



MacIntyre

Providing support...your way

MacIntyre in Greater Manchester



About MacIntyre

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MacIntyre was founded in 1966 by the parents of a child with a learning disability. Today MacIntyre provides learning, support and care for more than 1,400 children, young people and adults who have a learning disability and/or autistic people.

Our Vision

Is for all people with a learning disability to live a life that makes sense to them. We are proud of our past and ambitious for the future.

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

People who draw on MacIntyre's support have gloriously ordinary lives, living the life they choose, using their gifts, skills and passions to contribute and connect to the people in their local neighbourhood. MacIntyre invests in, and helps shape, neighbourhoods to be inclusive and welcoming spaces for everyone.

The MacIntyre DNA is the way that we talk about the essence of MacIntyre.

Sarah Burslem, CEO

Our values, defined in the MacIntyre DNA, are shaped by our founder Ken Newton Wright's visionary belief in "the learning potential of people with learning disabilities, their value as individuals, their right to equality and their importance to society".

MacIntyre at a glance



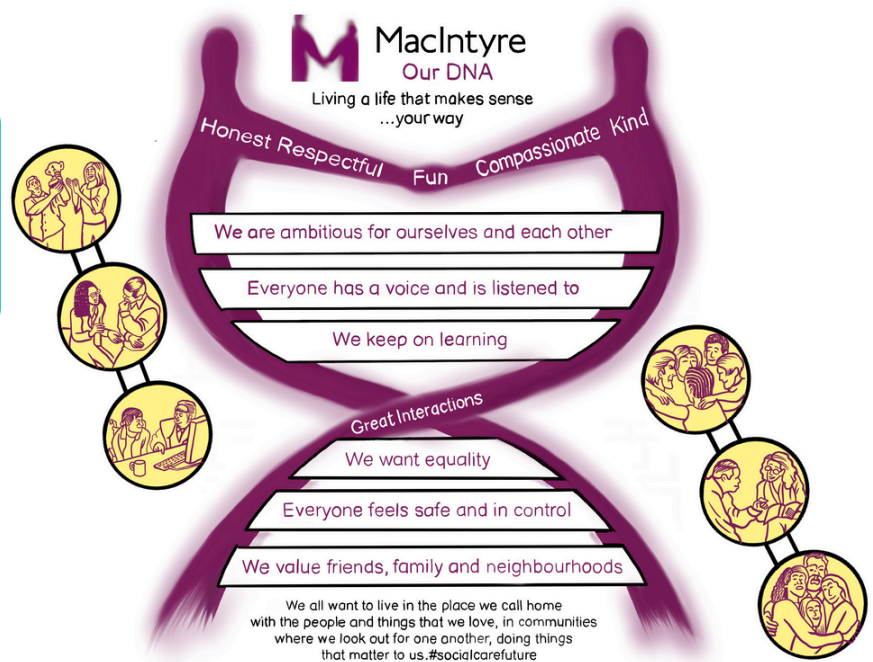
MacIntyre in Greater Manchester

We offer bespoke support for:

- Adults to live in their own homes
- People moving from secure and/or Assessment and Treatment Units
- People who are at risk of offending or re-offending

We work with:

- 140 members of staff
- 2 PBS lead
- 18 locations



For Adults

People who draw on MacIntyre's support will live gloriously ordinary lives, living the life they choose, using their gifts, skills and passions to contribute and connect to the people in their local neighbourhood.

“We all want to live in the place we call home, with the people and things that we love, in communities where we look out for each other, doing the things that matter to us.”

Social Care Future

Across Greater Manchester, MacIntyre is rated 'Good' with the Care Quality Commission.

Working in collaboration with local housing providers, including Empower Housing, Partners Foundation, and Reside with Progress, MacIntyre offers a range of accommodation and support people to have their own tenancies in their own homes in Greater Manchester.

We spend time getting to know people's ambitions and aspirations and ensure everyone has choice and control over their lives.

In Greater Manchester we have particular expertise in supporting people who are leaving long-stay units and those who are at risk of offending or re-offending. Through our approach, we also specialise in preventing admission.

We put people at the heart of everything we do. MacIntyre invests in, and helps shape, the areas in which people live, to be inclusive and welcoming spaces for everyone.

We have always felt part of the MacIntyre family in Greater Manchester and feel appreciated and respected. MacIntyre value family history and experience and we always make best interest decisions for our son together”

-Parent

Across England and Wales MacIntyre is commissioned by over 68 Councils and Clinical Commissioning Groups to deliver support and care to 776 adults, 19 in Greater Manchester

We have developed a detailed Adult Social Care Workplan (2024–26) that sets out our areas of focus under our five threads:

- People
- Sustainability
- Workforce
- Best Practice
- Compliance



“People who used the service were at the heart of the service. We found the registered managers were enthusiastic and shared a passionate commitment to providing responsive, person centred, individualised support to people”

-latest CQC Report, July 2023

We are proud to work with like-minded individuals and organisations, including being part of the Social Care Future movement and a collaborative with five other not-for-profit organisations who are calling for change in social care, together known as 'More Than A Provider'.



GLORIOUSLY
ORDINARY
LIVES

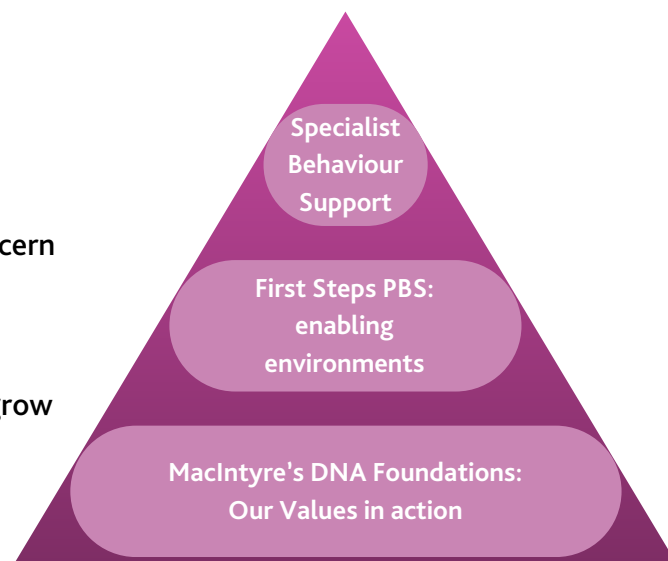


Compassion First Positive Behaviour Support

Compassion First Positive Behaviour Support is a trauma-informed approach which covers all aspects of a person's life and is not a singular approach to manage, or respond, when a person is at risk or in crisis. When a person has behaviours that cause concern, we ensure we offer the right level of support to achieve the best outcomes, safely and compassionately.

Positive Behaviour Support is a framework of different approaches that come together to support people who draw on support by:

- Supporting others to understand the needs of the person better: why they may use behaviours of concern and how we can change our own behaviour and environments to help reduce this
- Supporting people to learn alternative actions and responses to help them cope, navigate, thrive and grow in the world around them.



Compassion First

Positive Behaviour Support
"When a flower doesn't thrive,
fix the environment in which
it grows not the flower"



Our PBS Specialists are involved with the initial assessment alongside the local manager. Where we identify the level of support needed in relation to behaviour that causes concern e.g. a history of trauma, inpatient stay, mental health support needs, or previous history of support breakdown, our team will develop and offer a bespoke package of support that includes direct and on-going support from our PBS Specialists.



"Getting it right from the very start is the most important thing we can do for our approach to work."
-Sarah Kilby, PBS and Complex Support Manager



"[MacIntyre's] operational management approach is consistently engaged with the advice of clinicians, especially in terms of positive behavioural support; person-centred and attentive to people's needs and preferences; and realistically attuned to the expectations of health and social care commissioners."
-Fiona Charnock, Adult Social Care Transformation



Forensic Support

MacIntyre has provided specialist community forensic support in Greater Manchester for nearly 20 years. Our team of Positive Behaviour Support specialists and consultant forensic specialist work alongside our local support teams. Our forensic support is in collaboration with the local community teams, Intensive Support Teams and the Criminal Justice System.

To find out more about MacIntyre's approach to Positive Behaviour Support, scan the QR code or go to:

www.macintyrecharity.org/our-approach-positive-behaviour-support



MacIntyre in the Community

MacIntyre's Big Plan was co-produced and co-authored with people who draw on our support, their families and our staff teams. The Big Plan articulates an important question: "How can we all meet people near where we live to make things better for everyone?"

Our answer to this question is Everyone Everywhere. We know there are many MacIntyre people who are part of their local neighbourhoods and we know that good things happen when we connect with others around us.



Everyone Everywhere is about making these connections a more intentional part of our day-to-day, knowing and being known locally, challenging ourselves to do better and sharing stories to inspire each other.

"How Can We Help?" One of the key messages of Everyone Everywhere is about seeing ourselves, our organisation and the people who draw on our support as contributors to our local neighbourhoods. We know that when we help others, participate and get involved, we feel part of something wider and feel valued.

So how can we make Everyone Everywhere a reality? We are asking our staff and people who draw on MacIntyre's support to find out what's happening locally; to identify one thing they are interested in, then go and find out more.



Stephen has been volunteering at his local church, by helping out at community breakfasts, visiting the local garden centre to do food pick-ups and becoming a familiar and popular local face. When asked about his volunteering, he said:

“ I like to help people it makes me feel good, I also like talking to people and get to know them. ”

Peter's Story

My name is Peter, I am 65 years old. I moved to Bury with MacIntyre in late 2022.

A while back I had lived independently on the other side of Greater Manchester in my little flat. There I used to ride my bike a lot. I used to clean and cook by myself in my flat and life was good. However I got detained and put in a mid-secure hospital in Whalley.

I spent 11 years of my life in Whalley with so many restrictions. It meant I could not go bike riding when I wanted; I could not cook every day. Instead I batch cooked every fortnight and froze my food. All I ever made and lived on for the 11 years was hotpot. I lost physical contact with my family for the 11 years. At some point I thought my life was over and I would never leave hospital ever again.

In the hospital I spent most of my time in my bedroom, I rarely came out to sit in the shared areas or interact with other patients. The only time I went out was every two weeks to do my food shopping. The little time I rode my bike was around the hospital grounds when staff could spare a few minutes for me.

“
My life was miserable and hopeless - until MacIntyre came along.
”



I moved from the hospital into my new bungalow and have been loving it ever since. I can now go bike riding to different areas with staff, I have freedom to cook and bake whenever I want including cooking and baking my own choice of meals and cakes. I have loads of space to do gardening and I enjoy tidying up inside and around my bungalow.

I love showing visitors my bungalow and always take them on a tour of the property.

I have re-established contact with my family and my sister has been to visit me for the first time in 11 years. I made lunch for her and her husband. She has reassured me she will be coming down more often.

I'm so happy I've got my life back again; I can go shopping to different places and different markets.

It is so amazing how so much has changed and I'm so glad I'm out with the support of MacIntyre.

Andrew's Story

Moving to a new neighbourhood is never easy, as was the case for Andrew, who recently moved into a new bungalow in Greater Manchester. It's important to Andrew to have structure to his morning.



One of his routines is to go for a drive then to a drive-through for a coffee or hot chocolate, however this isn't always possible at times we don't have a staff member on shift who can drive.

So staff put their heads together to find a way to make Andrew's mornings engaging regardless of whether there's a drive involved.

His staff team take Andrew out in his wheelchair for a turn around the local streets, having a chat, visiting the local shop, and saying hello to the neighbours. Then when they get back home, they "drive" along the side passageway to the kitchen window as though it was a drive-through.

One of the team, Noheem, knocks on the window, and inside, his colleague Noemi puts on a "drive-through" voice so Andrew can place his order.

Andrew is handed his hot drink and cake through the kitchen window and, if it's a nice day, enjoys this morning feast in his garden.

This arrangement is absolutely brilliant for Andrew - he thinks it's hilarious to be treated like a drive-through customer in his own home and he really enjoys the fun of it all.

It's been great for staff too. They're proud of how they thought about what was important to Andrew, and used imagination to turn a logistical challenge into something creative and fun.

It's creating a ripple effect locally too. One of Andrew's neighbours got to see the 'drive-through', was interested and came over to find out more. He's getting to know Andrew and enjoying the connection. Andrew's visits to the local shop have also changed the way staff their view people who have a learning disability. They've realised we all want the same things - companionship, connection and, of course, fun!

Our Staff

Our vision is to be bold, innovative and ambitious in our national and local recruitment activity, that supports new ways of working, so that together we are able to attract, recruit and retain the best skilled, engaged and dedicated workforce for today and for the future.

In 2023 we launched Humans of MacIntyre, a series of stories from our colleagues across the organisation, as well as recognise staff through Employee of the Month...

Godwin's Story

I've worked at MacIntyre twice! My first stint was between 2010 and 2015, then again from 2017 to now so I've been at MacIntyre now for a total of about 12 years.

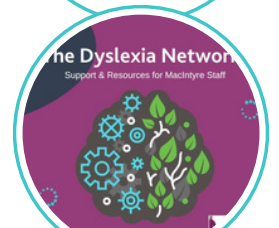
I currently support Anthony, and I find it incredibly rewarding. Anthony is a man with learning disabilities who was shut away in a secure hospital for over a decade.

I worked with Anthony over a number of months, during his move from hospital into his own home. I found out what he enjoys (mountain biking and gardening) and started building a relationship with him, including the team that came together to support him. Now Anthony has a "gloriously ordinary life", and my biggest reward is his smile at the end of the day.

If I had one piece of advice for people starting out in social care, it is that although there are quite rightly a lot of regulations, it's vital to see the person, not the paperwork.



MacIntyre Staff Networks and Recognition



MacIntyre Employee Pathway



Next Steps

Wondering how we could support you or your loved one?

Curious about working with us across Greater Manchester?

Please get in touch, we'd love to hear from you!

In the meantime, follow us on Facebook: [MacIntyreInGreaterManchester](#)

Laura Selby
Director,
Adult Social Care



Catherine Kelly
Area Manager,
Adult Social Care



Cherie Jenkins
Area Manager,
Adult Social Care



Nicola Hamilton
Area Manager,
Adult Social Care



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MacIntyre

Central Office: Seebeck House, 1 Seebeck Place, Knowlhill
Milton Keynes, Buckinghamshire, MK5 8FR

01908 230100

hello@macintyrecharity.org

www.macintyrecharity.org

Social Media @MeetMacIntyre



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Company Limited by Guarantee 894054