



Accreditation Awarding Panel Report  
Marcus and Marcus Supported Living  
(136)  
24<sup>th</sup> January 2018

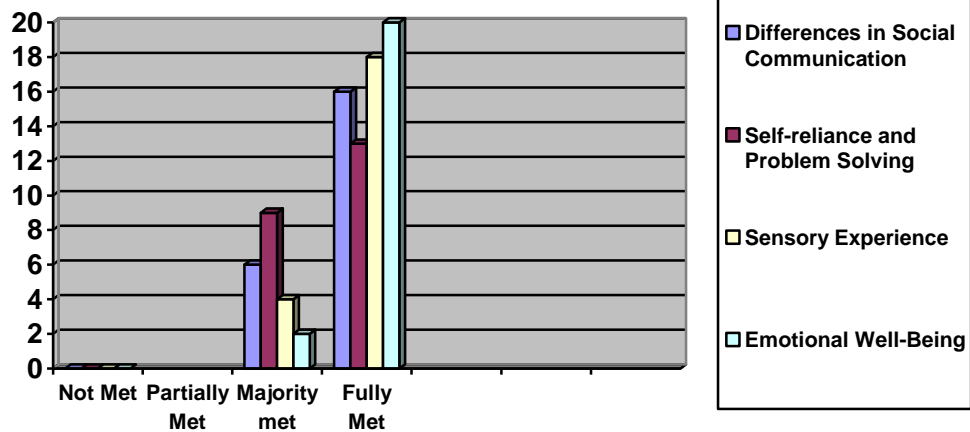
Status awarded to Marcus and Marcus Supported Living by the Accreditation Awarding Panel

Accredited

Service Strengths and Achievements

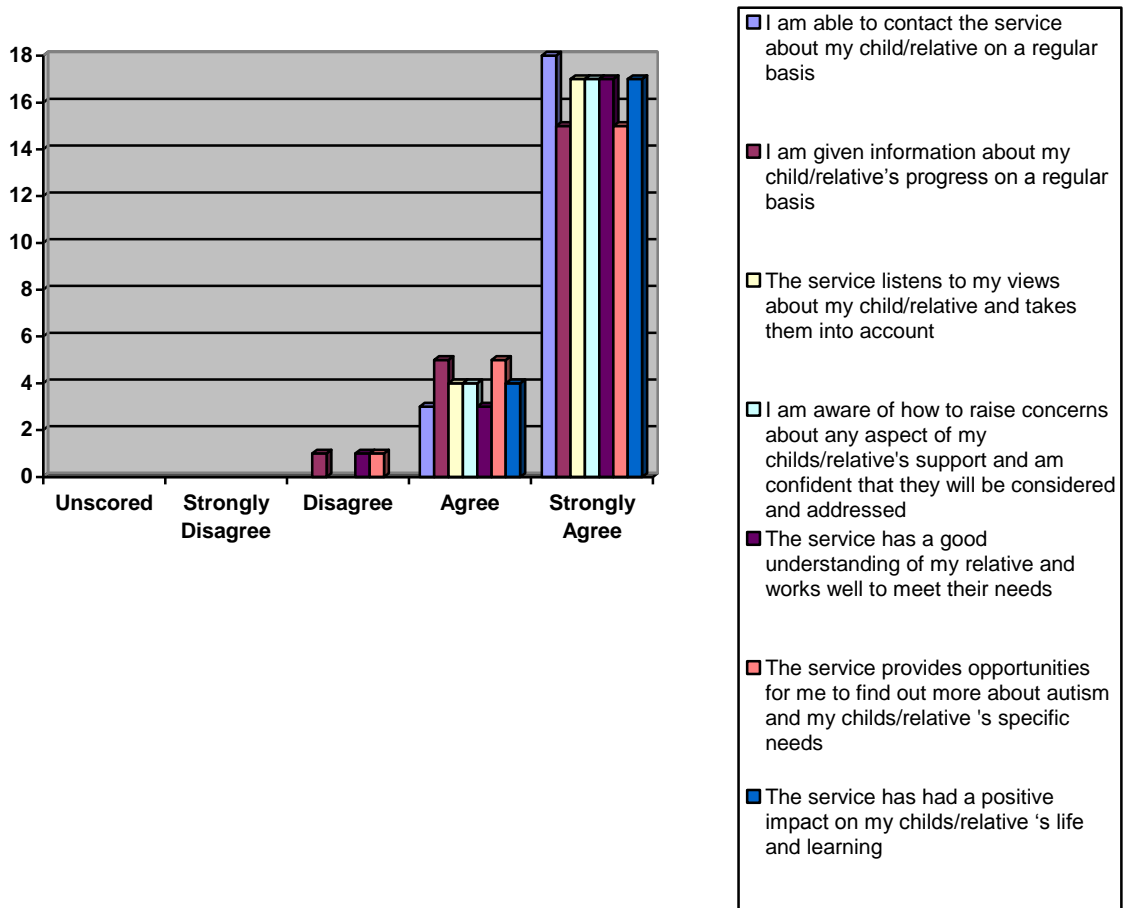
<p><b>Good Practice</b> Strong Practice within the whole Accreditation membership</p>	<p><b>C10:</b> Marcus &amp; Marcus apply consistently outstanding 'Good Autism Practice'. The Review Team felt that one of the highest compliments that can be given to a service supporting people with autism. Throughout the review process, the review team were very impressed by the standard of practice observed. Practice was well informed – both by documentation and by a team of dedicated professionals. Methods used throughout the projects were varied and personalised.</p> <p><b>E10:</b> Activities are unlimited in their variation from meaningful daily household tasks to community activities and group sessions. All schedules are regularly updated and tailored to the needs of the person.</p> <p><b>E18:</b> Marcus &amp; Marcus has shown long term commitment to the training and support of its individual teams in the application of autism understanding in their day to day practice.</p>
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## Observation scores



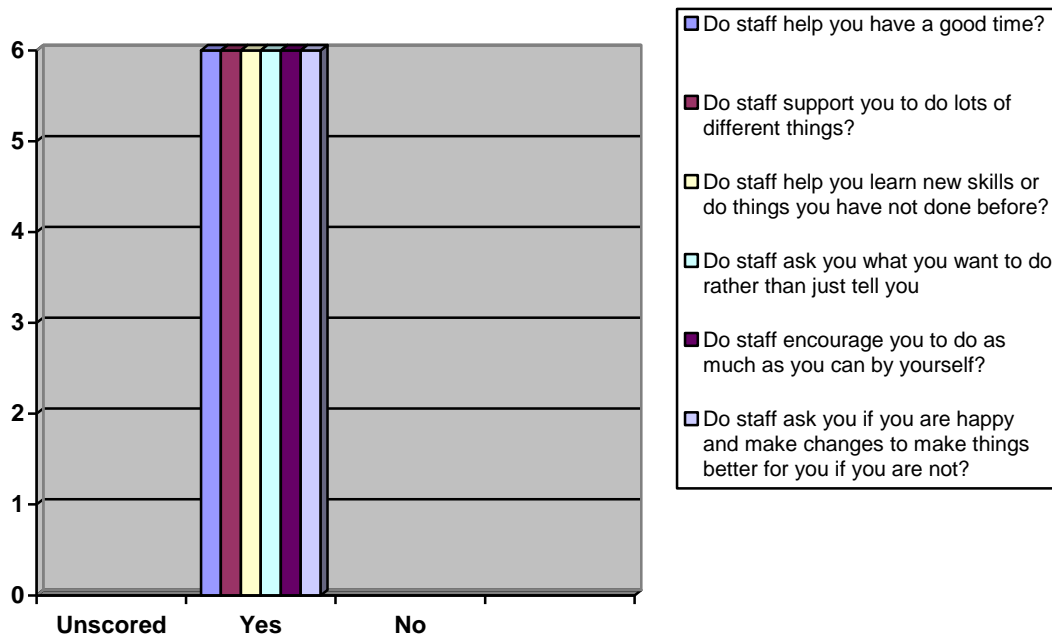
## Family Questionnaires

The graph below shows the scores from the returned family questionnaires. It shows that family members hold the service in high esteem and consider that the service has a positive impact on their family member's life and learning.



## Autistic People Questionnaires

The graph below shows the scores from the returned questionnaires completed by autistic people supported by the service. It shows that autistic people feel well supported.



### Action Plan for Service

#### Action for Development

An area for development is not an area of great concern, but should be seen as a goal to further improve practice within the service and allow progression on the service's Accreditation journey.

**E2:** Marcus and Marcus have dedicated considerable time and resources over the past three years to the training and support of their front-line staff. This has been highly successful and fully implemented throughout the company. On discussions with the Quality Assurance Manager, she advised the team that the next step for Marcus & Marcus is to complete a new Induction Programme that they have been working on over the past six months, and to upskill some of the front-line staff to be able to train/mentor new staff whilst on shift. The review team felt this was an excellent development for the service and fully support this action.

#### Things Marcus and Marcus Supported Living should celebrate:

- The service is excellent at recording outcomes for its clients, and have built up a wealth of video and photographic evidence that not only acts as an excellent training resource, but clearly shows the progression that the clients it supports continue to make.
- The group reflective approach and the work of the Positive Intervention Team ensure that autistic people are effectively supported in regulating their behaviour.

- Communication tools are adapted to suit the needs of the individuals being supported and are highly bespoke.

## Summary

The awarding panel congratulate Marcus and Marcus upon maintaining the high standards required of Autism Accreditation. The service has demonstrated a strong and continuing commitment to the Autism Accreditation process, this being the third time they have been accredited. The Accreditation review team were clearly very impressed with the quality of support provided by the service and the significant impact it has on quality of life.

## Signed

*Stephen Dedridge*

*Stephen Dedridge  
Senior Advisor (South), Autism Accreditation*