



Supported LIVING

Supporting people with learning disabilities and complex needs to live in their own homes and communities.



CaritasCare

Making lives better



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Hello, Welcome to Supported Living Services

A service supporting people with learning disabilities and complex needs to live in their own homes and communities across Lancashire.

At Caritas Care we believe that everyone deserves chances, choices and opportunities to allow them to live the best lives they can.

The services we provide are dedicated to making a positive difference to the lives of all children, families, communities and people with learning disabilities. We support people in building the lives that they want, and we believe that everyone has the right to be able to reach their goals and aspirations, no matter what their background may be.

We understand that looking for supported living or support in your own home for your family member can be a daunting and worrying time for you and your loved ones. There will be so many concerns and questions that you will have...

Will my family member be happy?

Will they receive the right kind of support to meet their needs?

Will they get on with the people they live with?

Will they receive the support they need both emotionally and physically?

Choosing the best fit for your loved one (and for you) is a big thing!

So let us try to put you at ease...

Our Supported Living Service provides support to individuals with learning disabilities in houses across Lancashire to live independently. We also support people and their families in their own homes.

We firmly believe that people with learning disabilities should have the choice of where they live, and be supported to learn new skills to increase their independence.

We work to help this happen by:

Encouraging people to grow in confidence so they can reach their potential in a way that they choose to.

Empowering people to take control of their lives in a safe supportive environment.

Assisting people to live independently, make their own decisions and respecting those decisions.

Developing people's skills and creating new opportunities, ensuring their voices are heard.

Promoting health and wellbeing.

Supporting people to access facilities within the community.

Support available up to 24 hours a day.

Meet Chris

Chris is described as 'always thinking about others and wants to help people. He's a loveable character who has the ability to put a smile on anyone's face'.

Chris has mild mobility issues and learning disabilities and requires day-to-day support to enable him to live independently in his own home.

Chris is a well-known and popular character within his local area and regularly attends meetings about issues affecting his community directly. He wants to make it a better and safer place for people to live and enjoy.

Chris has learned new skills and can now use the microwave and set timers to allow him to be more independent around meal times. He is learning to manage his budget and has an awareness of how to keep himself safe from cold callers etc...

He has support with cleaning, attending appointments and planning his menus to ensure he has a healthy diet.

Chris loves Preston North End and attends every home game. He receives support to enable him travel to and from matches.

Without the support he receives from our team of Support Workers, Chris wouldn't be able to enjoy an independent life living in his own home.

This resource for Chris is vital in allowing him to live the best life he can and enjoy the things he likes the most.

There are a host of stories we could tell you about Chris, his big personality and his love of helping others!



We support people with many different things. Some people need encouragement and someone to guide them, whilst others need daily physical and medical assistance.

Support for people with mild to moderate learning disabilities

For some, supported living is a stepping stone to living independently with minimal support. It prepares people to develop the skills to live as independently as they can within their home.

We place great importance on empowering people to make decisions about their own home, the people who live there and the sharing of all household tasks. We arm people with the appropriate support to do so. We believe that it is important to include routine into our lives. This is why everyone in our households has a schedule to help them with their day to day tasks and activities.

The schedules are very important to help the people we support to develop new life skills and routines for them to live independently. Each task on the individuals schedule is sectioned off into bite-sized pieces and within their capabilities. Tasks include, cooking, housekeeping, shopping, cleaning and activities engaging in their favourite hobbies and socialising in the community.

We are always on hand to support people with GP reviews and other health appointments such as attending a dental or opticians appointment, supporting them to follow advice given by medical professionals.

Our service is completely person centred and based around social care values and core principles.

Meet Freddy

Freddy moved into supported living with Caritas Care in early 2019.

After a short period of adjustment and getting used to his new environment, Freddy soon settled in his new home.

Freddy is doing really well in supported living, he has weekly schedule that he enjoys and works with his staff to make sure his day to day needs are met.

Freddy keeps himself active, he attends the local leisure centre 3 days a week where he goes to the gym and goes swimming. He also works voluntarily 3 days a week, which is something that he really enjoys and always has excellent feedback.

Freddy makes the best poached eggs and loves cooking!

While being at Caritas Care, Freddy has been able to experience his first ever holiday. He enjoyed a trip to Disneyland Paris with a friend and is looking forward to being able to go on more holidays in the future.

Freddy says he loves his life and is very happy.



Support for people with profound learning disabilities

Some people still live with their families and we work together to provide this support within the family home. We offer a 24 hour day and night service dependent on the level of need.

Sometimes people need more specific clinical support and we are able to provide this as well as all other day to day support with things such as eating, personal care, medication and social activities.

For some people and their families having this support has a huge impact on them, it allows parents/carers to have time for themselves and to do the things they enjoy, safe in the knowledge that their loved one is cared for by people whom they come to know well and enjoy spending time with.

We work closely with all our families to put together a Support and Health Action Plan that is mutually agreed. This is very important in ensuring that we meet each individual's needs and includes a robust Risk Assessment and Hospital Passport.

Hospital Passports are important documents as these accompany the person to their GP and hospital appointments. It provides the medical professionals with all the information needed to treat the person in a way they will understand and break down any barriers in terms of communication, their fears, physical and social requirements.

Our team also have a range of skills to support people who need additional medical care including epilepsy; gastrostomy; gastrojejunostomy, tracheostomy; oxygen therapy, oral suction, and cough assist machine usage.

We are fortunate to have access to a General Staff Nurse who is based at one of our day services (The FX), who can support and offer advice on all aspects of medical care.

Meet Lynnsey

Lynnsey has Cerebral Palsy. She is also non-verbal and suffers with epilepsy and respiratory conditions. Lynnsey needs support to meet her everyday needs such as, feeding, washing and using the bathroom. This support is vital in helping her to live a full and active life, have fun, and remain at home with the love of her family around her.

Pam, Lynnsey's mum says, "Lynnsey loves people, she loves attention and is very loving and affectionate. She often puts her arms up for a hug from me or her carers and always has a big smile on her face."

Lynnsey enjoys many activities and is always happy to join in. Her favourite activities include, trampolining, bowling and swimming. She also loves going on holiday to Brickhouse Farm in Poulton-le-Fylde with her carers.

Pam said, "We don't know what we would do without the support of Caritas Care, it doesn't bear thinking about. I can't describe the pressure and stress it takes off the family – we would be totally lost without it. Having people you can trust gives you peace of mind and the reassurance that Lynnsey will always be in safe hands."





Social Interaction

Social Interaction

All staff engage with service users promoting inclusion and social interaction. We support continuity of care and build relationships with family members/carers. We ensure communication is encouraged and maintained between everyone.

Our focus is to give everyone the opportunity of progression, to grow and learn new skills, and to build social interaction encouraging self-confidence and self-worth.

Our social interaction activities include:

Cinema

Bowling

Community Based
Activities

Meeting Friends

Encourage Family
Relationships

Holidays

Days Out

Help with
Shopping

Independent
Living Skills

We have also enjoyed trips to Beamish, Tenerife, Majorca, Ribby Hall and going on cruises.

Story: Cruising the Med...

Katrina, Kerry and Gemma had a trip of a lifetime when they set sail on the Cruise Liner Britannia to discover the gems of the Mediterranean. All three played a huge part in saving, planning and deciding where they wanted to go and what they would like to see.

Their exciting adventure started early morning when they set off by luxury coach from Preston to Southampton where they embarked on their cruise ship to enjoy this trip of a lifetime! They visited Bilbao, Gijon and La Coruna in Spain, and St Peter Port in Guernsey.

The ladies loved dressing up and watching the entertainment on-board, the freedom and flexibility of being able to eat whenever they wanted - and whatever they wanted too!

“

Katrina, Kerry and Gemma would not have had the opportunity to experience this trip without the support of the Supported Living Team. This is a fantastic example of the friendships made through the service and the amazing activities some of the people we support can have access to.

”

**Martin Layton,
Learning Disability Services Manager**

Caritas Care's Supported Living Services have always been there for the family - we could not have managed to care for our daughter at home without the care, compassion and dedication of the team.

Supported Living Services understands what additional pressures and stress are on the family when caring for someone they love and are committed to providing the best quality of life as possible, irrespective of the challenges.

The Health & Wellbeing of the people we support is important to us. We use a range of activities and experiences to ensure emotional and physical needs are met.

Making friends and trusting relationships brings a sense of community and contributes to the emotional wellbeing of everyone. Creating long lasting and happy memories for all who use our services is really important to us...above all we want to share smiles and laughter and know that we are making lives better for everyone we support.

Gym Membership

Swimming

Healthy Eating

The Health & Wellbeing of the people we work with is important to us. We use a range of activities and experiences to ensure emotional and physical needs are met. We work alongside other professionals to ensure the support received is appropriate to the individual and is delivered safely.

Health & Wellbeing is promoted throughout our Supported Living service and across the wider Charity.

We use a range of activities and experiences to ensure emotional and physical needs are met. Such activities might include:

- **Diet:** healthy foods including shopping, preparing and cooking meals.
- **Exercise:** We explore lots of different ways to suit all individuals including visits to the local gym, swimming and outdoor activities.
- Working with other health care professionals for advice on a range of health issues.

We want to do all we can to help people stay healthy and support people to keep well. We are always happy to give guidance and support to families and individuals with any concerns they may have.



Learning &
Development

Our experienced team support individuals to acquire new skills, develop existing ones and encourage self-recognition and awareness of their own development. We recognise that people have many different interests and learn in a number of ways, so we provide support in a flexible and engaging way.

Learning can happen in many different ways and we will work on a 1:1 basis to achieve individual goals. For example, we work with an individual to prepare for a meal by choosing a recipe, shopping for ingredients, preparing and serving it.

We offer many training opportunities such as:

- Safety 'Out and About'
- Emotional and psychological Safety
- Being safe with our money
- Safety 'within the home'

We also encourage people to consider volunteering and work experience opportunities with local businesses. We believe that everyone should have the chance to experience work life as part of their independence. We will support such opportunities as when we feel it would be beneficial to each person.

Meet Joshua

Joshua came to Caritas Care's Supported Living Service in July 2018 from his family home following a period at the Beaumont Residential College. Joshua continues to have strong family support and visits them regularly and enjoys going on family holidays.

Joshua took time to adjust to supported living. He is thriving in the environment today, has fantastic relationships with both the housemates he lives with and the staff team that support him.

He enjoys his weekly activity schedule, especially going ten pin bowling, bowling is always the activity of choice as he really enjoys it.

Joshua spends one day a week at Caritas Care's Day Service, Vision In People (VIP), where he enjoys doing crafts, painting and taking part in the Friday exercise Yoga.



Communication

We recognise the importance of communication for everyone. We want people to feel listened to and have their wishes taken on board.

We promote total communication and recognise that talking is just a small part of communication. We want to do all we can to put people at ease and help them develop in how they can express their wishes and feelings.

We know that the people we support have a broad range of communication and this is embraced. By providing person centred support to every individual we strive to help them maximise how they communicate.

We support people by using a wide range of communication tools, including: talking, signing, body language, picture cards, and tablets/computers. We also use more creative mediums such as music and drama to encourage people to learn and develop in a more relaxed and fun way!



Keeping people safe and information about them secure is an important part of the service we offer. Our Privacy Policy can be viewed on our website www.caritascare.org.uk

We acknowledge we have a duty of care to safeguard the people who we support and are committed to ensuring safeguarding practice reflects our responsibility as a supported living service. You can view our Safeguarding Policy on our website www.caritascare.org.uk

Caritas Care will listen and respect the people we support and their families. It is inevitable however that we will occasionally get things wrong and we need to be made aware of this so that we can put things right. If you have a comment or complaint about any aspect of the service we have provided, please speak to a staff member, or one of our management team.



Frequently Asked Questions

What is Supported Living?

Living in your own house or a shared house with two or three other people who you get on with. You have staff available 24/7 to help you with tasks and to live successfully in your own home. There is also a 24/7 On Call service that has a Manager on the end of the phone.

What will I do in my Supported Living House?

You will do everything that anyone else does, including cleaning, cooking, paying bills, going to work if you have a job and going out socially with friends and family.

What is the age of the people you support?

Anyone over the age of 18 can have their own tenancy agreement. Currently people supported range from 24 to 70.

Can I have my own things in my house?

You are supported to choose and buy your own furniture for your bedroom and along with your Co Tenants choose the furniture for the rest of the house. You will be encouraged to personalise your home.

What is the staff ratio?

Before anyone moves into his or her own home, an agreement will be made about how many hours of support are needed. There will be a staff member on duty 24 hours a day for everyone in the house and you will then have some 1 to 1 hours dedicated to you.

What daily activities will I be able to do?

You will have a choice of what you want to do and be supported to undertake any activities you choose – this could be shopping, cinema, theatre, bowling, dancing, voluntary work – the list is endless and you will be supported to make your own choices.

Will I be able to go on holiday?

You can go anywhere you choose. We have supported people on holidays in the UK, Spain and the Canary Islands. Just like anyone else, you choose your holiday from a brochure and Staff will travel with you to provide a holiday companion and support

My daughter has complex needs, how will you ensure her needs will be met?

The Supported Living Services Manager will undertake a full assessment of need and ensure the new home has all the adaptations that are needed. We liaise with Health Professionals to ensure all needs are met.

Got a question?

Please feel free to give us a call on **01772 584999** if you have a question about our Supported Living Service.

Contact us today on:

t: 01772 584999

for an informal chat or visit our website

caritascare.org.uk

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