

# Mae & Mitchell

Bespoke Management



## BESPOKE PROVISION OF SUPPORT

### PUTTING THE PERSON INTO PERSONAL



We are part of an exciting project in Leeds that aims to bring support much closer to the person. To do this, we must strip back everything and go back to the basic values of who the person is, what they want, and what stops them from achieving this. We want their choices, preferences and aspirations to be at the front of their support, and we provide the tools to achieve these goals. The ultimate aim is for the individual to live as an ordinary citizen in their community.

As a nonprofit Community Interest Company, our interests lay with the individuals we support and their involvement in the community.

## THE VALUES BEHIND MMBM

We believe every person has the right for a good quality life and in every person is a potential to thrive. People we work with may have spent a long time either in institutional care or revolving in and out of the community constantly - we want to break this cycle, so we stick with the individual through good times and bad times, and our support is not withdrawn based on challenges we experience. We want the individual to be able to trust their support.

We focus on what the individual can do and on attending every need to ensure they are given the respect and attention they require. People's needs are ever-changing, so we value flexibility and adaptability to work with this, and to work in a timeframe that suits the individual.

We like to learn from experience. Reflection runs through our support model, and so we encourage staff to be reflective of their work. Our service is adapted and improved through listening to feedback of all those involved such as individuals, their friends and families, our staff, and external agencies.

## WHAT IS IN OUR BESPOKE SUPPORT MODEL?

- We use Housing Providers to find a new home from the housing market that is as bespoke as possible to the person's choices of where they want to live, the type of property, the amenities around them and the adaptations they need. Staff support them at their home.
- Recruitment of staff teams around each individual. The individual can be as involved as they to be with recruitment and can get involved in interviewing and choosing who they want to work with. We want staff to suit individuals in their interests, skills and personality as much as possible.
- Support plans that start with how the person wants to be supported.
- Making sure the person is in control of their life as much as possible from the offset, with a view to develop this control and independence.
- Development plans that focus on supporting individuals to identify skills and goals they want to work towards and supporting them on their journey to achieve these. Even the most wild ambitions will have a creative way of working towards it, and that is what we are here for.
- Robust training for staff that include specific training around the individual. Staff are kept competent in their work through working with our Behaviour Analyst.
- A focus on Behaviour Analysis as part of our work.

## WHAT IS BEHAVIOUR ANALYSIS?

Some individuals will have a Positive Behaviour Support Plan. Our own Behaviour Analyst helps to implement this in the individual's support. They regularly identify and assess needs and requirements of the individual, and then work with the individual and staff to ensure needs and choices are met in a manner that is ethical and the least restrictive practice. Behaviour Analysis helps us identify what the issues are, why they happen, and how to overcome them.

Our goals for this:

- Improve access and integration into the community.
- Improve daily living skills.
- Improve self-help skills.
- Improve self-management/monitoring skills.
- Reduction in dangerous behaviour.
- Improve social and emotional development.
- Achieving goals through skill acquisition.
- As-and-when needed reviews so support is kept up-to-date.
- Robust support plan.
- Provide staff with ongoing and frequent support in working with individuals.
- Provide staff with individual-specific training.
- Learn from incidents to minimize the risk of it happening again.

“When we stop to consider why someone behaves the way they do, our whole perspective of the world changes.”



“Be the reason someone feels welcomed, seen, heard, valued, loved and supported.”



## ABOUT US



### **DENVER JOHNSON:**

#### **BEHAVIOUR ANALYST**

Masters in Behaviour Analysis,  
BSc (Hons) Psychology,  
Registered Behaviour Technician,  
Mental Health First Aider.



### **ALEX MITCHELL:**

#### **REGISTERED MANAGER**

Level 5 Diploma in Health and  
Social Care Management,  
BSc (Hons) Psychology,  
Registered Behaviour  
Technician. Mental Health  
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