

# Supported / Semi-Independent Living Service

Community and domiciliary support for those with learning difficulties, autism, mental health conditions and challenging behaviour.



We help people to live as independently as possible in residential settings. Users of the service are offered support in all areas of their daily living.

All of our service users have access to our friendly and caring staff whenever they want or need it.

In addition, each service user has one day a week when key workers are at their full disposal, helping them with cleaning their home, decorating, shopping or taking part in activities.

The high standard of support we provide is ambitious and continues to become increasingly centred around the wishes of each service user.



## FIND OUT MORE

To find out more about what we offer,  
call us on 0203 869 2455  
or email [info@myrtlehealthcare.co.uk](mailto:info@myrtlehealthcare.co.uk)

We ensure people live in neighbourhoods that they like and which meet their needs. We provide 24-hour support where needed.

People are allocated a key worker as soon as they join us. The key worker works with them and - when appropriate - with their family members or friends to draw up person-centred plans based on:

- Identifying what support they need
- Setting individual goals
- Discussing what activities they enjoy

We support people to live their lives to the full at home and out and about.

We have several activities lined up which include but not limited to:

- Social Events
- Cinema & Theatre
- Sports & Fitness
- Martial Arts
- Shopping
- Pottery
- Cooking
- Site Seeing & Landmarks
- Holidays

## WHO WE SUPPORT

We can offer help to anyone who needs some support to live independently.

Our current service users have learning disabilities and some have autistic spectrum and mental health conditions.

## OUR HOMES

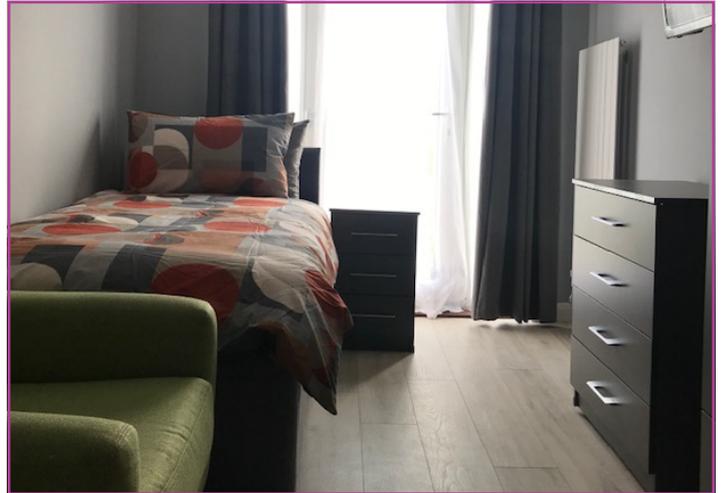
We support our residents to live safely and independently in residential settings within the community.

Most of our current service users live in a shared setting sharing some facilities and communal areas for meetings and socialising with friends and neighbours.



# OUR SERVICES AT A GLANCE

- Specialist supported living and community domiciliary outreach transition services
- Innovative support programmes in a safe and caring environment
- Independent living in safe accommodation
- Support in accessing education and paid employment prospects
- Progression through a care pathway that fulfils each individual's maximum potential



# ABOUT US

Myrtle Healthcare supported / semi-independent living service provides an innovative and creative support which enables people with learning disabilities, autism, mental health conditions and challenging behaviour to live the lives they want and have the opportunities they deserve.

Myrtle Healthcare are passionate about quality, and we specialise in supporting people to achieve their full potential. We believe in the potential of everyone we support and enable them to work towards their goals, live more independently and take control of their lives.

We listen to each person to understand what they would like to achieve in life. We then work closely with them, their family, circle of support and other professionals to define goals and work together to achieve them. Through our outcome focussed approach, we provide support that is designed around each person's individual needs.

Our specialist service is for people who want to live a more independent life, for individuals who want more choice and control, and who want to have a personalised service to meet their needs.

We provide a variety of person-centred support and accommodation for people with a range of emotional, physical, and learning needs across London, Kent and Surrey, and we work with people on all aspects of daily living skills and individual goals, such as:

- Domestic tasks (shopping, cooking, laundry, cleaning, etc.)
- Finance and budgeting
- Help claiming appropriate benefits
- Access to leisure and social activities
- Access to medical and dental care
- Maintaining links with friends, family and the local community
- Finding employment
- Any other assistance that may be necessary to lead a fulfilling life

We support and enable individuals who may also have other complex needs associated with challenging behaviour, physical disability, autism or other healthcare needs – often requiring adapted environments or support arrangements to provide stability and limit damaging rejections, unplanned upheavals, and placement breakdown.

Our service also helps with domiciliary care that can support individuals in their own homes and in local communities, to develop their independence and reach their full potential. We can provide 24-hour support if needed and can ensure that the support we provide focuses on giving people a real choice on what they want to do with their lives, how they want to do it and in a way which promotes participation, presence and inclusion.

# FLEXIBLE PACKAGES GIVE INDIVIDUAL CHOICE

As the support and enablement needs of people can change constantly, we offer a flexible and responsive approach to our packages of care with a range of services that enables and empowers individuals with learning disabilities, autism or mental health needs to live a fulfilling life of their choice and, where possible, in their local community. Our Supported Living services offer innovative programmes which are highly focused on helping people to be as independent as possible within their own homes and in the local community.

The more stable everyone's placement is, the better outcomes are likely to be. By encouraging people to take control and have belief in their potential, we can make positive outcomes a reality for everyone, regardless of age or presumed ability, by creating pathways that support individuals through residential to community living, delivering measurable results for both local authorities and the people who use our services.

## PERSON CENTRED PLANNING

Our staff support each person to create a person-centred plan that tells us how they want to live their life now and in the future. Through a range of communication tools, we ensure that each person is closely involved in the development of their own plan.

- Working towards independence with personal care tasks
- Skills building to manage money
- Travel training to gain confidence and independence
- Learning to stay healthy and exercising
- Support with medication and health appointments
- Discovering new hobbies, getting out and having fun!
- Accessing vocational training and work experience
- Managing correspondence and bills
- Building social skills and expanding social circles

All of our supported living services provide bespoke packages of up to 24-hour support, including overnight support when needed. This can be provided within the family home or a person's own supported tenancy.



# FULFILLED LIVES

At Myrtle Healthcare, we place strong emphasis on listening to and supporting each service user in achieving their goals, realising their dreams and aspirations, and planning a more individualised and fulfilled lifestyle.

Our approach to this includes longer term planning and sets out achievable goals which individuals can work towards over a period – ranging from making a cup of tea, employment, learning to ride a bike, through to having their own tenancy agreement and home in the community.

Our programmes of activities could include:

- Hobbies, interests, or sports activities
- Work placements, voluntary or paid
- Working towards greater independence
- Helping keep the home neat and tidy
- Aspects of personal care and hygiene
- Working towards their goals and aspiration



## MYRTLE HEALTHCARE INCLUSIVE CARE APPROACH

Myrtle Healthcare strongly believes that everyone should have a 'Voice'. We operate an all-inclusive process where our service users play an important part of the Company's decision-making process and are responsible for a busy programme of events ensuring that everyone's views, thoughts and ideas are heard. It is also a process of empowerment, enabling those with the least voice to have their say by:

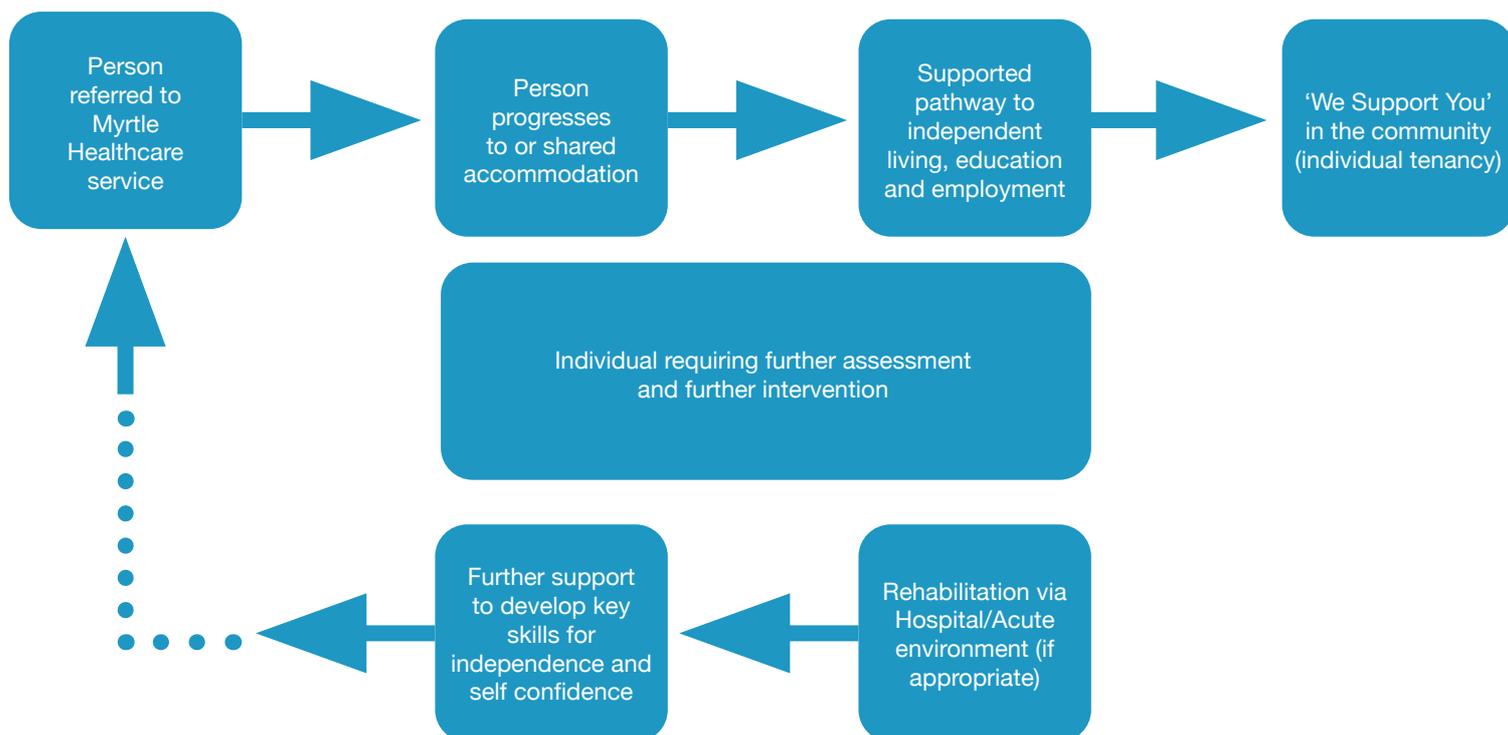
- Meeting regularly to discuss aspects of the services they receive and to explore new opportunities.
- Planning Myrtle Healthcare service led social events including birthdays, community open days, summer BBQs and occasions abroad.
- Carrying out surveys and participating in presentations at management meetings.
- Involvement in multi-disciplinary team (MDT) local action groups, so that every person we support has choice and control over their lives.
- Increasing awareness amongst the people we support about the opportunities and benefits of training and paid employment.



# SAFEGUARDING

Myrtle Healthcare is committed to protecting all our service users and ensuring safeguarding best practice is followed at all times. We strive to maintain a transparent and open culture where everyone feels safe and able to share any issues. Concerns relating to safeguarding are always listened to and taken seriously, and we work in partnership with the relevant agencies across our full range of services.

The group has robust national and local structures in place to manage safeguarding, and our clear policies and procedures are supported by delivery of high quality safeguarding training for all staff.



## REFERRAL AND SUPPORT SERVICE

Finding the most appropriate care and support can seem complicated. At Myrtle Healthcare, we can offer advice about accessing benefits and funding and working out budgets. For anyone with an Individual Budget or Direct Payment in place, we can offer support to decide how to spend your budget to make sure you can live the life you want.

Referrals may be made through:

- The individual's Social Services Department management team or, if relevant, their local Health Authority
- By the individual (or an appropriate adult acting on their behalf) who wishes to use Direct Payment or Individual Budget, or who is self-financing.

## CONTACT US

To make a referral or for enquires and further information, call us on 020 3869 2455, send an email to [info@myrtlehealthcare.co.uk](mailto:info@myrtlehealthcare.co.uk) or visit our website at [www.myrtlehealthcare.co.uk](http://www.myrtlehealthcare.co.uk)