

About Modus Care Ltd

In 2005, Modus Care Ltd was formed from the merging of two already established care companies providing specialist services for people with Autistic Spectrum Disorder (ASD) in Surrey and the Southwest of England. Modus Care began to develop tailored support packages for those with Autistic Spectrum Disorders, learning disabilities, associated mental health needs and / or challenging behaviour. These services were predominantly delivered in a residential setting with skilled and experienced staff teams, able to meet the specific needs of the Service Users including managing challenging behaviours that may have been a barrier to placements in the past.

The subsequent development of small independent hospital units allowed Modus Care Ltd to support Service Users with a wider range of needs such as pervasive personality disorder or those detained under the Mental Health Act (1983). The provision of trained nursing staff meant that those with physical health needs such as epilepsy or eating disorders could be provided with specialist nursing input.

Since that time, additional units have been commissioned & existing services modified to provide bespoke packages of care in response to the individual needs of the Service User group.

In 2009 Modus Care acquired the care company Small House Homes Ltd which had an already established range of services in the ASD and learning disability sector. Small House Homes took on the name Modus Care (Plymouth) Ltd and direct management responsibilities came under Modus Care Ltd.

Our Philosophy

All those accessing our services have a right to independence; choice; dignity; privacy and respect. Services must be safe and supportive reflecting principles of inclusion, equality and diversity.

Supporting the Individual

Modus offers support to people with complex needs who have for a number of reasons been unable to cope within main stream services, or for whom finding an appropriate placement has proven difficult. Modus also provides options for those who have spent time in secure services and are looking for a service that will enable reintegration into a more community based environment.

Many of our clients have deficits in their communication, social understanding and interaction, imagination and flexibility of thought skills. As a result they often have difficulty predicting and sequencing events and making decisions. They may also have little appreciation of the consequences of their actions (cause and effect thinking) making them vulnerable to hazards they may not have been aware of.

All of our clients have complex needs that may be a result of ASD or underlying mental health issues. However we acknowledge that no two people are the same and all have an individual set of needs.

For many individuals there is not an immediate 'remedy' for the issues they face. However with consistent approaches and structured programmes individuals can progress to a point where they can reach their full potential. Although it is acknowledged that many are not able to function within society independently, and will require some degree of support throughout their lives, the aim of Modus is to enable as independent a life style as possible.

Aim & Objectives

Aim

To provide specialist high quality services to those with an Autistic Spectrum Disorder and / or associated conditions including learning disabilities and mental health.

Objectives

The objectives of Modus are to provide;

- Safe, sound and supportive services that ensure compliance with service specifications and statements of terms and conditions as agreed at the point of admission.
- A home-like environment for care, accommodation and treatment where required.
- A safe, structured environment in which challenging behaviour can be safely managed.
- An effective way of supporting Service Users in achieving their dreams, goals and aspirations.
- A clear care pathway for Service Users to progress into the most independent living environment that suits their needs and wishes.
- An environment suitable for teaching and education of all staff.
- Care delivered flexibly, attentively and in a non-discriminatory fashion while respecting the right to independence, privacy, dignity, fulfilment, and to make informed choices.
- Services that ensure the needs and values are respected in matters of religion, culture, race or ethnic origin, sexuality and sexual orientation, political affiliation, marital status, parenthood and disabilities or impairments.
- Services that are managed efficiently and effectively to make best use of resources and to provide best value options for the purchaser.
- Services that meet individual needs in the least restrictive ways possible in a culture which is not risk averse.
- High standards of care which are promoted and maintained at all times.
- An environment free from abuse, discrimination, bullying or harassment.

Current Modus Services

The Tobias Centre, Warwick House and Westbrooke Grange are detached properties in Torbay. Penhayes House, Penhayes Annexe and West Avenue are detached properties in Exeter. The Crescent, Chalk Hill and The Rowans are detached properties in Surrey. Kanner, BullPoint & Bullpoint Annex, Kendler & Kazdin are properties in Plymouth. Each property is situated in its own grounds and offers extensive accommodation for individuals, each having their own room and use of the communal areas.

All Modus hospital and residential units are registered with the Care Quality Commission (CQC).

Westbrooke Grange and Penhayes are independent Hospital units providing services for people with ASD, learning difficulties and associated conditions. Both can accommodate patients who are liable to be detained under the Mental Health Act 1983.

Penhayes House is a larger independent Hospital unit than Westbrooke Grange, on the outskirts of Exeter. This unit provides similar services to Westbrooke Grange, with (in addition) the potential to provide a discreet single service accommodation.

In many respects Westbrooke Grange and Penhayes House provide a unique service in catering for clients with highly complex needs within community settings, whilst providing the support and security required under Mental Health Law. They also provide the facility for very individual assessment and treatment packages.

Developments

We are constantly re-decorating, re-furbishing and developing our services. Our biggest current project involves the complete renovation of the service in the Billacombe area of Plymouth, where we are now coming to an investment to create 5 bespoke environments.

Within the Torbay area we have recently been granted planning permission to replace all current wooden windows and doors with new double glazed units. This runs in conjunction with internal refurbishment to up-grade bedrooms and bathrooms and will culminate in a complete re-decoration of the exterior of the building scheduled for this summer.

Having completed the major re-development of the Torquay Hospital in 2009 we are now in the initial planning and design stage for a major development of our Exeter Hospital to create additional services.

Modus Management Team

Modus is led by a highly experienced and knowledgeable Board of Directors and Senior Management team, all of which have extensive experience working with individuals with ASD, complex needs and challenging behaviour.

Staff Training

Modus recognises the importance that staff education and training plays in maintaining safety and quality in care services. It is therefore afforded a high priority within our services. The following are included:

- Staff Induction
- Autism & Aspergers Awareness
- Understanding and Managing Challenging Behaviour
- NVQ levels 2 to 5
- Assessor Award
- Verifier Award
- Positive Response Training (Positive Behaviour Management)
- Active Support
- Basic First Aid
- First Aid at Work
- Epilepsy
- Eating Disorder
- Senior Training
- Supervision Training
- Fire Awareness
- Health and Safety
- Food Handling and Hygiene
- Infection Control

- COSHH
- House specific and client specific inductions
- Conflict & Stress
- Giving Constructive Feedback
- Risk Assessment
- Recruitment and Selection
- Specialist mental health training
- Specialist learning disability training
- Specialist post graduate education
- Protection of Vulnerable Adults and Child Protection
- Care of Medicines

Additional training is sourced as required, for example Makaton, BSL, IT skills and Anti-discriminatory practice.

Pre-placement assessment of need

Modus develops bespoke services only after careful consideration of the individual's needs, wishes and their right to lead a full and varied life. Our services will promote the dignity, well-being and personal development of individuals.

This assessment includes:

- The view of the person wherever possible
- History and information about previous placements – successes and failures
- Personal skills, abilities, strengths and weaknesses
- Likes and dislikes
- Challenging behaviour; type, frequency, intensity and duration
- Risks; to the person, to others and/or the organisation
- Family, carer views and opinions
- Education and developmental needs

Modus believes that wherever possible the views of the potential client should be gathered and taken into consideration when formulating a service design and options. Where this is not possible

the views of the client's care manager, immediate family and carers will be sought in order to inform the assessment process.

Following this, a Service Needs Assessment will be submitted to the service commissioner and where appropriate other stakeholders with due regard for confidentiality. The Service Needs Assessment will identify potential risks and areas to be addressed.

On-going assessment of need

Modus recognises that a group of people agreeing goals and expectations is consistently more effective than allowing any individual to impose their personal beliefs and judgements on a vulnerable person. Within Modus Hospital services reviews and care planning takes place as part of the Care Program Approach, identifying and addressing on-going needs. Within residential services, these areas are addressed via Service User Plan Reviews and Person Centred Planning as appropriate.

Wherever possible, the individual is encouraged to contribute to their Care or Review Plans.

Where the person is unable to advocate for themselves, it is recommended that an Advocate is sought. The views of the family, care manager and any significant others will continue to be encouraged in order to inform continuing development of their Care or Review plan.

Service Fees

Each person's service is developed around their specific needs. The fee will be based on these needs and outlined in any letter of offer.

Choice of service

Modus recommends that purchasers consider alternative service options in conjunction with our own.

Client activities

All Modus clients are encouraged to participate in a wide range of everyday activities. Activities will be focused to meet personal, social, educational, developmental and where appropriate, work needs. Staff support will be provided to enable individuals to overcome issues that may inhibit their participation in daily activities.

Challenging Behaviour

Modus use the services of Positive Response Training (PRT).

The principal aim of the training provided by PRT is to increase the well-being and improve the quality of life for Services Users. This is achieved through improving staff confidence in their ability to cope with whatever situations might arise through challenging and/or aggressive behaviour, and through proactive techniques that give Service Users better control of their own behaviours.

PRT offer a range of training that includes;

Active Support - works proactively with the individual to increase and maintain levels of desirable behaviour via skill teaching.

Positive Behavioural Support - works proactively with the individual to reduce levels of undesirable behaviour. It also promotes and supports the implementation of Active Support.

With both Active Support and Positive Behavioural Support, Service Users are active participants and contributors.

Positive Behaviour Management - works reactively to minimise the impact of challenging behaviours as and when they occur. Service Users may not be active contributors.

Functional Analysis is the tool whereby the functioning of an individual's repertoire of behaviours is analysed to be fully understood.

Included in the developers of this training is Professor David Allen, Consultant Clinical Psychologist, University of Glamorgan. This training is considered to be one of the UK's leading training packages for people with learning difficulties and/or an autistic spectrum disorder.

Date Reviewed: January 2011

'Positive Response Training Ltd', operates within the standards of the British Institute for Learning Disabilities (BILD) Code of Practice and is accredited within the BILD Physical Interventions Accredited Scheme.

All Modus staff are required to undertake elements of this training which is updated annually.

For more information on PRT and its services visit - www.positive-response.co.uk.

Exclusion

Modus continuously strives to achieve placement success. Before exclusion is considered we will always explore all possible environmental and resource manipulations. We provide a range of service options to enable transition across services should this prove necessary or appropriate.

Notice Period

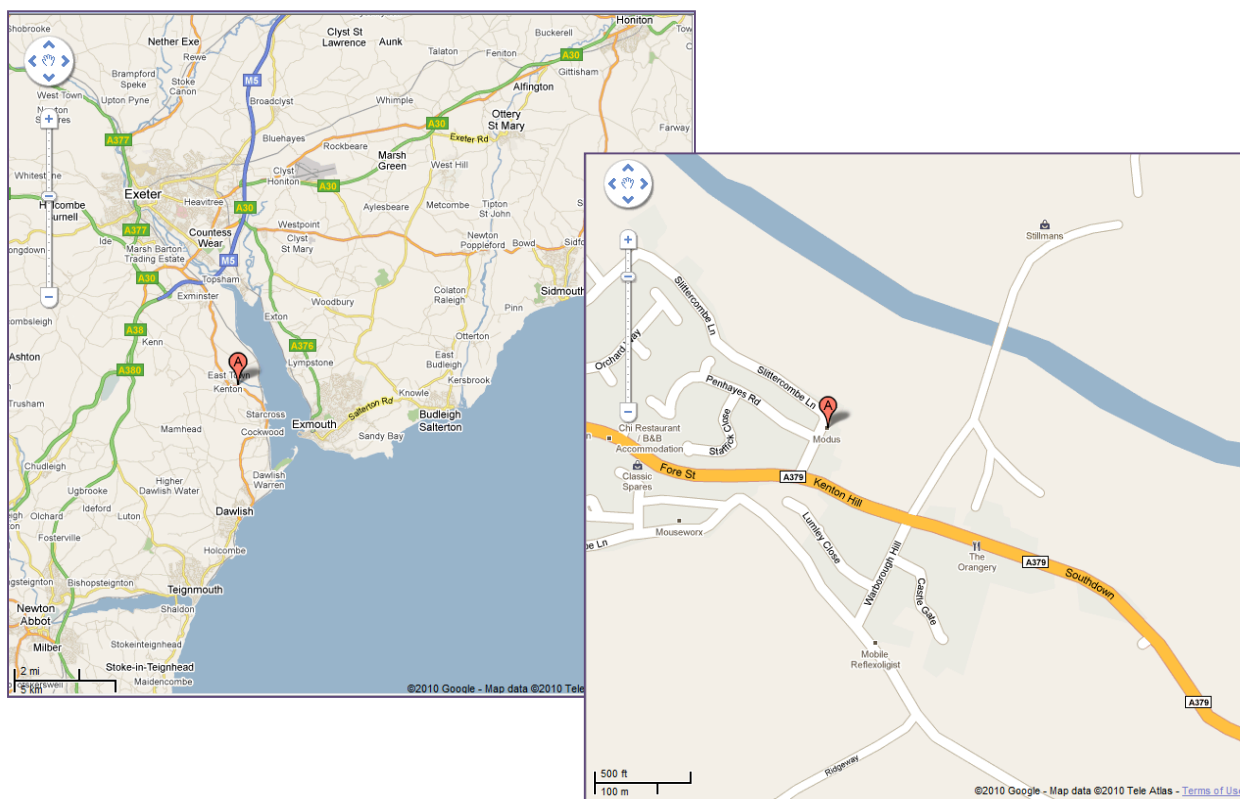
13 weeks notice of placement termination is always required and given except in exceptional circumstances.

Complaints

All complaints will be taken seriously and dealt with promptly in compliance with CQC guidelines. All clients, their families and service purchasers are provided with a copy of the complaints procedure.

Contacting us

Modus' Head Office is located on the outskirts of Exeter in Kenton. This is located on the A379 Dawlish road accessible from the M5 from the North and A38 if coming from the South.



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