

Services for adults with disabilities



# Gateshead east supported living service

Statement of Purpose

# Gateshead Council Supported Living Services

## Mission Statement

To support and enable people with a learning disability to live successfully in the home and community of their choice; to ensure that tenants have choice and control about where and with whom they live, and to provide high quality, person centred support to promote independence.

## Contents

- 1 Service description
- 2 What we do
- 3 Who can use the service?
- 4 Who provides the service?
- 5 Outcome and quality standards
- 6 Dealing with Concerns/Complaints/Compliments

## Contacts

For more information on the Supported Living Service you can contact:

Kath Liddle, Manager

Tel: 0191 433 8241

Email: [kathrynliddle@gateshead.gov.uk](mailto:kathrynliddle@gateshead.gov.uk)

Helen Morris, Team Manager

Tel: 0191 433 2381

Email: [hmorris@gateshead.gov.uk](mailto:hmorris@gateshead.gov.uk)

## Different Formats

If you would prefer this leaflet in large print, Braille or on audiotape, CD/MP3 or in a different language please call 0191 433 8241.

## 1 Service description

East of Gateshead Supported Living Service supports adults with learning disabilities to live in their own homes in the community of their choice. Each service provided will be different, as we believe there is no typical supported living service and that each service should be based on the needs and wishes of the individual.

We provide support in a flexible way to ensure every person who uses the service has the individual support they require.

## 2 What we do

The service provides **Housing** and **Social Care** support.

Housing support is supporting people to maintain their tenancy and their home, we do this by assisting people with money, bills, repairs, decorating and insurance.

**Social support** is assisting people to have quality of life, we do this by assisting people to access, health care professionals, social events, and ensuring their emotional, spiritual and psychological needs are met

This support can range from a few hours to 24 hours a day support depending on the needs of the individual.

We:

- Support people to maintain their tenancies
- Provide individual services which meet the needs and wishes of the person
- Make sure that people can live as fulfilling a life as possible
- Provide an appropriate level of support to make sure that people can live safely
- Help people to access a range of activities and services in the Community including health services.

## 3 Who can use the service?

Individuals can apply for the service if they:

- are 18 years of age or over
- have a learning disability
- live in Gateshead
- have a Community Care assessment of need

#### **4 Who provides the service?**

Staff employed by Gateshead Council provide the support.

All staff are experienced in promoting independence and supporting people with all aspects of daily living.

There is:

- A team manager who is responsible for the management of the service  
A manager who is responsible for the day to day management of the service
- A senior support worker
- Nine support workers

All staff are Criminal Record Bureau (CRB) cleared, have regular training, are experienced in promoting independence, and supporting people with all aspects of daily living.

#### **5 Outcome and Quality Standards**

This service supports and promotes the quality standards identified by people with learning disabilities within Gateshead.

I make everyday choices

I am part of my chosen community

I make important decisions about my life

I have the chance to work for money

People treat me with respect

People listen to my family

I take part in everyday activities

I am safe

I have friendships and relationships

I get help to stay healthy

#### **6 Dealing with Concerns/Complaints/Compliments**

People who use the service and their carers have the right to raise concerns, make complaints and compliments about the service they receive. They will receive the appropriate support in doing so.