

# Sanctuary Supported Living



pathways for  
independence



# About us



Sanctuary Supported Living is a not-for-profit organisation, delivering a wide range of personalised care and support services to people across England. We're a national organisation, but we think locally.

We help people to live as independently as possible through supported housing, Care Quality Commission (CQC) registered services, retirement living services, move-on accommodation, floating support and technology in the home.

## We provide specialist support for:

- › Mental health needs
- › People with physical and learning disabilities
- › Homeless families and individuals
- › Young people
- › Older people
- › People experiencing domestic abuse

Working in close partnership with the people we support, their families, carers and health professionals, we deliver high quality services that support people on their unique pathways for independence.

## Mental health

We offer comprehensive rehabilitation and support, from forensic mental health services, to services for people with mild or moderate mental health needs. We help people to manage their mental health, improve their self-confidence and emotional wellbeing, and maximise their independence through self-development and tailored support.

## Disabilities (learning and physical)

We provide expert care and support for people with varying support needs. This includes mild, moderate, or severe learning or physical disabilities, complex needs or acquired brain injuries. We encourage and motivate people to do as much as they can for themselves by helping them to gain practical and cognitive skills through personalised care.



“Our vision is to support people to achieve their aspirations on their pathway for independence”

## Homelessness

We help people who have experienced, or who are at risk of homelessness, by building their self-confidence and the skills they need to become self-reliant. This may also include supporting them to overcome a dependence on addictive substances, and to break the cycle of homelessness.

## Young people

Our specialist services for young people (aged 16-25) support young parents, those who have recently left care, or those who are overcoming addiction. We encourage young people to focus on their strengths and help them to build positive support networks to achieve their aspirations. This might include returning to education, finding meaningful work, and the skills to live independently.

## Older people

Our retirement communities provide apartments for people aged over 55, or with long-term care needs. With an onsite care team and a range of communal facilities, residents maintain their independence whilst living in a vibrant and active community. Our services focus on wellbeing and inclusion, where people can live happy, independent and fulfilling lives.

## Domestic abuse

As well as providing safe refuge accommodation, our experienced staff offer practical, non-judgemental support, advice, and protection for all victims of domestic abuse. We empower people to live safely and free from fear or harm.



# Housing and Accommodation



Sanctuary Supported Living offers a range of housing and accommodation that meets people's individual needs and naturally encourages independence.

We have a variety of accommodation, from shared houses, to larger purpose-built apartment buildings where people have their own flats with access to communal facilities.

All properties are located in residential areas, close to local amenities, leisure facilities and employment opportunities. Whatever the set-up, we provide a safe and homely environment, where personalised support is delivered to help people live as independently as possible.

We use innovative communication and sensory techniques, including colour palettes, furnishings and accessories which are all designed to assist with safe orientation and control.

Consistent floor colours reduce the risk of falls, contrasting furniture provides visual cues to move people safely if they need assistance, and distinctive door colours help with identifying different areas.



## Supported housing

Supported housing residents have their own tenancy agreements and rent their own home, while receiving support to build the confidence and skills needed to live independently. They're responsible for their own bills and cost of living, which is usually paid for by the benefits they receive, and can be topped up by earnings from any employment.

Typically, people are ready to live independently or move on to alternative supported housing between six months to two years.

## CQC-registered supported housing

Care Quality Commission (CQC) registered supported housing is similar to supported housing but delivers additional personal care services to people with medium or higher-level support needs and who have their own tenancy. These services have a CQC-registered manager. Some people may move into supported housing, or CQC-registered supporting housing following residential care and when they feel ready to live more independently.

## CQC-registered residential care

Residential care or nursing homes are a long-term care option for people with disabilities or mental health needs who are unable to maintain their own tenancy. Residents are encouraged to live as independently as possible, but will receive a high level of care and support from staff who are onsite 24 hours a day.

## Floating support

Floating support is delivered within people's own homes or within the community. Project Workers provide practical support and advice to ensure people can continue to live independently in their own home.

## Achieving greater independence

When the time is right, our staff work with the relevant local authority team to support residents to move into their own home to live independently.

We also recognise that a person may need to move on to a service that offers greater or more specialised support, and we will help them with this transition.



## Technology enabled living

At Sanctuary Supported Living, we offer all types of assistive technology to support people of different ages and abilities to feel confident living alone in their everyday life.

Our packages of technology for the home also provide reassurance so that carers, family and friends can worry less about their loved ones.

Technology enabled living underpins our support and housing, and can also be purchased by people who do not receive accommodation-based support from us.

Through innovative, bespoke, and life-enhancing technology, help is on hand for those who need it, any time of day or night.

We offer a wide range of digital technologies to enable people to live confidently and safely in their own homes and communities - from pendant alarms, lifestyle monitoring sensors and GPS locating devices, to proactive wellbeing support services from our 24/7 team.

We also work in partnership with organisations across the UK to deliver technology enabled living services to their customers. This means we are always at the forefront of technology innovation and customer service.



**“Feeling protected, safe and supported is essential and I think you have this covered wonderfully”**

Resident's family member



## Retirement communities

Our retirement communities offer one or two-bedroom, self-contained apartments for people aged over 55, or with long-term care needs. Also known as extra care services, they are accessible both indoor and out, for peace of mind. Personalised care and support is available from the onsite team if needed. Each service has a range of onsite amenities, such as a restaurant, hairdressers, games room or library. Our Wellbeing and Inclusion team organise activities and events for everyone to participate in as much or as little as they like.

Retirement living properties are designed to ensure that people can maintain their independence and enjoy their later years in their own home. Residents either have a tenancy or they are leaseholders under a shared ownership scheme. This way, they can live independently in their own apartment for as long as their care needs can be met and a certain level of independence can be maintained.

Many of our retirement properties have Taste restaurants. Our restaurants are open to residents' family and friends, as well as the public. Chefs prepare fresh, nutritious meals which include firm favourites at lunch time, as well as delicious cakes and snacks to enjoy with a hot drink during the day.

Food and drink can also be ordered for takeaway, and occasions are regularly celebrated throughout the year with special menus.





# Personalised support



Sanctuary Supported Living provides a variety of services to help meet a range of unique support needs.

Within our disabilities, young people, mental health, homelessness and domestic abuse services, everyone receives a personalised support plan. These plans are designed to encourage residents to take control of their situation, as they work with highly-trained staff to enable positive outcomes. Where appropriate and when full consent has been given, families and loved ones can also be involved in developing and agreeing to the support plan.

The support plan is created using the principles of the relevant Outcomes Star model, which is recognised by the Department of Health, and charts progress in areas such as managing mental health, enhancing living skills, building and maintaining social networks and maximising independence.



By developing a plan together, we can deliver a holistic package of support which also improves physical health, emotional health and general wellbeing. The support, advice and assistance we provide includes:

- Maintaining a tenancy
- Managing finances
- Dealing with correspondence
- Accessing education, training and employment
- Daily living skills such as cooking and healthy eating
- Building confidence, resilience and self-esteem
- Accessing other services
- Developing social skills
- Planning a successful move-on

Within our retirement living communities, residents receive a care and support plan if they are assessed as needing care at the time of their application. The onsite care team can create a personalised care plan which adapts as and when needs change. It considers likes and dislikes, social and emotional needs, living skills and abilities, and cultural and personal preferences.



We promote choice, control and independence, and residents are always treated with dignity and respect. The amount of support available will vary from service to service, with flexibility to meet individual needs.

24-hour onsite support is available at some services with staff either sleeping in or staying awake overnight, if required. At other services, support may only be delivered for a few hours a day or week and will vary, according to care needs. Rotas for onsite staff are co-ordinated to ensure the safety, health and wellbeing of all residents. Our staff receive comprehensive training to safely deliver excellent and caring support.

All retirement living (extra care services) have a care team onsite 24 hours a day. Onsite care and support is provided by our own staff, or by another care provider which is determined by the local authority. Residents can also choose to have care from their own external care agency, if preferred.

Our staff also provide support with housing management, correspondence and money matters, and general household maintenance.



# Next steps

Whether someone needs support to live independently, or to manage higher care and support needs, we are here every step of the way. By receiving the right services at the right time, Sanctuary Supported Living supports people on their pathways for independence.

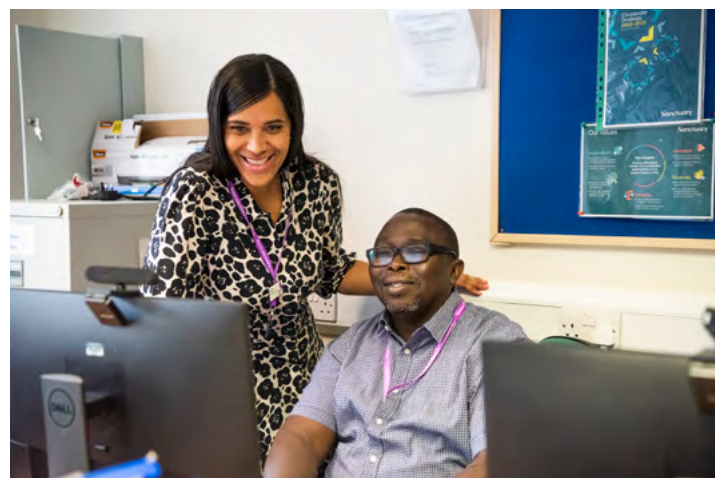
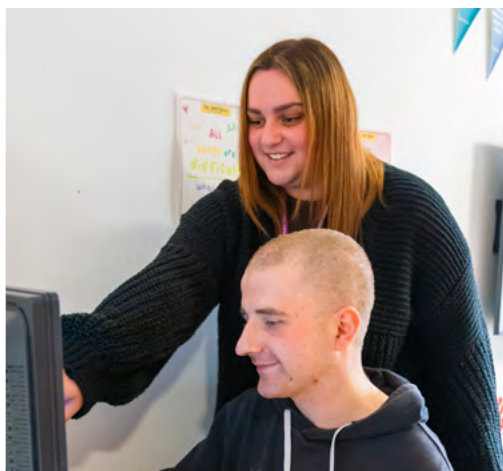
## Paying for care or support

A personal budget is money that the local authority allocates to a person for their care. Usually a social worker or care manager will assess their needs and decide how much money is needed to make sure they get the right care and support.

After an assessment, it is up to the person receiving the care of who, how, when and where they spend their personal budget. Each person can either ask their local authority to pay their chosen support providers directly, or to have the money paid into their personal bank account, for them to pay their support provider. This is called a direct payment.

## How to apply

Some of our services accept direct referrals. They will check a person's eligibility to receive care and support, and work with their local authority to make sure that the relevant assessments are completed. Sometimes a referral is needed from a social worker or team in the relevant local authority.



“I’ve made loads of new friends and I’m **more secure in myself**. If I’m struggling, I know I can talk to the staff here. **They know when to listen, which is really important to me**”

Resident





# Sanctuary Supported Living

If you would like this publication in an alternative format please contact us.

**0330 1233 247**

[Supported.Living@sanctuary.co.uk](mailto:Supported.Living@sanctuary.co.uk)

[www.sanctuary-supported-living.co.uk](http://www.sanctuary-supported-living.co.uk)



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