



## Outlook Care – Learning Disabilities Services

Maximising independence and enabling people to have choice and control over their lives is the cornerstone of our work at Outlook Care. Our employees are trained in values and person centred approaches enabling our vision – “people with individual needs, living the lives they choose”, to become a reality for people who use our services.

People who use our services are offered a person centred plan that reflects their abilities, what is important to them – now and for the future – and details the support they require to make a valued contribution to their community. Families are key partners in developing person centred plans.

Supporting people to have meaningful leisure and work opportunities is something we constantly strive for and we encourage full involvement at home and organisational level. This can be demonstrated by the number of people who have moved on from registered care and are now holding their own tenancies.

Our service user committee is responsible for developing standards which set out what is most important to people who use our services. Members of the committee will be trained to audit these standards and recommend areas for improvement. Our inclusive communication group provides information in alternative formats, including pictorial, symbol, multi-media and DVD to aid understanding and encourage full participation.

By continually developing our services and offering greater flexibility we are able to respond to needs of people including those who have an individual budget.

All our care and support staff undertake a rigorous programme of training to ensure they can support people to achieve positive lifestyles.

Training includes:

- Protection of vulnerable adults
- Administration of medication
- Person centred planning
- Values
- Dementia
- Mental Health
- Positive Response (physical intervention) accredited with the British Institute of Learning Disabilities
- NVQ
- LDAF



“Moving into supported living accommodation, having my own job and going to college enables me to live more independently but it’s good knowing I have the help of my support workers if I need them.

**Patrick – service user.**



## Our Services

### Registered and Nursing Care

We provide registered care services to people who have a range of support needs in addition to a learning disability. Our teams are able to support people who have physical disabilities, complex health needs, mental health problems, autistic spectrum disorder, dementia and behaviours that challenge. We also provide a flexible and responsive service working in partnership with the local community and families to ensure we meet their needs.

We have a specialist nursing resource available to people who have a learning disability and have been assessed as requiring nursing.

Our services are registered with the Commission for Social Care Inspection (CSCI). CSCI visit our schemes regularly and audit them against a set of national standards.

### Supported Living

Outlook Care are accredited with Supporting People and deliver accommodation related support to adults with learning disabilities. We operate a number of schemes across Essex and London.

### Domiciliary Care

Outlook Care are a registered Domiciliary Care Provider with branches in Barking and Billericay. We deliver Domiciliary Care services to adults with learning disabilities across Essex and London.



## OUTLOOK CARE

Outlook Care is an independent, not for profit organisation providing support and care for adults with learning disabilities, mental health needs and older people.

## OUR VISION

People with individual needs, living the lives they choose

## OUR VALUES

Respect and support the rights of people to be involved in decisions that affect their lives

Welcome diversity and ensure fairness across all aspects of our work

Value the people who use our services and their contribution to communities

Recognise the important contribution our staff and partners make in the delivery of our services

Be honest, open and accountable in all that we do

Ensure our high standards are maintained whilst providing cost effective, value for money services

Ensure that we are economically viable, environmentally sound and socially responsible

Aim for excellence and encourage a culture of innovation, expertise and continuous improvement

### For further information please contact:

Care & Support Management Team

Outlook Care

Unit 6, Shelduck House

Radford Way, Billericay CM12 0EQ

T 01277 633163 F 01277 657172

E [info@outlookcare.org.uk](mailto:info@outlookcare.org.uk)

W [www.outlookcare.org.uk](http://www.outlookcare.org.uk)



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