

Our Learning Disability Services

Turning Point Scotland's first Learning Disability 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 a learning disability receive 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 people themselves and their families or carers.

Contact details

Dumfries and Galloway Services
Newall House
22 Newall Terrace
Dumfries
DG1 1LW
T 01387 247 123
E enquiries@tpsdg.co.uk

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

Dumfries & Galloway Learning Disability Service is one of the many services provided by Turning Point Scotland (TPS). We provide person centred support to adults with a range of complex need 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.



Dumfries and Galloway Learning Disability Service

Making **Learning Disability** Services Fit People



designed and produced by Michael Dancer / 0141 424 0401

Alan McCreadie

Transition

We understand that for people with a learning disability, their families and carers, transition can be a real worry. Moving house, leaving school, progressing from childhood to adulthood as well as other changes means 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

Turning Point Scotland recognises 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.

Environment

Creating a structured, safe and supportive environment is one of the most effective ways of enabling a person with a learning disability 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.

Health

Everyone's health needs will change over time. People with a learning disability are no different irrespective of their age or their diagnosis.

However, contact with different health professionals can be overwhelming 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 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 for staff from health service staff.
- Making sure each person has an appropriate hospital plan.

Training

As an organisation, Turning Point Scotland 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 learning disability specific training called 'Preparing to Practice.'

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

Standards

For all our services, our practice is to recognise that 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 a learning disability focus, or to suit the needs of the individual person.

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

We focus on continuous improvement in a variety of 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.