



## Steps support

Steps support are a specialist domiciliary care provider, aimed at promoting health and wellbeing, quality of life, independent living skills and economic wellbeing. Our services support children and adults with Learning disabilities, mental health problems, physical disabilities, sensory impairments, complex care and challenging behaviour. We also provide care and support for our older generation.

At Steps support we feel that each individual who we support should feel comfortable and confident within our society. Steps support provides person centered care ensuring a tailored service.

We support individuals who may present with challenging behaviour as our staff are trained to understand why behaviours may occur and work proactively to reduce individuals anxieties.

Services we offer:

**Companionship** - We recognise many people want company and conversation, they may live alone and are unable to see family and friends as often as they would like to, or are generally finding it difficult to be alone. Being lonely can impact on an individual's health and wellbeing, we are able to provide companionship to reduce anxiety and concerns of being alone.

**Personal care** - We consider it very important to maintain a person's physical wellbeing, we provide personal care, help with dressing, oral hygiene, bathing, continence needs, assistance with styling hair. Our support workers build a professional working relationship with the people they support and respect their dignity.

**Dementia care** - Through our experience of providing care to many elderly people with dementia. People may need support to help them maintain as much independence as possible and to live as meaningful lives as possible. Early recognition and acknowledgement of support can help many people and their families establish care, helping those with memory loss and working with person centred plans to ensure the individual is receiving tailored support.

**Daily living needs** - At steps support we can support individuals with different tasks around their home. We can assist with cleaning their home, preparing and cooking meals, assist with shopping, making beds, assist with laundry including ironing as well as ordering and administering medication. We can support with all aspects of housekeeping to help live well in their home environment so that it remains clean, tidy and safe. Our staff are matched to the individual and they will take time to get to know their likes to maintain their home and maintaining safety.

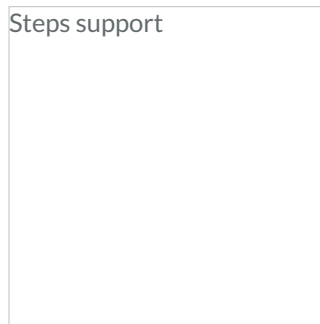
**Complex care** - Steps support is committed to supporting individuals to be healthy, stay safe, enjoy and achieve, making a positive contribution, and achieve economic well-being. We recognise that many people may, due to psychological, biological or social reasons, exhibit challenging behaviour. Challenging behaviour is contextual and varies in frequency or duration, this can be disruptive, aggressive, violent, or destructive behaviour. We work with individuals to communicate effectively without the need to display behaviour. We promote and encourage people to be as independent as possible and develop and learn new skills.

**Positive behaviour support** - As a provider we believe the key is to have a pro-active and structured approach to ensure continuity and implement positive behaviour support. The base principles of positive behaviour support are understanding why the individual exhibits challenging behaviour ("triggers"), and addressing the issues to prevent further episodes of challenging behaviour. We work with service users, professionals and family members to develop

positive methods, to learn and engage with the individual's new behaviours. We use Positive behaviour support in different ways, according to the service users' requirements, to create an individualised support plan, we consider this as a long-term management technique. Steps support work closely with professionals to analyse the function of behaviours and work with our staff teams to develop their knowledge and practice to enable them to implement positive behaviour support and use a positive support approach. This may involve changing environmental factors, proactive and reactive strategies and the teaching of new competencies to aid communication and interaction. The basis is the removal of the triggers and any need for 'attention seeking' through challenging behaviour.

Challenging behaviour - Challenging behaviour can arise due to a many different reasons, dependent on the individual. It may be due to communication or interaction issues, because of pain or illness, environmental overstimulation or understimulation or sensory deficits. This can lead to self-harm or injury of others, and may lead to other restrictions such as accessing community services and facilities. For this reason, challenging behaviour, if not addressed, can lead to social exclusion and difficulties in realising person centred planning. This can put individuals or others at risk. At Steps support we realise that this can cause disruptive, aggressive, violent or destructive behaviour, as well as sexual behaviour or as a stereotype (repetitive behaviour).

Direct payments - We have an excellent understanding and knowledge of the needs of people with physical disabilities, adults with learning disabilities, dementia or mental health needs. With proven experience of supporting people. This option will give an individual more flexibility how they receive their care. We can support you to budget and manage your finances, also manage your staff. The individuals we support will have a personalised staffing ratio in order to provide a person-centred service that is truly based upon each individual's needs.



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## Services

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Steps Support

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## Events

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No Events

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## Activities

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No Activities

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