

About Physical Disability and Acquired Brain Injury Services

Our first services in Dumfries and Galloway opened in 2003 when people moved out of hospital into their own purpose built homes.

We now provide a range of support at home services for people with physical disabilities/ABI from a few hours a week to 24/7 support.

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

We work with housing providers for example to make sure the environment is appropriate and to ensure that accommodation is adapted around the specific needs of an individual. We have developed positive working relationships with health and social work professionals to ensure that people, and of course their families and carers, receive the best support possible.



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Physical Disability and Acquired Brain Injury 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.

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Dumfries and Galloway Services

Making Physical Disability and **Acquired Brain Injury** Services Fit People



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Alan McCreadie

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 ensures that training specific to each person is assessed and provided. 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.

Standards

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 the needs of an individual.

We recognise the importance of attaining high standards and continuously improving our service delivery.

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.

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 our colleagues in the health profession and we aim to minimise the obstacles people may face in accessing the specialist services. We do this in a number of ways:

- Arrange appointments that best suit the individual.
- Arrange for the delivery of health services in a person's own home if appropriate.
- Provide support to help people access health services.
- Provide specific training to respond to individual's health and support needs.
- Make sure each person has an appropriate hospital plan.

Environment

Creating a structured, safe and supportive environment is an important aspect of enabling someone with a physical disability/ABI 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, noise, heat, touch, smell and memory.

Transition

People go through many transitions in life. For some people their physical disabilities or ABI may be as a consequence of an accident or other trauma. This can be a major transition for them and their family and all have to come to terms with the changes in the person. Turning Point Scotland works with the individual and the family together to ensure that transitions are managed as effectively as possible.



Alan McCreadie

Communication

People communicate and interact in many different ways including speech, sign language, facial expressions and other individually developed methods.

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 wish and provide appropriate training staff.