ChoiceCare

RESIDENTIAL LIVING GUIDE



WHO WE ARE

At Choice Care, we believe a fulfilled life starts with having a place to call home - somewhere safe, supportive, and truly your own. Across England and Wales, we offer a wide range of residential, supported living and day opportunity services designed to empower people to lead independent and meaningful lives. Our focus is on creating environments that foster independence, respect, and joy, providing every person with the opportunity to live life to the fullest and thrive.

With over 30 years' experience in specialist care, an outstanding reputation and excellent CQC ratings, we are proud to currently support over 900 adults with learning disabilities, autism, mental health conditions, acquired brain injuries and associated needs.

Through tailored care and a person-centered approach, we help people achieve their goals, no matter how big or small, while ensuring they feel valued, listened to, and respected at every step of their journey. Our mission is simple - to make a lasting positive impact on the lives of those we support, helping them build confidence, gain independence, and pursue a future filled with possibility and happiness.



OUR GROUP OPERATIONS DIRECTOR



Frances joined Choice Care in 2006 bringing a wealth of experience and knowledge from her career in care, including her time as a Registered Learning Disability Nurse. In 2024, Frances was appointed Group Operations Director to support care teams across the organisation to deliver high-quality, individualised care that empowers the people we support to live the life they want to lead and thrive.

Hear from Frances

"I absolutely love working for Choice Care. Being part of a committed team, who provide exceptional care, every single day, makes my role incredibly rewarding.

Whether it's mastering daily life skills, learning to drive or moving into their own home, we support everyone to achieve their dreams and reach their potential.

Focusing on training and supporting colleagues, involving the people we support and loved ones in decision-making and working closely with our in-house Quality and PBS teams, we're always striving for our services to be the best they can be."

OUR EXTRAORDINARY TEAMS

Our teams are proud to provide exceptional care and support. We take the time to get to know the people we support, understanding their likes and dislikes, and setting individual goals.

All our services are led by accomplished Registered Managers and supported by highly-experienced, exceptionally motivated colleagues, dedicated to the needs of the people we support.

Effective training is critical to delivering outstanding care; therefore, we provide a wide range of learning and development programmes for all colleagues on an ongoing basis, combining mandatory courses with specialist training specific to the individual needs of the people we support.



OUR MODEL OF SUPPORT

Supporting people to thrive, is at the centre of what we do. Built from published research about what matters to people who draw on social care, as well as input from those we support and our own expertise, 'Thrive at Choice' is made up of the below six pillars:



Communities where people belong



Leading the lives we want to live



Living in a place we call home



Surrounded by people we trust



Understanding and being understood



Sharing power as equals

SPECIALIST SUPPORT AND THERAPY

Tier 1

The foundation for all of our Specialist Support & Therapy. Our team understands and applies core Positive Behaviour Support (PBS) principles to promote the best life choices and chances. At Tier 1, we focus on your strengths and positives to improve your quality of life.

Tier 2

This sees our team co-design a Positive Behaviour Support Plan or Wellness Recovery Action Plan, focusing on goals, skills building and targeted interventions specific to your individual wants and needs. At Tier 2 we also carry out Periodic Service Reviews to assess how well and effectively we're delivering the PBS Model for you.

Tier 3

We also provide Crisis Intervention and Intensive Support for anyone who needs it. We give timely, expert help and advice to colleagues and people drawing on our support, ensuring the very best care at all times.

People living in our residential services can access our in-house Specialist Support and Therapy (SST) Team alongside local community services. Using a person-centred approach, our PBS specialists and therapists work with individuals, care teams and families to provide tailored support that promotes wellbeing, independence and the achievement of personal goals.

Feedback from a family member

"I have witnessed amazing care for people supported and great communication between the care team and the people they support. This contributes to a great, loving, friendly atmosphere."

WHAT'S INCLUDED...

All our homes offer a safe and positive environment, equipped to the highest standards, with 24-hour support and specialist care. This includes:

- Accommodation, including private furnished bedrooms (usually ensuite) and communal areas
- All meals included, tailored to people's preferences
- Support for educational and vocational learning
- Opportunities to get involved in regular social events and explore new friendships



THE SUPPORT WE PROVIDE...

An individualised care plan will be created in partnership with our in-house SST team and highly skilled, trained care teams. The goal is to support everyone to live as independently as possible, in an environment that promotes their wellbeing and empowers them to thrive. The care provided in a supported living setting includes:

Budgeting and managing finances

Paying bills, claiming the right benefits and budgeting finances

Developing independence

Learning daily living skills to be more independent and confident

Personal care

Respecting your wishes whilst supporting with personal hygiene

Keeping healthy, inside and out

Exercising, nutrition, medication and attending appointments

Getting out and about

Visiting new places and doing the things the people we support love

Social wellbeing and relationships

Maintaining existing relationships and building new ones

IS RESIDENTIAL LIVING FOR ME?

Choice Care currently has a range of residential homes across England and Wales. Each property is home to 4-13 people, with similar care requirements, and can be mixed or single sex.

We support people of differing ages and needs, so every home has its own unique personality - with a strong emphasis on living life to the full.

We provide a wide range of activities and events in the home, supporting people to do what they love. We aim to help develop communication, encourage social and life skills, build confidence and self-esteem, while helping people progress to a more independent lifestyle.









RESIDENTIAL OR SUPPORTED LIVING?



Residential Living

Residential care often involves more frequent and direct input from our in-house Positive Behaviour Support Team in a more robust environment. This approach empowers the people we support to gain confidence and skills to progress with direct support.



Supported Living

Supported living means the person will have a tenancy agreement with the landlord and will be responsible for personal costs and bills. It can offer greater autonomy and personal space for people with lower levels of need, or for those with higher levels of need who have specific needs that would be best met in a bespoke, personalised environment.

THE REFERAL PROCESS



Referral received

The referral is received and reviewed by our dedicated Referrals Team. We review personal needs, funding requirements, preferred locations and suitability.



Assessments

Our Referrals Team organise an assessment, either in person or virtually.



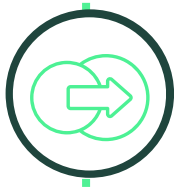
MDT review & finding somewhere to call home

Operational and clinical teams consider if the environment would work for someone and any adaptations needed.



Offer given

Following a successful assessment, we send out a formal offer, which will include a breakdown of all costings for your funding authority.



The transition process begins

This includes setting a move-in date and ensuring everything is in place to move in. There is also an option to arrange visits to meet people who already live there, managers and support teams.



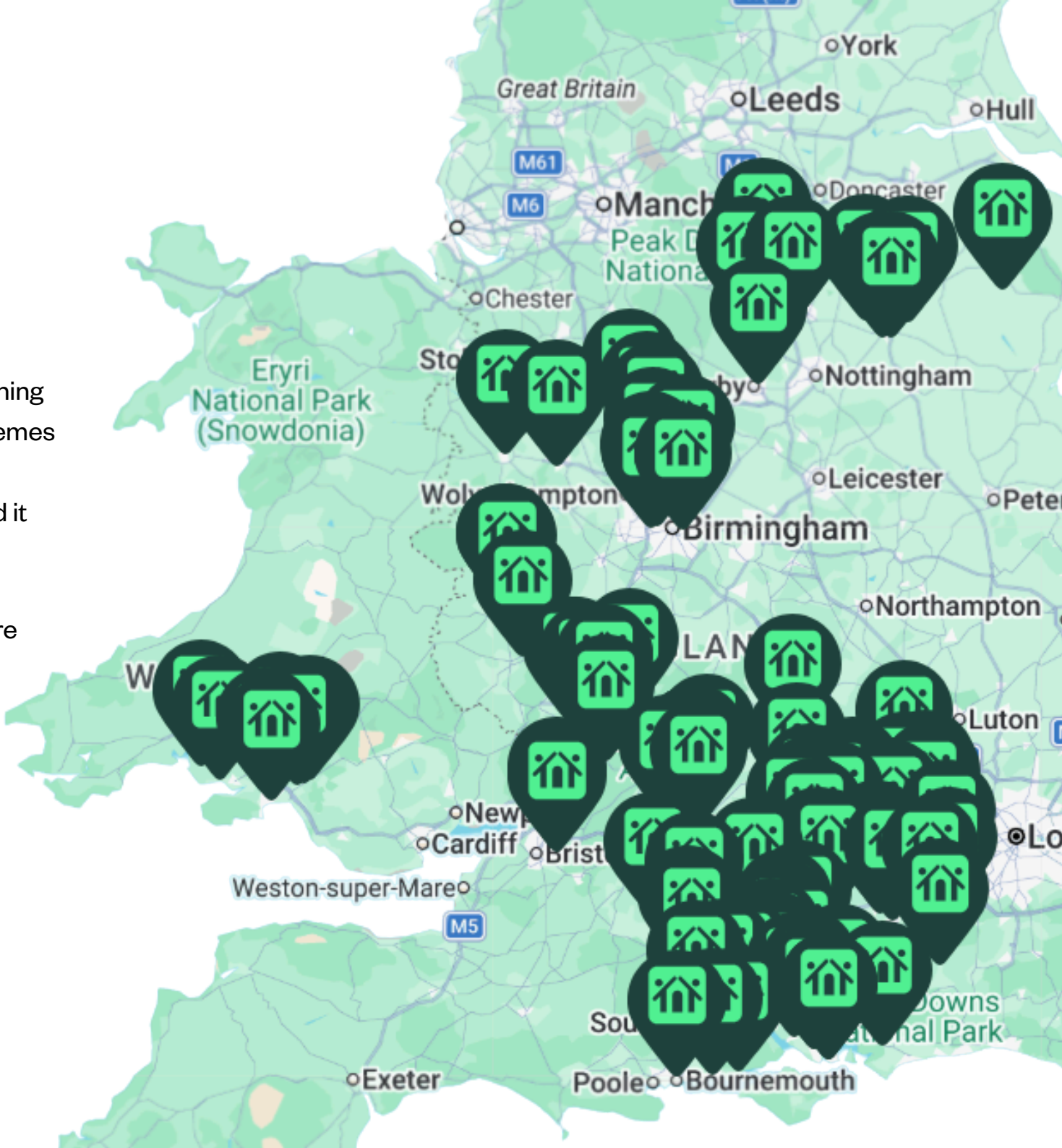
It's move in day

Welcome to Choice Care...It's time to move in! There will be early reviews to ensure the person feels comfortable and safe, in an environment where they can thrive.

WHERE CAN YOU FIND US?

Working in partnership with local commissioning authorities, we develop supported living schemes across England and Wales, with our focus on providing high-quality care in areas that need it most. Currently, we can be found in:

- Berkshire
- Buckinghamshire
- Derbyshire
- Dorset
- Gloucestershire
- Hampshire
- Herefordshire
- Lincolnshire
- Nottinghamshire
- Oxfordshire
- Surrey
- Swansea
- West Midlands
- West Sussex
- Wiltshire



WHAT WE'VE BEEN UP TO...

The people we support across Choice Care are always out and about doing the things they love! From preparing healthy meals to hosting friends and family, here's what we've been up to recently...



Going out and about



Taking up new hobbies



Voluntary work



Doing what you love



Looking after pets



Hosting friends and family

To discover more about life with Choice Care, follow our socials by clicking here!



DAVID'S STORY

In 2018, David moved into Caernewydd Farm. David loves living here and regularly gets involved in the farming. He has built a strong relationship with his care team, and now enjoys going out for meals with them.

David's team have supported him to pursue his passion for rugby, and he now attends regular matches and training sessions with his team. David also loves cooking for everyone in the home and volunteers for his local voluntary group. When speaking to David, he said:

"My care team always make time for me, and I do what I love in the home with them as they're always supporting me to do things I enjoy. I'm proud that I now go to a local voluntary group twice a week without the support of my team and am proud of my daughter and how the team have helped me be a good dad to her."

WHAT FRIENDS AND FAMILY HAVE TO SAY...

Our top priority always has been, and always will be, providing exceptional care for the people we support. For us this means that, not only is everyone living life to the full and thriving, but that their friends and family are happy with the support their loved one is receiving. Take a look at some of the feedback we've recently received...

"The team are welcoming, engaging and positively contribute to all people we support. They provide consistent and personalised care, with an excellent inclusive approach to care."

"We couldn't imagine him going anywhere else. He has come such a long way and grown so much over the years. We are proud of him every single day."

"The team were very friendly and helpful. They have a very good understanding of the people we support's needs."

FREQUENTLY ASKED QUESTIONS...

What is residential living?

Residential living is supported accommodation where adults with learning disabilities, mental health conditions and associated needs can live in a safe, structured, and caring environment. It provides a home-like setting with around-the-clock support tailored to each person's needs, helping people live as independently as possible while receiving the care they require.

Who is eligible for residential living?

People may be eligible for residential living if they require ongoing support with daily living, social interaction and emotional wellbeing. These services are for those who may not be able to live independently and would benefit from a safe, structured environment with trained colleagues. Eligibility is usually determined through a needs assessment by health or social care professionals.

How are people supported?

People receive personalised support to help them with daily tasks like cooking, cleaning, personal care, managing finances, taking medication, as well as emotional or social support. The goal is to promote independence in an environment that supports their wellbeing and empowers them to thrive.

Can people decorate their own rooms?

Absolutely. The people we support are encouraged to personalise their spaces to their own preferences.

FREQUENTLY ASKED QUESTIONS...

Who decides what support is needed?

The care and support we provide is tailored to individual needs, based on assessments by a Care Manager or Social Worker, involving the person and and anyone from their support network involved in their care. Support hours are funded by local authorities or Clinical Commissioning Teams, with fees set by the funding body. Choosing Choice Care means we ensure the allocated hours are suited to the person we support, as well as handle recruitment, training and legal requirements, involving the person we support in the process. Furthermore, all services are regulated by CQC or CIW, with their latest reports available on our website.

What financial benefits could someone be entitled to?

Financial benefits can vary from person to person, but the most common benefits include:

- Disability Living Allowance (DLA) or Personal Independence Payment (PIP)
- Attendance Allowance (over 65)
- Employment & Support Allowance (ESA)
- Benefits and grants to assist with any specialist adaptations that are required by the individual in their home
- A bus pass
- A blue badge
- A HC2 form for full help with healthcare expenses
- Universal credit

DISCOVER MORE...

Whether you're someone looking for support, a family member or friend researching on behalf of a loved one, or a professional within the health and care sector, we'd always recommend keeping up to date with what we're up to over on our website or social media.

If you've got a specific question, just give us a ring or drop us an email, we'd be more than happy to answer!

Contact us:

To speak to a member of our Referrals team, please contact us through the details provided below:

Tel: 0203 195 0134

Email: referrals@choicecaregroup.com

Or complete our referrals form by clicking **here!**

