

Rainbow Centre Singapore Study Visit of Adult Support Services to UK and Netherlands, 12-16 September 2019

The 3 organisations we visited as part of IASSIDD Academy International Programme:



United Kingdom

COVENTRY AND WARWICKSHIRE PARTNERSHIP NHS TRUST

Brian Oliver Centre,
Brooklands Hospital,
Brooklands Way, Marston
Green.
Birmingham B37 7HH



Netherlands

MIDDIN

Ursulaland 125, 2591 HA
The Hague.

PHILADELPHIA

Wijersstraat 1, 3811 MZ
Amersfoort



The focus for this study trip by the Rainbow Centre, Singapore, team was to learn about the services and support model for adults with moderate to severe disabilities.

IASSIDD Academy Director, Ivan Brown, kindly connected us with the 3 host organisations we visited. At the Coventry and Warwickshire Partnership NHS Trust at Birmingham, we had the privilege of meeting with Dr Ashok Roy. We were impressed with the quality of care that was clearly centred around a patients' needs and with the high level of collaboration by the team to plan and deliver the customised care plans for the individuals they support. We also learnt about the structures and processes that enable the community team to support assisted living for clients in the community, so that every individual is given the opportunity to live a life as independently in their natural setting as possible.

In The Netherlands, we experienced the deep-rooted belief in the dignity of individual, and how this translated concretely in a high level of autonomy, choice, and personalisation in the services and spaces. At Ursulaland, an assisted living facility run by Middin, it was one of its residents who showed us around. She proudly showed us her home, and how she chose to decorate and customise her spaces. We also visited Zwedenburg, a customised work environment, within walking distance from Ursulaland. The environment was bright and well set up, and we were impressed with its various types of workshops catering to different strengths and needs of the clients, ranging from more basic work with hand tools to laser cutting and 3D printing.

At Philadelphia, our other Dutch host arranged through the IASSIDD Academy International Program, in addition to visiting their excellent residential facility for persons with high support needs - Groot Schutterhoef Farm – we had the opportunity to learn about its focus on technology to enhance the lives of persons with disabilities. We were particularly impressed with their DIGICONACT, a teleservice where members are able to dial in and speak to a duty care officer when in need, round the clock. The attention paid to maintaining a human-centred service was clear, including a technology to enable the care officer to have proper constant eye-contact with the client online.

Of course, it was not all work. In the evenings, we had the chance to experience the beautiful sights and warm hospitality of Holland, including a river cruise, along the Amsterdam canals.

In addition to Ivan making the connections, we are also very grateful to each of our organisation hosts for their hospitality and generosity in sharing their work and expertise with us.





Visit to Brian Oliver Centre with Dr Ashok Roy OBE
NHS @ Birmingham



Night River Cruise
Amsterdam @ Netherlands

“It was such a beautiful learning experience. Thank you.”

Our appreciation to IASSIDD Academy Director, Ivan Brown, and our generous organisation hosts for making this study visit possible.



Visit to Groot Schutterhoef Farm | Intensive Care, with Philadelphia Board & Staff members
Philadelphia @ Netherlands

RAINBOW CENTRE SINGAPORE

Tan Sze Wee | Malcom Wong | Joshua Lye | Quincy Tan
Jessica Wee | Ng Rei Na | Tan Yeok Nguan

