



Outlook Care – Our Vision

Our vision is “people with individual needs, living ordinary lives” and this underpins all the work we do. We put into practice this vision through a commitment to providing services that make a real difference to the well being of the individual and the communities in which they live.

Outlook Care Mental Health Services – Making A Difference

Outlook Care Mental Health Services provide a range of community based support for people with mental health needs. Our services include registered care and nursing homes, supported living and floating support.

We support people in the community to maintain and improve their well being. Some people have had profound difficulties dealing with their mental health often over a long period of time. People may have had hospital admissions, had difficulty living independently or been a part of the criminal justice system.

We have experience of providing support for people with complex mental health needs. This includes people with learning disabilities and people with a history of misusing substances and/or alcohol.

Our staff are well trained and committed to supporting people with mental health needs overcome the obstacles that prevent them from living fulfilled lives.

Our services have a recovery based approach that help people achieve their dreams and aspirations.

For us being person centred is not just a catchy phrase. We see the whole person, their individuality, their history, their dreams and aspirations. Our staff work in partnership with service users carers, friends, other professionals, to support and guide along the path to recovery.

We are passionate about what we do and doing it well. Our standards are very high and we are dedicated to continually improving upon the support we offer to the people who use our services.



We deliver safe, reliable, value for money services that are also innovative and responsive.

The following principles ensure that the experiences of people with mental health needs are at the centre of all we do.

- Our services are person-centred and aimed at improving the quality of life of the whole person;
- All people are unique and we respect their differences and their diversity;
- Maintaining optimism for individual growth and recovery is crucial to achieving our goals;
- The inclusion of all people is an essential requirement to the development of healthy communities;
- We encourage innovative ideas and new ways of doing things that are responsive to changing attitudes and needs in the community;

- We respect and support the rights of people including the right of self-determination and the right of people to be involved in decisions that affect their lives;
- We believe that our work must be true to our shared values and beliefs and are dedicated to promoting public trust and confidence within the organisation;
- We believe partnership is dependent upon shared aims and the cooperative efforts of all those working towards a responsive and accessible mental health service.



OUTLOOK CARE

Outlook Care is an independent not for profit organisation that has provided community based services for adults with mental health needs for more than 15 years. We also provide services for people with learning disabilities, physical disabilities and older people.

OUR VISION

People with individual needs, living ordinary lives

OUR VALUES

Ensuring equality of treatment and recognising diversity across all aspects of our work

Promoting the rights of service users through advocacy and involvement

Valuing our staff, partners and the people we provide services to

Being honest, open and accountable in all that we do

Ensuring our high quality standards are maintained

Providing cost-effective, value for money services

Encouraging a culture of innovation, expertise and continuous improvement

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