

Thumbs up from residents for supported housing

February 2022

A Chelmsford supported housing service is officially a great place to live, according to a recent resident inspection.



Sanctuary Supported Living's [Nickleby Road](#), which provides supported housing for adults with a range of learning disabilities, received the visit as part of a Friends and Family test, which invites Sanctuary residents to visit other services and decide if they would recommend their family or a friend to the service if they needed it.

The results of the test said that they are 'extremely likely to recommend' Nickleby Road to friends or family, with no recommendations to improve.

The resident inspectors looked at every aspect of life at the service - from the layout of the buildings and facilities - to cleanliness, and chatted with residents about what's on offer. Nickleby Road's residents said that they feel safe and happy, and have confidence and trust in staff. They added that it's "good to have shared living as they can help and support each other" as well as having their own independence, with Sanctuary Supported Living staff available to offer support when needed.

Residents have access to a music room with drums and other musical instruments, or do arts and crafts with support from visiting specialists. They recently arranged for a mobile petting zoo to visit and even had a visit from a horse from a nearby equestrian centre.

The report commented on the large garden with plenty of space for barbecues, a seating area and a place for residents to grow fresh fruit and vegetables.

The inspectors added: "We were given a great overview of the service including examples of how staff celebrate success with residents such as using the washing machine for the first time or preparing a healthy meal. Celebrating the small things are important and help clients to achieve their potential and goals".

Michelle Gilbey-Mills, Local Service Manager, said; "We're thrilled with the amazing feedback from the Friends and Family test. The residents here are always our priority and I'm so proud of the enthusiastic team who keep that at the heart of everything they do. I'm so glad that it's been recognised by other people visiting the service."