

# An evaluation of personalised supports to individuals with disabilities and mental ill health.



**Roy McConkey**  
*University of  
Ulster*



**Rachel Stevens**  
*Empower All*



**Brendan  
Bunting**  
*University of  
Ulster*



**Marie Wolfe**  
*Empower All*



**Edurne Garcia**  
*Trinity College  
Dublin*

# Drivers for personalisation



# Longitudinal Study

Intellectual  
Disability  
services  
(N=12)  
[n=116]

Mental  
health  
services  
(N=8)  
[n=64]

Physical  
disability  
services  
(N=3)  
[n=17]

- NGO and State
- Variable size
- Length time

Time 1  
Oct-March  
2011/12

Time 2  
May – July  
2012

Time 3  
Nov-May  
2012/13

Time 4:  
April-  
Aug2014

**Time 1**

**Time 4**

**Congregated**



**Congregated**



**Group Homes**



**Personalised**

**Personalised**



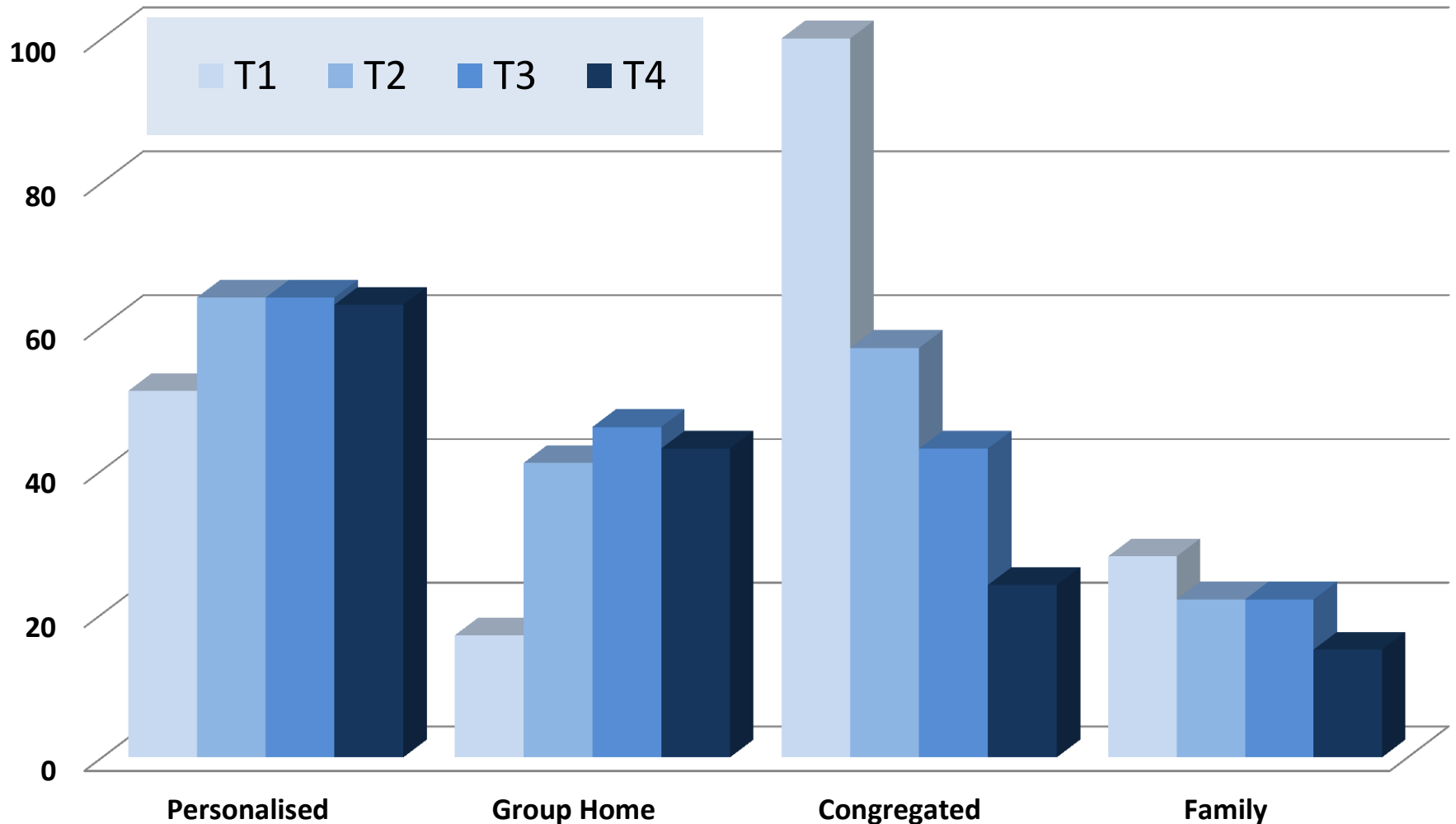
**Personalised**

**Family Carers**



**Family Carers**

# The number of persons in each accommodation option at the four time points





# Information Gathering



**Structured Questions**

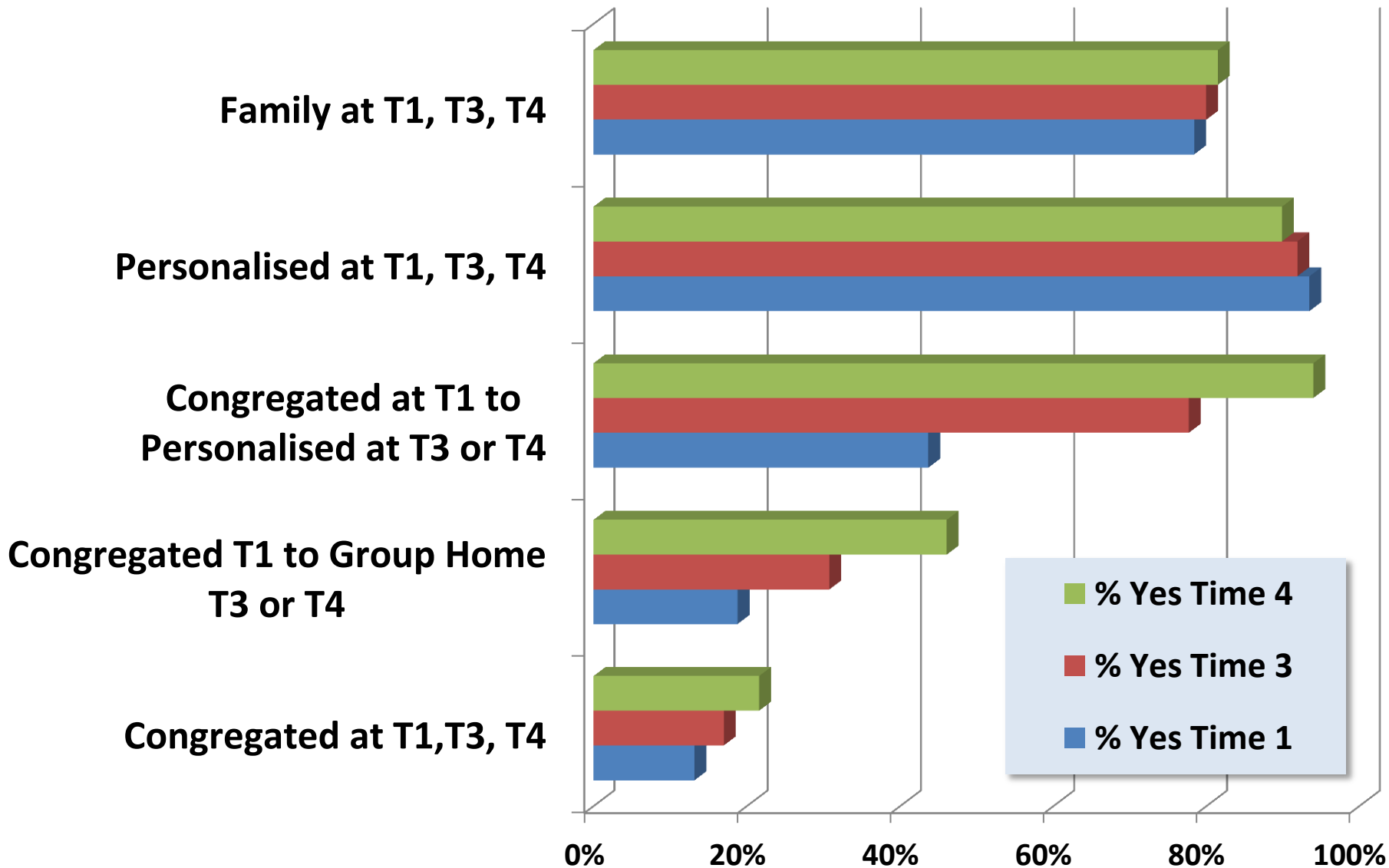
**Rating Scales**

**Interviews**

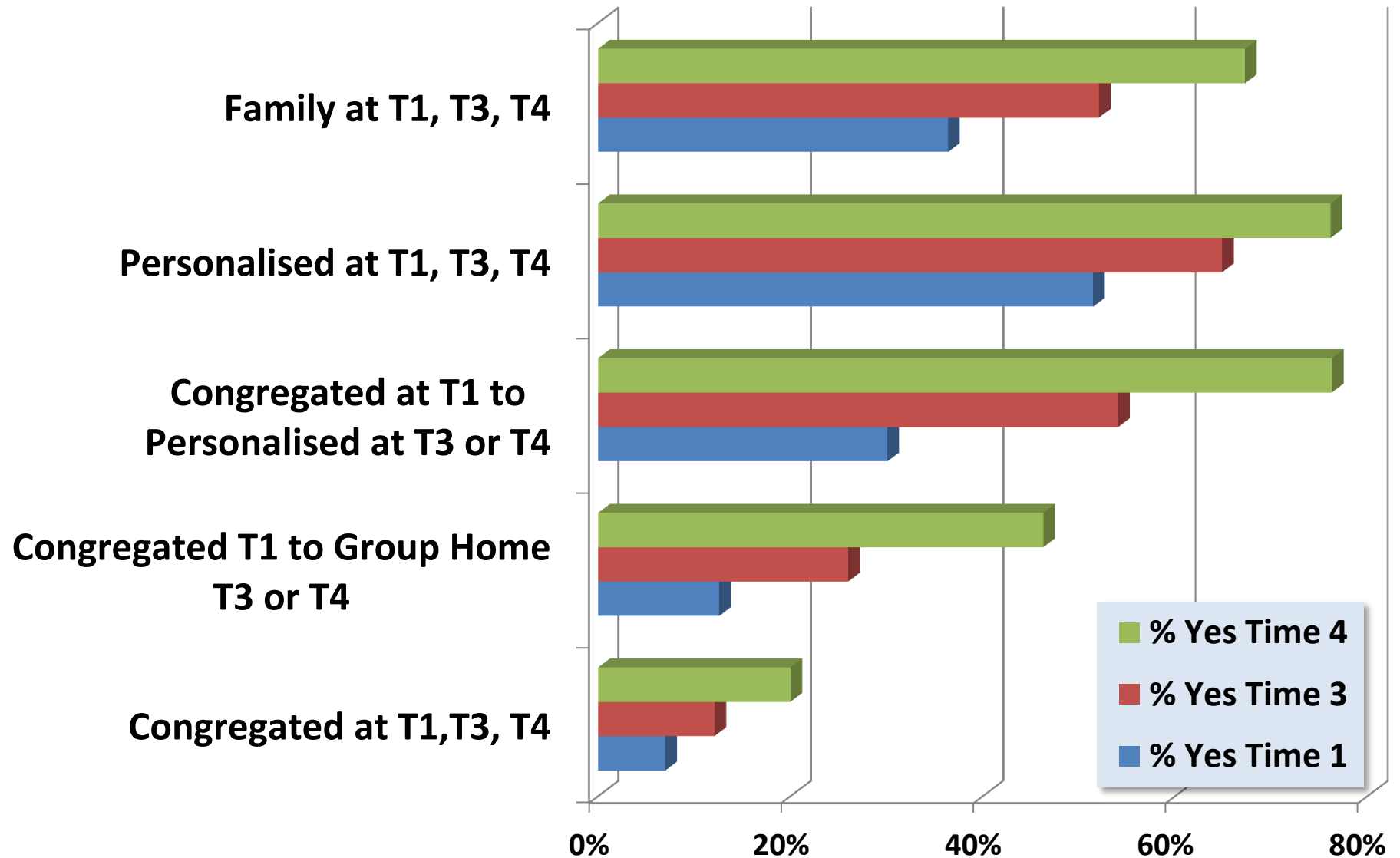
Domain	Significant indicators
<b>Personalised accommodation</b>	<ul style="list-style-type: none"> <li>● <b>Has a key to the house</b></li> <li>● Free to come and go as you please</li> </ul>
<b>Personalised Supports</b>	<ul style="list-style-type: none"> <li>● <b>Chooses own support staff</b></li> <li>● Had training in advocacy</li> <li>● Has individual plan</li> </ul>
<b>Relationships with people not paid</b>	<ul style="list-style-type: none"> <li>● <b>Friends visited for a meal</b></li> <li>● Friends stayed over</li> <li>● Neighbours have provided help</li> <li>● Made new friends in past year</li> </ul>
<b>Valued roles in the community</b>	<ul style="list-style-type: none"> <li>● <b>In paid employment</b></li> <li>● Has done voluntary work in the community</li> <li>● Helped neighbours</li> </ul>
<b>Healthy Lifestyle</b>	<ul style="list-style-type: none"> <li>● <b>Less anxiety</b></li> <li>● Average weight</li> </ul>
<b>Use of mainstream public services</b>	<ul style="list-style-type: none"> <li>● <b>Participates in sports, swimming, fitness</b></li> </ul>
<b>Use of specialist disability services</b>	<ul style="list-style-type: none"> <li>● <b>Does not attend a day centre</b></li> </ul>



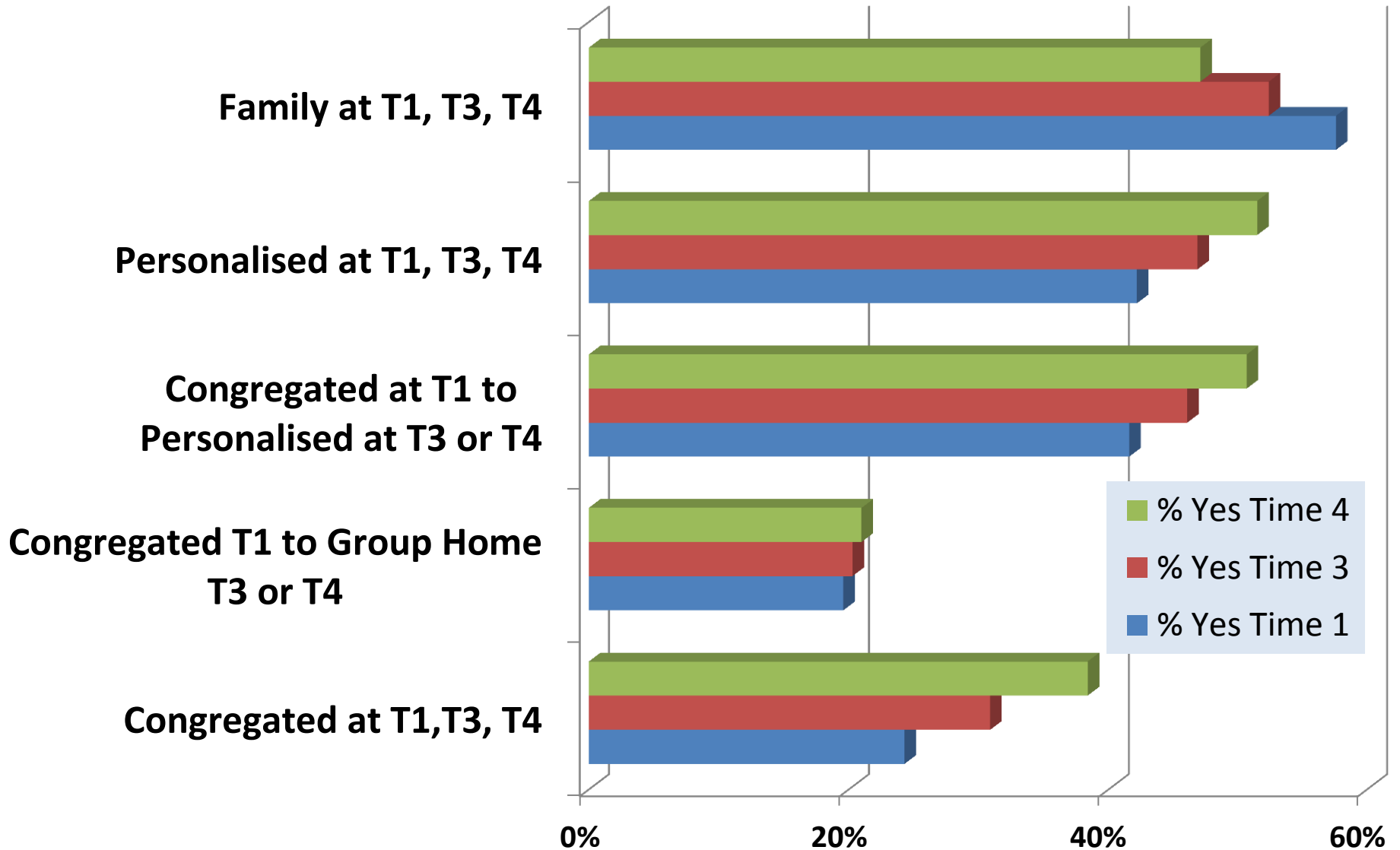
# % with Key to the house



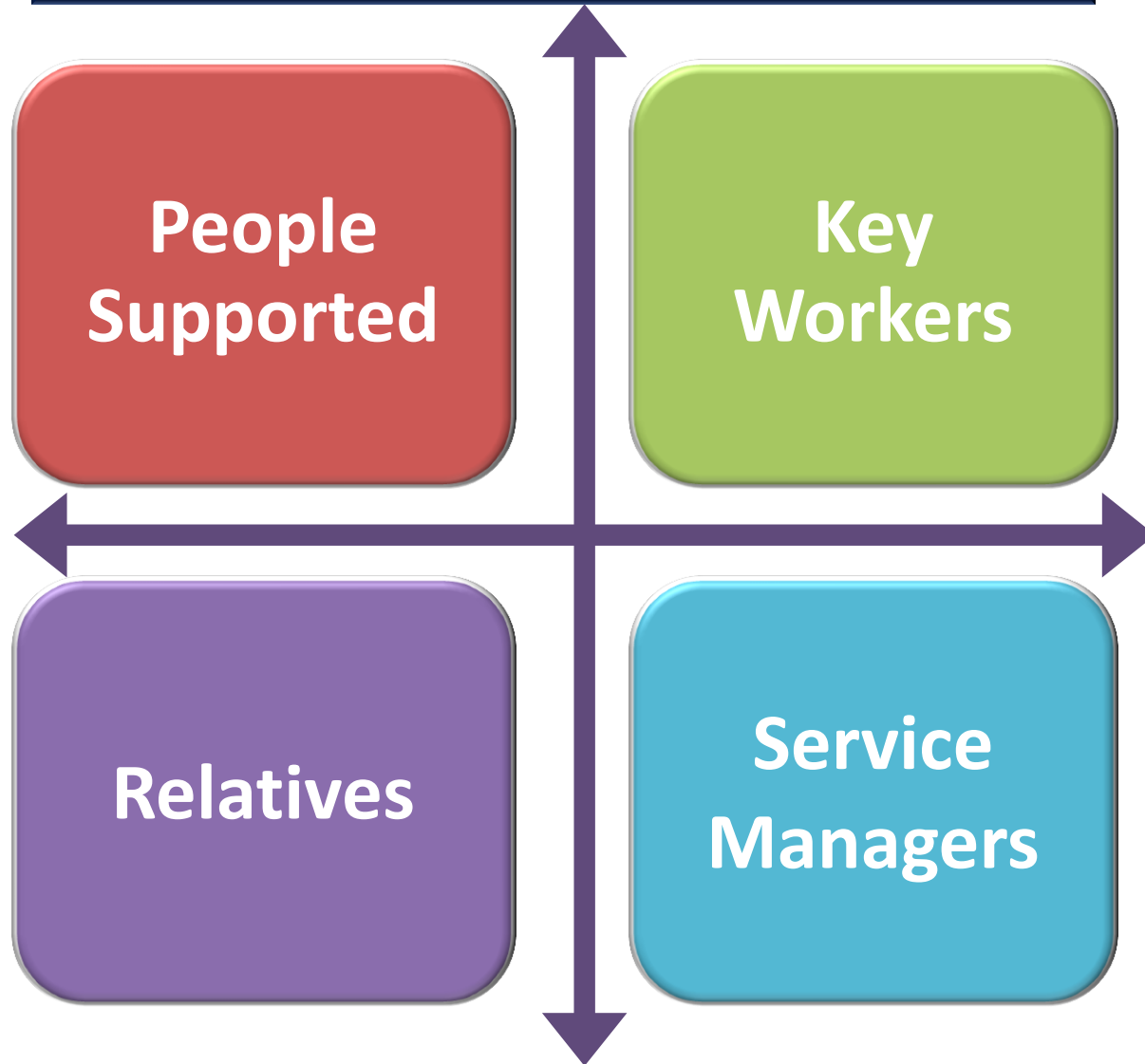
# % with Friends come for a meal



# % taking part in sports, fitness



# Informants





## Organisation

*Leadership was crucial, right from the board of directors - recognising that we were going in a different direction to the one we had done... to the managers and also recognising the leadership capacity in individuals right across the organisation.*



Genio

Organisation

*“We were part of... a loose alliance of organisations who were all interested in doing this and who were sharing examples with each other of things they had done. It was kind of a learning community”*



**Genio**

**Organisation**

**Staffing**

*The other major factor for us was that our clients didn't see these people as staff. They had no previous history with them. People saw our Genio support workers as something different, something for them, so they took ownership of them. Once they took ownership of it, they flew with it.*



Genio

Organisation

Staffing

*We thought our job was to get people their own homes and help them in their homes but in fact the job became helping people to discover who they were and how to make choices and what they actually wanted.*

Service  
Users





Ge

*“The mindset of families is that they actually believe that their sons and daughters are children – they don’t fall into the category of adults. And that is our fault as service providers, to have let that happen and not to have challenged that.”*

Relatives

Service  
Users

Genio

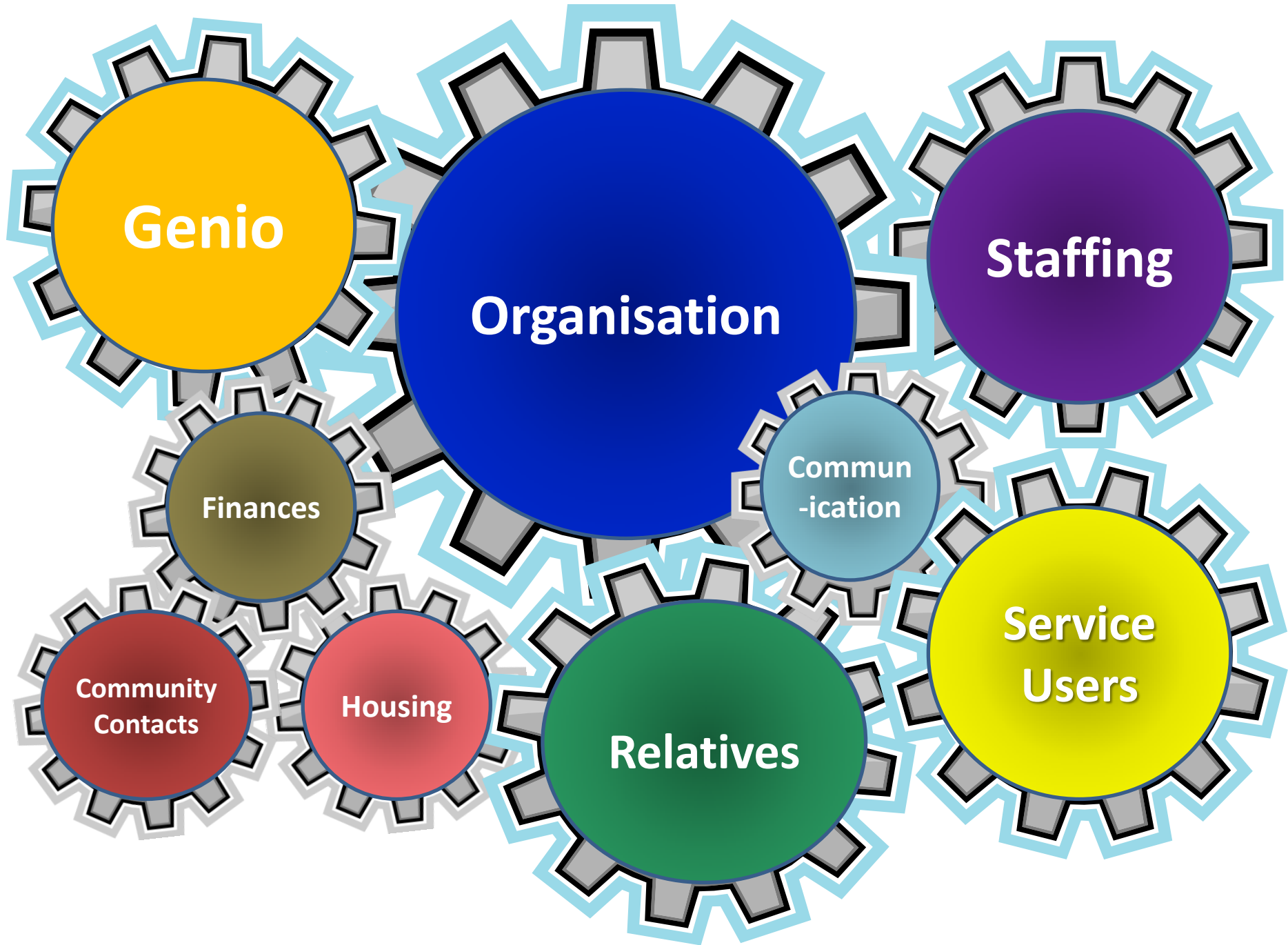
Staffing

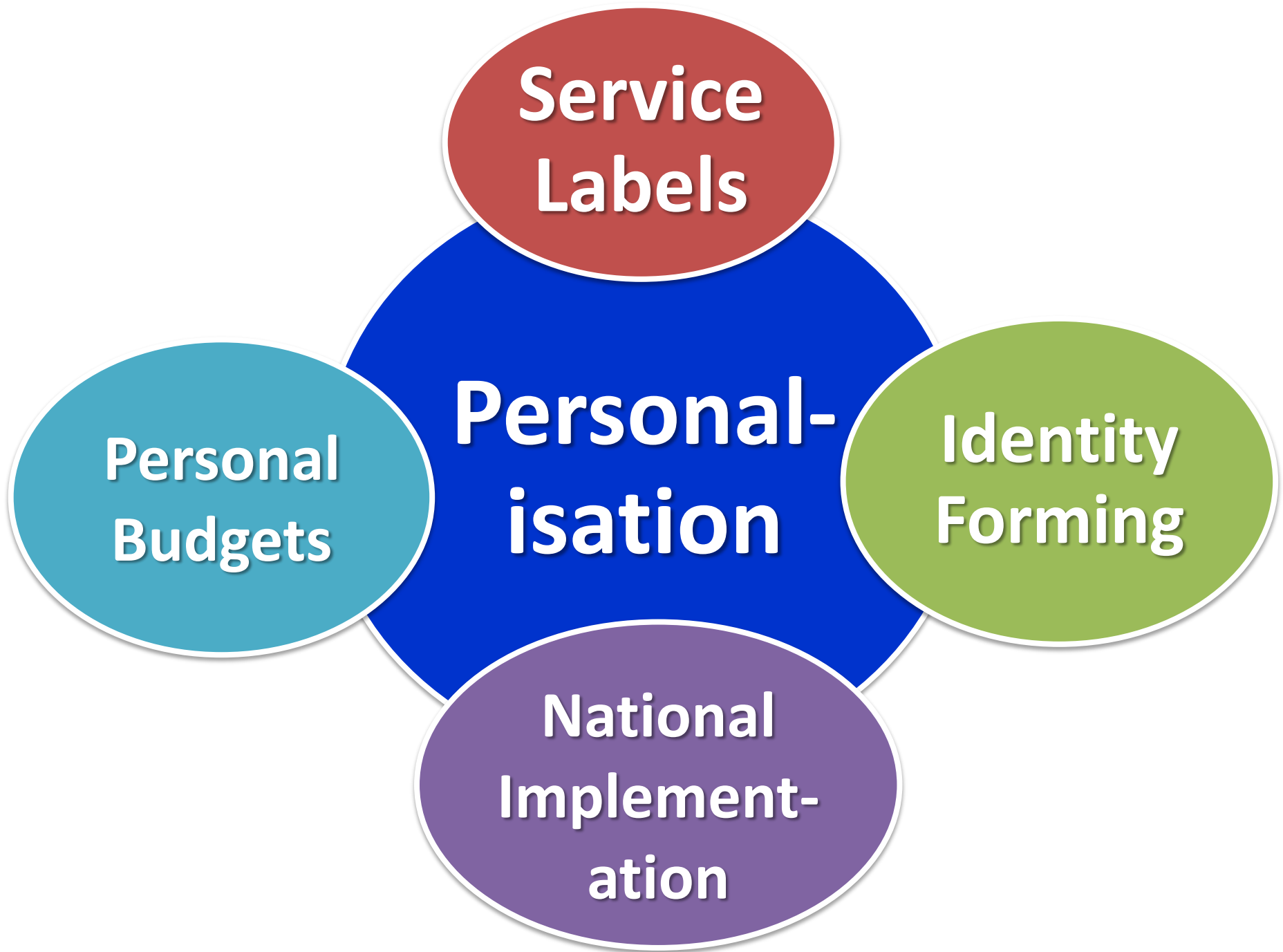
*“The project has made the wider organisation see that the closure of the institution is a reality and community integration with a valued meaningful life chosen by the clients can be a reality”*

Communication

Service Users

Relatives





**Service  
Labels**

**Personal-  
isation**

**Identity  
Forming**

**National  
Implement-  
ation**

**Personal  
Budgets**

# Contact

**r.mcconkey@ulster.ac.uk**

