

*care and rehabilitation
with a diagnosis
specific focus*



tracscare[®] are experienced providers of specialist care and rehabilitation, offering a broad continuum of care including 24 hour nurse led services, residential care, semi supported accommodation, supported living and domiciliary care. tracscare[®] care pathways delivered by well trained staff offer a continuum of care to improve the lives of individuals who may have:

Mental Health Needs, Personality Disorder, Acquired Brain Injury, Learning Disability with Challenging Behaviour/complex needs, Dual Diagnosis and Autistic Spectrum Disorder



tracscare[®] provides an individual service based upon assessed needs, with a flexible care response, which may vary from the provision of a home for life, to the focused rehabilitation of preparing clients for more independent living. All tracscare[®] homes have diagnostic specific registrations.

Well trained professional staff

We employ a dedicated team of professional staff, who receive a high level of training and personal development opportunities. In addition to the statutory training, all care staff receive diagnostic specific training with a focus on understanding the clients perspective. All our care staff receive positive behavioural management training, provided at induction, which outlines tracscare[®] positive, low arousal approach to managing challenging needs.



INVESTORS IN PEOPLE

The quality of the tracscare[®] training is highlighted by our Investors in People status.

Mental Health



Mental illness is a broad term given to people who suffer from psychological problems that include neurotic disorders such as depression, anxiety, phobias, addiction and psychotic disorders such as schizophrenia. Most people who experience a mental illness have short term, acute episodes and are able to return to living a 'normal life'. However, some people suffer from long term enduring or chronic mental illness which can affect their ongoing functioning, behaviour, social and life skills and general independence.

Our Mental Health Needs Service

trascare[®] can offer care and rehabilitation dedicated to clients with mental health needs, in 24 hour nursed care homes, residential care homes in community settings or supported living schemes.

We believe the standard of care within trascare[®] is excellent, delivered by dedicated staff and often on a high staff to client ratio. Each home offers a professional service with the client's needs, wishes and aspirations at the forefront of the care provided.

trascare[®] homes offer access to a wide range of clinical services, including mental health qualified nurses to provide advice and support during crisis and acute situations.

Our specially designed care packages offer clients the chance to progress through the following support:

- **Mental Health Assessment**
- **Mental Health Relapse Planning**
- **Independent Lifeskills Assessment**
- **Relaxation/Anxiety Management**
- **Individualized Care Planning**
- **Consultant Psychology and Psychiatric Support**
- **Risk Management Focus**

Each clients mental health needs are assessed with the aim of devising a support plan to reduce the impact of their mental health on their daily life. Each client is given a client specific care package to support the client to cope with their mental health issues through support and mentoring. trascare[®] understands the complex needs of individuals with mental health issues and works in partnership with Community Mental Health Teams to integrate clients back into their local community.



Personality Disorder



There is not a universally accepted definition of 'Personality Disorder' but the World Health organization has defined it as 'A severe disturbance in the character logical condition and behavioural tendencies of the individual, usually involving several areas of the personality, and nearly always associated with considerable personal and social disruption'. Personality Disorder can have a varying degree of negative impact on the individuals' life as well as their family and friends. Many people with a Personality Disorder also experience other Mental Health difficulties.

Our Personality Disorder Service

trascare[®] provides individually tailored care packages with therapeutic input as required. We help the client focus on their own set of skills and where appropriate we encourage them to be creative. We agree clear parameters and boundaries and encourage an open and honest environment without hidden agendas. We listen to our clients and encourage them to express their feelings and give opinions.

Our clients are supported by dedicated and qualified staff in Mental Health or Personality Disorder specific homes. trascare[®] staff are equipped with the skills to help clients with the range of associated needs they may have, in an environment designed for those with a Personality Disorder.

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Acquired Brain Injury



Sometimes individuals may suffer a traumatic event such as a road traffic or sporting accident, have an illness or may abuse alcohol or drugs, which might cause damage to the brain, affecting communication skills, severe memory impairment, social dis-functioning and in some cases, affect mobility. Individuals with an acquired brain injury may have difficulty controlling, coordinating and communicating their thoughts and actions but they usually retain their intellectual abilities. An acquired brain injury can have a dramatic effect on an individual's life creating varying and often complex needs.

Individuals with an acquired brain injury may be able to lead very independent lives but in profound cases, there is often a high dependency on social support.



Our Acquired Brain Injury Service

trascare® has extensive experience of supporting the complex needs of individuals with an acquired brain injury, which includes physical disability or mobility impairment. trascare® also provide care for adults with Korsakoff's Syndrome.

All clients who come into trascare® undergo a comprehensive assessment of their acquired brain injury, to establish the cognitive impairment that they are currently experiencing. The assessment of the clients' abilities and deficits allows the care plan to be specifically developed and allows progress to be accurately measured. The development of the clients care plan follows the assessment and focuses on a program of activities that enables the relearning of previous skills and the acquisition of new skills where possible, or focuses on compensatory strategies to reduce the impact of these deficits upon the client's daily living. The aim of the assessment and care plan is always to enable the client to achieve as high a degree of independence as possible.

trascare® staff aim to deliver the best possible care in our homes and participate in constantly updated training, including understanding of acquired brain injury and associated conditions. Excellent training, a wealth of experience and a high staff to client ratio, combine to form a first class team in each home, delivering quality care to clients with an acquired brain injury.

trascare® are experienced at providing care for clients with an acquired brain injury who may challenge current service provision.



Learning Disability with Challenging Behaviour/Complex Needs

The term learning disability is widely used to describe a range of problems and disorders where there is impairment to one or more of the basic psychological processes, involving understanding and communication, which can often lead to emotional disturbances and associated behaviour. Adults with a learning disability can often have other complex needs. The level of need can vary; in more profound cases, ongoing support may be required throughout the individual's life. Impairment to basic psychological processes can be caused by events that take place before or during birth and sometimes as a result of early events such as childhood illness

Our Challenging Behaviour/Complex Needs Service

tracscare® offers support to clients with challenging needs in care homes providing a homely environment in different styled settings, far away from the noise and distraction of city life but well within the heart of their local communities. This provides the clients with a peaceful environment but close to local facilities.

We believe the standard of care at tracscare® is excellent, delivered by a team of dedicated staff and often with a high staff to client ratio, paying particular attention to the client's specific needs, with their wishes and aspirations at the forefront of the care provided. Staff training is based upon positive approaches to challenging needs. Each Home can draw on the support of a tracscare® Behavioural Advisor who is involved in the development of the reactive management or behavioural support plan and provides support to the staff team, to work positively when challenges arise. Each staff member is given a client profile to study before each client arrives.

Each client is given a life-impact assessment upon entry, to see the impact of their challenging needs on their daily life. Then an individual care plan is created for each client. This unique care plan is designed for the client to progress within a residential care environment and reach their maximum potential.



Our specially designed care packages offer clients the chance to progress with the following support:

- ***Positive Reactive Management Planning***
- ***Incident analysis focus***
- ***Structured day and activity programme***
- ***Commitment to non-aversive and low arousal strategies***
- ***Adaptive Behaviour Assessment***

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The term 'dual diagnosis' is used to describe the combined condition of a person with mental health needs who also has a learning disability (usually borderline), and also describes someone with either of these disorders who may also have experienced a substance abuse problem. On occasions the complexity of these needs may also mean that the client has a forensic background. The associated problems with dual diagnosis can be varied and complex, requiring a specialist method of care, from an experienced team of carers.

Our Dual Diagnosis Service

tracscare® is an experienced provider of care for individuals who may have dual diagnosis. Our homes are all specific to clients needs and preferences, located in quiet locations in community settings to encourage community integration. Our homes are small and personalised by clients, who are encouraged to decorate their rooms to their own tastes, and are encouraged to be involved in the running of their home.

Staff are skilled in developing care plans based on individual needs and risk management principles. tracscare® provides a positive approach to behavioural management based upon low arousal techniques, supported by tracscare® Behavioural Advisors and a Clinical Support Nurse. This is at the core of tracscare® Dual Diagnosis service.

tracscare® are experienced in caring for clients who may have experienced a placement breakdown, and those who challenge the current service provision. Our homes for dual diagnosis are client focused, with individual care packages based on their individual needs. A professional approach with the clients needs, wishes and aspirations are at the forefront of our service.



We believe the standard of care at tracscare® is excellent, delivered by a team of dedicated experienced staff, often with a high staff to client ratio.

Autistic Spectrum Disorder



An Autistic Spectrum Disorder is a genetic disorder where there are three defining characteristics (the Triad of Impairment)

- **Severe communication impairment.**
- **Lack of imagination – autistic people tend to follow fixed ritualistic routines being resistant to change.**
- **Limited ability to form social relationships.**

Aspergers Syndrome is an Autistic Spectrum Disorder with similar characteristics, which will include lack of physical co-ordination. It is generally considered to be at the higher end of the spectrum, particularly in terms of verbal communication and social functioning.

Our Autistic Spectrum Disorder Service

tracscare® care homes offer Autistic Spectrum Disorder sensitive environments, designed to make the clients feel more comfortable, with facilities including sensory gardens, Snoezelen rooms and activity areas. All the homes are homely, located in different styled settings, far away from the noise and distraction of city life but well within the heart of their local communities. This provides the clients with a peaceful environment but close to local facilities and social interaction.

All assessments are client specific and holistic, taking into consideration a range of aspects such as the impact of autism on the clients' life; their daily life skills; ability to communicate and sensory issues.

Client activity is centred on the Triad of Impairment. This is key to providing the right care to clients, helping them feel 'comfortable' with their care and reduce their anxiety. Clients receive a structured routine based on their individual assessment. This includes autism focussed activity programmes, behaviour therapy and reflexology support.

Interventions are aimed at recognising and minimising anxiety related to the Triad of Impairments.



All tracscare® Homes specialising in Autistic Spectrum Disorder employ well trained staff with the knowledge and skills to manage adults with Autism, to deliver the best care possible and always working towards meeting the needs of clients.

In 2005 tracscare® achieved accreditation from the National Autistic Society, for its autistic service.

Care Pathways



Clients are usually referred to *tracscare*® companies by Social Workers or Care Managers. Placements are funded by Local Authorities or the NHS (LHB's, NHS Trusts, PCT's etc)

tracscare® offers 24 hour nurse led therapy centres; residential care without nursing support; semi independent accommodation within a care home registration, domiciliary care and supported living. This broad spectrum of care allows us to offer flexible care packages whilst maintaining a continuum of care.

Clients placed with *tracscare*® are usually aged between 18 and 65, but variations to registration can be obtained for both younger and older clients.

tracscare® provides individual care packages for adults who have mental health needs, acquired brain injury, learning disability with challenging behaviour/complex needs, dual diagnosis, autistic spectrum disorder or personality disorder. *tracscare*® homes are dedicated to working with clients who may challenge current service provision.

- *Residential Care*
- *24 hour nurse led therapy centres*
- *Semi Supported Accommodation*
- *Supported Living*

Care Pathways *continued*

Residential Care

Our residential care homes are small discreet properties situated in the heart of local communities. Staff are trained to understand the client's diagnosis and understand their care needs. All *trascare*® employees receive training in positive behavioural management, supported by Clinical Support Nurses and Behavioural Advisors.

trascare® offers a range of safe therapeutic environments for clients stepping down from secure care; or clients leaving hospital for the first time after several years; or clients who have struggled to live independently or where the clients care needs can no longer be met by their existing placement – whether they are in residential care or supported living.

Semi Supported Accommodation

Our focus of care is to develop independence and where appropriate, we have been successful in moving clients along within our continuum of care.

Due to the challenging nature of *trascare*®'s clients (we are experienced at working with clients who may challenge current service provision) domiciliary care or supported living may not be appropriate. For these clients we have developed independent living arrangements (self contained one bedroom flats) within a care home registration, which allows the client a choice of maximised independence or some shared living.

Supported Living

With a rehabilitative focus to our care, we are always pleased to see clients progress to independence. However, the challenging nature that many of our clients present means that the transition can be disruptive to their care and cause difficulties. Where appropriate we have been able to support clients into supported living providing continuum of care and minimising the impact of leaving a care home.



24 hour nurse led therapy centres

For some clients, the move from hospital care into a community placement can be difficult and care teams are uncertain of how clients might cope with this transition. For these clients, *trascare*® provides therapeutic care with 24 hour nursing support which allows time for the client's needs and adaptability for community living to be assessed. Where community placements are considered appropriate but the client still needs therapeutic support, *trascare*®'s 24 hour nurse led therapy centres can provide a rehabilitative route towards residential care. In some cases, clients may need nursing support for a long period for others the support is short term.

24 hour nurse led therapy centres also provide an opportunity for clients with mental health needs who reside in *trascare*®'s care homes, to step back into nursing support where mental health relapse threatens their residential care placement. This may be a less traumatic option than readmission to hospital.



*“By offering this broad spectrum of care, *trascare*® are able to offer clients a flexible care pathway and purchasers a choice of care provision, all of which provide opportunities to increase independence.”*

Clinical Support

In *trascare*[®] we support our care teams with a variety of clinical interventions, subject to clients' individual need. Support is often provided from the client's local team, but where this is not provided or does not fully meet the client's needs, we will complement local services with our own team. The provision of external consultancy is agreed at the assessment/admission stage or at client IPP reviews with multidisciplinary joint working and approval. The clinical support available to *trascare*[®] clients includes the following:

Clinical Support Nurses

trascare[®] Registered Nurses have either a learning disability or mental health background. They are employed to support and work closely with the care teams. Their primary role is to advise on clinical assessments, care planning and risk management, but they also provide valuable clinical advice, guidance, training and mentoring to the care teams. Although it is unusual to find nursing functions within a social care setting - it demonstrates *trascare*[®]'s commitment to provide a holistic approach, offers a wide range of clinical intervention and promotes positive change.

Our Clinical Support Nurses are also used to liaising with external clinical consultants, coordinating visiting clinics, accessing assessments etc. *trascare*[®] also has trained nurses at Director and Senior Manager level. The clinical team report to the Clinical Director.

Behavioural Management

trascare[®] has employed Studio III trained Behavioural Advisors for several years. Studio III is a training system

which incorporates a reactive management philosophy. It is based on positive principles and approaches to challenging needs, the training focus is on low arousal, non-confrontational interventions and has proved excellent in reducing challenging incidents; thus allowing successful placements for clients who may have a history of placement breakdown. Our employed Behavioural Advisors have a two fold role; they provide comprehensive training for all staff which is followed up with an annual refresher.

They also provide both an advisory, or emergency intervention role, which allows them to work hands on alongside the care team, where challenges are being experienced. Our Behavioural Advisers work with the care team in a consultative way to establish reactive management plans which focus on the identification of triggers and de-escalating strategies.

To complement this core clinical support *trascare*[®] also retains or accesses as required, clinical consultancy according to clients individual basis.

Psychology

trascare[®] has retained the services of a number of clinical psychologists with varied clinical areas of expertise (acquired brain injury/neuro-psychology, mental health, learning disability and ASD) whom we access for psychological assessment, advice on support strategies and care plans or to undertake individual pieces of work with individual clients as required.

Psychiatry

trascare[®] has retained the services of a number of psychiatric consultants who can be accessed to provide medication monitoring through consultation with the clients GP.

Other Therapy

trascare[®] also uses the services of an experienced art therapist and can utilise the services of Speech Therapists; Physiotherapists and Occupational Therapists normally accessed from local services via the GP.



Clinical Assessments and Outcomes

In addition to the initial needs assessment, *trascare*[®] undertakes a detailed clinical assessment - normally within three months of admission, for each client placed in our service. This assessment monitors the effect of a specific diagnosis on a clients functioning within a residential care setting. This process, which is unique to *trascare*[®], has specific assessments for Autistic Spectrum Disorder, Challenging Needs, Mental Health Needs and Acquired Brain Injury. All of our clinical tools have been devised with the input of Psychologists, Neuro-Psychologists, Behaviour Therapy or the Autistic Accreditation service. *trascare*[®] also utilizes an Independent Lifeskills Assessment tool. These assessments help with care planning with the aim of reducing needs and increasing client independence and community presence. This approach allows *trascare*[®] to adopt a rehabilitative focus and allows for the measurement of clinical outcomes in all our care settings.

Commitment to quality

tracscare® are committed to providing high quality care. We have a quality definition for each area of our service. Formal comprehensive quality assurance checks of the service are carried out throughout the year.



ISO9001



TRACS was the first care organization to acquire ISO9001 in 1994. Now each tracscare® home follows approved policies and procedures in line with this standard providing the highest quality, comprehensive care. tracscare® achieved updated ISO 9001:2000 status in 2003, which recognises the company's commitment to continuous improvement. Audits of adherence to the Quality Assurance system are internally conducted on a regular basis and audited by an external assessor every twelve months. Certification to the standard is reviewed every three years.

Autistic Accreditation



In 2005 tracscare® achieved accreditation from the National Autistic Society, for its autistic service. The aim of the Autism Quality Audit and Accreditation Programme is to assist, encourage and support all services for people with autism to attain and retain accreditation. Achievement ensures that every person with autism receives support in a service that meets national standards, confirming that our service understands the nature of Autistic Spectrum Disorder and responds effectively and appropriately to the specific needs of individuals with an Autistic Spectrum Disorder.

Investors in People



tracscare® were awarded 'Investors in People' in 1999, an award that has been maintained for the last eight years. At tracscare®, we believe that people are at the heart of what we do; our success depends on getting the best out of everyone by investing in their development.

Care Awards



tracscare® are proud to have been awarded the prestigious title of 'Independent Care Operator 2000'. The Care Awards, organised by the Caring Times and judged by an independent panel, were set up with a vision to seek out and encourage excellence throughout long term care.

tracscare® companies have over the last few years received external recognition via the Wales Care Awards including Care Manager of the Year, Care Practitioner of the Year and Commitment to Training Awards.

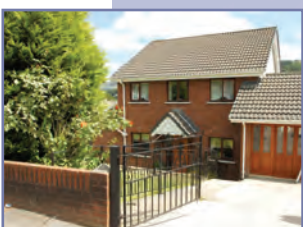


homes across England and Wales



Ideally located

The 18 homes pictured below are just a selection of *tracscare*®'s 60 plus homes across England and Wales



Our administrative offices are at Axis Court in Swansea.

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Several companies operate under the *tracscare*® brand as follows

tracscare® Group Ltd (Company No 5003339) and its subsidiary companies are registered in England.

The *tracscare*® Group companies are TRACS Ltd (Company No 2147328), Compass Care Ltd (Company No 5301437), Bethany Lodge (Worcester) Ltd. (Company No 5190946) & Honeybrook House (Kidderminster) Ltd (Company No 5190947).

Alkare Group Ltd (Company No 05694147) and its subsidiary companies are registered in England

The Alkare Group companies are Alkare Ltd (Company No 05458148), Alkare Holdings Ltd (Company No 05552877) Positive Lifestyles Limited (Company number 4249850) and Positive Lifestyles Holdings Limited (Company number 6369226).

The registered address for all companies using the *tracscare*® brand is Staple Court, 11 Staple Inn Buildings, London WC1V 7QH

