



# VIP Service

A day service for people with learning  
disabilities in Lancashire.







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# Hello, Welcome to The VIP Service

## A day service for people with learning disabilities in Lancashire.

Vision in People (VIP) is a day service for people with learning disabilities and has been providing support in Lancashire for over 30 years.

At Caritas Care, we believe that everyone deserves chances, choices and opportunities to allow all our adults and young people to live the best life possible.

The service we provide is dedicated to making a positive difference to the lives of all families. We support people to achieve the lives that they want, and we believe that everyone has the right to be able to reach their goals and aspirations, no matter what their disability might be.

We understand that looking for a day care provision for your family member can be a daunting and worrying time for you and your loved ones. There will be so many concerns and questions that you will have...

**Will they be happy?**

**Will they receive the standard of care they have been accustomed too?**

**Will they fit in?**

**Will they receive the attention they need both emotionally and physically?**

Choosing the best fit for your loved one (and for you) is a big thing!

**So let us try to put you at ease...**

**Based in Preston, the VIP Service offers a wide range of fun, stimulating activities and learning opportunities for people with learning disabilities. We believe that everyone should have the opportunity to flourish, gain confidence, make friends and reach their full potential.**

It is our aim to ensure that each individual has the chance to enjoy stimulating and fun activities, and that their learning needs should not be a barrier to having new and exciting experiences.

Our VIP service caters for a broad age range, from people leaving school to people of an older age, with a wide range of support needs. The service has two large sites that are just a few hundred yards from each other. With several rooms that vary in size, we can deliver support to people individually, or in group settings.

At VIP we have a strong team of managers and support workers, who are experienced and have a broad range of skills, which gives a nice balance to the team. All staff are fully trained to work alongside people with learning disabilities and undertake continual professional development so they stay up to date with changes in Social Care.

We also have the benefit of access to a registered Nurse within our learning disabilities team, who is available whenever we need it to provide support and advice. This additional support is invaluable when supporting people with health care needs and provides additional reassurance to families.

Lying at the heart of everything we do at VIP are the people who we support day in day out. Our approach is focused on being person-centred and we aim to enable everyone to have a vibrant and purposeful experience whilst at VIP.

Although not a formal education setting, we do recognise that each person is unique, has their own personality and their own way of learning.

Every day we make it our mission to provide an environment that maximises life skills and creates opportunities and experiences to help everyone to reach their full potential.

We offer meaningful daytime support for those wanting to access fun activities and develop life skills, which is suited to the individual and delivered at their level. Our focus is to give everyone the opportunity of progression, to grow and learn new skills, to build social interaction and encourage self-confidence and self-worth.

We ensure all those we support have individual plans in place, which are reviewed and updated regularly.

These include:

- **Support and Health Action Plan**
- **All about me**
- **Individual Risk Assessment**
- **Hospital Passport.**

We carry out an annual service review for each person to ensure that we are giving the right kind of support.

## Learning and personal development is at the heart of what we do at VIP.

Our experienced team support individuals to acquire new skills, develop existing ones and encourage self-recognition and awareness of their own development. We recognise that people have many different interests and learn in a number of ways, so we provide support in a flexible and engaging way.

It is a challenge to offer a varied programme of activities and keep them developing, but it is one that we relish!

We work in small groups with a high staff ratio to ensure needs are met at all times, allowing people to progress at their own pace over a time most suited to them.

We work in a caring, supportive environment promoting lifelong learning, fun, friendship and inclusion.



Some of the learning activities we provide are:

- **Words Have Power**
- **Book worm**
- **Yoga**
- **Dance Syndrome**
- **Creative curriculum**  
(this is not project work, but learning through fun activities)
- **Science, design and technology**
- **The environment and how we can protect it: horticulture**
- **Sip and Paint- art in various forms**
- **Access to the Princes Trust**

We aim to do all we can to make learning accessible, fun and as exciting as possible, and have several qualified Tutors that run specific subjects (sessions) for us.



Fun activities  
at VIP

Fun

Activities

Day trips

**At VIP there is always something to do and no time to be bored!**

We support and inspire people to develop their social skills and make new friends. People are encouraged to participate in activities that they want to do. Our daily planning focusses on keeping the people we support at the heart of everything we do.

All staff engage with service users to promote inclusion and social interaction. We also promote continuity of care and building relationships with family members/carers of those we support. We ensure communication is encouraged and maintained between all parties.

We support everyone to feel included and provide a range of social opportunities to develop at their own pace.

**To help promote our social interaction we have:**

**Art Therapy and Yoga weekly group sessions.**

**Five vehicles, two of which are fully accessible, which enables us to access a range of community activities.**

**Links to projects led by the Prince's Trust.**

**Activities to explore local areas and create art from the things we find in the community.**

**Acts of kindness sessions e.g. leaving painted stones in the community for people to find.**

It is heart warming to see so many friendships made amongst the people who come to VIP and see how much genuine care they have for each other's well-being!

“

**We do lots of new things and meet other people, we share birthday's and celebrations.**

”







Health &  
Wellbeing

The Health & Wellbeing of the people we work with is very important to us. We use a range of activities and sensory experiences to ensure emotional and physical needs are met. Such activities might include:

## Trampolining

## Holistic Therapies

## Yoga

Health & Wellbeing is important to all of us and is promoted throughout our VIP service and across the wider Charity.

We use a range of activities and experiences to ensure emotional and physical needs are met. Such activities might include:

**Learning about our bodies and how they work.**

**Diet: healthy foods including preparing and cooking meals.**

**Exercise: We explore lots of different ways to suit all individuals including visits to the local gym. We have a tricycle and basketball nets, which have proved to be good fun.**

**Ways to think positively: We learn about our emotions and wellbeing, through activities including learning about nature in our beautiful surroundings.**

Our experienced Nurse can also advise on health issues and has close links with a range of local health care professionals.

We want to do all we can to help people stay healthy and support people in VIP to keep well. We are always happy to give guidance and support to families with any concerns they may have.



"I did not know I was an artist and that this was inside of me".

When I come to VIP I do classes like yoga – I have learnt about my body and how to relax. I go home happy

# Communication

At VIP we recognise the importance of communication for everyone and want people to feel listened to and have their wishes taken on board.

We promote total communication and recognise that talking is just a small part of communication. We want to do all we can to put people at ease and help them develop in how they can express their wishes and feelings.

We know that the people we support have a broad range of communication and this is embraced. By providing person centred support to every individual we strive to help them maximise how they communicate.

We support people by using a wide range of communication tools, including: talking, signing, body language, picture cards, and tablets/computers. We also use more creative mediums such as music and drama to encourage people to learn and develop in a more relaxed and fun way!

## Icebreakers

In these sessions, we look at promoting confidence and self esteem. We seek out individual and common interests and work our activities to fit that person or group of people.

We run activities that explain language such as how to start and finish conversations.



**I like meeting my friends here, sometimes we talk and sometimes we just like being together; I like drama, it helps me with talking.**



## Emotions and feelings

These sessions give people the opportunity to share their feelings and promote sharing of opinions with each other in a safe environment.

It is very rewarding to witness the progress many people make with their communication and their self-confidence - it's something we never get tired of and never want to stop developing!



**People listen to me, and sometimes I listen to them.**



**Our activities vary from day to day and could be centre based or within the community. A typical day could look like this:**

### Morning

Meet and Greet is an important part of our day. Starting with a chat and a drink, this time gives us the opportunity to have a catch up about how things are going and discuss the plans for the day. We deliver this in a relaxed way to provide reassurance and promote enthusiasm for a fun packed day ahead.

Our morning activities might include: Science; Design and Technology; Cooking; Gardening or expressive Art

### Lunch

Our lunch normally takes place between 12.00pm and 1.00pm, but these times are flexible as we like to allow people to complete any activity they have been participating in, so they have the full benefit. The atmosphere is very relaxed and during this time we support people with any personal care and/or any medication needs they require.

### Afternoon

We resume our planned activities after lunch with a range of activities which might include: Movement to music (we love dancing at VIP); Yoga, Cycling on our very own tricycle; Basketball or words have power session.

### End of the Day

We will support you with your transport arrangements and handover any necessary information to family/carers. This might be through a verbal handover or by completing home to work diaries. A member of the management team is always available at the end of the day to answer any questions you may have.



## How do I start at VIP?

We accept referrals from families, carers, social workers, health professionals, and school and college transition workers.

Some people come from school or after college, or hear about us when they are older from friends who attend. We have something for everyone, so age is no barrier.

We like to gather as much information as we can to help us provide the best care possible to meet the needs of the people we support. We want everyone who attends our service to have a positive and enjoyable experience during their time with us, so we want to find out about the things that make them happy and the things they enjoy doing the most. During our assessment, we will speak with the individual, family, school and anyone who has played a key role in their support.

We understand that you want to make sure that VIP is the right choice for you and the person you care for, so we encourage visits to the service. We want you to see first hand the activities and facilities we have and also for you to have the chance to meet the team and other people who attend the service.

We acknowledge that everyone adapts to things differently, so introductions and start dates are agreed totally around the needs and wishes of each individual.

Payments for care services can come from social services, direct payments, personalised budgets or private funding.

We recognise that change can be difficult for all of us, but we will do all we can to put people at ease as soon as they arrive at VIP.

**We are looking forward to meeting you!**



## Privacy, Safeguarding & Complaints

Keeping people safe and information about them secure, is an important part of the service we offer. Our Privacy Policy can be viewed on our website [www.caritascare.org.uk](http://www.caritascare.org.uk)

We acknowledge we have a duty of care to safeguard the people who we support and are committed to ensuring safeguarding practice reflects our responsibility as a day service. You can view our Safeguarding Policy on our website [www.caritascare.org.uk](http://www.caritascare.org.uk)

Caritas Care will listen and respect the people we support and their families. It is inevitable, however that we will occasionally get things wrong and we need to be made aware of this so that we can put things right. If you have a comment or complaint about any aspect of the service we have provided, please speak to a staff member, or one of our management team.



# Frequently Asked Questions

## What time are you open?

Normal hours are between 9.30am and 4.30pm

## How old do you have to be to come?

We do have a minimum age of 18 years to attend VIP, but there is no upper age limit.

## Will I have a choice of what I want to do?

Yes, you will be fully included in planning your day and we will support you to do the things that you would like to do the most.

## Do I have to come 5 days a week or can I just come on specific days?

You can attend as many weekdays as you like from 1 day to 5! Some people like to split their week by also spending some days in college.

## What will my son/daughter gain from coming to VIP?

As well as making new friends, they will try lots of exciting things and have the opportunity to learn a lot of new valuable skills. The service has a friendly welcoming atmosphere, which helps to put people at ease and reduce any initial anxieties.

## What activities do you offer?

At VIP we do a vast range of activities, from social learning to more educational based, depending on what the young person wishes to do. We run activities from buildings inside the service but also do many outside in the local community, including work experience opportunities. Having 5 vehicles also enables us to offer a varied programme of exciting activities.

## What are the age ranges of the people attending VIP?

We have a varied age range and match people and activities around their likes and support needs. It is lovely to see new friendships develop.

## What is the staff ratio?

Before anyone starts to attend our service, we meet with you and invite you to visit our service. We then get as much information as we can about you so that we can provide you with the best support to meet your needs. Some people need individual support whilst others respond better to being supported along with several other young people. We can accommodate various levels of support needs.



Contact us today on:

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for an informal chat or visit our website

[caritascare.org.uk](http://caritascare.org.uk)

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