



**MENTAL
HEALTH**

DISABILITY



**YOUNG
PEOPLE**



HOMELESSNESS

ABOUT US

We are a not-for-profit organisation, delivering a wide range of personalised care and support services to people across England. We are a national organisation, but we think locally.

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

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

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 pathway to independence.



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Our vision is to support you to achieve your aspirations on your pathway to independence.

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Mental health

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

Disabilities

We provide expert tailored support and care for people with a range of 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.



Young people

Our services for young people (aged 16-25) have a range of specialisms, such as supporting young parents, those who have recently left care or 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, whether that is returning to education, finding meaningful work or something else.

Homelessness

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

HOUSING AND ACCOMMODATION

We offer a range of housing and accommodation that meets peoples' 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.

Our properties are all 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 you live as independently as possible.

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. Individuals are 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

CQC registered supported housing is similar to supported housing but additional personal care services are delivered

to people with medium or higher level support needs, who have their own tenancy. A manager registered with the CQC is also in place. Some people may develop their skills so that they can move into supported housing or may move to this service after receiving residential care.

CQC registered residential care

CQC 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, where 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 on occasion 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 AND INNOVATION

Sanctuary365 is our specialist in-house assistive technology provider. The innovative, bespoke and life-enhancing technology it delivers underpins the personalised support packages we offer.

Pull cord or pendant alarm systems immediately alert a member of the onsite team or 24-hour contact centre that support is needed and assistance will be sent. Pendant alarms will even work in the garden, so you can feel confident and safe throughout your home. Movement sensors for automatic door access or lighting are amongst a range of subtle technology that we can install, to provide reassurance and assist with everyday life, so you can live as independently as possible.

We also 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 transfer safely and distinctive door colours help with identifying different areas.



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We're very much supporting Nicky [pictured] to have a much greater degree of independence than was thought possible before he moved in.

Jane Adams, Deputy Manager

Romanby Crescent

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PERSONALISED SUPPORT

We provide a variety of services to help meet a range of unique support needs.

Everyone receives a personalised care and support plan, which they will have control of and develop with staff. Where appropriate and when full consent has been given, families and loved ones can also be involved in developing and consenting 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 the plan together, we can deliver a holistic package of support which also improves physical health, emotional health and general well-being. The support, advice and assistance we provide includes:

- Maintaining 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



Our staff treat residents with dignity and respect, and promote choice, control and independence at all times.

The amount of support available will vary from service to service, with flexibility to meet individual needs. Some services have 24-hour onsite support in place, with someone 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. Rotas for onsite staff are co-ordinated to ensure the safety, health and well-being of all residents. Our staff receive comprehensive training and have the competence to safely deliver excellent and caring support.

NEXT STEPS

Whether you need support to live independently or to manage higher support needs, we are here every step of the way. By receiving the right services at the right time, we'll support you on your pathway to independence.

Paying for support

A personal budget is the money that the local authority allocates to an individual 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, individuals have the choice of who, how, when and where they spend their personal budget. Each person can ask their local authority to pay their chosen support providers directly or to have the money paid directly to their personal bank account, for them to pay their support provider – this is called a Direct Payment. Contact us to find out how you can apply for our support.

How to apply

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

Visit our website www.sanctuary-supported-living.co.uk for more information and to search for local services. Alternatively email Supported.Living@sanctuary-housing.co.uk or call 0330 123 247 to get in touch with your local team.



With the help of staff and my parents, I've been able to grow into the strong woman I am.

Charlotte Postings, resident

Avalon House



PATHWAYS TO INDEPENDENCE

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

www.sanctuary-supported-living.co.uk

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