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The inspiration for HSN Care came from two young men, one of whom is my own son, and gave rise to our Enabled Living Service, which is designed to enhance the Life Experience of adults with profound physical and learning difficulties and enable them to enjoy their lives to the full.

At the heart of our philosophy is the belief that every HSN Care home should be considered by its residents to be 'their home' not 'A Home'. From this base we can empower and enable residents to maintain and improve their physical, mental and emotional well-being, whilst enhancing as many areas of their lives as possible.

To support this, our buildings are designed to integrate seamlessly with their local community and are built to the highest standards of construction and design, both internally and externally. The quality of these surroundings encourages the people who live and work there to feel secure in, and proud of, their living and working environment. These are important elements in the process of improving the day to day lives of our residents, and also the job satisfaction of our staff.

HSN Care's Enabled Living Service encourages our residents to access every part of their local Community

and to play as vital and active a role as possible in the world around them; helping them to achieve their full potential.

Both our homes and our services are designed to develop and evolve as new technology and scientific breakthroughs emerge, ensuring that we continue to offer the best possible care and support, both now and into the future.

I hope that this overview and the following information help you to understand the background to HSN Care, our ethos and the quality of service that we provide.

If you have any questions concerning this brochure or HSN Care in general then please do not hesitate to contact us at any time.

Welcome to HSN Care.

A handwritten signature in white ink that reads "Jack Goulde". The signature is fluid and cursive, with a long horizontal stroke at the end.

Jack Goulde
CEO and Co-founder of HSN Care

CHOICE & CONTROL

At HSN Care we believe that our residents should exercise Choice and Control over their day to day life decisions whenever and where ever possible.

We encourage this and work closely with them, their Health and Social Care professionals and family members at all times to ensure that person-centred planning forms the basis of all of their support.

The collaboration of this circle of support is essential when putting together a comprehensive Individual Support Plan, and a vital element in ensuring that residents benefit from the most flexible and personalised Care and Support provision available.



To make your own choices and have as much control over your life as possible.



IS HSN CARE THE RIGHT CHOICE FOR YOU?



When choosing somewhere to live, it is important to understand the full range of services and support systems that are available. Our Enabled Living Service is designed to help residents feel comfortable and secure in a nurturing environment, allowing them to enjoy their home life and help them to maximise their potential.

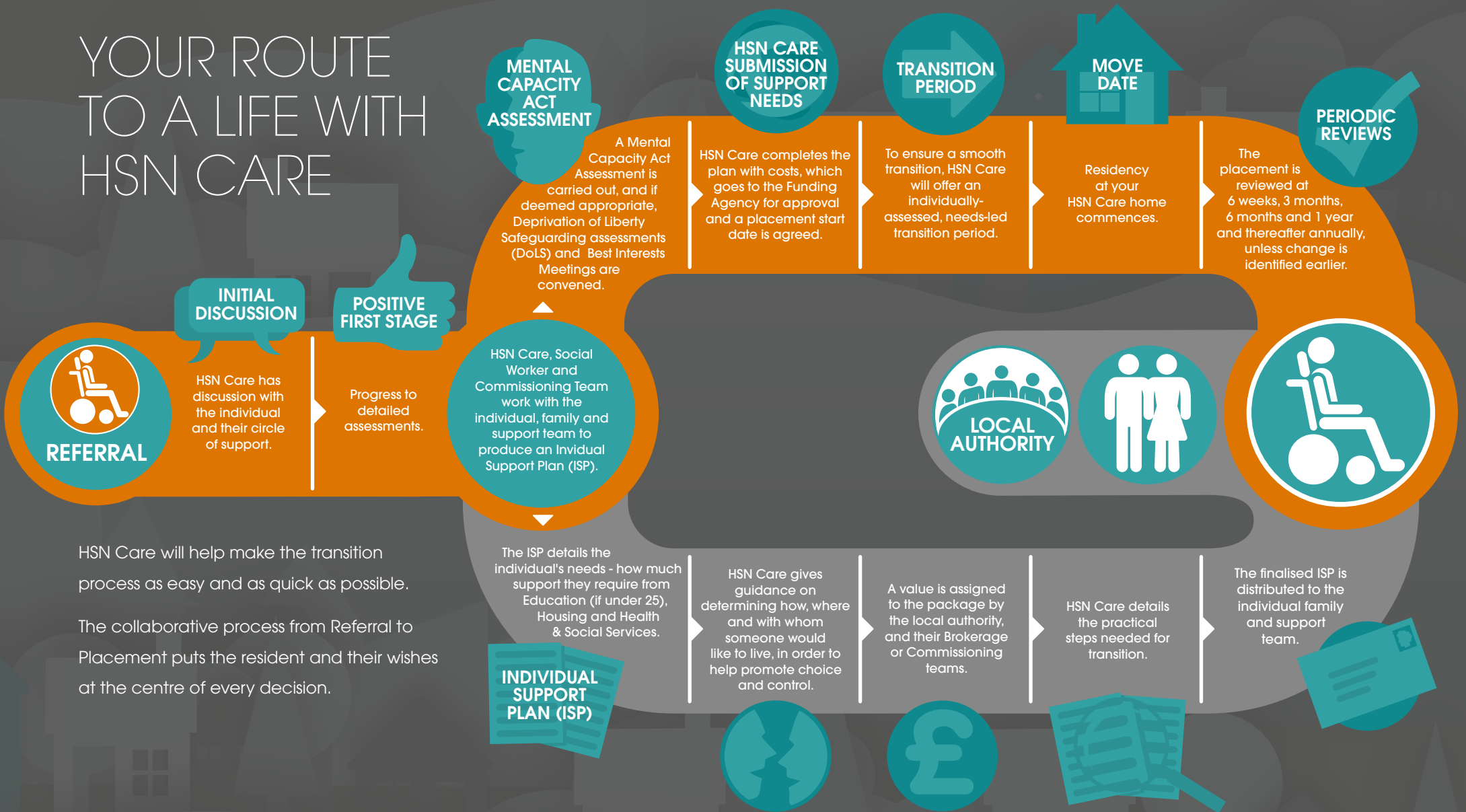
HSN Care's residents will be predominantly full-time wheelchair users. They will have profound physical and learning disabilities; plus often a range of additional associated sensory and communication impairments, and will need support with many day to day decisions.

It is important that residents' needs can be fully met and we will undertake a comprehensive Individual Support Plan (ISP) in consultation with the resident, their Health and Social Care professionals and family members to ensure that their ISP supports need, and covers all their personal requirements.

We hope that this Infographic is a useful guide to help you decide whether HSN Care is the right choice for you.



YOUR ROUTE TO A LIFE WITH HSN CARE



REFERRAL

INITIAL DISCUSSION

HSN Care has discussion with the individual and their circle of support.

POSITIVE FIRST STAGE

Progress to detailed assessments.

MENTAL CAPACITY ACT ASSESSMENT

A Mental Capacity Act Assessment is carried out, and if deemed appropriate, Deprivation of Liberty Safeguarding assessments (DoLS) and Best Interests Meetings are convened.

HSN CARE SUBMISSION OF SUPPORT NEEDS

HSN Care completes the plan with costs, which goes to the Funding Agency for approval and a placement start date is agreed.

TRANSITION PERIOD

To ensure a smooth transition, HSN Care will offer an individually-assessed, needs-led transition period.

MOVE DATE

Residency at your HSN Care home commences.

PERIODIC REVIEWS

The placement is reviewed at 6 weeks, 3 months, 6 months and 1 year and thereafter annually, unless change is identified earlier.

HSN Care, Social Worker and Commissioning Team work with the individual, family and support team to produce an Individual Support Plan (ISP).

LOCAL AUTHORITY

HSN Care will help make the transition process as easy and as quick as possible.

The collaborative process from Referral to Placement puts the resident and their wishes at the centre of every decision.

INDIVIDUAL SUPPORT PLAN (ISP)

The ISP details the individual's needs - how much support they require from Education (if under 25), Housing and Health & Social Services.

HSN Care gives guidance on determining how, where and with whom someone would like to live, in order to help promote choice and control.

A value is assigned to the package by the local authority, and their Brokerage or Commissioning teams.

HSN Care details the practical steps needed for transition.

The finalised ISP is distributed to the individual family and support team.

A COMMITMENT TO QUALITY

HSN Care is committed to the provision of safe, effective and appropriate services. We ensure that our response to residents' needs, within their Individual Support Plan, will incorporate a holistic approach to the well-being of disabled people by:

- learning from contemporary research into specific conditions
- consideration of advances in the fields of augmented communication and assistive technologies
- advice from specialists in speech, language and occupational therapy, physiotherapy, nutrition and any other therapies appropriate to a holistic approach

We will ensure that the quality of our services will be regularly assessed by independent monitoring, including the use of experts by experience.



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