

# ENJOYING YOUR LIFE, THE WAY YOU WANT



## YOUR LOCAL OFFER FROM THE BLACK COUNTRY HUB

*Just  
imagine...*

...THE AMAZING THINGS WE CAN ACHIEVE





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**PROGRESS IS AN INDEPENDENT PROVIDER OF SPECIALIST SOCIAL CARE SERVICES TO VULNERABLE CHILDREN AND YOUNG ADULTS.**

**WE EXIST TO SUPPORT THE 'PROGRESS' OF THE PEOPLE WHO NEED US.**





Just  
imagine...

**ALWAYS HAVING  
SOMEWHERE TO TURN...**

## THE HUB BY PROGRESS

Driven by passion, experience and the people we support, the Hub has been designed and shaped to provide a range of services for young people with disabilities, via a single central point of access.

Because all services are delivered by Progress, young people benefit from consistent support from the same committed team, wherever they are and whatever they're doing. This familiarity and trust doesn't just help develop skills more quickly, it makes life easier and more enjoyable for everyone involved.

The Hub gives you the opportunity to work with our experts and your advocates to create a unique support plan from a 'one stop shop' of services suitable from birth to 25. Our services can be purchased privately, paid for with a personal budget or accessed via a referral from a lead professional.

### OUR CORE PRINCIPLES ARE TO DELIVER:

- ▶ Consistency and stability of staffing across all settings
- ▶ Progress to the lives of young people and their families
- ▶ High quality of care
- ▶ Reliability
- ▶ Added value
- ▶ Flexibility

“**THE SERVICE I RECEIVED FROM THE TEAM WAS THE BEST I HAVE SEEN IN 23 YEARS WORKING IN SOCIAL CARE.**”

NOTTINGHAM CITY COUNCIL





Just  
imagine...

SUPPORTING FAMILIES THROUGH THICK AND THIN...

## THE BLACK COUNTRY HUB

In the beginning, The Hub evolved from our children's short breaks service and home care services. Taking on board the needs of the families we support, as well as learning from our own experiences we decided to expand our existing services to cover the transition into adult services. This created a menu of services that would bend and flex to meet the changing needs of the people we support.

We put the needs of the person first and with all the options we have available there are no boundaries to what support can look like, where it can happen or when.

**Phil McDonald**  
Operations Manager

“ WE ARE PROUD TO SUPPORT YOUNG PEOPLE, IT'S AMAZING TO SEE THEIR ACHIEVEMENTS AND INSPIRATIONAL COURAGE DURING CHALLENGING TIMES. ”

GET IN TOUCH WITH OUR FRIENDLY TEAM TODAY TO FIND OUT HOW THE HUB COULD WORK FOR YOU!





Just  
imagine...

## BREAKING FROM YOUR DAILY ROUTINE...

## HUB BREAKS

### Everyone benefits from a break.

At Progress, we recognise that children and their families sometimes need a break, a change of scenery and the chance to have some fun.

For young people, this could be time out doing something completely different, enjoying space to be themselves or meeting with other young people who share similar life challenges.

For parents, a break is also chance to temporarily switch off, recharge batteries and spend quality time alone. Of course that's only possible if you know your child is being well cared for.

Progress short breaks come in a variety of forms. All of them include the reassurance of our excellent care and support.

“RELATIVES FEEL INVOLVED IN THEIR FAMILY MEMBER'S CARE. THEY FEEL THEIR WISHES AND THOSE OF THEIR FAMILY MEMBER, ARE LISTENED TO AND RESPECTED.”

CQC



# HUB BREAKS

What type of breaks can we offer?

## RESIDENTIAL SHORT BREAKS

These are for children and young adults. Where the staff are highly skilled and trained to meet the needs of young people with wide ranging disabilities and complex care needs.

## INDEPENDENCE BREAKS

At Progress, we can help your child on their journey to independence. Our residential and supported living breaks allow young people to test the waters and get a feel for what the future holds. Each break is bespoke and we encourage young people to build on their friendships and to take a break with these friends. We always focus on experiences that will develop independent life skills.

## FAMILY-BASED SHORT BREAKS

These are with our registered Specialist Foster Carers. Our foster families are trained to meet the needs of your child prior to their stay. Each family is unique and following careful matching, they can offer a different experience for each child.

## HOLIDAY BREAKS

These allow each young person to access a wider range of experiences away from the home environment and engage with new peer groups. Our support team can work with you to deliver a bespoke break at a destination of your choice. You're welcome to come along too.



**OUR HUB SERVICES ARE RATED 'GOOD' BY CQC**



## RESIDENTIAL BREAKS

Our residential short breaks services are built around the families we support, giving families a break from day to day care. We can offer residential short breaks, overnight stays and emergency support. We offer any duration of short break, or just an occasional overnight stay, along with emergency support.

We are experienced in creating flexible packages of care that are responsive to the young people and their family's needs.

Our staff are adaptable and engaging in their work, supporting children with all types of needs, from moderate disabilities, ASD and associated challenges, through to profound and multiple learning difficulties and complex health care needs. We work with the young people and children we support, to provide a varied and exciting range of activities to engage and challenge depending on their interests and goals.

These range from accessing events in the local community to trips to the seaside and theme parks. As well as creating positive experiences, we support the children to move towards independence. We are

experienced in working as part of a team to support the children and young people in our care to move towards independence, grow in confidence and manage their emotions in a safe way.

**Our services include Regis House & Stourbridge House.**

Regis House in Rowley Regis and the ground floor of our new service Stourbridge House in Wolverhampton are designed for children and young people from 5-18.

The first floor of Stourbridge House will support young adults from 18 upwards, giving them the opportunity to transition in a familiar environment with staff that know them well.

“WORKING FOR PROGRESS GIVES YOU SO MUCH MORE THAN A JOB, IT'S THE EMOTIONAL REWARDS THAT KEEP YOU WANTING TO GIVE MORE”  
PROGRESS STAFF



HAVING TIME TO REST AND RE-CHARGE WHILE

YOUR CHILD HAS A TRULY ENRICHING EXPERIENCE



## A STAY FURTHER AWAY

Are you looking for short break further afield? Progress have 2 young adults short breaks services outside of the Black Country, Henley Cottage in Coventry and Nightingale House in Derby.

### HENLEY COTTAGE

Henley Cottage provides short breaks for young people with moderate to severe learning disabilities.

The service has been recently renovated providing young people with a bright and modern place stay and relax. Our friendly staff can help young people 'design' their stay or support them with accessing regular planned activities.

Henley Cottage is an ideal space to practise independence, build life and social skills or have a short break with your friends.

### NIGHTINGALE HOUSE

Nightingale House in Derby offers short breaks for young adults between 18-25 years old with complex disabilities and/or Acquired Brain Injury.

Our short-break bedrooms have been designed with young people in mind and have shared bathroom facilities with specialist mobile equipment available dependent on the needs of the individual.

Progress will be developing 25 independence apartments in the grounds of Nightingale House where skills and independence training can be further developed.



**IF YOU LIKE THE SOUND OF PROGRESS AND WOULD LIKE TO DESIGN A BESPOKE PACKAGE OF SUPPORT, OUR AMAZING TEAM WILL BE WITH YOU EVERY STEP OF THE WAY. NO MATTER THE TYPE OF ENQUIRY, WE WANT TO HEAR FROM YOU.**





## INDEPENDENCE BREAKS

Everyone has the right to live independently. Hub Living gives young adults with additional needs the opportunity to experience what getting their own place might be like for real.

As part of a carefully planned-out journey towards independence, a short stay in one of our fully equipped training apartments builds confidence and develops everyday life skills. These skills include planning the shopping, preparing meals and carrying out household chores.

Of course we all know that life doesn't always go to plan. Hub Living experiences allow our team of key workers to troubleshoot any challenges that may occur and to plan the steps required to help young people get to where they want to be in life.

“WE WANT ALL OF OUR YOUNG PEOPLE TO HAVE A SAY, ENCOURAGING THEM TO MAKE DECISIONS FOR THEMSELVES, LIVING A NORMAL LIFE.”

PROGRESS MANAGING DIRECTOR





## INDEPENDENCE BREAKS

Our training apartments provide young people with additional needs, the chance to experience independent living and help them develop life skills that will equip their journey towards adulthood.

They are also a great place for professionals to assess the ability of young adults to live independently, semi-independently, or to return home after a spell in hospital.

Our fully equipped apartments are well planned and designed and are accessible for wheelchair users.

People can plan their stay and are encouraged to organise their own activities with access to staff as and when required. Support can be booked via our central Hub team or existing support staff can accompany people to the apartments if preferred.

“PEOPLE ARE SUPPORTED TO CONTINUE WITH THEIR HOBBIES AND INTERESTS WHICH INCLUDED INCREASING THEIR INDEPENDENCE.”  
CQC

Along with apartments in Lichfield and Dudley, Progress will soon be opening a new state-of-the-art service in Wolverhampton.

The independence training apartments allow young people to try out what living independently feels like when they are ready.

The new facility includes acoustic monitoring technology. This enables individuals to be more independent; improving privacy and dignity, while reducing dependency and providing peace of mind for families.



## HUB SUPPORT

You might call it buddying, homecare, domiciliary care or getting a personal assistant. We call it offering the kind of support that keeps families together. It allows children and young adults with disabilities or complex needs to live life as independently as possible.

Hub Support provides consistent and flexible staff who can work in any setting at any time to suit your needs, be that at home, in the community or on holiday. You might want to go to a concert, a new social group or have a weekend away. You may need help to go swimming or use public transport.

For parents or families, it could mean giving you the time and space to visit a friend, do the weekly shopping, have an evening out, or even just do nothing at all.

Our teams are also there to respond in a crisis across the Black Country and provide planned and emergency support, with the assurance that they are working on improving skills and building resilience at all times.

“**STAFF RECEIVE HIGH QUALITY TRAINING THAT IS TAILORED TO THE NEEDS OF THE PEOPLE THEY SUPPORT.**”

CQC



Just  
imagine...

**ALWAYS HAVING  
A FRIEND TO CALL ON...**





Just  
imagine...

## MEETING NEW PEOPLE & MAKING NEW FRIENDS

## ABOUT HUB CLUBS

Living with a long-term condition can limit the chances young people have to build friendships and relationships outside of school or their immediate circle of support.

Hub Clubs create opportunities to meet and engage with 'like-minded' peers who share similar life challenges. It allows young people to spend time away from their family to be themselves and to make the important connections that will develop into lasting social networks.

The groups are run by trained and skilled staff, but are very much shaped by the young people who attend them. The focus is on creating an environment of fun, allowing those who attend to build their social skills with people they can trust.

“OUR SON REALLY ENJOYED THE CLUBS, I WAS IMPRESSED WITH THE CARE AND PLANNING THAT WENT INTO CATERING FOR HIS NEEDS.”

PROGRESS PARENT



## HUB CLUBS INCLUDE

- Weekend clubs and events
- Youth Clubs
- Holiday Clubs
- After school Clubs
- Young Adult Social Groups
- Special events throughout the year

You can find out more about our clubs by calling us today on **01902 561066** or checking out our website at:

**[WWW.PROGRESSCARE.CO.UK/THE-HUB/HUB-CLUBS](http://WWW.PROGRESSCARE.CO.UK/THE-HUB/HUB-CLUBS)**

Our Youth Club was started to help young people build confidence, learn new skills and meet new people. After a few weeks of attending our groups, two young people made a new friendship.

As the weeks progressed so did their friendship, they both learnt new skills together including cooking, baking and social skills. The two friends now meet at each other's houses, giving each family a break and piece of mind knowing they are in a safe environment.

After seeing the work and skills for independence gained, parents feel more comfortable allowing young people to access community facilities, such as bowling and the cinema.

- The Black County Hub team



**PEOPLE ARE SUPPORTED BY STAFF THAT KNOW ABOUT THEIR INDIVIDUAL REQUIREMENTS**



## CURRENT CLUBS

Groups and clubs can be paid for privately or with your personal budget. Some groups are funded by the local authority and can be accessed via a referral from a professional.

TYPE: ASD Group  
LOCATION: The Way,  
Wolverhampton  
DAY: Alternate Mondays  
TIME: 6pm – 8pm  
AGE RANGE: 12+ years

TYPE: ASD Group  
LOCATION: Acares Hub,  
Wolverhampton  
DAY: Alternate Mondays  
TIME: 6pm – 8pm  
AGE RANGE: 12+ years

TYPE: ASD Group  
LOCATION: The Way,  
Wolverhampton  
DAY: Alternate Tuesdays  
TIME: 6pm – 8pm  
AGE RANGE: 8-11 years

TYPE: Adult Social Group  
LOCATION: Various,  
Wolverhampton  
DAY: Wednesdays  
TIME: 6pm – 8pm  
AGE RANGE: 18-25 years

TYPE: Activity Group  
LOCATION: Wolverhampton,  
Old Fallings Adventure  
Playground  
DAY: Saturday  
TIME: 10:30- 2:30pm  
AGE RANGE: 5-18 years



TO BOOK YOUR PLACE OR FOR MORE INFORMATION

CALL US TODAY ON 01902 561 066 -OPTION 1

“ONE OF THE CORE RESPONSIBILITIES FOR OUR SUPPORT WORKERS IS TO HELP INTEGRATE THOSE WITH DISABILITIES INTO THE COMMUNITY, SO THEIR SOCIAL NETWORKS CAN BE EXPANDED TO ENSURE A BETTER QUALITY OF LIFE.”







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**[WWW.PROGRESSCARE.CO.UK/THE-HUB](http://WWW.PROGRESSCARE.CO.UK/THE-HUB)**