



**Turning Point Scotland**  
**Dumfries & Galloway**



## Turning Point Scotland Dumfries & Galloway

What is Turning Point Scotland Dumfries & Galloway?

Turning Point Scotland has provided services in Dumfries & Galloway since 1998 and has grown to work across 19 separate locations in the region providing support to individuals living on their own, to small groups of 2, 3 to 4 people sharing accommodation.

Bringing a range of expertise in supporting adults with challenging and complex needs the service is clustered in and around the towns of Dumfries, Newton Stewart, Castle Douglas and Stranraer. Our staff are able to access more remote rural locations to ensure that isolation is not a barrier to support.

## Who is the service for?

Turning Point Scotland makes services fit people. The type of support we provide depends on the needs of the individual and we can work with people from a few hours a week to 24/7 support. In Dumfries & Galloway we specialise in providing support to people with learning disabilities, autism, acquired brain injury, mental health issues, dementia and Huntington's Disease.

Support is varied, and is provided to suit the individual, but can include:

- *Support to maintain a home*
- *Access to education and employment*
- *Personal care*
- *Health and wellbeing*
- *Support to manage money*
- *Access to leisure activities*
- *Building domestic and independent living skills*
- *Building confidence and self-esteem*

No matter where you live or what your circumstances, Turning Point Scotland aims to provide a high level of support to suit your needs.

## Health

Everyone's health needs will change over time. People with a physical disability or an acquired brain injury may have a greater need for health services than other people. We work closely with health professionals and we aim to minimise the obstacles people may face in accessing specialist services. We do this through:

- *Arranging appointments that best suit the individual to minimise disruption of routines*
- *Arranging for the delivery of health services in a person's own home if required*
- *Providing support to help people access health services*
- *Providing specific training to respond to the individual's health support needs*
- *Making sure each person has an appropriate hospital plan*

## Environment

Creating a structured, safe and supportive environment is an important aspect of enabling someone with complex needs to live in their own home. We recognise this in a variety of ways including:

- *Sourcing accommodation relevant to individual needs*
- *Assessing and adapting the physical structure of buildings and the environment*
- *Developing approaches to respond to individual's sensitivity to light, heat, touch, smell and memory*

## Communication

People communicate and interact in many different ways. Our approach is to observe and find ways each person chooses to communicate. We develop communication with the individual at a pace and level they feel comfortable with.



## Transition

People go through many transitions in life. Moving house, leaving school, progressing from childhood to adulthood, consequences of an accident or other trauma are major transitions that people experience in life. This can be unsettling for the individual and their family. At Turning Point Scotland we believe that managing transition is key to providing successful services. Our approach is to plan for it at the earliest possible stage and we can support people from aged 11 upwards. Consulting with the right people makes sure services remain connected to the individual and family. We offer support in the home, in the community and short breaks through transition.

## Partnership

We work with a number of partners in the region to provide a full rounded package of support. We work with housing providers to ensure that the environment is appropriate, schools and colleges to find out the best option for young people leaving or changing 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.

## Standards

We believe that there is not a standard way of providing services. We tailor make support plans and develop partnership with others to ensure that our support is person centred and focuses on the individual.



We recognise the importance of not only attaining high standards in what we do, but in continuously improving them through: annual reviews of the way we deliver and manage all of our services, by learning from others and through external inspections we receive from the Care Inspectorate. Changes are only introduced in ways that will benefit the people we support.

## Training

Turning Point Scotland recognises the direct relationship between a skilled workforce and successfully tailoring services to meet the needs of individuals. Our training includes understanding cognitive function deficits and skill retaining, personal care, food handling and hygiene procedures, moving and handling, managing diabetes and skin/pressure care. We also provide specific training courses on, for example, autism and epilepsy.



## Contact

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Our service covers the whole of Dumfries  
& Galloway.

Our range of support includes:

Care at home  
Residential care  
Housing support  
Crisis intervention  
Community rehab  
Social enterprise

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