



## Public Body Award

### Name of organisation nominated

Papworth Trust

#### 1. What objectives did you share with the community? (Maximum 200 words) What were you trying to change, how did you identify the problem?

Papworth Trust is a disability charity and a registered social landlord, whose aim is for disabled people to have equality, choice and independence. Papworth Trust helps over 17,000 disabled people every year through a wide range of services including employment, vocational rehabilitation, housing and person support.

In 2008, Papworth Trust was awarded two new contracts for the re-provision of NHS services in Suffolk and Bedfordshire. We now provide personal care and support for 50 individuals with learning disabilities who predominantly have complex needs, including autism spectrum disorder, and mental health issues.

Papworth Trust has worked hard over the past 15 months to transform these services and improve the tenants' quality of life. We have improved community integration and increased the choice and control for tenants by enabling them to increase their opportunities for independent living. They are now tenants living in their own homes, rather than patients in NHS accommodation.

#### 2. How did you work with the community? (Maximum 200 words) Explain how you communicated, worked together and included people

We undertook a consultation exercise with individuals and their families to alleviate anxieties about the change from the traditional nursing approach, to a social care model. We have continued to reassure them that their care and support needs are paramount. We have actively taken steps to retain the involvement of family members and in some circumstances have brought relative and friends back into the lives of their loved ones after long periods of absence.

We have developed partnerships with the Local Authority's social care commissioners and landlords to make adaptations to the houses in order to ensure they are fully accessible to our clients. Our housing development team have been commissioned to redesign tenants' properties, using our specialist understanding of access issues to adjust to the layout and improve the quality of the houses through access to the Department of Health funding.

As a result, each tenant will have their own en-suite bathroom, rather than having to use shared facilities. Over the next year, tenants will see their homes upgraded and fitted with appropriate IT facilities to further increase their independence.

#### 3. How did you meet the need? (maximum 200 words) Explain what you actually did - resources used, people worked with etc.

Our staff team are passionate about people with disabilities having a better quality of life and equality of access to their community, to services and to opportunities. With the change from 'continuing care' status to 'tenants' came access to bank accounts, to tenancy rights, to benefits, alongside choice and responsibility. All support plans are person centred and set out achievable goals that can be reviewed and renewed.

We continually engage with tenants to ensure they have better choice and control in their lives. Tenants have been able to use their money to purchase the things they want to enhance their lives. This has ranged from a tenant purchasing a car to visit relatives in Wales to a tenant choosing to buy material to decorate their bedroom.

Papworth Trust recognised and set about to making small, but significant changes. Previously, tenants lived in an environment which was very institutionalised. One example of change we made would be that staff changed the tea and sugar tins to a smaller size, to enable tenants to reach and open the tins, and make their own cup of drink for the first time in their lives.

Such things like this which identify small change, make a very big difference in someone's life.

**4. What improvements did you make to the quality of peoples' lives?  
(Maximum 200 words) What happened as a result of your work, and what were the wider changes that this brought about?**

Through the changes we have made, we have increased the rights of disabled people to live as equal and active citizens and have enabled them to live independently within their community.

With equality, choice and independence at the heart of our services, we have set about transforming our tenant's lives and below are a selection of stories which demonstrate the difference we have made:

- A male tenant, aged 43, had stopped using verbal communication and withdrawn completely, now he is speaking again for the first time in many years.
- A female tenant, aged 68, had been kept away from the kitchen to 'avoid accidents'. She is now making her own breakfast and cups of tea and enjoys washing up. She answers her front door without prompting. As a keen letter writer, she is now taking her letters to the post box on her own and has her own front door key to get back in.
- All our tenants are offered a Health Action Plan, that includes dental, optical and chiropody screening. In one property four tenants were identified with progressive cataracts as a result of these health checks. The problem had not been identified before, but all four individuals will now have this condition monitored and treated.