iris care group | residential

Specialist Residential Care

Specialist Community-Based Care for Complex Needs

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Our Residential Locations:

Referrals

We aim to provide an assessment of all referrals within 48 hours.

To discuss a referral to one of our Residential services, please contact:

Karen Meade
Placement Coordinator
(Residential Services)

Email:
karen.meade@iriscaregroup.co.uk

Phone:
07866 002212

Overview of our Residential Services

Iris Care Group operates specialist residential services across South Wales, the South West of England and the Midlands.

Our residential services provide person-centred care, support and rehabilitation for those with a complex needs within bespoke community settings.

Supported by psychologically-informed clinical care pathways, our residential services are focused on delivering meaningful outcomes for each person we support.

We support adults with a range of complex conditions including:

- Mental Health Needs
- Autistic Spectrum Conditions
- Learning Disabilities
- Personality Disorders
- Acquired Brain Injury

Our specialist teams also support individuals with forensic histories, including those stepping down from secure services, specialist hospitals, and the Criminal Justice System.

Our inhouse multidisciplinary teams are available as required, providing expert clinical support to ensure people are able to live safely in the least restrictive settings in the community.

Iris Care Group's residential services are designed to provide tailored support for individuals during their journey that offers them a secure base, supportive relationships, and social inclusion, whilst building independence, skills, and coping strategies.

We aim to ensure that people are supported as close to their families and communities as possible.

Our Pathways and Models of Care

Our specialist residential services are available to support people transitioning from hospitals or residential colleges, as well as those in the community in supported living or other care services, who may require a more structured and specialist environment and package of care.

Some individuals will be subject to the Mental Health Act relating to discharge, aftercare and supervision, and / or supported subject to the provisions of the Mental Capacity Act.

We believe that everyone in our care is capable of progress and development, and we are committed to their rights to privacy, dignity, choice, fulfilment, and independence. We believe in working with and enabling the people we support in equal partnership.

We take enormous pride in the comments we receive from families, carers and commissioners for our warm and friendly approach. This motivates us in continuing to offer the very best level of care and support.

Across Iris Care Group's specialist residential services, we offer three pathways of care:

1. Homes for people with Learning Disability and Autism

Care and support within these services is delivered through our Building Better Lives (BBL) programme. This programme has been developed by our inhouse multidisciplinary team, and is rooted in the principles of Active Support.

Tailored to create positive measurable outcomes, the BBL framework looks at the whole person, and helps individuals to develop the skills they need to move on to a more independent life. A focus on five different themes enables every individual to engage in bespoke activity programmes, allowing them to actively develop their own personal, co-produced goals plan, and ensuring that they are working towards discharge from the very outset.

2. Mental Health, ABI and Forensic Homes

Our Recovery in Supported Environments (RISE) programme is our mental health recovery model, which has been developed to support people with complex mental health needs to develop the skills they need to succeed in their current placements and prevent them from returning to hospital, even when they have ongoing challenges.

Designed using evidence-based mental health interventions and care, the RISE programme supports individuals to plan meaningful, person-centred recovery goals and work towards these with tailored support.

3. Intensive Support Homes

Our Intensive Support Homes are small, apartment-based homes designed to support people stepping down from hospitals, residential colleges, and / or as an alternative to a hospital admission.

These services offer bespoke, high specification environments and expert staff teams, with optional inhouse multidisciplinary support, enabling people who may present with complex challenges and risks to live safe and meaningful lives in the community

The Perfect Journey: Our Framework for Excellence

All of our residential services utilise the Perfect Journey framework.

Designed by our Clinical teams in collaboration with the people we support, our staff, and external professionals and circles of support, the framework aims to embed excellence into all of our services and functions. The framework centres around delivering a culture of care which is person-centred, safe and evidence-based, and proactive and preventative.

Expert Inhouse Multidisciplinary Team

Whilst many of the people living in our services receive support from their local mental health or learning disability teams, Iris Care Group is able to provide additional clinical support from our expert inhouse multidisciplinary as required.

This specialist support is available on a time-limited or longer-term basis, and includes input from:

- Psychology
- Psychiatry
- Occupational Therapy
- Physiotherapy
- Speech and Language Therapy
- Dietetics
- Nursing

This unique element of our service model provides dedicated, highly specialist psychological and psychiatric support within community settings, alongside tailored therapeutic support.

We are also able to support individuals subject to ongoing Mental Health Act management by allocating an Iris Care Group Approved Clinician to act as Responsible Clinician.

The provision of this function allows people to move from hospital to the community in a timelier manner, where they can receive specialist support within the community in the least restrictive environments possible.

> When I have been able to visit I get a real sense of enjoyment from it, not the feeling of dread I used to get. Thank you so much, without you all we would have lost our brother a long time ago.
>
> ***Ty Brynteg, Family Member***

Co-production and Community

We support everyone in our services to be active participants in their own care.

From the moment an individual moves into one of our residential services, they are encouraged to play a role in the day to day running of the home. Each individual is involved in the development of their own care and support plans, and the running of their service.

Our models of care are built upon the principles of co-production, and all of our services run monthly meetings which are designed to provide people with opportunities to share their lived experience, suggest improvements, and shape the future of their service.

Each service publishes its own service user satisfaction data, enabling service users and other stakeholders to assess the reported quality of care that we provide.

> I strongly believe that the work that the team do at Caerau is inspiring and recovery-focused. I'm very much grateful for the care and treatment provided. A personal thanks from me to the team at Caerau Manor.
>
> ***Commissioner, Clinical Lead Complex Recovery Team***

Our Environments

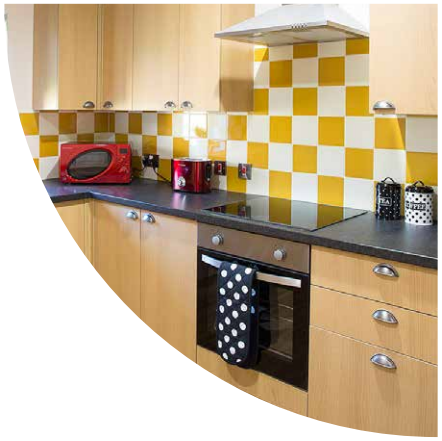
We believe that excellent care should be delivered in the best, high-quality, enabling environments. This is a standard we aim for in all Iris Care Group Services.

Across our residential services, we offer a range of individually designed environments to meet the varying needs of the people we support.

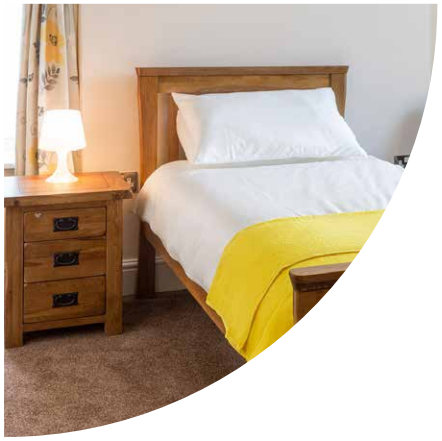
All of our services are small and located within the heart of the local community to enable the people we support to access amenities, resources, and social and leisure opportunities. For individuals who are unable to live in busier communities, we offer also number of services in semi-rural locations.

Our services include shared homes for those who prefer group living and accessible and adapted bungalows for additional mobility needs. We also offer bespoke, self-contained apartments for individuals who require their own environment in the community whilst receiving 24/7 tailored care and support.

All of our residential services are designed to feel like home. We support people to make their spaces their own, and personalise to their unique preferences and tastes.



> I love living here and they have really helped me to progress on and I am planning to move soon :)
>
> ***Ty Mynydd, Person We Support***



Quality and Regulation

Our residential services are regulated by Care Inspectorate Wales, and the Care Quality Commission.

All of our services that have undergone inspection are rated as Excellent or Good.

Iris Care Group is a long-standing member of the Restraint Reduction Network, and we are committed to reducing restrictive practice as much as possible.

As part of our commitment to quality, the people we support are encouraged to join the Ocean Views Forum, which is a group formed of different individuals that we support across all our residential services. The group meets quarterly to support us to drive continuous service improvement through their feedback, which then forms part of the quality and safety governance processes of the organisation.

> I would like to say thank you and praise all the team at Palace Road that have been involved in my care. I appreciate all that has been done for me and have helped me to become the woman I am today.
>
> ***Palace Road, Person We Support***

Our Outcomes

Iris Care Group's specialist residential services aim to deliver the following outcomes:

- Improved wellbeing
- Increased independence and life skills
- Improved and stable mental and physical health
- Active community engagement and social inclusion
- Placement stability and minimised admissions to hospital

Iris Care Group

Iris Care Group provides the full pathway of services from specialist hospitals, Special Educational Needs College, residential and nursing homes, and supported living.

With services throughout South Wales and the South West and into the Midlands, we offer support to adults with mental health needs, learning disabilities, Autism and Acquired Brain Injury, including those with forensic histories.

PEOPLE'S
AWARDS

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