



Choices Healthcare

Supported Living Services

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CHOICES HEALTHCARE LTD
Enhancing Your Life Through Quality Care

About Us

Choices Supported Living Services support people with challenging mental health conditions and learning disability. Our services provide a safe place for our residents to live, learn and make the transition into independent living. Encouraging them to focus on their strengths and build positive support networks to achieve their aspirations including access to education, employment and training as well as making new friendships.

We provide accommodation and support not only for people with mental health challenges and learning disability but other varying needs which may include:

- Overcoming addiction or substance misuse
- Experiencing family/relationship breakdowns or domestic abuse
- Care leavers needing to acquire skills for independent living

All support is personalized through a structured support plan and implemented by our team consisting of professionals, highly skilled, experienced and regularly trained staff, including on-call Social Workers.

“The wellbeing and progress of our residents is at the heart of what we do”

- **Service Manager**

Aims & Objectives

We understand that not everybody is equipped to cope with the responsibility of looking after themselves and dealing with some of the complex issues they have had to try and deal with in their lives. The aim of our service is to help our residents to address any challenges they face and make the transition to living independently in the community. Ultimately, supporting them to gain the skills and confidence necessary for independent living, to prevent them from homelessness and social exclusion.

At the core of our service is a culture that respects and values each other's differences, which promotes dignity, diversity and equality, and we ensure that all our staff members are suitably trained in all aspects. Thus, positively responding to any religious, cultural, language, gender, sexuality, disability, age and communication needs of our service users.

The desired outcome of the service is that we will have secured a better future for our residents by ensuring they have the same opportunities and aspirations as other people living in the community. Whilst devising a safety net should any serious incidents occur.

Our Approach

For our service to be as effective as possible and to develop as well as sustain a flexible and responsive service, we are committed to:

- ✓ Providing and maintaining a safe and comfortable environment.
- ✓ Promoting openness and transparency.
- ✓ Focusing on the core values of being non-judgmental and providing high standards of care/support and empathy.
- ✓ Consulting and working in partnership with our residents and other relevant key people.
- ✓ Promoting their awareness of their rights and responsibilities.
- ✓ Encouraging them to make informed choices and develop the skills needed to live independently.



Our Support

The support we offer is based on an assessment of person centred needs and in accordance with their agreed individual support plan. We provide flexible support, from just a couple of hours each week to 24-hours a day. This may include:



- ✓ Practical support with daily living skills such as shopping, budgeting, and maintaining a healthy diet.
- ✓ Guidance to access education, apprenticeships, employment opportunities and leisure.
- ✓ Attending local activities including day centres.
- ✓ Support to address personal, emotional and health issues.
- ✓ Guidance in helping them to stay safe
- ✓ Support to access housing, and the understanding and maintenance of tenancies.

Our Houses

We currently have three accommodations across South East England, specifically, East London, South East London and Suffolk. All our houses are fully equipped and furnished, together with communal access to a smart TV, highspeed Wi-fi and desktop computer, to make it as homely as possible for our residents. All the necessary health and safety, and security measures have been undertaken to ensure full safety. Each house consists of a staff room/office with staff onsite 24/7.

With a positive outcome approach to our support, all our houses are ideally located within close reach of good transport links and local amenities including restaurants, supermarkets, educational and recreational facilities, day centre, and plenty of green spaces all within a short walk away.

Alphabet House

10 Alphabet Square, London, E3 3RT

Alphabet House is a four story terraced house that sits within a scenic private gated development. **Facilities include:** five bedrooms (two with en-suite), a communal open plan living/dining area and two bathrooms.



St Edmunds House

9 St Edmunds Close, Erith, DA18 4DU

St Edmunds House is a three story terraced house that sits within a quiet cul-de-sac surrounded by lovely greenery. **Facilities include:** five bedrooms, a communal reception area, games room, spacious kitchen with dining area, one bathroom/two toilets and a good sized garden.

Chaffinch House

**2 Chaffinch Road, Bury St Edmunds,
Suffolk, IP32 7GN**

Chaffinch House is a three story detached house sitting amidst picturesque villages offering a wide range of good local amenities. **Facilities include:** five bedrooms (three with en-suite), two reception areas, one bathroom, spacious kitchen with dining area and a well kept garden.



Referrals and Admissions

We work in partnership with families (where appropriate), educational institutions, Probation Services, Local Authorities, or any other agencies involved in the individual resident's support. We accept referrals from all London and Greater London Local Authorities, undertaking both planned and unplanned referrals. Once a referral has been accepted and a conditional offer made, the prospective resident will have the opportunity to visit the preferred house and make a decision in taking up a tenancy with us.

From the point of admission, each individual's support needs will be catered for, this includes providing a welcome pack of toiletries, towels, beddings and basic food resources, as well as an information pack with an introduction to the service, the chosen house and the local area.

Get in touch with us via any of the methods below to discuss further.

Contact

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Out of Hours: 07863 110 291

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