

SUPPORTED 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."

THE SUPPORT WE PROVIDE...

An individualised care plan will be created in partnership with our in-house PBS 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 enables 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

TENANT RESPONSIBILITIES

Our care teams are here to support people with managing their finances, bills and budgeting.

However, the supported living model, differs slightly from residential living as the tenant, or their nominated appointee, still maintains some level of financial responsibility. This includes:



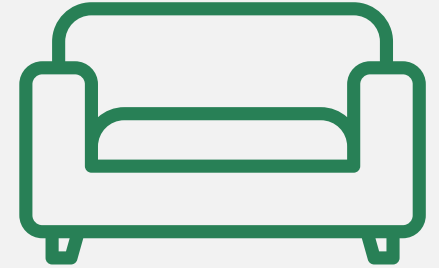
Paying bills

Covering utility bills, council tax (if applicable) and costs for repairs or refurbishments that are not covered in the tenancy agreement



Personal costs

Covering the costs of any activities, public transport, specialist equipment, personal items, food and drinks



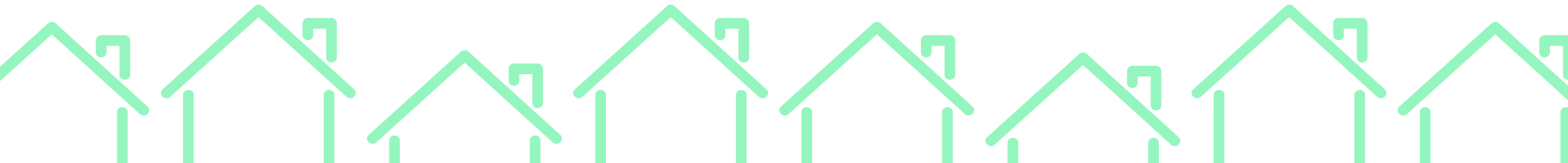
Furnishing your home

The furniture for any personal space and contribution to furnishings in communal or shared areas, where appropriate

IS SUPPORTED LIVING FOR ME?

Supported living is ideal for people aged 17 and over who thrive in their own space, or want to share with their home with a small group of people, but require tailored care and support to help manage daily activities, live safely, and get out and about. For some supported living is ideal for that next step after residential living, for others it's about having their own space due to high-level needs.

At Choice Care, our expert teams provide personalised care in supported living settings, to support people to live in a place they can call home and be supported by people they trust to make choices and thrive while maintaining your independence and living life on your terms.



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.



OUR ACCOMMODATION OPTIONS



We prioritise creating places that feel like home, where people can thrive by providing accommodation that meets the needs and wants of the people we support. In partnership with a number of housing providers across the UK we source accommodation for individuals who would benefit from our support, this includes:

Communal apartments and houses

Your own space in an apartment block or house, often with a shared entrance and access to communal areas.

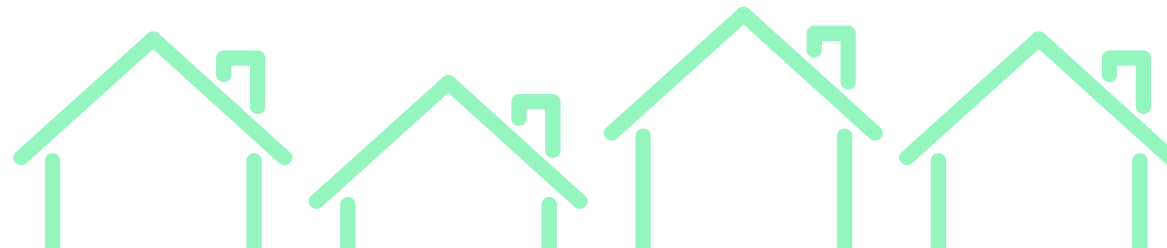
Your own home or apartment

Access support in your own home or apartment, this can be either a rented or owned property.



Bespoke lodges

Sustainably designed one-bedroom lodges, that have the potential to be tailored to meet specific needs.



THE REFERRAL 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.



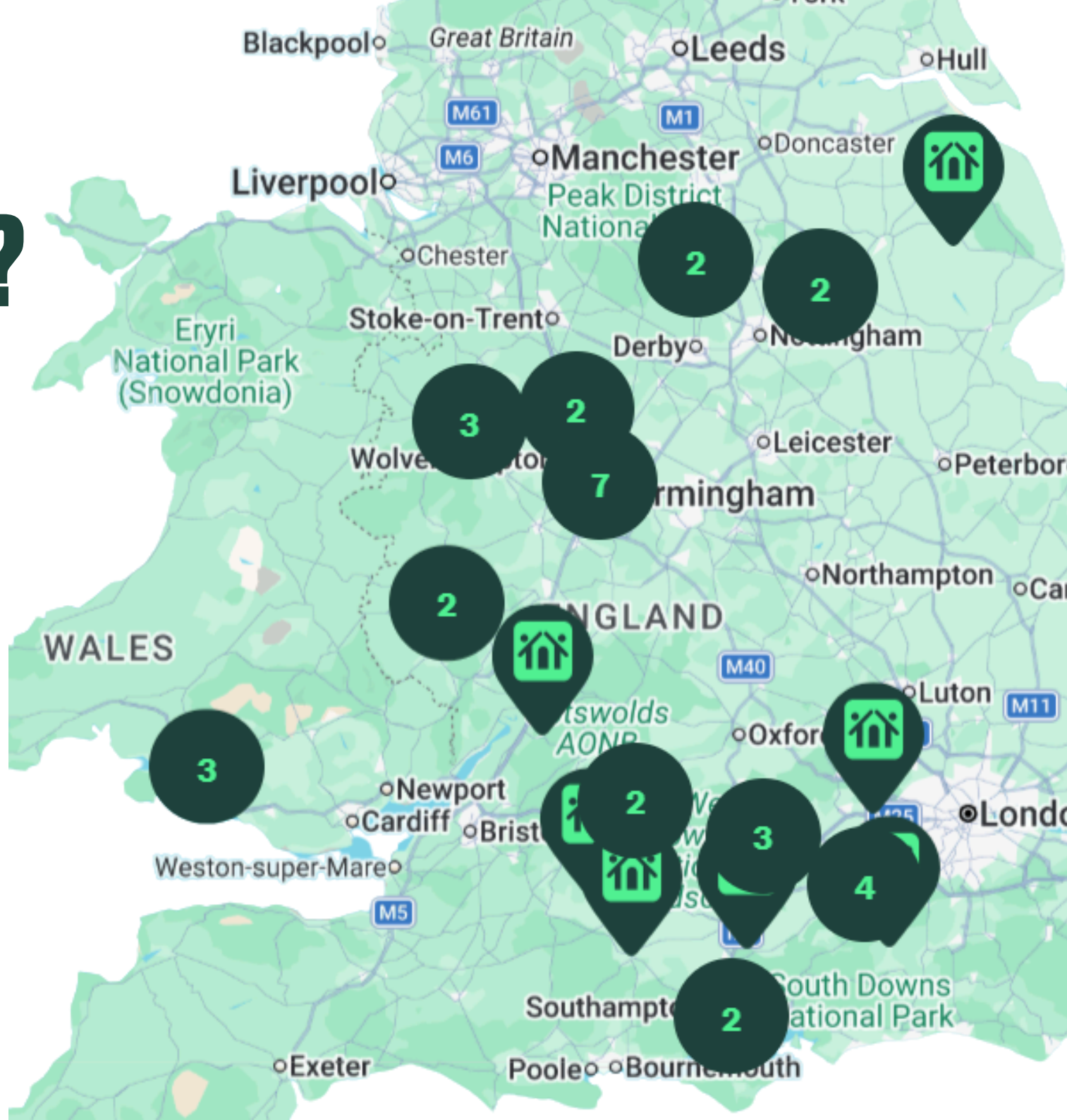
It's move in day

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
- Derbyshire
- Hampshire
- Herefordshire
- Lincolnshire
- Shropshire
- Surrey
- Swansea
- West Midlands
- 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



Celebrating birthdays



Meeting with friends



Looking after pets



Hosting friends and family



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



JENNY'S STORY

In March 2024, Jenny took a big step towards independence by moving into her own apartment with Choice Care.

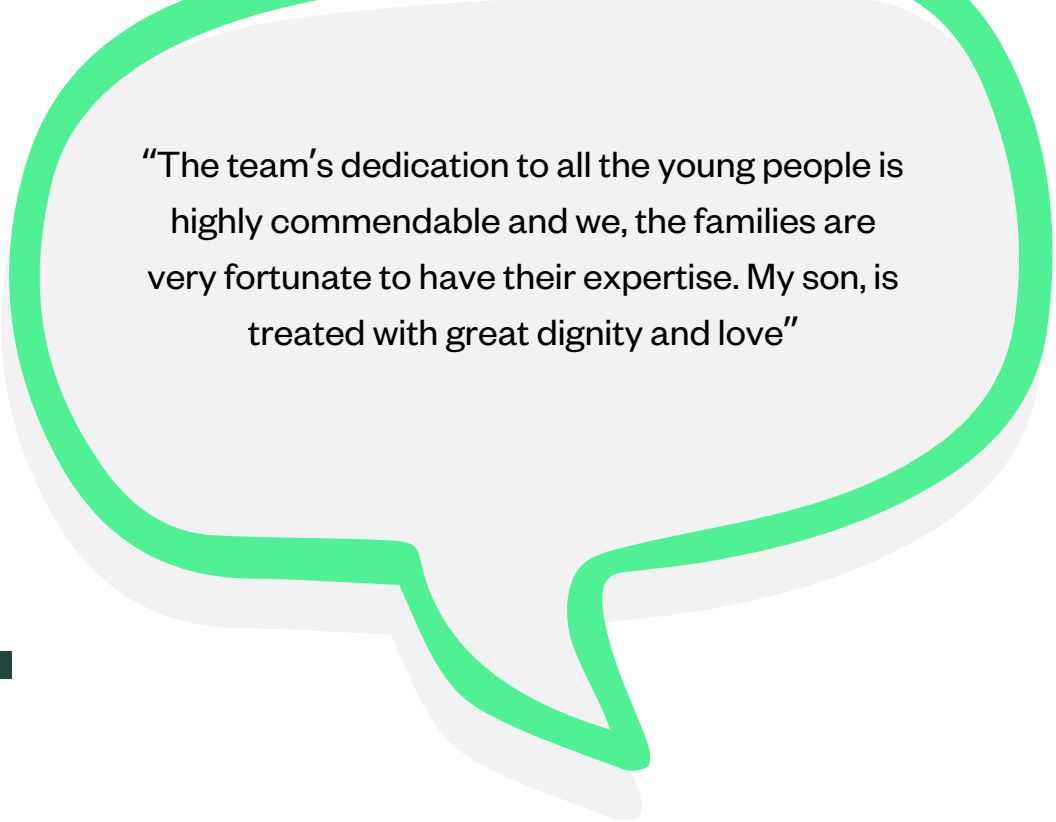
With the support of her dedicated care team, Jenny enjoys listening to and playing music, visiting animal farms, feeding the ducks and going on holiday! Supported living has helped Jenny build her confidence and independence while receiving the support she needs with managing finances, medication and reducing anxiety. Looking to the future, Jenny hopes to enjoy more activities, visit the theatre and return to Malta. When speaking about the transition, Jenny's Mum said:

"Share all concerns with the support team throughout the process. Finding people that you can trust is vital for your own, as well as your relative's welfare."



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...

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"The team's dedication to all the young people is highly commendable and we, the families are very fortunate to have their expertise. My son, is treated with great dignity and love"

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"Words cannot express how thankful we are for everything you've done over the years for our daughter to be where she is today. No matter what, we know that you will be there to offer support in any way you can. Thank you."

FREQUENTLY ASKED QUESTIONS...

What is supported living?

Supported living is a type of housing and care arrangement that provides people with the assistance they need to live independently in their own homes. It is typically suitable for people with learning disabilities, mental health conditions, or other support needs who may not be able to live completely on their own.

Who is responsible for repairing the home?

If the property is rented, the landlord or housing provider is responsible for repairs. However, if damage is caused intentionally, the tenant may be responsible for covering the cost of repairs. This will be outlined in the tenancy agreement. If the property is owned, then the resident will be responsible for covering the cost of repairs.

What do tenants have to pay for?

Tenants pay for their day-to-day living expenses, including food and clothing, as well as, paying bills and any additional outgoings they may have, such as council tax, contents insurance, internet access and a TV license. Our team are here to support with budgeting.

How is supported living funded?

Tenants in a supported living service are responsible for covering the cost of their accommodation, which can be paid through housing benefits as rent to the housing provider. The cost of support services from the care provider is paid separately, with funding options including direct payments or funding from the local authority or NHS.

FREQUENTLY ASKED QUESTIONS...

Who is eligible for Supported Living?

People may be eligible for supported living if they are above the age of 17 and require support to live independently in the community. Choice Care support people with learning disabilities, autism, mental health conditions, acquired brain injuries and associated needs in their supported living schemes.

Can I bring my own furniture?

Yes. Our supported living properties generally come unfurnished so it will be the responsibility of the individual to provide furnishings for their new home.

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 empower people to live as independently as possible, in an environment that promotes their wellbeing and supports them to thrive.

What if the tenant isn't able to sign the agreement?

This doesn't mean you're not eligible for Supported Living. If you have an Appointee or Power of Attorney in place, they may be able to sign the tenancy agreement on your behalf. If not, there are a number of other possibilities but we will need to advise on an individual basis, so please contact us: referrals@choicecaregroup.com

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 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**

