



**Supported Living Services**







## ABOUT NUA HEALTHCARE

Nua Supported Living Services is part of Nua Healthcare Services, one of Ireland's leading Care Providers. Nua Healthcare provides Residential, Supported Living, Day and Community Outreach Services to both children and adults with a range of mild to moderate and moderate to severe disabilities including, but not limited to:

- Intellectual Disabilities
- Autism / Asperger Syndrome
- Acquired Brain Injuries
- Behavioural and Emotional Disorders
- Challenging Behaviours
- Mental Health Rehabilitation and Recovery
- Personality Disorders
- Physical Disabilities

Our bespoke Supported Living Services are available 24 hours per day, 365 days per year, by private referral or formally through the HSE

At Nua Supported Living Services, we are proud to offer the highest standards of service and care to each of our clients. We do this by placing each person and / or their representative, at the centre of all decisions regarding their service, through our team of qualified and experienced healthcare assistants, social care professionals, clinical professionals, management and allied health professionals but ultimately, through encouraging and facilitating each person to live the life they choose, as independently and as inclusively as possible, within their community.

## HISTORY & PRINCIPLES

Nua Healthcare was established in 2004 by a small group of experienced and dedicated social care professionals, who at the time, were working in community outreach services for people with intellectual disabilities, autism and challenging behaviours.

Concerned by the lack of appropriate services available to this client group, Nua set up its first high support respite service for individuals with Asperger Syndrome. The service grew over the coming years and in 2010, Supported Living Services were introduced to augment our expanding care pathway and to enable the continuation of supports for those clients who had developed socially and emotionally, and who had begun to transition into their communities, embracing their life and enriching others.

*"At Nua, we pride ourselves on offering the highest standards of service and care to each of our clients. Our Supported Living Services are available 24 hours per day, 365 days per year."*



## MISSION, VISION AND VALUES

### MISSION STATEMENT

Nua will facilitate and support people who use our services to pursue meaningful personalised lifestyles.

### OUR VISION

At Nua, we believe everyone should have the opportunity to live a healthy, active and fulfilling life. This ethos is at the heart of everything we do. We provide everyone we support with the opportunity to continue to live life to the full. We actively encourage clients to become more self-reliant, to make decisions for themselves, and ultimately, to move on to more independent living arrangements.

We facilitate and support our clients to pursue meaningful and personalised lifestyles. We provide individually planned education, employment and leisure opportunities to support each individual in their ongoing development.

### OUR VALUES

**Dignity and Respect:** We embrace the uniqueness of each individual.

**Personalised:** We facilitate and support people to develop their own unique pace, in pursuit of a meaningful lifestyle.

**Partnership:** We work in partnership with the client, their family and all other relevant stakeholders, to facilitate and support optimal outcomes for them.

**Community:** We facilitate and support people who use our services to embrace and contribute to the communities in which they live.





## CARE PHILOSOPHY

At Nua, we believe that having the highest quality of care is an absolute right of every person using our services. We are committed to providing our clients with individual, personalised care within a safe environment whilst ensuring each client or their representative, is involved in the decision-making process of their care.

We strive to empower clients to shape their own lives and the services they receive, and we actively encourage clients to develop their life skills, which in turn, supports them to realise their full potential. We also encourage clients to participate in an array of individualised services and community-based recreational activities. We therefore, facilitate and support each client to pursue meaningful educational and employment opportunities.

*"Services should be moulded around each individual as opposed to demanding that an individual be moulded to a service."*

## SUPPORTED LIVING SERVICES

'Supported living' is a term generally used to describe the care and support provided to a person to help them live as independently and as safely as possible. At Nua Supported Living, we understand the many complexities and varied needs and wishes each client can have, and with this in mind, we strive to be as professional and yet, as creative as possible, when working with clients to help form their personal plan.

We offer services under the following categories:

- Homecare  
(hourly support to 24/7 wraparound services)
- Rapid Response  
(crisis management services 24/7)
- Outreach (improving a client's ability to live and function in their community)
  - Independent Living Skills and Life Long Learning
    - Personal Care
    - Cooking and Cleaning
    - Numeracy and Literacy
    - Money Management
    - Social Inclusion through Active Citizenship
    - Employability
- Personal Assistant Services
  - College
  - Work
  - Daily Living
  - Supported Holidays
  - Clinical Services including Diagnostic Assessments



## HOMECARE

At Nua Supported Living Services, we pride ourselves on the competence of our staff teams. Each staff is carefully selected through our rigorous recruitment process, Garda vetted and thereafter, fully trained on regulatory requirements, our Mission, Vision, Values and Care Philosophy.

Our teams are frequently subjected to announced and unannounced auditing against the highest of quality and safety standards captured within our policies, procedures and ways of working.

Our service enables the people we support to live in their own surroundings, to retain their dignity and the respect of others whilst enabling them to reach their fullest potential. Our service also provides hope and support for family members and when needed, some respite to enable them recharge and maintain their level of commitment to supporting their loved one.



## RAPID RESPONSE

Homecare services are provided on a regular hourly care and supports basis, to full 24/7 wrap around services basis, all of which are subject to initial needs assessments facilitated through local Care Managers and in some instance our ADT Managers and members of our multidisciplinary teams.

Unfortunately, from time to time, members of our community, children and adults, can find themselves in a vulnerable situation requiring emergency support, be that as a result of an abusive situation and / or simply as a result of an acute mental health presentation. In these most difficult of situations, they may find themselves homeless, they may find themselves trapped within inappropriate public services which do not, cannot and should not facilitate their medium to long-term needs.

In situations such as these, frustration can run high for all parties and the service itself can be placed under undue stress, which in some instances, prevents it from meeting basic quality and safety standards, the needs of the person in crisis and indeed the needs of other vulnerable people who are appropriately placed within their service.

Nua Supported Living Services offer a 24/7 Rapid Response service which aims to assist public services and social workers meet the immediate needs of vulnerable people and improve the quality and safety of services for all during these very challenging and sometimes, dangerous situations.



## OUTREACH

Nua Supported Living Outreach Services are available to both children and adults with disabilities. Many individuals who use our services, do so as a stepping stone towards more independently engaging within their community, at a point when they feel they are ready to do so. Our team works closely with each individual, preparing them for taking on opportunities outside their homes, schools or in some instances, day centres. To make this happen, our teams work holistically within the immediate circle of support and as appropriate, with other allied health professionals and community-based social services to access housing, further educational and employment opportunities.

Our services are guided by and delivered in line with the HSE's National Strategic Plan 'New Directions' which empowers individuals to make choices and plans to support their own personal goals, to enable each individual to have an influence over the decisions which affect their lives and to achieve their goals and aspirations whilst being active and independent members of their community and society.

Our drop-in centres are both friendly and highly structured environments and are multipurpose - You can meet other people over a coffee and form friendships, access the many Independent Living Skills and Life Long Learning programmes on offer, or simply use the facilities as a base from which you work on achieving your personal goals and access the wider community on your terms.

## PERSONAL ASSISTANT SERVICES

Nua's Personal Assistant Services aim to support you with daily living activities, at college and at work. Ultimately, we aim to support you live your life as independently as possible.

Some of the most common tasks a PA might be required to perform include:

- Organising and supporting individuals with their social and physical activities
- Booking and going with individuals to appointments
- Helping individuals to get to work, college or university
- Helping with personal care such as; showering and dressing
- Supporting with tasks around the house such as; shopping, cleaning and cooking
- Monitoring their health. For example; measuring body temperatures or administering medication

Our assessment team will listen to and work closely with our clients to understand their needs and to find a Personal Assistant who is both capable of meeting those needs and is likely to share in some of their interests and hobbies



## SUPPORTED HOLIDAYS

Nua Supported Living Services offer a number of Supported Holiday destinations and activities throughout the country. Each holiday home is self-contained and provides the client with their own room, en-suite and communal area. Each destination comes with an array of places of interest to visit and activities to partake in.

Supported holidays typically range from one to two weeks in duration and offer the client a fantastic opportunity to explore the beautiful island of Ireland with the safety and support of our experienced teams whilst at the same time, affording immediate families some personal space to fulfil other interests and or simply take their own break.

Please note: Persons under the age of 12 years cannot access Supported Holiday services. An assessment of suitability and need must be completed with the client to ensure all risks and associated protocols are identified and that the appropriate staff team members are available to fulfil service in-line with all necessary quality and safety standards





## CLINICAL SERVICES

As part of the person-centred model advocated by Nua, the possible need for professional ancillary, alternative and complementary supports for our clients, is recognised and respected.

We provide access to a broad range of highly qualified Clinical Professionals in the following areas:

- Consultant Child and Adult Psychiatry
- Behavioural and Clinical Psychology
- Forensic Psychology
- Neuropsychiatry
- Counselling
- Cognitive Behavioural Therapy
- Dialectical Behavioural Therapy
- Clinical Dietetics
- General Practitioners
- Nursing
- Occupational Therapy
- Physiotherapy
- Psychotherapy
- Sensory Integration Therapy
- Speech and Language
- Play Therapy

We also offer assessment and diagnostic services in all the above disciplines.

## ASSESSMENTS

### DIAGNOSTIC ASSESSMENTS

- Psychological Assessments including;
- Cognitive / Development Assessments (SB5, TONI 4, GMDS-ER)
- Adaptive Functioning Assessment (Vineland ii)
- ADHD Assessment (Conners 3 and Adult ADHD Rating Scale)
- Autism Assessment ( Screening and Full Diagnostic)
- Depression and Anxiety
- Behavioural Assessments (Children)

### HOW TO ARRANGE AN ASSESSMENT

The requirement for an assessment is identified on the admission document through a referral by another clinician or via a telephone call to the Clinical Department from a private individual requesting an assessment through our website.



## MAKING A REFERRAL

Nua Supported Living Services is a service provider to the Health Service Executive, individuals and their families. Referrals can be made directly to our Admissions Department by completing a referral form directly through our website [www.nuahealthcare.ie](http://www.nuahealthcare.ie) or by contacting:

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## TAX RELIEF

Income tax relief is available to our clients or their relatives at their marginal rate of tax, subject to conditions as outlined on [www.revenue.ie](http://www.revenue.ie).

This means that you could receive tax relief of up to 40% of the cost of using our services. It is possible to claim this tax relief as part of your tax credits, thereby, receiving the benefit as part of your weekly or monthly salary.



### **Contact Details**

Thank you for taking the time to read this booklet. If you would like to speak to someone from our team, please contact us using the details below.



### **Nua Healthcare**

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