

ASCOT in Practice:

Tinker's Hatch, UK



An interview with Dean Webber, Registered Manager at Tinker's Hatch
by Dr Stacey Rand, University of Kent

03 August 2026

Tinkers Hatch (www.tinkershatch.co.uk) is a registered care setting in Heathfield, East Sussex. It has provided residential, day and respite services for people with learning disabilities since 1984.

Why did you decide to use ASCOT?

Dean: “I was looking for something to use that was suitable for people with learning disability and autism. Many quality of life (QoL) measures are geared towards older people, those with family, who have lived independently at home and now need support.

I came across your website about six months ago. I got in contact with the ASCOT team and spoke with Nick Smith at the University of Kent (ASCOT Implementation Lead). We are using ASCOT now – we are about two thirds of the way through – to gather information from the 26 people we support.

The main benefit of ASCOT is that it gives people ownership. It helps to remind people that this is *their* home and we are supporting them. It's not that they live in 'our' home.”

Have there been any challenges in implementing ASCOT? How did you overcome them?

Dean: “Even though it is quite simple, we have found that we sometimes need to break it down further. A few people can complete the questionnaire themselves. For others, their key worker will ask what matters in their lives – like, activities and doing things they enjoy. We might ask only one question at a time. This has worked ok though. There is a close relationship – we know people well – so that makes it easier to build trust. Taking time is important to get an accurate picture of the person.

We have had to be strict though. Some families want to fill it in for their (adult) child. They still feel they have to be that voice for their child. We have had to explain that we are interested in what their child has to say. We are trying to avoid the ‘Oh, let’s get mum and dad to fill it in’.”

Is finding time a challenge?

Dean: “Yes. But you have no choice when you're doing this kind of thing because it's not taken into consideration by funding. To have time and thought for quality assurance from the people you support, it's never considered, so you don't get any choice to not be creative and find ways and do things like this.”

Do you plan to carry on using ASCOT?

Dean: “We plan to use it as a monitoring tool – maybe collecting information again next year.”

Has ASCOT influenced any decisions or service improvements?

Dean: “No, not yet. We are still gathering information using ASCOT, so it is not yet finished. We are still on the way on how we plan to use it.”