

# Welcome to A+ility



Supported Living, Home Support, and Mentoring

[Admin@abilityonline.co.uk](mailto:Admin@abilityonline.co.uk)

01453 827978



## Who we are

### History

A+ility Limited supports vulnerable adults, children and young people to live in their own homes, to engage in activities and to develop independent living skills. The company was started in 2009. Since then, it has grown steadily and now has a workforce of more than 40 people providing support in Education and Social Care across the South West and Midlands.

### Values & Ethos

A+ility Limited supports vulnerable adults, children and young people to reach their potential and develop resilience. We also offer support to parents, carers and professionals.

We are committed to providing consistent, professional support to children, young people and vulnerable adults with complex needs.

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*"It's a 'can-do' organisation." — Service User Parent feedback*

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A+ility Limited's core value is to ensure that service users thrive. Our aim is to give them opportunities to achieve their full potential in education, relationships and working life.

## We are here to help!

Our contact number is manned out of office hours so if you need to cancel or there is an urgent issue, please call us. For any non-urgent matters, please call the office where one of the team will be more than happy to assist. Below are the team are that in the office that you will likely speak to when you call in.

**Registered Manager** - Fiona White

**Practice/Compliance Manager** - Sadie Paul

**Staff Development Manager** - Allyson Scott

**Operations Assistant** - Jennifer Cartmell

**Team Leaders** – Abi Talbot, Simon Wauchope & Tegan White

**Training Manager** - Alan Walker

**Finance & Admin Clerks** – Tegan White & Yuliia Yaremchuk

**Safeguarding & Restraint Reduction Lead** - Fiona White

Don't forget to let us know as soon as possible if your child is sick, or can't attend for any reason, by calling the office number, 01453 827978. Unfortunately we cannot reschedule support sessions cancelled with less than 24 hours' notice, or give you the hours another time.

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*"The past year has been amazing, you're very flexible, when something happens you pull it together and he's been well supported." — Service User Parent Feedback*

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## Directors

Fiona White

Tina Claridge

Owen Blair

## Services we offer

### Learning Disabilities

Our Learning Disability and Autism team offer support for children and vulnerable adults by providing them with a specialised service that assists people with complex and challenging needs.

This includes:

- ✓ Supporting people in their own homes.
- ✓ We encourage our clients to participate in meaningful activities to enable them to become more independent.
- ✓ Supporting people to access and integrate within their local community.
- ✓ We also assist our clients to access the wider community, building social skills and enabling them to experience an ordinary life.

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*"You guys are amazing and make it possible for me to be in the community and not stuck in abusive impatient settings. You put up with all my funny ways and teasing. I honestly do appreciate you all so much." —Valued Service User*

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We work in partnership with other professionals to ensure care plans:

- ✓ Are personalised and bespoke.
- ✓ Take account of strengths, needs and interests.
- ✓ Work towards a happy and fulfilled life.

## Mental Health Support

We also support people with mental health needs. We work together with them and their families to:

- ✓ Develop positive strategies and routines
- ✓ Develop confidence and independence
- ✓ Take up opportunities for activities and leisure
- ✓ Enjoy their local area

## Mentoring Services

This might include:

- ✓ Access to activities in the community.
- ✓ Help with school work
- ✓ Mentoring support for struggles with everyday life
- ✓ Role modelling socially acceptable behaviour.
- ✓ Help build social and independence skills.

## Supported Living Services

We also provide supported living for people who need some assistance to live independently. We have no more than 2 or 3 to a house with a small team of dedicated support workers.

## Support Services

We also provide a range of services to **support** families in their own homes.

This might include:

- ✓ Extra support at times of illness or crisis
- ✓ Taking children and young people out for activities in the school holidays

## Transport

Our staff have business insurance so we can transport you for appointments, shopping or activities and outings. We charge 50p per mile for this and you will be invoiced monthly.

## Feedback

When the support worker drops your family member off they will give you feedback on how the session went. Or if you are a service user that does not live at home then we will have regular meetings to talk about how things are going and meetings with parents/guardians to ensure we are meeting everyone's expected standards.

However, you are welcome to phone us at any time if you have any feedback or something to discuss more urgently.



# Information for You

If we have been commission to work with you or your family member we would like to welcome you to A+ability Limited

A few things you need to know:

- ✓ We are registered with the Care Quality Commission (CQC) where we have been rated good in all areas.
- ✓ We also have a voluntary Ofsted registration, plus a second Ofsted registration at the Viney Hill Education Centre for outdoor activities and so are fully compliant.
- ✓ We have Public Liability and Professional Indemnity Insurance.

Support staff work alone or in pairs and are supported by a team that includes teachers, social workers and qualified managers.

All our staff have an Enhanced DBS Disclosure and would have been given a company ID. So, if you meet a new member of staff, please ask to see their badge.

## Expenses

Please note that funding does not usually cover petrol and entry fees for activities and trips, but we are happy to organize this directly you.

You will need to pay for all the petrol used when staff take you out during your support. You will receive a bill at the end of the month telling you how much you need to pay.



When you or your family member is with us, please provide the following:

- ✓ Have any medication/inhalers needed.
- ✓ Wear practical footwear and clothing.
- ✓ Give an up to date contact number.
- ✓ Make us aware of any allergies.

Please pass on any information that may affect their support, either directly to the Support Worker, or by phone to the office (01453 827978)

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*"The team has been a godsend. A+ were the only ones that managed to cope with my son. There were 4 failed organisations before." — Service User Parent Feedback*

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Available on our website you will find:

- Our Child Protection & Safeguarding, Safeguarding Vulnerable Adults Policies
- Complaints, Concerns, Compliments & Comments Policy
- Health & Safety Policy
- Vision, Values & Ethos
- Full Privacy notice

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

# Keeping your Information Safe (Privacy Notice)

We keep a file for your information:

- Name.
- Address and contact details.
- Any other information we need to keep you/ your son or daughter safe and to help support.

We keep your information safe from people who don't need it and don't have permission to have it. The computer file is kept safe as only relevant staff can open it.

We will talk to you about who we will share information with, maybe your social worker, doctor or parent depending on what it is. Please be aware that staff will write a report after every session. These are kept on file and may be shared with commissioners.

If you would like to see your file, or if you want to know something about the information we keep on you, then please feel free to ask a member of staff who would be happy to assist. For more information on this click on this link to look on our website: [Policies | A+ility Limited \(abilityonline.co.uk\)](http://Policies | A+ility Limited (abilityonline.co.uk))

## Safeguarding Statement

We are committed to safeguarding and promoting the welfare of children, young people and vulnerable adults. This means that we have a Safeguarding Policy and procedures in place.

Sometimes we may need to share information and work in partnership with other agencies when there are concerns about a child's welfare. We will ensure that our concerns about our pupils are discussed with his/her parents/carers first unless we have reason to believe that such a move would be contrary to the child's welfare.

## Positive Behaviour Support

We are members of the Restraint Reduction Network.

We have a Restraint Reduction Plan and we are committed to reducing restraint: only using it as a last resort to avoid harm to self, harm to others or severe damage to property (with a consequence of harm).

If you have concerns about the use of restraint, please raise with the Restraint Reduction Lead.

## Compliments and Complaints

We aim to provide all our service users with high quality, proactive support. Your feedback helps us to do this and we will ask you regularly for any comments or compliments you would like to pass on.

We also acknowledge that there are times when things go wrong. Please contact us if you would like to make a complaint, if you are worried about bullying or if you want to raise a concern about the use of restraint. Our aim is to provide an appropriate response and a fair resolution for all complaints.

## Contact Us

Unit 13  
Salmon Springs Trading Estate

Stroud  
Gloucestershire  
GL6 6NU

Please contact us if you:

- would like to make a complaint
- would like to pass on a comment or compliment
- are worried about bullying
- want to raise a concern about the use of restraint

Phone: 01453 827978  
Email: admin@abilityonline.co.uk  
Web: [www.abilityonline.co.uk](http://www.abilityonline.co.uk)

