







## ABOUT NUA HEALTHCARE

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

At Nua Healthcare, we are proud to offer high standards of service and care. Renowned for offering some of the best facilities in the country, our residential accommodation combines modern state-of-the-art facilities with beautiful outdoor environments. Our tailored day care programmes encompass a wide variety of stimulating and enjoyable activities.

Our services range in support / acuity levels from high support to supported independent living.

Our team bring a wealth of experience in supporting individuals (Children and Adults) with a range of complex needs including, but not limited to:

- Autism
- Asperger Syndrome
- Acquired Brain Injuries
- Challenging Behaviour
- Intellectual Disabilities with Alzheimer's or Dementia
- Mental Health Rehabilitation and Recovery
- Personality Disorders

## 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 Healthcare set up its first high support respite service in 2004, located in the beautiful Kildare countryside, catering for individuals with Asperger Syndrome.

*"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."*



## MISSION, VISION AND VALUES

### MISSION STATEMENT

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

### 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.

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



## CARE PHILOSOPHY

At Nua Healthcare, we believe that having the highest quality of care is an absolute right of everyone. We are committed to providing our Service Users personalised care within a safe and homely environment.

Each Service User is involved in the decision-making process of their care. We strive to empower individuals to shape their own lives and the services they receive.

We actively encourage Service Users to develop their life skills, which in turn, enables them to realise their full potential. We also encourage Service Users to participate in an array of individualised services and community-based recreational activities. We therefore, facilitate and support each Service User to pursue meaningful educational and employment opportunities.

Above all, helping people to lead fulfilled and independent lives is what Nua Healthcare is about.





## SERVICES - RESIDENTIAL CARE FACILITIES

Here at Nua we provide a high quality and standard of care, in a safe, homely and comfortable environment, consistent with our Mission, Vision and Values and each service-specific Statement of Purpose.

Nua's care homes are typically between 2,500 - 5,000 square foot and facilitate an assortment of accommodation such as; own bedroom/communal living, and / or apartment living, for between three to six persons. Our homes are often surrounded by farmland and landscaped gardens and situated on one to two-acre sites in tranquil, semi-rural environments. Each home has access to good quality vehicles which meet the individual needs of the Service Users and enable community access in line with each person's Personal Plan.

Each care home is designed and built specifically, with generously sized private bedrooms and en-suites/wet rooms, disabled access bathrooms, large fully equipped kitchens and social spaces such as; dining rooms, living rooms, sitting rooms and sunrooms.

Every care home meets all relevant building and planning guidelines to include; the provision of appropriate fire prevention, detection and extinguishing.

Maintenance repairs and renewal are facilitated through a dedicated team of in-house Maintenance Technicians and are augmented by Registered Trades Professionals such as; Specialist Gas and Electrical Contractors.

Nua prides itself in the provision of services within appropriate, safe and beautifully presented accommodation, which in turn, compliments the overall provision of service by making our Service Users as comfortable as possible during their individual journey to greater independence.





## AUTISM AND ASPERGER SYNDROME SERVICES

Nua operates several residential care homes dedicated to meeting the needs of individuals on the autism spectrum. Our model of care ensures that individuals can integrate into communities on their own terms from within low arousal and spacious environments.

Our team have a broad range of experience supporting Service Users who experience difficulty with social interaction, obsessive compulsive tendencies, impairments of the imagination and secondary psychiatric illnesses such as; depression and anxiety.

At Nua, we understand and recognise key difficulties individuals on the autism spectrum face on a daily basis and therefore, are acutely aware of the importance for clear communication and the use of unambiguous language.

Staff are trained to effectively communicate with each individual, as per their specific needs and work closely with them, furnishing them with the skills necessary to live independently, whilst taking into account, and safeguarding against, any specific vulnerabilities.

A number of Nua's adult residential care homes are accredited by The National Autistic Society's Autism Accreditation Programme, an autism-specific quality assurance programme which aims to continuously improve the quality of service provision for people with Autism and Asperger Syndrome.

We have also partnered with the National Autistic Society with a view to implementing a Social Skills Training Programme for our Service Users called 'Social Eyes'. The programme adopts an innovative approach towards learning social skills and developing social understanding for individuals on the autism spectrum and is primarily suitable for people with Asperger Syndrome.

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



## INTELLECTUAL DISABILITY SERVICES CHILDREN AND ADULTS

Nua specialises in the provision of Residential Care, Supported Living, Community Outreach and Day Services to children and adults with intellectual disabilities and complex support requirements.

We pride ourselves in providing true person-centred care for individuals in their own home or in appropriate community-based care facilities.

We do this in line with the National Standards for Residential Services for Children and Adults with Disabilities, all associated regulations and indeed, our own Mission, Vision and Values.

Each residential service is delivered in-line with its service-specific Statement of Purpose and subsequently, each residential service caters for either children or adults within a very clear spectrum, acuity and dependency level.

All staff are trained to the highest standards, meeting regulation as a minimum, and thereafter, they are encouraged and supported to avail of the many continuous professional development programmes on offer within the service.

As a trusted and respected provider of specialist services in Ireland with an excellent track-record in the delivery of best practice services, our clients continually refer individual cases for assessment.

Our objective is to complete a comprehensive assessment of each person's individual need and thereafter and where possible; to provision for personalised services within a safe, stimulating and homely environment.

We offer short, medium or long-term placements, Supported Living packages and facilitate both; regularly paced referrals or respond to, where possible, emergencies, 7 days per week.







## INTELLECTUAL DISABILITY SERVICES ALZHEIMER'S AND DEMENTIA

The term "dementia" is used to describe a set of symptoms that can include; memory loss, difficulty thinking, problem solving, or issues with language. Dementia is caused by damage to the brain cells, and because Alzheimer's is a disease that destroys the brain, it is one of the most common causes of dementia.

Ageing individuals with intellectual disabilities (ID), a condition of life-long limited intellectual, social and vocational capabilities, are living longer and healthier lives because they share in the same benefits of medical discoveries and because the general care and support services offered to them in services such as Nua, have improved greatly over recent years.

Nua provides specialist information and training to all frontline staff, enabling them to better support and facilitate Service Users with emerging Alzheimer's and Dementia.

## ACQUIRED BRAIN INJURIES

Acquired brain injury (ABI) is brain damage caused by events after birth, rather than as part of a genetic or congenital disorder.

Acquired brain injuries can vary in presentation from subtle to more significant forms of complex personality disorders and behavioural challenges.

As a result, those with acquired brain injury often need the individualised supports provided by Nua to help them live as independently as possible and to maintain and develop relationships with family, friends and colleagues within their communities.

Nua has a number of dedicated residential services to support and facilitate people with ABI live active and meaningful lifestyles.



## CHALLENGING BEHAVIOUR

Nua is a national leader in the provision of services for individuals who exhibit challenging behaviour. Since the organisation was founded in 2004, we have been working with a significant number of individuals requiring specialist intervention.

Nua operates a social model of care and aims to support individuals presenting with challenging behaviour. In doing so, we adopt a non-aversive and proactive philosophy and 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.”*

Over the years, Nua Healthcare has developed bespoke facilities to cater for the most challenging of presentations. We have also significantly invested in our clinical teams and expertise, so in turn, we can deliver real and measurable change for the lives of the people experiencing difficulty.

## MENTAL HEALTH DIAGNOSIS

In 2018, Nua Healthcare expanded into providing specialist Mental Health Services, opening a brand-new Specialist Rehabilitation Unit (SRU) in County Cork called Cois Dalua. As an Approved Centre, registered with the Mental Health Commission, Cois Dalua became the first of Nua's residential services specifically adapted to cater for individuals with a Mental Health diagnosis.

Our multidisciplinary team bring a wealth of experience and knowledge in supporting individuals with a range of complex mental health needs including;

- Complex Adult Mental Health
- Mental Health Rehabilitation and Recovery
- Mental Health Care for People with Intellectual Disabilities
- Continuing Mental Health Care / Long-stay
- Forensic Rehabilitation and Recovery
- Psychiatry of Later Life

Nua's Mental Health Service recognises the unique recovery journey each resident we support makes and therefore, approaches rehabilitation by adopting the Wellness Recovery Action Planning which focuses on delivering recovery-focused outcomes.

The service aims to facilitate and support residents with their individual care plans, to set goals and aspirations, and ultimately, to move on from Cois Dalua within a two-year timeframe.



## PERSONALITY DISORDERS

At Nua Healthcare, we have developed innovative successful strategies for adolescents with severe challenging behaviours and adults with personality disorders; both functional and organic, the latter often secondary to acquired brain injury.

The social care model is ideal for supporting those with chronic maladaptive coping mechanisms and our Behavioural Specialists are ideally placed to support our Service Users developing more appropriate forms of behaviour.

Our Psychiatric team have devised assessment and treatment protocols and procedures to directly target the underlying psychopathology in personality disorder and to eliminate the perceived need for self-harm, in most vulnerable of personalities.

Environmental elements are optimised on an individualised basis to promote sustained change and a truly recovery-based outcome.

## INDEPENDENT LIVING

Nua Healthcare believes in empowering individuals to live as independently as possible. We currently support individuals in an array of settings and have developed a range of training programmes, 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 the service - Taliesin Independent Living Complex. Taliesin acts as a stepping stone for individuals who are ready to make that move towards independence but yet, wish to retain comfort from the accessibility of nearby support, should they need it. Taliesin offers individuals the opportunity to move from other higher dependency programmes into a supported environment without the risk of being detached from onsite supports.

Having spent time in any of our supported living units, individuals make the transition out into independent living with the support of our dedicated outreach team. Nua currently supports a large number of individuals from within their own accommodation in the community.



## COMMUNITY OUTREACH

Nua Healthcare's Community Outreach services are available to both children and adults with disabilities.

Many individuals who attend our services, do so as a stepping stone towards joining the rest of the community when they feel they are ready to do so.

Our team of care staff work closely with each individual, preparing them for taking on opportunities further afield and outside the realms of the day centres. To make this happen, the team work collectively amongst the other day service facilities, the staff, the local community and most importantly, in line with each Service User's individual wants, needs and preferences.

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.

## DAY SERVICES

Our day service facilities offer a range of leisure, educational and vocational activities in a friendly and highly structure environment. Nua Healthcare operates in accordance with the HSE's 'New Directions' model of day service provision. All day services are operated as drop-in centres facilitating individuals use them as a base from which to access the wider community.

Person-centred support services ensure that the Service User plays a fundamental role in the development, planning, delivery and evaluation of their service. Our Service Users can avail of a mixture of our day service facilities, community programmes and educational links, depending on their wants, needs and individualised care plans.

We support each Service User to participate in their community and to socialise and develop new skills, while expanding and improving their existing skills base. With the support of our day service teams, we help each Service User to become more self-reliant and independent. All our day service facilities operate with a high staffing ratio and are fully equipped with the most up-to-date equipment and technology available.



## CLINICAL SERVICES

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
- Behavioural and Clinical Psychology
- Forensic Psychology
- Neuropsychiatry
- Counselling
- Cognitive Behavioural Therapy
- Dialectical Behavioural Therapy
- Clinical Dietetics
- General Practitioner
- 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.

## RESIDENTIAL ASSESSMENTS

Residential assessments are conducted over a three-month period from within any one of our residential care homes. The referring agent can also select from a menu of clinical assessments. The assessment report contains a social care report based on the observations of the team during the individual's residency and makes recommendations with regard to the individual's ongoing and/or future care programme based on the assessment findings.

## DIAGNOSTIC ASSESSMENTS

Psychological Assessments including;

- Cognitive / Development Assessments (SB5, TONI 4, GMDS-ER)
- Adaptive Functioning Assessment (Vineland ii)
- 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 Healthcare 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 our **ADT Head Office** via the details below;

**Telephone:** 045 896 980

**Email:** [referrals@nuahealthcare.ie](mailto:referrals@nuahealthcare.ie)



## OUR COMMITMENT TO QUALITY

Quality is of paramount importance to us all here at Nua Healthcare. We believe it is incumbent upon us to deliver services in line with regulation and national standards and it is our ultimate desire to develop services which exceed expectation and to ensure our services remain synonymous with the terms; 'quality led services' and 'best practice'.

Nua has developed a comprehensive portfolio of policies, procedures and ways of working which have been checked and approved by HIQA, following their very thorough inspection process and subsequent registration of our individual Designated Centres.

Nua has a dedicated quality assurance team and all staff undergo a continuous training and development programme which ensures collectively, that we deliver services consistently in line with regulation and national standards.

Nua constantly challenges itself in terms of external Accreditation programmes. Details of all current programmes can be found on our website. [www.nuahealthcare.ie](http://www.nuahealthcare.ie)



### 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

The Atrium, Johns Lane, Naas, Co. Kildare

**Tel** 045 856 592 **Email** [info@nuahealthcare.ie](mailto:info@nuahealthcare.ie) **Fax** 045 879 860

[www.nuahealthcare.ie](http://www.nuahealthcare.ie)