



OUTREACH
SUPPORT SERVICES



Hope House

WELCOME

Outreach support services is a care quality commission (CQC) registered supported living and home care services. we are registered to provide professional high quality care to adult with;

- autistic spectrum disorder
- learning disabilities
- down syndrome
- sensory impairment
- mental health
- dementia
- other complex health issues.

HOPE HOUSE

We at Hope House are very happy to present this comfortable and well situated accommodation for its service users. Hope House is located off side Road but few minutes' walk to a main Road for easy access and transport to other parts of Essex. It is a few minutes' walk to a shopping mall in Dagenham. We offer bespoke person-centred care for individuals living with; learning disabilities, mental health, complex needs, challenging behaviours, old age, dementia, autism, sensory impairment and brain damage. Hope House features 2 spacious En-suite bedrooms and 2 very large doubles all with inbuilt Wardrobe

OUR TEAM

At Outreach Support Services {OSS} we provide high quality supported living service and home care delivered by professional, trusted and highly trained staff. our care team is led by a very experienced team which enabled us to deliver high standards of tailored professional care. Our supported living service is provided in a homely, welcoming and family - style environment where our resident interests are put first and able to progress to independent living at their own pace. OSS services are flexible, person centred shaped and built around clients based on their needs.

CARE QUALITY COMMISSION (CQC). RATING GOOD.

OSS provides services and care pathway planned along the essential standards of our regulators, the CQC, the local authority and the national health service with which we are complaint. we also have our own internal audit system to ensure we perform our services at the highest level.

Our care homes are staffed by fully trained professional careers and support workers, led by highly and vastly experienced registered manager. our staff recruitment and selection process included thorough interview, referencing and successful check with the disclosure and barring service(DBS).

MANDATORY TRAINING

All newly recruited staff member to our team undergo our extensive in-house induction training programme, aimed at establishing and promoting sound foundation of our organisation, its culture, roles and responsibilities to our clients.

Our mandatory training covers core areas of health and social care. this includes infection control, health and safety, moving and handling, safeguarding and medication.

QUALIFICATIONS

OSS is training programmes are ongoing bases to promote and enhance the skills and expertise of our staff by continuing the professional development. our focus is on learning disabilities, autism, sensory impairment, dementia, and mental health to obtain national recognised qualification.

Our staff team all have either achieved a national vocational qualification (NVQ) to a minimum of level 2 or are in the process of achieving one. We are a member of the barking and Redbridge work force development.

OUR HOME

Our home is situated in a quiet area of London ideal to meet the sensory needs of residents with learning disability seeking calm and tranquil setting for exercise and daily activities .it is with added advantage of being close to community facilities including, local convenience stores, coffee shops, post office, banking and restaurants. our home is also close to gymnasium, parks and swimming pool.



RELAXATION

We provide bedrooms that are design-coordinated to support the wellbeing of our residents. we allow and support the wellbeing of our residents. we allow and support our residents to come with their own finishing touch to their bedrooms. We encourage and support our resident to engage themselves socially. To promote this our home is appointed with large kitchen, dining room, spacious garden and lounge area to enhance resident's social interaction and activities including summer barbecues with one and other as fully as possible.

OUT AND ABOUT

At OSS residents enjoy various indoor and outdoor activities; which believe we help self confidence in our client is ability to socialize with the general community.

- cycling
- swimming
- horse riding
- gardening
- seaside trips
- park visits
- cinema
- music therapy
- painting



BEING IN CONTROL

PERSONALISED APPROACH

OSS offers a personalised approach to the development of each resident care package. These caners on the need and choices of each individual and involves the residents themselves from the beginning as we aim to provide a high quality professional care at all times to those we work with.

SUPPORT PLAN

OSS is philosophy and work ethics focus on a person centred approach. we put our resident first by promoting individual aspiration. We do this by working in partnership with residents, their family and their advocate to formulate their support plan. Thus by enhancing individual life skill and social inclusion in the community, our residents are better equip to achieve their desired outcome.

DIGNITY AND RESPECT

At OSS we ensure resident enjoy full respect and dignity. by putting our resident first and applying person centred approach, each resident first is given a named key workers and individualised care plan detailing their personal and medical history, a record of any activities of interest to them as well as any cultural and or religious aspect of their care.

SAFE ENVIRONMENT

OSS work collaboratively with the CQC, commissioners, NHS trusts, independent advocates, local authorities, GPS and others statutory agencies. We take a strategies and professional lead to ensure that procedures are in place to fully support and protect residents from avoidable harm and risk. We provide a safe environment for our residents, visitors, carers and staff.

YOUR DEVELOPMENT

OSS support resident to gain and maintain their living daily skills. this is done through access to stimulating activities and experiences that are meaningful and contribute to their personal development and sense of achievement. we recognize and respect that each individual has a right to progress at their own pace and in the the way that is most meaningful to them.

LIFE SKILLS PROGRAMMES



- Cooking and meal planning
- Laundry
- Household tasks
- Time management
- Hygiene
- Road safety
- Safe use of public transport
- Shopping
- Education.
- Working with local college
- Budget and financial planning
- Drama, health eating and art & craft classes
- Opportunity through learning direct

COMMUNITY



- Libraries
- Walking and trekking group
- Working in the community
- Cycling group
- Gymnasium

REFLECTING NEEDS

At OSS each resident is supported with individualised schedule activities, drawn up to reflect their needs, abilities, likes, and dislikes. The aim is to build on existing skills, supporting each resident in their continued personal development as well as promoting social and educational opportunities. Sometimes where ever possible/ needed, activities programmes are drawn up in association with the residents and relevant professional such as speech and language therapist (salt), psychologist, social worker and psychiatrist.

LIFE SKILLS

One of our aims at OSS is to assist rebuild the life of those in our care by allowing them to choose their life skill programmes that will enhance their social inclusion to the society.

YOUR CHOICE

OSS uses a holistic approach that is sensitive to the needs of every resident and encompasses the following key aspects of the complete person:

- Fulfilment
- Rights
- Choice
- Independence
- Dignity
- Privacy

RISK MANAGEMENT

We provide individual risk assessment aimed at providing the best opportunities and choice; using a framework of freedom to engage different activities and experience to help them live a fulfilled life.

SUPPORTING BEHAVIOURAL NEEDS

We use positive behaviour strategies and care plan to manage behaviour needs. this encompasses liaising and working closely with behaviour support staff to support each resident to live their life in a way they wish, enabling social inclusion.

DECISION MAKING

Our residents are supported to make informed decisions and choices that help them take and maintain control of their lives and progress towards full independence.



JOURNEY THROUGH OUTREACH SUPPORT SERVICES

OSS work closely with referrals, commissioning bodies, local authorities and NHS trusts to make up to date with the latest legislation and guidelines.

We receive referrals on case by –case basis from:

Social services learning disability teams

Social services mental health teams

Transition to adult services

Families

Emergency placement

Broken-down placement

STEP 1

Referral to outreach support services.

STEP 2

Assessment is arranged /done with prospective resident/service user.

STEP 3

Prospective service user visit home.

STEP 4

Decision is taken whether we are the right service /placement for service user.

STEP 5

Initial care plan and support plan drawn up for funding.

STEP 6

Agreement from all parties, contract drawn and transition commences.





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