



Beadle Brown Consulting is driven by empathy for our fellow human beings who, because of intellectual and developmental disability or other cognitive or physical differences, struggle to access the same quality of life as others. Decades of evidence and experience have taught us that if we wish to truly help people to have the best possible quality of life, we must pay attention to the quality of support people receive, no matter where and when they are receiving it.

Other factors – such as living arrangements, equal opportunities and accessibility, policy, regulation, training and staff pay - undoubtedly matter. But if a person is struggling in some way, then what matters most in that moment - right here and now - is how you, as their supporter, help them navigate the opportunities and challenges of life, so that they have the best possible experience.

Our conviction is that good support requires us to balance empathy, warmth and respect with positivity, objectivity and technical skill. Every person we work with is unique. Many have been unforgettable in what they've taught us: how it feels to be them, how they survive adversity, and how they find joy. Our commitment is to each individual - not as a "type" or a label, but as a person in their own right.

Equally we have learnt that there are strategies and approaches that provide a foundation on which to build truly person-centred support – approaches and strategies that work for all of us if we are in the position of needing support. Such approaches are connected by principles of positivity, respect and doing no harm. We can use them to help us get to know individuals we support better, which in turn allows us to adapt support to each and every person.

For example, good support is often conceptualised as Slow, Quiet, Frequent and Obvious.



Slow

Giving space and time for processing, responding, and taking the lead.



Quiet

Avoiding overwhelm or pressure.



Frequent

Creating predictability, comfort, and anticipation.



Obvious

Making things easy for the person to understand and respond.

Of course, some people will need or want our support to be fast or loud. Others might need it to be just now and again or provided in a way that doesn't feel to the person that they are



Good Support for All

“receiving support”. In these cases, then that is exactly what we should do - The essence of good support is to be responsive and flexible - meeting each person where they are at that moment. However, Slow, Quiet, Frequent and Obvious support is the best support and does no harm, in the absence of indications to the contrary.

Similarly, we know that people who need support to live life to the fullest, often need this support to co-exist with (but without being dominated by) care for their (often substantial) physical and health needs. People need more than surviving and reasonable health—they need opportunities to live and thrive.

Human beings flourish when they can: interact with others; have control over what happens in their lives; do as much as possible for themselves; participate in all aspects of their own lives; and contribute in some way to the lives of others. Even when someone expresses fear, hesitation or reluctance to participate or connect, we see this as a call to provide better support—not a reason to step back. People have the right to simply “be,” but they often need help to “do,” and to find the balance between the two that feels right for them.

To be in a position to enjoy the human rights and quality of life they deserve, people need support that:



HOPE: Is founded on positive expectations, optimism and hope.



CONSISTENCY: Is predictable and consistent, helping people to understand what to expect.



COMMUNICATION: Uses communication - verbal, visual and environmental - that makes sense to the person, so they can express themselves and understand others.



ENGAGEMENT: Enables engagement, success, and fulfillment.



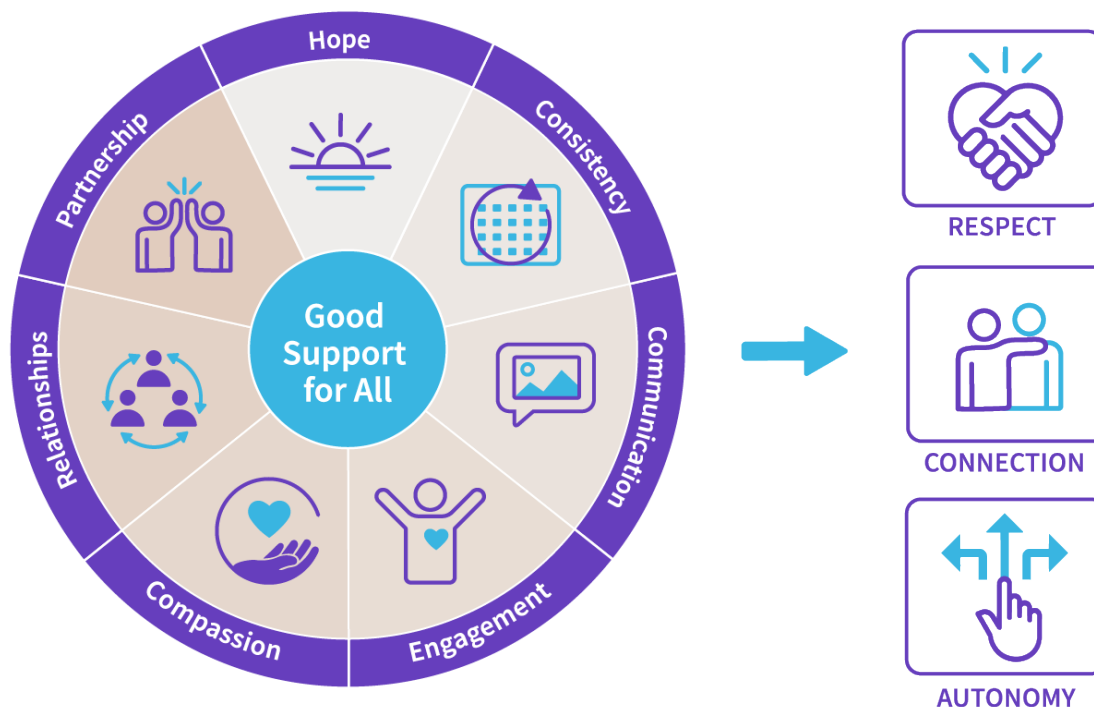
EMPATHY: Promotes compassion by viewing expressions of distress with understanding, and offers temporary ways of coping if needed.



COMMUNITY: Promotes human relationships, from family and friends to neighbours and fellow citizens.



PARTNERSHIP: Works in partnership with people to design and achieve a better today and a richer future.



Good Support is not the property of any single model, approach, tool or piece of paperwork. It is defined by the outcomes for the person receiving it – when support is good, people should experience Respect, Autonomy and Connection - at home, at school, at work, in their relationships and in the community more generally. The concepts of Respect, Autonomy and Connection also relate to the process of support – Good support is marked by a respectful, positive and enabling relationship (connection) between those that provide support and those that receive it, wherever and whenever this might be. This is done in a way that is person-centred and maximises the autonomy the person has in all aspects of their lives. Good Support needs to be recognised, trained, provided, researched, led and regulated in its own right. Like human rights, its availability should be universal and unconditional: Good Support for All.