

Supported living services



A national charity since 1911



Who we are

We are specialists in providing supported living services to people who are deaf, deafblind and have hearing loss with additional support needs. We can support men and women over the age of 18 with a range of complex needs such as learning or physical disabilities, mental ill-health and communication needs which may mean that people express themselves through their behaviour.

We provide personalised support that can range from just a few hours to round the clock. We often work in collaboration with partner housing associations and other organisations.

We use a range of appropriate communication techniques, always take a person-centred approach and encourage positive risk-taking in all aspects of our care planning and review process.

How we can support you

We'll support you to find and create a safe and comfortable home. We will use a range of person-centred tools to find out more about where you want to live and the things that are important to you. We'll also be there every step of the way to help you find and rent a suitable property.

Once you have found a place to live, we will talk to you about what support you want and need, and when you want it. You may only need a small amount of support, every now and again, to help you to get to know your local community, maintain your tenancy, pay bills and manage your finances. But you might need our staff to be there 24 hours a day to support you with all aspects of day-to-day life – from getting up and dressed, to managing your medication, making healthy lifestyle choices, learning new skills, getting out and about and building social networks.

Whatever level of support you need, we'll work with you to create a package of support based on what you want. This includes creating a person-centred support plan that describes what's important to you, how you want your life to be, and what you need to make this happen.

Our friendly staff are trained to meet your individual support needs and will communicate with you in the way that suits you best – whether this is sign language, using deafblind manual, using pictures and prompts or your own unique signs. Our total communication approach means we develop strategies to communicate with you on an individual basis, as we know that misunderstandings can be the single most common cause of stress and anxiety.

Care and Support

Live life your way – we're here for you

What's important to us

- providing a service that is person-centred and focuses on what the people we support want and like
- supporting people to be as independent as possible, according to their abilities and wishes
- working flexibly to meet the needs of the people we support
- making sure the people we support are happy, safe and healthy
- communicating in the way a person prefers, for example, British Sign Language (BSL), using objects of reference and pictures
- working as a team and in partnership with the people we support, their families and other professionals
- ensuring that opportunities and fulfilment aren't limited because people are deaf or have hearing loss
- continuously improving and developing what we do, so that we provide the best possible service to the people we support.

What people say about us

“You do everything well – the team do their best, on a daily basis, to make my son's life a happy and safe one and to meet his needs. Big improvements every time I visit and I feel very fortunate to have found such a good place for my son.”

– **Parent of a person we support in the Midlands**

“The service has an excellent, committed and passionate manager, with a committed and positive staff team. All members of staff try and get the very best outcomes in challenging circumstances. All staff are open to learning and have worked really well with my team. Some of the reflective practice used by the service is exemplary. Staff have coped well in the face of some extremely challenging behaviour.”

– **Social worker of a person we support in the North East**

“There is a good understanding of what a ‘real’ home should be – it is comfortable and my family member is happy. Staff are very caring.”

– **Family member of a person we support in Kent**

Where we are

We currently provide support to people across England, Wales and Northern Ireland, but are always looking at ways to reach out to more people – so, if you can't find a service close to you, get in touch as we may be able to develop something new!

Contact us

Please contact our Referrals Co-ordinator if you want:

- more information about the service
- to make a referral
- to arrange a visit
- to have a chat about how we can support you.

  **0333 240 5659**

 referrals@hearingloss.org.uk

 actiononhearingloss.org.uk/careandsupport

