



**HCA**  
HOME CARE AWARDS

**Gold Winner**  
**2023**

Inspected and rated

**Outstanding** ☆

**CareQuality**  
Commission



**SweetTree**  
Home Care Services

# Learning Disabilities Service

*An introduction for clients and families*

Hello, I am Alicia François,

As SweetTree's Specialist Services Director, I'd like to take the time to welcome you and introduce you to our world.

I've worked alongside SweetTree for many years, so I know first-hand what the SweetTree 'difference' is, and it is both simple and rare: at SweetTree, **we genuinely do care**. We care about the individuals we are supporting, we care about the families we are partnering with, and we care about providing the very best professional, friendly, high quality support.

SweetTree's own Care Training Academy offers specialised, high-quality training to all support workers looking after our clients. For this and many other reasons, we were awarded the Specialist Care Expertise Award at the 2023 National Home Care Awards, along with four other recognitions.

I'm delighted that it is now my role to bring more families and people into contact with SweetTree, because I believe that our community genuinely needs more of what SweetTree has to give.

At SweetTree, you're in control of your own future: mix and match our activities and services, call on us for weekend and holiday support or build SweetTree into your weekdays or evenings to improve your daily lifestyle.

We look forward to learning about you and your family. Please get in touch.

**Alicia**

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Design **your** care package

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To assist our clients, team members and the wider community to achieve the highest quality of life possible, through the provision of exceptional care and support, enhancing the wellbeing, growth and development of the individual and SweetTree as a service provider.

*SweetTree Mission Statement*



At SweetTree, we support adults, and young adults with learning disabilities to achieve greater independence. We do this by:

- Putting **you** at the centre of your own support decisions
- Focusing on **your** goals and dreams, and helping **you** move towards these
- Involving **your** family, friends, and community in everything we do

From companionship and personal care to goal setting and gaining more independence, SweetTree can create a support package designed by **you**.



# Build **your** SweetTree support package

Here's just a few ideas of what SweetTree's support at home could look like...

## Home sweet home

Take advantage of your SweetTree support time to get stuck into your gardening or home decorating ambitions. We can work with you to plan a plot, shop for plants, and grow and tend your garden – at home, or in the community. SweetTree can also assist with any of your weekend projects around the house.

## Be a better cook

Whatever your level of cooking ability, we can help you build new skills and confidence. From sandwich making to gourmet baking, let us assist you in planning, shopping for, and preparing delicious, nutritious and culturally appropriate meals.

## Time with family

If it's supported family time that you want, SweetTree has a range of services to help make this possible. Call on us for help with catering, transport, event planning, and even party planning – so that you can enjoy more time together with the ones you love.

## Get together

Your SweetTree support worker can help you connect with your existing friends and make new ones. Join other SweetTree clients and families for an outing to the beach or theatre, or let us help you get together with friends for a coffee, a movie, or disco. We know the importance of your social life – make the most of it



## Award-winning day care at SweetTree Fields Farm



*SweetTree Fields Farm is a therapeutic environment specifically designed to engage, inspire and encourage the participation of all in our farm community.*

Each of our participants (or Co-Farmers) are unique in their support needs. Whatever challenges people in our community may face we believe that everyone can lead independent, active and meaningful lives through learning new skills and outstanding support.

We passionately recognise that everyone has the ability to contribute to the farm and wider community in their own individual way. Our range of activities and projects are structured to provide learning opportunities whilst promoting self-expression and freedom of choice.



## Our activities

We passionately recognise that everyone has the ability to contribute to the farm and wider community in their own individual way. Our range of activities and projects are structured to provide learning opportunities whilst promoting self-expression and freedom of choice.

**Animal care**

**Horticulture**

**Woodwork**

**Rural crafts**

**Cooking**



We can see day to day the benefits that the farm has on our clients, from their independence to their social skills and energy levels.

For this and many other reasons, in 2023 SweetTree Fields Farm was awarded a national Home Care Award in the Day Care Expertise category.

If you are looking to gain confidence, social skills, or build on your abilities in the great outdoors, we can help you. Just give our farm team a call on:

**0207 644 9505**



“It’s a  
SweetTree  
priority to  
make sure  
that families  
are always  
involved”

Olivia Andrews,  
Learning  
Disabilities Support  
Manager





# The SweetTree Charter

At the heart of everything we do at SweetTree is a dedication to improving the quality of life of our clients, our team members and the wider community.

- **Provide the highest quality care and support possible**
- **Treat people with respect**
- **Encourage independence and self-fulfilment**
- **Embrace individuality**
- **Enhance self-esteem**
- **Preserve dignity**
- **Support self-expression**
- **Recognise the right to take risks**
- **Promote freedom of choice**
- **Continually evolve and improve what we do**

## Families must be kept in the heart of everything we do

Families have a lifetime of knowledge about their daughter or son or sibling, and quality care is so much more achievable when we can learn from and work with them. From early stage assessment, through regular briefings and handover conversations, we want family members and guardians to feel as included as possible.

Take advantage of all the services that SweetTree can offer – from handyman and IT support, to scheduled exercise, or just a hand with this week's cooking.

## Culturally focused support

SweetTree's culturally focused care is specifically designed to support the diverse communities that live across London. Each highly detailed assessment focuses on preferred lifestyle, culture, and beliefs. The selected care team members are fully briefed to ensure each client's religious, spiritual and cultural lifestyle is always upheld.

On availability care team members can be selected according to a client's individual language and communication needs. Having a robust understanding of the English language as well as speaking a client's native language is an essential part of building up strong communication channels and genuine relationships.



**The benefits of getting outdoors are varied and vast! From quiet local spaces to exploring overseas, we can support you in outdoor activities that you enjoy.**

### **Wellbeing, health and happiness**

Find out how improved well-being can boost your mental energy and optimism, improve concentration and reduce anxiety. With expert guidance, at home, or in a group, practice art, music, yoga, and many other techniques that can have a big impact on your well-being and lifestyle. Let us help you meet medical appointments, or call upon our trained team members to help with medical assistance at home.

### **Get physical**

Regardless of whether it's the gym, the swimming pool, dance class, or just a good walk that gets you energised, let us partner with you to build exercise you love into your week. We'll work with you through managing the travel, getting used to the environment, and developing a regular routine – in clear, supported steps.

### **Get away from it all**

Travelling with family or on your own, SweetTree holiday support can help make your next trip a success for everyone. Take a break to the country, the city, or the continent! We'll work with you to assess and prepare for all situations: While you travel, in your accommodation, during your activities, or on the road – SweetTree can be with you through every part of your journey.

## The SweetTree team

Our team of support workers, supervisors, managers and specialists might be highly-qualified and experienced professionals, but it's their unique styles and characteristics that can make them truly valuable additions to your day.

We'll hand-select your support team to include caring people who share your interests. From motoring to baking to 80s pop music, the hobbies and interests of our support workers can add a level of engagement with you that we can't teach them: Enthusiasm!

Our team is equipped to offer you and your family support if you live with:

- Learning disabilities
- Down's Syndrome
- Autism
- Differing behaviours
- Dual Diagnosis: Mental health needs
- Self-harm behaviours
- Sensory impairments
- Speech and language needs



'Courage doesn't always ROAR.  
Sometimes it's a quiet voice  
at the end of the day saying;  
'Let's try again tomorrow'.

## Master greater independence

SweetTree support workers can help you feel more confident with: Travelling around town, meeting new people, managing your money, or finding and preparing for a new job. Whether its in education, employment, or home admin, we'll work with you to identify what your goals are, and help you build the skills to reach them.

## Respite and home sitting options

Talk to us about your respite needs, and we can work to organise full or part-time live-in support, residential holiday breaks, home sitting, or shared home sitting. We also offer tele-care support, for greater peace of mind for both individuals and their families.

## Take advantage of SweetTree flexibility

You own this process - Set your own course - Design your own package

- Try us occasionally for a couple of months before you commit to anything longer
- Let us build a support package that works for you
- We're flexible. Use us to support you through changes in schedules, lifestyle, or needs. All of our support packages are easily amended on the go

## Our fees

Our packages start from:

- £31.80 per hour
- £241.68 per 24 hours (live-in)



**Positive Risk Taking** is about finding the environments, tools, and support that best serve individuals when stepping out of their comfort zone", says SweetTree founder, Barry Sweetbaum. "Positive risk taking can sometimes be more challenging for parents than for the people we work with. It's something we must all work through together".



## **Positive risk taking acknowledges that:**

Risks are a part of everyday life experience

It is a denial of individuality to deny risk taking

Although risks can never be eliminated, they can be minimised

Proactive collaboration is central to good risk management

If handled well, risks are opportunities for learning and development

## **Positive Behaviour Support (PBS)**

SweetTree has vast experience of supporting behaviours of concern (also known as challenging behaviour). We recognise these behaviours may be a client communicating their needs, wishes and preferences, therefore we respond by providing quality support and using Positive Behaviour Support.

Positive Behaviour Support, also known as PBS, is the UK's national framework for positively reacting to behaviours of concern amongst people with a learning disability and/or who are on the autism spectrum. PBS takes a holistic approach to support with the primary focus being the person's quality of life, whilst also incorporating co-production with the client, their families, circle of support and SweetTree staff. PBS strategies help us to plan ahead and avoid a client's known triggers and dislikes, whilst focusing on their likes and preferences by providing support with a positive, proactive and calm approach.

SweetTree has case managers who are certified PROACT-SCIPr-UK Instructors, therefore our staff training and whole-organisational implementation of PBS is regulated and reviewed by an external regulating body.

**PROACT-SCIPr-UK®**



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