

Browns Living

Assisted Living Development, Management, and Training

Experience • Compassion • Quality

About Browns Living

We are a premier assisted living management company in Wisconsin, specializing in the care of members with complex behaviors stemming from Traumatic Brain Injury (TBI), Developmental Disabilities (DD), and Mental Illness (MI). Our facilities and staff are equipped & trained to care for individuals that require high staffing patterns – 1:1 and 2:1 Caregiver to Resident ratios.

Our Mission

Our mission is to guide and care for individuals with complex behaviors to achieve a quality of life in the community.

Our Values

To achieve our Mission, we strive to be recognized as the premier, preferred provider of complex behavioral group homes. We provide individualized care and services in pursuit of personal growth for our residents. We offer compassionate care in our safe, loving, and welcoming homes.

Our Philosophy

We believe that everyone deserves an opportunity to live a fulfilling life within the community – no matter what behavioral challenges they face. We have experience working with the most complex behavioral health cases. We admit individuals that many other providers turn away. With the appropriate support, home modifications, and care plans, every resident can be given an opportunity to live successfully within the community.

Many times, a person will transfer between multiple residential providers and state institutions before finding long-term stability at a Browns Living home. When a resident has a violent or disruptive behavior in one of our homes, it doesn't necessarily prompt an emergency discharge. Typically, it prompts a meeting with the resident's support team to collaboratively make adjustments to the care and behavioral plans to prevent similar behaviors in the future. Collaboration with case teams and guardians is key to achieving a successful long-term placement.

Trauma-Informed Care

Trauma-Informed Care (TIC) principles guide the service we deliver. We recognize that a person's past has a tremendous impact on how they perceive their current world and respond to it. Through education, understanding, and individualized approaches to assessment, planning, and care, our staff supports each resident with the empathy and sensitivity they need.

Our goal is to teach effective and positive coping skills and strategies that encourage the opportunity to achieve more independent living. We work with residents that have the potential to move to a less restrictive environment over time. Other residents may remain at a Browns Living home where they enjoy long-term stability – perhaps for the first time in their lives. In either case, we help every resident progress each day toward a successful outcome.

Ensuring Each Resident's Long-Term Success Begins Before Admission

We understand that moving to a new home can be very difficult for the individuals we serve. Stress and anxiety associated with a new environment, new caregivers, and new peers can cause behaviors to escalate. With that in mind, training, and preparation before an individual's admission are crucial. Here's how we prepare for admissions:

- We draft very specific person-centered Individual Service Plans (ISPs), Behavioral Support Plans (BSPs), Behavioral Intervention Plans (BIPs), Crisis Intervention Plans (CIPs) Elopement Plans, and if necessary, a Restrictive Measure application. We share drafts of these documents with the resident's care teams so they can offer input and approval – to ensure the best possible plans are in place to support the resident upon admission.
- We work with a resident's prior placement to learn about their likes and dislikes, what triggers behaviors, what de-escalation techniques are most effective, and more. We also allow residents to meet some of their new staff so they become familiar with the people who will be caring for them in their new home.
- We personally pick up the residents and their belongings to make sure they have the items that are important and familiar to them.
- We do all we can to make sure new residents feel welcome and comfortable. For example, we will make new residents feel special by painting their room a requested color, having their favorite food available, or giving them flowers upon arrival. We want every resident's first thought to be, "This is home!"
- We do everything we can to ensure each new placement is a success from the first moment the resident walks through the door.
- We train our staff on how to correctly care for the resident being admitted. We have staff review ISP's and BSP's before working with a resident, so they well-prepared to support that resident.
- ***We can frequently accommodate quick, emergency admissions as well.*** We will modify our admission process and expedite the completion of support plans. We understand that emergency admissions are often necessary for residents with complex behaviors. With the training and experience we have in place, our Care Managers and staff are capable of caring for residents appropriately while we accelerate the implementation of care plans.

Staff are Trained to Care

Caring for a resident with complex behaviors is one of the most challenging and rewarding jobs a Caregiver can do. It requires patience, persistence, focus, and understanding. We target hiring for Caregivers that possess these qualities. Without them, they won't be successful in this profession. Caregivers with these natural qualities are hired and go thru intensive initial and ongoing training that includes:

- Core training such as Handle with Care, Standard Precautions, First-Aid & Choking, Medication Administration, and Fire Safety.
- Managing complex behaviors training that teaches staff how to de-escalate target behaviors, follow a behavioral support plan, and more.
- On the floor training that includes a review of care plans and many hours of shadowing experienced staff as they work with residents.
- New resident training – Each time a new resident is admitted, staff thoroughly review the individual's care plan and are trained to address the new resident's specific behaviors.
- Additional training includes resident-specific and home-specific training, Trauma-Informed Care, empathy, sensitivity, person-centered care, and resident rights.

We Welcome the Most Complex Placements

Browns Living's Caregiver staff get to know our residents very well. Clearly, support teams from the residents' placing agencies cannot spend as much time with their members as we do. We follow strict guidelines regarding incident reporting and provide routine communication with reports and conference calls with the case teams, guardians, and families – as dictated by care plans.

- We document all behaviors, including a narrative of what happened, what caused the behavior, what de-escalation techniques were effective, and any other intervention that occurred.
- We send monthly progress reports that provide a comprehensive explanation of behavior frequency, medication changes, appointments, vocational and educational progress, socialization (family & friend visits and support), outings offered and attended, usage of spending money, progress toward goals, etc.
- We track and schedule all meetings, including six-month and annual reviews. We update all plans and prepare paperwork ahead of time to ensure that meetings run smoothly and efficiently.

Residents Enjoy a Family-Oriented, Home-Like Environment

Residents with complex behaviors thrive in smaller settings.

- For this reason, our largest homes are 8-bed CBRFs. Many of our homes are designed for just one to four residents.
- Our staffing patterns for direct caregivers are typically one-to-one or higher, depending on the needs of the resident.
- Each home maintains a stable, family-like atmosphere that is inviting, comfortable, and non-threatening. Each resident is provided with a furnished private bedroom, three balanced meals per day, and pleasant common areas.
- Home design plays a vital role in each resident's care. Browns Living's homes are modified to provide a safe yet home-like safe environment. If someone has a history of breaking windows, we can install unbreakable safety glass. If there is a history of aggression toward staff, we can build a safe room. If there is a history of elopement, with proper restrictive measures approved by the case team and guardian, we can install delayed egress locks.
- With staff supervision, even the most complex behavioral residents will typically participate in community outings. Activities include baseball games, shopping, eating out, viewing fall colors and Christmas lights, bowling, visiting parks, parades, and zoos. These trips provide valuable opportunities for residents to socialize with the community.