

About Autism Services

TPS's first autism specific services opened in 1999, when people were being resettled into the community from long stay institutions.

Now we have a range of supported living and day support services across Scotland providing anything from a few hours a day through to 24/7 support. Forty people aged 16 upwards benefit from individualised support in their own homes or tenancies and in community settings.

Working in partnership is key to our approach in making sure people with autism get the best support to meet their own individual needs.

We work with housing providers, for example, to make sure the environment is appropriate; schools and colleges to find out the best option for young people leaving school; health and social work to make sure people receive the best support possible and of course with the people themselves and their families or carers.

"I am very happy with my support."

- service user

"I have complete trust in the staff team to keep my daughter safe. I know that if she needs something done the team will make sure of it."

- service user's family member

Further information

This leaflet is available in alternative formats. Please contact the Communications Department on **0141 427 8200**.

Turning Point Scotland (TPS) provide person centred support to adults with a range of complex needs throughout Scotland.

Turning Point Scotland
54 Govan Road
Glasgow
G51 1JL
T 0141 427 8200
W www.turningpointscotland.com

Turning Point Scotland is a company limited by guarantee No 194639 (Scotland) Registered Office 7 West George Street, Glasgow G2 1BA. Charity No SCO28827.



Autism Services

Making **Autism**

Services Fit People

designed and produced by Michael Dancer / 0141 424 0401



Transition

We understand that for people with autism and their families and carers, transition can be a real worry. Moving house, leaving school, progressing from childhood to adulthood as well as other changes mean transition is a crucial area. It can be a time when problems might occur, or services fail to link together.

At Turning Point Scotland (TPS), we believe that managing transition is key to providing successful services. Our approach is to plan for transition at the earliest possible stage. Consulting with the right people makes sure services remain connected to the individual.

Communication

At TPS we recognise that the want, need and desire to communicate must come from the individual. People communicate and interact in many different ways including speech, sign language, facial expression and through individually developed methods.

Our approach to communicating with people is to observe them and try to find out what way they prefer to communicate. We then follow this up with staff training so they can link with the person and develop communication at a pace and level the person chooses.

"I like that Turning Point Scotland keeps us involved through regular contact, reviews and 'What's working meetings'. I appreciate the transparency and the fact that our input is taken seriously."

- service user's family member

"We found out that singing helped to keep Mary calm. So, I found myself singing to her in the Doctor's surgery one day. Mary allowed the Doctor to examine her. I'm not sure this would have happened otherwise."

- support worker

Environment

Creating a structured, safe and supportive environment is one of the most effective ways of enabling a person with autism to live in their own home. We recognise this in a variety of ways by:

- Sourcing accommodation relevant to people's individual needs and being aware of the surrounding community.
- Assessing and adapting the physical structure of buildings and the environment.
- Developing approaches to respond to people's individual sensitivities to light, noise, heat, touch and smell.
- Managing and minimising change to structure, routine and the environment.

Health

Everyone's health needs will change over time. People with autism are no different irrespective of the age of their diagnosis.

However, contact with different health professionals may be frightening and disturbing for people with an autistic spectrum disorder, so we aim to minimise the obstacles people might face. We do this in a number of ways:

- Arranging appointments that best suit the individuals and minimise the disruption of their routines.
- Arranging for the delivery of health services in a person's home if appropriate.
- Providing support to help individuals access health services in a communication format they are familiar with.
- Providing training and autism specific information for health services staff.
- Making sure each person has an appropriate hospital plan.

"I enjoy the challenge of working with autism. I like that every day is different despite being routine and structured for the service user's benefit."

- support worker

Training

As an organisation, TPS invests heavily in staff training. We recognise the direct relationship between a skilled workforce and successfully tailoring services to meet the needs of individual people. Our approach involves generic training for all staff coupled with autism specific training.

Our internal trainers have developed two different autism courses. The level one course provides an overview of how autism can affect individuals in all aspects of life and the challenges they face in daily living. Level two builds on this to enable people to directly relate the knowledge of the level one course to the actual lives of the people they support.

We also have an information sharing culture between our services to share good practice and experience on what works in practice.

Standards

In autism, our practice is to recognise there is not a standard way of providing services. Individual tailor made approaches working in partnership with the right people is how we develop services. For example, we can amend some of our policies, procedures and tools to reflect an autism focus, or to suit the needs of the individual person.

We also recognise the importance of not attaining high standards in what we do, but in continuously improving on them as well.

We focus on continuous improvement in a variety of different ways. These include annual reviews of the way we deliver and manage all our services, by learning from others and through external inspections we receive from the Care Commission. Changes are only introduced in ways that will benefit service users, staff and the organisation alike.

"Turning point Scotland provides the best training I have come across in this field."

- assistant service coordinator