

Services for adults with disabilities



Warwick Court 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.

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Contacts

For more information on the Supported Living Service at Warwick Court contact either:

Val Thompson, Manager
Tel: 0191 477 9842
Email: valthompson@gateshead.gov.uk

Helen Morris, Team Manager
Tel: 0191 433 2381
Email: 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 contact the base co-ordinator on 0191 433 9842.

1 Service Description

The service supports adults with a learning disability to live as independently as possible in a tenancy of their choice within central Gateshead.

2 What we do

Warwick Court is a core and cluster Supported Living Service (ISL) situated in a block of flats in Gateshead town centre.

The service supports a (core) flat for three people living together and a (cluster) support service to ten other people who wish to live on their own. The Housing Support part of the service is funded through a Supporting People Grant.

The core flat provides 24-hour **Housing** and **Social Care support**, 7 days per week x 52 weeks per year.

Cluster tenants receive flexible hours of Housing support as agreed in their individual support plan.

Warwick Court can:

- Support people to maintain their tenancies
- Support people to manage their finances
- Provide an individual service which will 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.

Warwick Court provides support to people with a range of needs who live or may wish to with live independently on their own, with friends or with a partner.

3 Who can use the service?

Individuals can apply for the service if:

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

4 Who provides the service?

Gateshead Council staff provide the support at Warwick Court. All staff employed 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
- One senior support worker
- Eight 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.