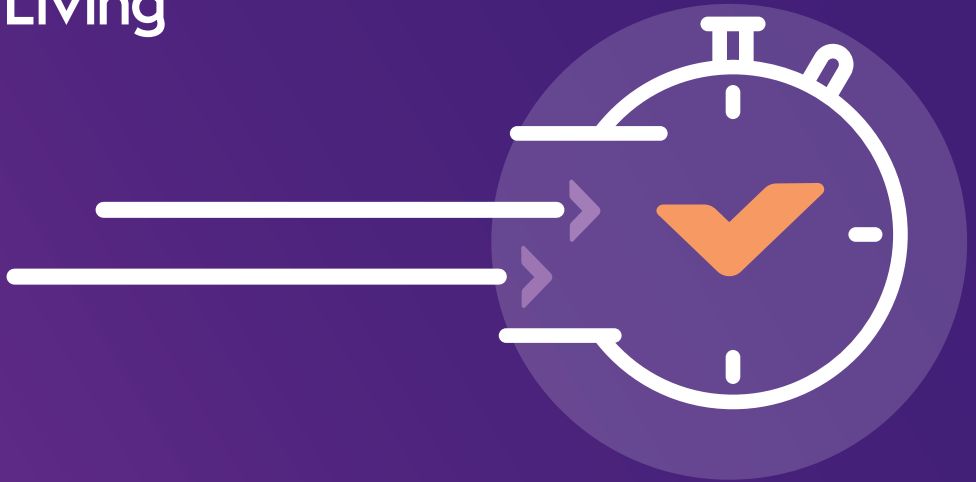


Sanctuary
Supported
Living



Rapid response at home services

personal, domestic, and social care
and support services

pathways for
independence

Registered With:
 Care Quality
Commission



Whether you've just arrived home from hospital or you've had a change of circumstances, our team will support you to get your independence back.

Home from hospital

If you're coming out of hospital, and need some assistance at home, we can provide support. Our committed team of Care and Support Assistants can help you identify what's important to you and get you back on your feet at home whilst supporting you to build longer-term confidence and independence following a stay in hospital.



Admissions avoidance

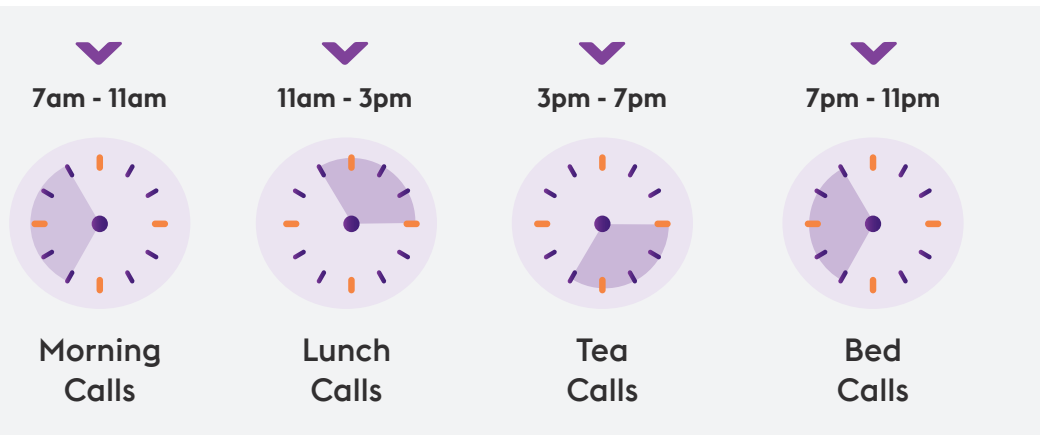
We provide short-term support in your home, if you require care following an episode of ill health or an accident. These services are available seven days a week and operate between 7am and 11pm. Referrals into this service can only be made by a medical professional.



How we can support you

We pride ourselves on supporting you with a flexible service, based on your needs and preferences.

One of the first members of our team you might meet is a handyperson to help make your home safe and accessible. We'll arrange to visit you within the following times:



Visit times and the length of visit will be arranged to match your needs and priorities.

Our team are kind, caring and pride themselves on delivering quality personal, domestic, and social care and support services which may include:



Health and wellbeing



Looking after your home



Out and about

Health and wellbeing

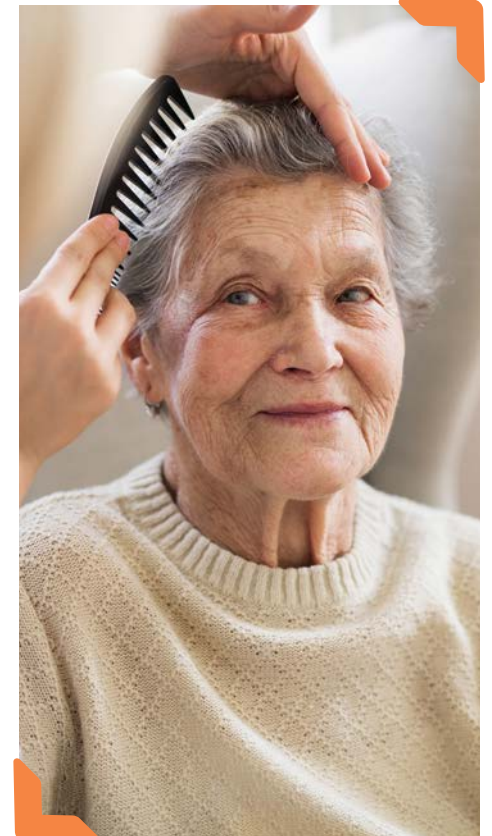
- > Personal care, including showering, bathing and shaving
- > Help with getting up in the morning and going to bed at night
- > Help with dressing and undressing
- > Continence management
- > Assistance with mobility needs
- > Preparing or supporting you to make nutritional meals
- > Supporting you with medication
- > Other general support

Looking after your home

- > Light domestic duties
- > Making the bed and changing the sheets
- > Dealing with household rubbish
- > Shopping and preparing shopping lists

Out and about

We can help to keep you involved in your community and reduce isolation by connecting you to new groups or reconnecting you with old friends or hobbies.



When supporting you we will:

- Respect your dignity, individuality and be inclusive about your preferences.
- Support you to make your own choices around what is important to you.
- Involve your family, friends, and professionals in the support we provide - if you want us to.
- Respect your privacy and keep everything confidential.
- Respond positively to any feedback from you, your family, or others in your support network.
- Ensure that our staff are trained and supported to meet your needs to the highest standard.

When supporting you we will not:

- Accept direct payment for any services or provide financial advice.
- Accept or consume food or drink in your home.
- Provide services if you are smoking in your property. As an employer, we have a duty of care to our staff to protect them from secondary smoke. Please do not smoke whilst we are in your home.
- Bring any unauthorised persons, including family members, into your home.
- Accept gifts and gratuities.
- Provide services when you are not at home.

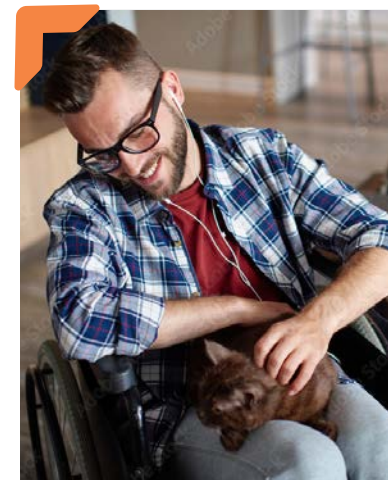
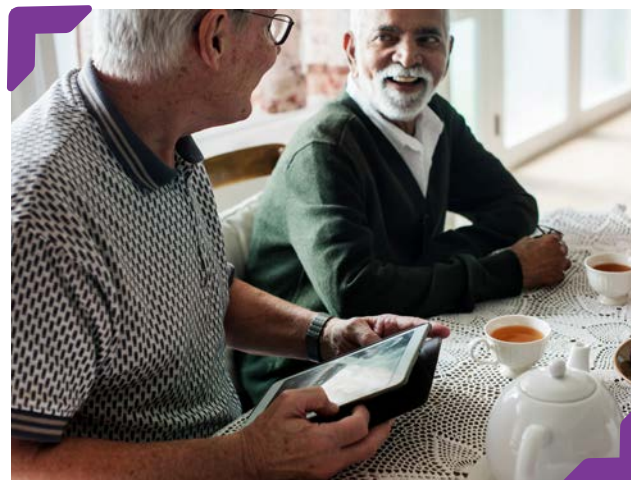


We are not able to give injections, change sterile dressings, cut toenails and/or fingernails. We cannot complete catheterisation, but we can help with catheter care. If you need support and we can't provide it, we will help you to find the right service that can.

Our commitment to quality

We regularly seek feedback and suggestions from customers to improve the quality of our services and customer experience. Please send feedback by completing the 'Contact Us' form on our website or by contacting our regulator, the CQC.

We work in partnership with Anglian Community Enterprise and the North East Essex Clinical Commissioning Group to deliver our services to improve the health and wellbeing of the community and reduce the strain on local services.



Sanctuary
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Living



Get in touch:

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pathways for
independence

Sanctuary Supported Living is a trading name of Sanctuary Housing Association and Sanctuary Home Care Limited, both exempt charities.