

# Special People



**Specialised services for Children and Adults with  
additional needs**



Julie Skinner CEO

## About us

Special People was founded by Julie Skinner in 1998. At the time, services and attitudes towards children with disabilities were limited. As the mother of a child with additional needs Julie was frustrated by the lack of provision and availability of support tailored to meet both the child's needs and that of the family. She realised that with all the other difficulties parents faced, finding appropriate childcare shouldn't be one of them and decided a new perspective was needed.

As a teacher, parent and school governor with experience in social and youth work, Julie felt that she was well equipped to look at all aspects of support for a diverse range of people. She set up a policy of treating all clients as individuals which was, amazingly, innovative at the time.

Special People became a popular service very promptly. Parents asked for our services via social services, and primary care trusts in addition to accessing our care privately. We are proud to say we now work in over 14 different Local Authorities and NHS trusts.

Special People have a policy of  
“if we can help, we will”,  
and this is reinforced by our dedicated staff who  
really are  
Special People.



# Our Care Plans

**Tailor made care plans to suit your individual needs.**

Our dedicated placements team are available for you to contact to discuss your care needs and to create a personalised plan that suits you.

Our care is regulated by the Care Quality Commission CQC.

Call us on **0207 686 0253** or visit our website:  
**[www.specialpeople.org.uk](http://www.specialpeople.org.uk)** for more information.



Special People have a tailored made approach to providing care to our service users. Our emphasis is to help children and adults with additional needs fulfil their full potential and be respected. We help and support them from the moment they are introduced to us. We ensure that care plans are devised around service users personal needs and believe that no two clients are the same. We are able to support clients in a variety of ways and in different settings including:

- Client's homes
- Leisure activities
- In the community
- Escorting services
- Away on holiday
- Personalised care
- Companionship
- Supervised support
- Providing support worker for holiday schemes
- Overnight support in the client's home.
- Specialised medical support.



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# Short Break Services

Our care plans are tailored to meet all of your requirements and will take into account all of your likes and dislikes. Either in your home or out and about there's a service plan just for you.



Our short breaks services allow children and adults to spend some time away from their main carer or family home. This can allow parents or carers to spend time doing other activities and give them a break from their caring responsibilities.

Our services users are able to support in the community or within the home. Our flexible approach will ensure that you get the service that is tailored made for you and will take into account all of your personal needs and preferences. Our placement team will match a dedicated support worker to care for you or your loved one.

Our short breaks packages start at a minimum of two hours support.



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# Overnight Care Services

Our support workers are able to support clients 24 hours a day 7 days a week. You can be rest assured that all of your needs are taken care of, no matter what the time is.



## Waking Night

Our waking night option means that the carer is awake for the duration of the night. They are able to assist clients with complex medical needs and administer medication at regular intervals, if this is part of their care plan. With waking nights families can be assured that their loved one are being taken care of by a trained professional whilst they are able to sleep.

## Sleeping Night

Our sleeping night option means that the carer is present at the clients home through the night to give assurance if there is a care need. This can be for clients who may wake during the night but do not require close monitoring or regular medication throughout the night. Our support workers are able to sleep during the night but are on hand if required. Sleeping night include three wakes .



# Homecare Support

We are able to support you in your own home. This allows you to remain independent, whilst receiving the help and care that you require.



Our homecare support allows our service users to remain in their own home whilst receiving the specialised care that they require. This can be from as little as two hours a day, regular visits throughout the day, to round the clock care. Our skilled risk assessment team will visit you in your home to arrange the package that suits your individual needs. Our care packages put the service user at the forefront of the decision making and a person centred way of creating that plan that suits you.

## Services include:

- Personal care
- Medication administrating
- Helping with daily tasks
- Assistant with mealtimes
- Specialised care
- Helping with daily tasks, such as paying bills.



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# Community Support

We are able to support our service users to participate in the activities that they enjoy. This enables them to stay active within the community.



Community support enables our service users to live with independence within the community. Our qualified support workers are able to support service users with an array of activities and daily tasks. We enable you to enjoy the things that you love in life, whilst ensuring you are in safe hands.

## Services include:

- Escorting a child to school or college
- Attending a day care centre
- Attending youth club or play schemes
- Going shopping
- Attending appointments
- Attending a leisure activity
- Helping with living skills



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# Holiday Services

Are you planning a holiday abroad at home, or visiting the UK from overseas? Our dedicated support workers are able to assist you during your stay.



If you are planning a holiday either in this country or abroad, Special People are able to assist you by providing a trained support worker to accompany you and your family. Whether it's in this country or abroad we can make your time away easier by providing you with some hands-on support. We are able to tailor your package around your individual needs.

If you are traveling to the UK from abroad or visiting from another city, We are able to arrange for one of our fully trained support workers to assist you whilst you are here. This can be from looking after your child for a few hours whilst you are out for the evening or providing a 24 hour care during your stay.

Please contact our placement teams for further information and options available.





# Supervised Contact

Supervised contact allows the family to remain in contact during difficult times.



Our supervise contact support allows children and parents to remain in contact, whilst ensuring the safety of all of those involved.

Appropriately trained support workers are available to carry out supervised contact and family support sessions. These can take place in the community or at a place of contact.

Report writing service can be included.



# Senior Care

We are able to provide support to people in their senior years. This enables our service users to remain in their home whilst receiving the help that they need on a daily basis.



Our senior support packages allow our service users to remain living in their home, whilst receiving help with their daily needs. We are able to support clients in their home or within the community. Our senior care package starts with a minimum of two hours support.

## Services include:

- Attending a day care centre
- Personal Care
- Going shopping
- Attending appointments
- Attending a leisure activity
- Helping with living skills
- Companionship
- Medication needs





# Costing

The price of care is important when looking at different care providers. Special People pride themselves on good quality care at a competitive rate.



## Public Sector

Special People work closely with several different boroughs in and around London. Our services can be arranged directly through your Social worker or the Local authorities. Please download our Public sector form from our website [www.specialpeople.org.uk](http://www.specialpeople.org.uk)

## Private Sector

If you would like to fund your own care or wish to add additional hours to your funded hours, Special People are able to work with clients privately. Please download our Private sector form from our website

[www.specialpeople.org.uk](http://www.specialpeople.org.uk)

**All of our support workers are paid**

**The London Living Wage**





Our dedicated placements team will be happy to discuss your requirements with you, Call us on **0207 686 0253** or visit our website **[www.specialpeople.org.uk](http://www.specialpeople.org.uk)**

### **Our Mission Statement :**

Create a Safe, Healthy & Positive care environment for our service users and their families.



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## **Special People**

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42 Crouch Hill,  
London N4 4BY

Call us 0207 686 0253  
Email: [hr@specialpeople.org.uk](mailto:hr@specialpeople.org.uk)  
Web: [www.specialpeople.org.uk](http://www.specialpeople.org.uk)



Special People are licensed to provide services by the Care Quality Commission CQC .  
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