

Education Expressions

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CQC ACTS TO PROTECT VULNERABLE ADULTS IN EDUCATION

The CQC, Care Quality Commission, are reported to be looking closely at educational establishments to ensure they are carrying out the necessary checks on suppliers of support services. In one case an establishment was discovered to be using a service to support an adult with epilepsy, the service having never checked their staff under CRB or vulnerable adults systems; no references had been requested and the provider had not registered with CQC.

Furthermore the educational establishment was told that by using non CQC registered services

for support presented a real risk of harm and potential abuse to vulnerable adults.

Following recent changes in legislation, under the Health & Social Care Act 2008, Regulations 2010, support providers are required to be registered with the Care Quality Commission, CQC, in the area of domiciliary care which includes moving and handling, medication



handling and administration, personal care including feeding, toileting, assistance with clothing, etc.

CQC suggest the solution is simple; Education establishments should act to ensure students are safe and use CQC registered organisations. The consequences of not doing so could be unthinkable to learning establishments.

This ensures the service provider has attained a high level of quality and is focussed on protecting those they serve.

Being registered with the Care Quality Commission enables Neuro Partners to provide a full package of

academic support, including the areas regulated by CQC, allowing them to deliver a consistent service to students. Furthermore, Neuro Partners were delighted to be awarded the highest rating (2 stars) on their very first inspection.



NEURO PARTNERS PASSED 250!

Within 6 years Neuro Partners has grown from one location and 3 staff to now employing over 250 staff based from 3 different locations covering community support and education support services. Lindsey Rayner, Head of Educational Services for Neuro Partners, was asked what she thought the reasons were for the services continued success story:

"It's a simple case of everything we do is focussed on ensuring the student has a high quality, person-centred, consistent and reliable service".

Neuro Partners are overseen and governed by the CQC and internally have 27 standards of quality every service has to achieve, with rigorous quality framework including every case/student/service user being reviewed weekly by the services management team and core staff group, aimed at positively improving the delivery.

Students with Autism Spectrum Disorder may find it difficult to interpret and complete assignments and exams due to difficulties with language and concepts such as time. Individuals are likely to need assignment and exam questions to be written very literally and require planning support to manage their time effectively.

Another issue may be adapting to the university timetable, establishing their own routine and preparing for any changes to this routine. This could prove stressful for a student with ASD and could lead to anxiety and challenging behaviour.

Organising, sequencing and prioritising their workload might prove

WORLD AUTISM AWARENESS DAY

2 April 2011

problematic as these require understanding of abstract concepts and social imagination. The student may also have difficulty sitting in lectures or seminars, particularly if they experience hypersensitivity.

Neuro Partners are able to offer a wide range of support packages tailored to the specific individual.

For example;

J has Asperger's Syndrome and requires support with planning tasks at home and



World Autism Awareness Day

university to ensure he is not overwhelmed. He feels uncomfortable around people and finds it difficult to put his thoughts onto paper.

Neuro Partners work with J 13 hours per week in the capacity of mentor, providing assistance with note-taking, planning and organizing his work, supporting him with relationships, travelling by bus and keeping him on track with academic work.

How We Work



Neuro Partners use a Person Centred Approach and all of their packages are designed to meet the requirements of the individual Service User whether at home, in the community, educational setting or workplace.

Working directly with students, or in partnership with Disability Support Services, they deliver a range of support packages, all tailored to the individual needs of the student.

Each individual is treated on a case by case basis; no two are the same. Support is delivered in accordance

with what the student has been funded for, in a manner that works for the student, ensuring the outcome meets with their requirements.

Neuro Partner's Educational Support staff undergo rigorous training which is continuously reviewed, and they are managed by a team of experienced professionals such as Occupational Therapists, Psychologists, etc.

All of the students they work with have regular reviews to ensure that the service continues to meet their needs and objectives. Neuro Partners constantly encourage the student's views and listen to their feedback and requirements.

Educational Support Services from Neuro Partners

Below are some of the support services available;

- Travel Buddy
- Library Research Assistant
- Reader
- Transcriber
- Academic Support Assistant
- Examination Support
- Personal Care Assistant (Domiciliary Care)
- Note Taker
- Proof Reader
- Sighted Guide
- Mentor
- Study Skills Coach

Also available;

- Home Risk Assessment
- Student Placement Risk/Health and Safety Assessment

Contact Neuro Partners for details of their extensive services as this list is not exhaustive.

Their professional and motivated teams specialise in creating a unique package of support for students with a vast range of conditions



For copies of Neuro Partners Educational Support Brochure, call 0191 491 1735 or email: education@neuropartners.co.uk

Testimonials

Here's what some of Neuro Partners' supported students and their families have to say about the Educational Support Team;

"She is friendly, easy to talk to and supportive, but at the same time, she is professional and dedicated to her job."

"He is always cheerful and polite but most of all he treats my son with respect and dignity."

"I would not have achieved half of what I have without her."

"She shows an excellent understanding of Autism and my son's needs. She treats him as an adult, advising him but allowing him to take responsibility."

"Without his support and encouragement I don't think I would have completed the course."

National Education Enquiries:

Telephone:
0191 4911735



Email: education@neuropartners.co.uk

Head Office:
Neuro Partners Ltd
2 Earls Court
5th Avenue Business Park
Team Valley Trading Est
Gateshead
Tyne & Wear
NE11 0HF

Tel: 0191 491 1735
Fax: 0191 487 2668

www.neuropartners.co.uk

