



*Support for living  
an ordinary life*

**'The right support, at the right time from the right person.'**

*(Self advocates in Wandsworth)*

No two people have the same desires, expectations, wants or needs. Each and every person is a unique human being. What we share is our humanity, our desire to be loved and to belong.

The challenge laid down by the self-advocates in the quote above is for everyone to understand and value the fact that what is 'right' is different for each of us.

Support for Living is about getting the support (paid and unpaid) you need to live the life you want.

First launched by Paradigm in 2002 Reach was developed by to ensure that there were clear standards for supported living. These were voluntary standards that are used by many supported living services across the UK and beyond. The 2006 edition developed by Paradigm along with Skills for People and partners including regulatory bodies supported service providers and commissioners can use Reach to help them meet the relevant requirements.

*Reach: Support for living an ordinary life* is NOT an assessment tool. Reach is a resource and set of standards to encourage people to explore what support for living an ordinary life looks like for a person.

If changes are needed in a person's life Reach helps you agree the desired changes, plan and take action together.

*Reach: Support for living an ordinary life* is NOT a model. No two lives should be the same.

Reach defines what Support for Living is through a set of 11 standards (these haven't changed in this version) and helps to ensure people receive, or are moving towards, support for living their ordinary life.

*Reach: Support for living an ordinary life*, used honestly, will assist support providers and commissioners to meet their responsibilities to the people they support and the relevant regulatory bodies. One life, one set of standards; one process.

## Why Reach – Support for living an ordinary life?

Supported living has developed rapidly in the UK but not always in the way it should. It has, in many organisations, become a *service type* rather than a way of supporting people to have *real choice* and *control* over their lives. We think that this needs to change.

We want *Reach: Support for living an ordinary life* to achieve the following:

- To clarify the standards of support for living to ensure that 'supported living' doesn't become a model that people can simply tick as 'achieved'.
- To ensure that in the current climate of dwindling financial resources and tightening budgets, we remain committed to quality support that values the range of resources available to people, for example the community, family, skills exchanges and friends.
- To show how Reach can be useful to people with direct payments or personal budgets.
- To ensure that as we work to drive up quality in relation to care and support, we focus on supporting ordinary lives based on Human Rights.

The focus of Paradigm's 'Ensuring an Ordinary Life for All' network and the principles of *Reach: Support for living an ordinary life* (both the *It's My Life manual* and this *Service review*) are underpinned by the United Nations Convention on the Rights of Persons with a Disability. Nothing more, nothing less.

Self-determination: *'I can say what matters to me and how I want to live.'*

Inclusion: *'I'm included in my community and benefit from the services everyone uses.'*

Personalised support: *'I get the assistance I need to live as I want'*

## About Reach

The Reach standards consist of a series of high-level outcome-based statements in a user friendly format setting out expectations and rights regarding quality support for living.

The standards set out clearly what people should expect from their team or agency offering them support for living an ordinary life as a citizen.

The full *Reach: Support for living an ordinary life* pack has two main parts:

### 1) *It's My Life manual*

This part is designed mainly for use by or with people who receive support and their family and friends.

- Organisations will also use this part to find out how they are doing in supporting individuals.
- It is designed to help individuals figure out if they are getting good support

and if they have the home and lifestyle they want.

- It explains to individuals what rights they should expect from the support they have in their life. This may be paid support, but it also includes the support provided by friends, families and the wider community.

## 2) *Service review manual*

This part will mainly be used by organisations providing support and those responsible for monitoring to find out how a service or organisation overall is doing.

- It helps organisations to understand what really good quality 'support for living an ordinary life' is, and will ensure that they are always working to make sure this is offered to the people they support.

## **Who is Reach designed for?**

People use Reach for a number of reasons. Reach can be used by:

- anyone who receives support in order to live an ordinary life. They may be living in their family home or their own home with the support that they want. It is up to the individual who they live with, whether that be alone, with family or with friends.
- the families and friends of individuals who receive support to find out if the support they are getting is as good as it should be.
- supporters and their team (if you have a personal budget or Direct Payment) to find out if the support they are getting is as good as it should be
- people living in a residential care home who have been thinking of change. Reach can be a good way to help people, their family, friends and providers work out what they would need to be doing to move towards an ordinary life
- organisations that support individuals in order to help people improve the support they receive.
- the people who fund support to find out how good an individual's support is. The Reach Standards can be included in an individual's Support Plan.
- the organisations that are responsible for monitoring the organisations who provide an individual's support.