

# Merchants Terrace

## Kings Lynn

### ➤ HOMELESSNESS

At Merchants Terrace, we provide accommodation and support for adults aged 18 and over, who are homeless or at risk of homelessness. There are 13 single-occupancy en-suite bedrooms and five self-contained one-bedroom flats.

- Staff on-site 24 hours a day
- Supported housing for up to two years



**“We support people on their pathways for independence.”**

Local Service Manager, Merchants Terrace

### About Sanctuary Supported Living

At Sanctuary Supported Living we provide supported housing, move-on accommodation, CQC registered services and floating support to help people across England on their pathways for independence.

We specialise in services for young people, homeless families and individuals, people with physical disabilities, learning disabilities and people with mental health needs.

## Accommodation



### Accommodation type

13 single-occupancy en-suite bedrooms and five self-contained one-bedroom flats.



### Location

Merchants Terrace is a listed building in a conservation area, and located by a supermarket, near the town centre.



### Communal areas

A lounge, kitchen, dining room and bathroom with shared garden and courtyard.



### Technology

We can provide assistive technology for additional safety and reassurance, which can be purchased at additional cost.



### Safety and security

Staff are on-site 24 hours a day. CCTV and a secure door access system ensures residents' safety and security.



### Rental agreement type

All accommodation is let on an excluded licence agreement.

## Support

Staff draw up a personalised support plan with residents using the Home Star model, to help them achieve their aims and goals. Our highly trained staff are on-site 24 hours a day.

There is an overnight concierge, and an out-of-hours telephone service, should residents require any further support. We also provide an outreach service for homeless individuals that require support accessing accommodation. Residents can purchase additional telecare technology to further promote their independence.

### Tailored support, advice and assistance includes:

- Maintaining a tenancy
- Managing finances (budgeting and benefits)
- Cooking, cleaning and shopping
- Building confidence, resilience and self-esteem
- Developing hobbies and interests
- Dealing with correspondence
- Accessing education, training and work
- Maintaining health, safety and security
- Signposting and accessing other services
- Planning a successful move-on

## How to apply and eligibility

We accept referrals from Kings Lynn and West Norfolk Borough Council, and other local agencies such as Change Grow Live.

All support needs will be assessed before an application is accepted.

### To be eligible for a place at Merchants Terrace, applicants must:

- Be aged 18 or over
- Be homeless or at risk of homelessness
- Have identifiable support needs
- Be committed to engaging with staff

## Contact us

92-94 London Road, Kings Lynn, Norfolk PE30 5EU

**01553 692 463**

**Merchantsterracegeneral@sanctuary.co.uk**