true person centred care
About Nua

Nua Healthcare is one of Ireland’s leading Care Home Providers. We provide Residential, Day and Community Outreach services to both adults and children with a range of complex support requirements.

Our services range in support levels from ‘High Support Residential Care’ to Ireland’s first purpose-designed Independent Living Complex for individuals with Asperger Syndrome.

We have considerable experience in supporting people with a range of complex needs including:
- Autism
- Asperger Syndrome
- Intellectual Disabilities
- Chronic Mental Health issues
- Challenging Behaviour
- Intellectual Disabilities with Age Related Disorder
- Acquired Brain Injuries
- Children with Social and Emotional Difficulties

History & Principles

Nua Healthcare was established in 2004 by a group of experienced social care professionals working in community outreach services for people with Intellectual Disabilities, Autism and Challenging Behaviour.

Nua’s first facility - Winterdown - was set up in the Kildare countryside in May 2004. This house, situated in peaceful and spacious farmland surroundings, proved to be a secure and welcoming home to a group of individuals with Asperger Syndrome.

The organisation was set up to provide high quality, community based services for people with complex needs who had previously been referred to institutional settings.

Since 2004, we have grown significantly and now provide services nationally to a diverse population of individuals with varying needs. People are supported in an array of facilities at various locations across the country.

Our core principle of care is that services should be moulded around each individual, as opposed to demanding that an individual should be moulded to a service - “Square pegs in round holes don’t fit, no matter how hard you try to make them!”
Vision & Values

**OUR VISION**
At Nua Healthcare, 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 service users 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 service users 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 service user, their family and all other relevant stakeholders, to facilitate and support optimal outcomes for the individual.

**Community:** We facilitate and support people who use our services to embrace and contribute to the communities in which they live.
At Nua Healthcare, we believe that having the highest quality care is an absolute right of every Service User. We are committed to providing our Service Users with individual, personalised care and attention in a safe, homely and warm environment.

Service Users are supported in an environment that includes others with similar and compatible personality profiles. People presenting with more specific needs avail of individually tailored support services. This may involve accessing supports and services from both mainstream and more specialist services.

Our care homes are unique, offering the highest standards of service and care. All of our facilities are spacious, generously refurbished homes located on large sites in the countryside.

We provide a stable, secure and supportive environment, in which the people we care for can develop the skills and confidence necessary to help them fulfill their potential.

We place the service user at the centre of decision making and planning. We empower our Service Users to shape their own lives and the services they receive in all care settings, whether it be supported living, respite care or residential care.

We believe that supports should adapt and respond to the needs of each individual, rather than the traditional expectation that the individual must “change to fit in”.

It is our policy to help our Service Users to develop life skills in order to realise their full potential. We encourage individuals to take part in leisure services and enable them to build up their skills to get a job or access educational opportunities.

We are committed to providing each Service User with a support plan that promotes ongoing development in a stimulating environment, in which each individual is supported in progressing towards greater independence.

Above all, helping people to lead fulfilled, independent lives is what Nua Healthcare is about.
Assessment & Referral Processes

Nua Healthcare is a service provider to the Health Service Executive, individuals and their families.

**The Referral Process for Residential Care:**
1: Initial contact is made by an Individual, a Family member, a Clinician or a HSE Representative.

2: A formal referral is then made by the HSE / Clinician.

3: We conduct a provisional assessment to assess suitability for residential assessment.

4: If suitable, a proposal is submitted to stakeholders for provision of 12 week Residential Assessment. Clinical assessments (Psychiatric, Psychological, Speech and Language, Occupational Therapy, etc) will be determined at this point but may be added to during the assessment period.

5: If accepted:
   • Appropriate documentation is signed with the individual, their family and the HSE.
   • A discharge date is set 12 weeks from the point of admission.

6: The 12-week assessment is broken into two parts:
   • 8 week assessment period - at the end of which, the assessment report and recommendations are submitted to stakeholders for consideration.
   • Followed by a 4-week period of consideration during which stakeholders can decide on actions resulting from the outcome of the assessment.

“Our services range in support levels from high support residential care to Ireland’s first purpose-designed Independent Living Complex for individuals with Aspergers Syndrome.”
As part of the person-centred model advocated by Nua Healthcare, the possible need for professional ancillary, alternative and complementary supports for our service users 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
- Behavioral and Clinical Psychology
- Forensic Psychology
- Neuropsychiatry
- Forensic Psychiatry
- Counselling
- Cognitive Behavioural Therapy
- Dialectic Behavioural Therapy
- Nursing
- Occupational Therapy
- Physiotherapy
- Psychotherapy
- Sensory Integration therapy
- Speech and Language Therapy
Nua healthcare operates several residential facilities dedicated to meeting the needs of individuals with Aspergers Syndrome (AS).

Each of our residential homes is of superior quality, surrounded by farmland and within easy reach of local facilities. Our homes provide high levels of care and community integration for complex individuals.

All those using our services are supported by highly trained staff who are able to respond to their needs and manage challenging behaviours should they occur.

We recognise the key difficulties individuals with Autistic Spectrum Disorders face on a daily basis such as:

• Difficulties with social interaction
• Obsessive compulsive tendencies
• Impairments of imagination
• Secondary psychiatric illnesses such as depression and anxiety

Our qualified social care staff work closely with all residents, furnishing them with the necessary skills to live independently whilst taking into account and safeguarding any specific vulnerabilities.

We understand that traditional disability service models do not work for people with Aspergers Syndrome. Significant community interaction and unlimited choice can cause major anxiety issues in individuals with AS.

Our model of care ensures that individuals can integrate into communities on their own terms and have a low arousal, spacious environment to go home to.

Our staff are all very aware of the importance of clear communication and unambiguous language for individuals with AS and are trained in how to communicate effectively with them.

We have partnered with The National Autistic Society in Wales with a view to implementing a Social Skills Training Programme (Social Eyes) for our service users. Socialeyes is an innovative approach to learning social skills and developing social understanding for people on the autism spectrum, and is primarily suitable for people with Asperger Syndrome. This intensive training uses role play to help people practise and explore social scenarios, and thereby learn independently.
Challenging Behaviour Services

Nua Healthcare promotes a non-aversive and proactive philosophy to supporting individuals with Intellectual Disabilities and associated Challenging Behaviours. Nua utilise the definition of challenging behaviour proposed by Emerson (2001) and understand challenging behaviour as:

“Culturally abnormal behaviour of such intensity, frequency and duration that the physical safety of the person or others is likely to be placed in serious jeopardy, or behaviour which is likely to seriously limit use of, or result in the person being denied access to, ordinary community facilities.”

The focus of our approach to supporting those with behavioural difficulties is through Positive Behaviour Support (PBS). PBS is person centred and quality of life enhancement is central to the approach. PBS combines proactive and reactive strategies through skill acquisition and systems change methods to enhance quality of life and minimize problem behaviour.

This is delivered through Multi-element intervention planning (LaVigna and Willis 2005) providing a balance of interventions aimed at long term behaviour change whilst ensuring the safety of the person and those around them.

This is supported by a high trained staff team of clinical professionals in the area of psychiatry, psychology and psychotherapy.

Nua Healthcare currently has an array of high support environments, purpose designed to meet the needs of those who exhibit moderate challenging behaviours.
Nua Healthcare believe in empowering individuals to live as independently as possible. We currently support individuals in an array of settings and have been developing an array of training programs, facilities and outreach support structures to facilitate all our service users in making the move towards independence.

In 2010 Nua Healthcare completed a new exciting addition to our service - Taliesin Independent Living complex. Taliesin acts as a stepping stone for individuals able to make the move toward independence, yet who still require the comfort of nearby support should they need it. Individuals can move from other higher dependency programs into a supported environment without the risk of being detached totally from onsite supports. Training programs, links with further education and supported employment initiatives then prepare each individual for full independence in the wider community.

Individuals can move directly into the community and bypass Taliesin, if that's what they so wish. Nua currently supports a number of people in their own accommodation in the community.

Taliesin comprises of 6 log cabins on a 7 acre woodland site on the outskirts of Portlaoise. Each cabin comprises of a master bedroom, a bedroom for an individual’s guest, a bathroom and kitchen / sitting room. Cabins were provided by Shomera. built to a very high specification. The cabins are conveniently located beside a medium support facility where there a social care worker will be available to support them when they need it.
Nua Healthcare provides professional residential and respite care to children and young people aged between 12 and 18 who present with highly complex and challenging needs in terms of their emotional, psychological and development well-being.

These include children with Learning Disabilities, Autistic Spectrum Disorders and Emotional and Behavioural issues.

Our programmes are directed towards positive futures for the young people we care for. We encompass a holistic approach working with the family where possible, and try to integrate the young person into the local community as a means of promoting independence and social skills.

Our guiding principle has been to provide care and education as an integrated support system within a framework of a small ‘family’ type home. Our homes reflect that of a family home where children and young people feel safe, relaxed and cared for within a non-institutionalised setting.

Child & Adolescent Services

Our homes offer:
- Individualised care and education packages.
- Short, medium or long-term placements.
- Emergency and planned admissions.
- Assessment services from our own Clinical Team.
- High Support and Challenging Behaviour services.

The children and young people placed in our care benefit from a secure, friendly and supportive environment and a child-centred approach.
Nua Healthcare offers specialised care for people with mental health issues.

Our mental health services are targeted at adults and children with chronic mental health issues who do not require an acute or institutional setting but ongoing supports in a structured and nurturing care environment.

We acknowledge that some individuals remain as “long stay” patients in acute services due to a lack of appropriate community-based supports. We believe that by supporting individuals in community settings with social care led programmes, the recurrence of admission into acute services can be lowered significantly.

Our goal with every individual is to give them the skills required to cope with their mental illness, help them take a path to recovery and ultimately move toward independent living.

Our residences offer the benefit and support of community living while encouraging independence, in an environment where Service Users can learn to manage their condition.

Homes are located in extensive grounds, affording privacy for our Service Users whilst still being close enough to local facilities, which play an important part in the rehabilitation process.
Nua Healthcare’s Residential Services have attained Accredited status through The National Autistic Society in the UK.

The National Autistic Society operates an Autism specific accreditation programme for over 300 organisations worldwide.

Here is a general outline synopsis of the National Autistic Societie’s Accreditation Programme:

The mission of the Autism Accreditation Programme is to improve the quality of provision for people with an autism spectrum disorder:

• By providing a unified standard of excellence in both policy and practice.
• By presenting a systematic framework for continuous self-examination and development.
• By ensuring that services registered with the programme are given guidance and support in order to meet the established criteria required for accredited status.

Autism Accreditation:
Autism Accreditation provides an autism-specific quality assurance programme for over 300 organisations throughout the UK and across the globe: clients include local authorities, NHS trusts, education authorities, local autistic societies and private companies.

It actively seeks to help like-minded organisations throughout the world to use our expertise, in order to develop national standards on a franchising basis.

For more information on the accreditation program, please visit http://www.nas.org.uk and access the services link.

The National Autistic Society is accredited by ISQUA – The international Society for Quality in Healthcare.

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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.

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