take a human rights-led approach to ensure:

- we always use the least restrictive option
- only ever use any form of physical intervention as a last resort

Our PBS training pathway:

- MacIntyre's own PBS training pathway includes a modular approach to learning and understanding the underpinning theory and application of positive behaviour support. These are linked to the PBS Academy Competency Framework and associated guidance. Our PBS Elements course is part of the Skills for Care Peer review process
- We aim to deliver the least restrictive support in terms of behaviour risk. To do this we have developed our own Restraint Reduction Network certified training (<https://bildact.org.uk/certified-organisations/>). Most of our staff follow this training pathway before learning any physical interventions at all. We have won awards for successful restriction reduction at organisational and personal levels. [Transforming Care | MacIntyre \(macintyrecharity.org\)](https://www.macintyrecharity.org/)

Forensic Support

In our Forensic services, support is personalised to each person's situation and characteristics. Living arrangements are based on a thorough assessment of where someone is in the cycle of offending and their ability to influence or be influenced by others.

We have a clear focus on rigorous risk assessment and reducing offending with structured learning and progression. By applying personalised support and a PBS approach, we can help reduce the risk of reoffending. In the event of reoffending, our Area Managers, Frontline

Managers and Senior Support Workers working predominantly in our Forensic services are all fully trained.

We work closely with the [National Appropriate Adult Network \(NAAN\)](#), a registered charity working to create a fairer justice system for children and vulnerable adults. They are working towards a world in which every child and vulnerable adult detained or interviewed by police has their rights and welfare safeguarded effectively by an appropriate adult.

Our forensic support is in collaboration with the local community teams, Intensive Support Teams and the Criminal Justice System. We provide support and training to teams both during and after transition. This promotes good practice and focuses on a life which has meaning to the person we support, whilst meeting the requirements of any legal restrictions.

During transition, this collaboration helps to develop an Individual Risk Mitigation Profile. This document is refined to support people transitioning from a secure setting to a supported living environment. It acts as a form of assessment to reduce the risk for the person and others, within a community setting. Profile reviews are held twice yearly in collaboration with the Local Authority, CCG and the Responsible Clinician.

Physical and Mental Health

MacIntyre is primarily a social care and education provider, therefore we work with existing local infrastructures wherever possible to ensure effective and coordinated physical and mental health support for people with complex needs.

Working in partnership with all community health professionals is fundamental to our approach. Where this is not possible, we work with a number of trusted partner organisations.

Internally we have a dedicated Health, Dementia and Wellbeing team who offer advice, signposting and guidance on an array of needs.

Outcomes Model

We work to provide a fulfilling life for everyone we support. We follow the evidence-based 'Five Ways to Wellbeing' model. Working in this person-centred way supports and embeds our DNA, which ultimately enables people to live a life that makes sense to them.

Working in an outcome-focused way helps to prevent a readmission to hospital and/or helps each person through difficult times they may face. We understand that situations may arise which prove difficult to manage, however at MacIntyre we are committed to working in a flexible and responsive way, which is underpinned by our all-inclusive approach.

Getting it Right – Let's be clear ...

We know getting it right from the very start is the most important thing we can do to help our approach work. For us, this means being clear on what we will do and what we need from you, which helps co-ordinate and guide our partnership with you from the very start – Sarah Kilby, Best Practice Manager: Specialist Behaviour and Complex Support

Referral, Assessment and Transition

As part of our initial assessment process, we meet the person, their family and all relevant professionals involved in the person's life. We ask for all relevant information relating to the person. This includes their assessment of need, service specification, current support plans and risk management plans.

We make a decision based on this information and using our referral panel, to agree whether we can meet the person's needs. If we can, we continue with the assessment process, which we refer to as the 'Getting to Know You' stage. This journey continues over a period of time.

As part of the transition, we share a contact list, which details which MacIntyre staff are involved in the transition and who leads on which area. For each bespoke transition, our operational and quality teams will develop a 'Transition and Implementation' plan. This is a live document, updated regularly. It aims to detail all activity to support a person-centred and safe transition.



Find out about just one of our many successful transitions in [Nicole's Story](#).

What we need from you:

- Share all documented information relating to the person
- Conversations relating to risk are open and honest
- A shared approach when managing risk in the community
- Mental capacity assessments are undertaken where applicable
- Legal restrictions are agreed and discussed as part of a multi-disciplinary team approach
- An agreed transition which is costed accordingly

Housing/Homes

As part of the transition process, we ensure each person's potential home is fit for purpose. We look at environment and most importantly location. We ensure the person is close to their family and friends, in a community where they are valued.

We work with a number of housing providers to identify the right home and discuss different options for housing. This is agreed between the person, their family, Commissioner, and multi-disciplinary team. The most common options are renting from a social landlord (social housing), renting from a private landlord, and home ownership (there are a variety of options and schemes available).

What we need from you

- A detailed Housing Specification. The care coordinator should create this with input from the person, their family, current provider and multi-disciplinary team. The specification should set out clearly everything the person will need in their home. It should consider living arrangements e.g. individual or shared, type of property, size, required adaptations and location
- A collaborative approach when agreeing suitable accommodation. This is either through working directly with the Housing Association or is through agreeing the preferred housing option together
- An agreement to send adequate referrals if shared accommodation and a commitment to let the Social Work team know of void availability

Our Workforce

Our staff play a crucial role in ensuring effective support. Our model includes an enhanced amount of management and clinical input to ensure effective support of frontline staff and quality of approach. This increased presence supports role modelling, focus on relationships and partnerships with stakeholders. It also will include initial and ongoing assessment in relation to PBS and skills teaching.

We recruit staff using a values-based approach and at the heart of our recruitment process is the person requiring support. With this in mind, we tailor the recruitment approach dependent on the person's needs and wishes. This starts from the moment we meet the person and those who know them well, to understand what skills are required to best meet the person's needs.

Some people decide to create a 'wish list' detailing the attributes they would like their staff to have. Others choose to take a more active role and sit on the interview panel. Where

appropriate, we also actively seek family members to form part of the recruitment panel and join us every step of the way.

Training

We provide our staff with an extensive internal training programme, which includes our award-winning '[Great Interactions](#)' approach. This recognises that the people we support experience our behaviours, not our values. The most important thing we can do is make our interactions the best they can possibly be at all times.

We understand that an enhanced level of training will be required for our teams when supporting people with specialist needs. We use various training techniques whilst working in conjunction with our trusted external partners.

What we need from you

- Recognition on timescales involved in recruitment and induction of staff teams
- Transitional costs to be agreed
- Shared understanding that MacIntyre will provide skilled staff that are able to work in an agreed way

Families as Partners

Our philosophy is to work closely and transparently with families as recognised experts in the care and support of their loved ones. A person's parents undoubtedly know them better than anyone else. They will have worked tirelessly to help the person live a good life on a day-to-day basis. We work closely with them to co-produce the service moving forward.

We are mindful that for the person and their family, transition may be an unsettling and worrying time. We have extensive experience working with families who have fought hard for many years to ensure their loved one has the support and services they deserve. We always deal with this with sensitivity, and with the best interests of the person at the heart of everything.

Find out about the success of this approach in action in [Sam's Journey](#)

Sam spent most of his childhood living in the family home, living a rich and fulfilling life. However, his teenage years became a little bit more difficult which ended up meaning that Sam could no longer be supported at home by his family. This separation to the day has been really impactful on both Sam and his family.



We ensure we have open and transparent lines of communication between MacIntyre and the person's parents at all times. Our Transitions Coordinator is the named person to help guide them through this initial process.

The Frontline Manager will have access to all the relevant information around the person requiring support, and will spend a significant proportion of their time working with this person, and supporting the staff in the service, so all expectations of the person, their parents and staff are met in a supportive and sensitive way.

What we need from you

- To support our approach when working with families as joint partners
- To share any information which will help us develop our relationship with family members

For further information please contact

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Our vision: for all people with a learning disability to live a life that makes sense to them