

## Eden Alternative in the Community UK

Presentation by  
June Burgess & Maureen Bradley

### Why Eden in the community?

People who were familiar and using the philosophy realised that the Eden Principles were applicable for all those being cared for and supported wherever they living and asked for their staff to be trained.

### Services being provided

- ▶ Sheltered accommodation
- ▶ Assisted living (Extra Care)
- ▶ Learning disabilities
- ▶ Mental illness
- ▶ Sensory disabilities
- ▶ Cognitive disabilities
- ▶ Day care centre
- ▶ Domestic violence units

### How we began

***Adapting Eden Associate Training***

- ▶ Expertise of those working in the field who were also Certified Eden Associates.
- ▶ Keeping the core values of the Principles looking at the language used.
- ▶ Adapting questions and stories.

### Example

How would you recognise loneliness in someone with learning disabilities and how would you use the antidotes with the people you care for?

We learnt that giving a companionable hug to an elder might not be appropriate for an adolescent with learning disabilities.

### Example

**How would you get to know someone deeply in a domestic violence unit when this is a place of safety where personal details are very private?**

**This was a very difficult question to ask but had the effect of making everyone think and discuss how we do get to know people we care for and support in order to give them true person centred care.**

## Example

### Visualization Exercise

What would a good package of care look like to you if you needed help in your own home?

Answers included, what I want, when I wanted it and from whom I wanted it, my own smells around me and the food I like.

## Steep Learning Curves

- ▶ From these first few trainings we learnt how to adapt the training and how to deliver it differently.
- ▶ Participants adapted the philosophy to their own particular area of care and support. They were supplying the answers for us.
- ▶ Eden Educators gathered together to make the training manual generic. This is an ongoing process as we learn more.

## Day Centre – Outcomes

- ▶ **Very reluctant participants at first.**
- ▶ **We gave them 2 weeks to implement a small project.**
- ▶ **They used the wish tree exercise and simple pleasures.**
- ▶ **What they learnt about their clients amazed them, inspired them and enabled them to alter their services to the greater benefit of their clients.**

## Learning Disability–Outcomes

What staff said–

- ▶ Eden gave them a name for all the good practices they were already delivering and empowered and gave them confidence to go even further.
- ▶ Enabled residents to overcome fears and obstacles that had restricted their lives.
- ▶ Opened up opportunities to become what is now a valued part of the local church community.



### Who we are – Our History



1846 The Birmingham Royal Institution for the Blind was established to provide a services for the blind residents of Birmingham



1974 Formation as Birmingham Royal Institution for the Blind Housing Society for residential care for people with multiple disabilities who attended day care services provided by the Birmingham Royal Institution for the Blind (BRIB).



1997 Changed to New Outlook Housing Association Ltd (NOHA) and formed itself as a separate entity totally independent of BRIB.

2012 NOHA relaunched as New Outlook and Home heroes was born!!



## Services we provide


- ▶ Residential care, sheltered housing and home care & support to people living in the midlands.
- ▶ Residential care to young adults with complex needs, including sensory impairment, autism, brain acquired injuries and mental health
- ▶ Housing and support to older people who are blind or visually impaired at two very sheltered housing schemes and an extra care scheme.




 **Services we provide**

- ▶ Specialist care for people with sensory impairments and care and support to people with a range of disabilities and complex needs.
- ▶ Permanent residential care for young adults; sheltered housing with support for elders, and care and support services from our Home Heroes service for people within their own homes.
- ▶ All of our services are fully compliant with Regulating bodies




 **Why we needed Eden**

- ▶ To extend our person-centred approach to people living within the community
- ▶ To support individuals by putting them in control of their care and support and empowering them to feel at the heart of the service rather than simply a recipient. (This, in a climate which is driven by costs.)
- ▶ We enjoy a challenge!



 **How we began**


- ▶ Agreed with staff, service-users, and our Board, a set of values and principles for the organisation and embedded these throughout policies, procedures, systems and practices.
- ▶ The CEO (An Eden Associate) introduced and delivered Eden training to Managers and all of our staff.
- ▶ We challenged our perceptions of traditional home care and support services and encouraged each other to think 'outside of the box'
- ▶ We recognised the valuable roles of both the individual and care partners in enabling an individual in receipt of the service to achieve a quality lifestyle

 **How we began**


- ▶ We developed recruitment strategies that encouraged applications from individuals whose values were in line with Eden Alternative;
- ▶ We did presentations to our Board and obtained their "buy in"
- ▶ We attracted both experienced care workers who were frustrated by task driven services and 'experts by experience'; and people who had no formal care experience though they had strong values and empathy through personal life experiences
- ▶ We promoted Eden Alternative through marketing and through outcomes for individuals using the home care and support service

 **The Questions we asked**

- ▶ List 10 things that make your home feel like your home to you.
- ▶ List 10 things that make a care home like an institution.
- ▶ List 10 things that could make your own home like an institution if you had a disability and needed care in your home.


 **Outcomes**

- ▶ All staff were trained within first 2 months maximising impact.
- ▶ Commissioners understood the approach its flexibility and advantages
- ▶ Staff are able to think creatively even though they have little stimulation from other team members.




## Outcomes

- ▶ Re draft and refocus of risk management policy (amongst others).
- ▶ Released hidden talents of our service users.




## The Future

- ▶ Work more with commissioners to recognise that less is NOT more in terms of hourly rates and outcomes for service-users. Eden is never going to be the cheapest rate; a slightly higher rate that achieves these outcomes is surely better value for money???
- ▶ Continue to focus staff minds on the individual who controls their care and support, not simply receives it. Support staff to use their initiative, ask questions and challenge!
- ▶ Continue to ensure the character and personality of the individual is reflected in their care or support plan and care partners are involved in this.



## The Future

- ▶ Continue to listen to and learn from individuals every day - there is a wealth of knowledge and experience within our care and support services and our service users are the best teachers if we are willing to learn.
- ▶ Support key people to understand that there is a different better way of providing care and support within the community - see the person behind the task!
- ▶ Spread the word!



## Our Stories