



# Residential Care



**WALSINGHAM**  
SUPPORT *Everyone is different*

# It's not just support, it's happiness.

We are Walsingham Support, a charity that has been supporting people with learning disabilities, autism, brain injuries and complex needs for more than 30 years.

Whether it's a couple of hours a week or 24-hour, seven-day support, we provide bespoke solutions that enable individuals with disabilities to live fulfilling, happy lives.

At Walsingham Support, we do things differently. We really take time to get to know the people we support; to identify their needs, to learn about their abilities and aspirations, and to recognise what makes them unique.

By taking this approach, we jointly develop and deliver tailored, person-centred support to enable every individual to live life to the full.

Flexibility is key to achieving this, but while our work and the support we provide constantly evolves to meet the demands of an ever-changing social care landscape, our vision has remained the same:

***We seek an equal and diverse society, in which people with disabilities are citizens in their own right who are supported to be happy and to reach their full potential.***



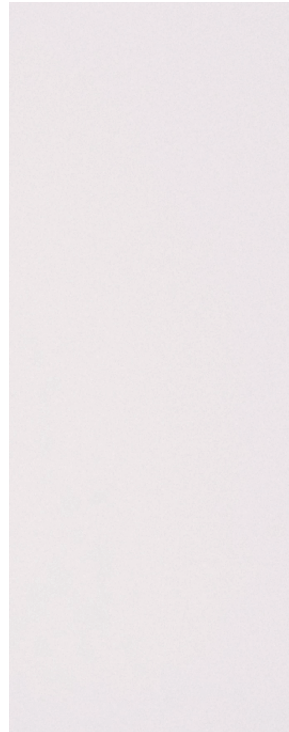
## What is residential care?

For people who aren't ready or able to live independently, small-scale residential care is often a really good option.

Residential care can be a temporary solution, acting as a stepping stone to more independent living, or it can be a long-term or permanent living arrangement. Whatever an individual's preference, circumstances, needs and abilities, we will shape their support to suit them.

Our residential care is provided in a number of small, shared houses, where support staff are around 24 hours a day, seven days a week. Residents have their own bedroom and many have en-suite bathrooms.

Individuals and their families are involved in all aspects of arranging their support, from choosing how their bedroom is decorated and furnished, to how they spend their time and what they like to eat.





## Tailored support

Living alongside others, while also having their own space with one-to-one support as appropriate, can help individuals to develop interpersonal skills, boost confidence, and play a more active role in the community.

Through residential care, we help people with things like:

- personal care – health and wellbeing, washing, eating, getting around, medication
- everyday tasks and activities – cleaning, laundry, cooking, shopping, managing money
- relationships – developing friendships, maintaining personal relationships, arranging visits and contact with family and friends
- leisure activities – socialising, hobbies, exercise
- education and employment – identifying opportunities, applying for college or jobs, arranging training.

Our largest residence is home to 12 individuals, while five people live at our smallest residential care home.



# Funding and accessing residential care

Depending on an individual's circumstances, their local council might pay for all or some of the costs of providing residential care.

Sometimes, the NHS can help to pay towards residential care for people who have specific medical or mobility needs.

Regardless of how support is funded, we can provide residential care to people over the age of 18.

Local councils can refer individuals to us for residential care, whether or not they are eligible for council funding towards support costs. People can also get in touch with us without a referral.







## Monitoring and assessing our care homes

All of our residential care facilities and services are inspected and regulated by the Care Quality Commission (CQC) in England and the Care and Social Services Inspectorate Wales (CSSIW).

This means they are subject to regular visits by independent inspectors to make sure we continue to meet the proper standards of care and support.

We strive to deliver support that exceeds the standards set by both the CQC and the CSSIW and that fully embraces our values.

Our Quality and Policy team is responsible for constantly monitoring and regularly auditing the support that every service we operate across England and Wales delivers.

And our Personalisation team works closely day to day with all the people we support, to make sure they have the opportunity to give their feedback on the support they receive and influence the shape of their support moving forwards.

# Our heritage of providing residential care

Back in the 1980s, people with learning disabilities often ended up in large, long-stay institutions, miles away from their families. Mark and Anne Snell wanted more for their 14-year-old son, Matthew.

Matthew has learning disabilities and was educated at special needs schools while living at home with his parents. But Mark and Anne were starting to think about what would happen to Matthew when he moved on from the family home to live more independently.

They envisaged a better, more fulfilling future for their son; one that enabled Matthew to live close to his family, with support from people who could meet his needs, in a place he could call home.

To that end, Mark and Anne founded Walsingham Community Homes in 1986. Its aims were simple: to provide high-quality care for people with disabilities in small-scale, local residential services.

The first Walsingham Community Homes service opened in Watford, Hertfordshire, and within 10 years, 34 residential services were in operation across the southeast and north of England.

Since then, we have opened a further 80 supported living services across England and Wales, and we currently provide support for around 400 individuals.





# ‘Outstanding’ care at Holly Dyke

Holly Dyke is one of Walsingham Support’s residential care homes on the outskirts of Workington in Cumbria. The former bungalow is home to six people who have a diverse range of support needs, including challenging behaviour, learning disabilities and autism.

With round-the-clock support available from staff, the service can operate a flexible approach, meaning they adjust the level of support each resident receives according to their individual needs.

It was this approach that helped Holly Dyke to achieve an ‘Outstanding’ rating following an unannounced visit from the Care Quality Commission in May 2017. “It was impressive to see how person-centred the service was,” said the CQC’s deputy chief inspector of adult services in the north of England, Debbie Westhead, in the inspection report.

“People’s individual needs were really taken care of and this bespoke service reflected the changes taking place in their lives, confidence and abilities.”

The CQC inspects and rates services against five criteria, based on whether they are:

- safe
- effective
- caring
- responsive
- well led.



Holly Dyke was judged as 'Outstanding' in terms of being responsive and well led, as well as in its overall rating. Just 1.5 % of CQC-registered care homes received an 'Outstanding' rating.

Service users and their families told inspectors that staff at Holly Dyke regularly went above and beyond to ensure they deliver great, personalised support.

In addition, inspectors noted that the staff recruitment process was rigorous; staff are well supported and required to undertake regular training to update their skills.

The full, 23-page CQC report outlined how staff at Holly Dyke provide exceptional support to residents, and described the atmosphere at the care home as an "open and relaxed... place of laughter and sensitive care".

"We are absolutely delighted and extremely proud with the positive feedback received from the CQC and the overall rating of 'Outstanding'," says locality manager at Holly Dyke, Sarah Smith. "We all feel this is an amazing achievement; the dedication and commitment put in by all has been recognised.

"Walsingham Support works to improve the quality of life and happiness of every person we support, and this report is evidence of that."







# Why we are different

Everybody is different. We don't just acknowledge that – we celebrate it.

So we make sure we're different, too.

That means offering more than a standard, one-size-fits-all service. It means delivering a tailored support package for every single person we work with, custom made to fit them.

We look beyond a person's disability. We work with individuals, their families and carers to really understand the challenges they face, and the support that will best meet their particular needs.

Then, together we develop creative yet practical solutions that match each person's abilities and goals, giving them the tools they need to thrive and enjoy a fulfilling, happy life.

We believe that our way of thinking sets us apart from other providers in our sector – and we're proud of that!



If you would like to find out more about Walsingham Support and how we can help with residential care facilities, please get in touch.



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