

# Hainault Road

Waltham Forest, London

Learning  
Disabilities  
Supported  
Living

## Our vision

'People with individual needs living the lives they choose'

## Our mission

By delivering a range of flexible care and support services we will ensure people with learning disabilities are as independent as possible and connected with their local communities.



## Hainault Road

Hainault Road is a 6 bed specialist supported living service that has recently been funded by the Department of Health to be redesigned and refurbished to positively enhance the lives of those living there.



### Living at Hainault Road

The Service is based at a comfortable and homely property in Hainault Road in Waltham Forest.

With close links to community health and social work teams, our experienced and established staff team will provide a person centred service that enables people to develop independent living skills and connect with their local communities.

The Service is located close to Leytonstone High Road with a variety of shops and services as well as excellent public transport links. There are 6 large bedrooms all with modern en-suite shower facilities. The home is

fully wheelchair accessible and has lift access to the first floor and an additional platform lift to the 2nd floor.

The kitchen used by the people at the Service has rise and fall worktop. There is a spacious fully equipped utility room and a large communal living room with by fold doors that open into the large conservatory for people to relax and get together socially.

The extensive rear garden and large conservatory are enjoyed by those living at Hainault Road to be closer to nature. There is also a Wireless Nurse Call system.

Established in 1990, Outlook Care has years of experience supporting people with a learning disability.

We work in partnership with people we support, their friends and families, commissioners, care managers, health professionals, advocates and other key stakeholders.

### Providing Support

We are registered with the Care Quality Commission for the personal care aspect of the service; this gives reassurance to relatives that we will continue to be monitored and regulated by an independent body.

A level of shared core support is provided to all people. A waking night facility is provided.

In addition, 1:1 support can be purchased flexibly if identified through the support planning process, based on each person's needs and wishes.



living the life  
you choose



## Core support services

- Availability of 24 hour support including waking night staff, 7 days a week
- Additional 1:1 support hours can be purchased to provide specific support for each person as required.
- Individual person centred support plans, personal care and medication support where required.
- Risk management through a multi disciplinary approach.
- Support to access local community resources.
- Support to identify and tap into appropriate community services to meet individual needs.
- We recognise that everybody is unique and requires different levels of support.

- Tenancy related support
- Rights and responsibilities
- Management of financial matters
- Support with environmental issues
- Health promotion and action planning
- Personal safety
- Employment and activities
- Spiritual, religious, and cultural support
- Effective communication
- Involvement and participation within the service
- Skills teaching/maintenance
- Support/signposting to community based services
- Maximising independence
- Promoting and supporting citizenship
- Transitional planning

personalised  
support



**Hainault Road**, London Borough of Waltham Forest.  
Call **01277 633163** for more information

### Eligibility at Hainault Road

To qualify for a place, people must be over 18 years and be known to community services.

### Costs

Fees are based on assessment of need for each individual. Both spot or block purchasing is considered.

### Referrals

To discuss referrals or any aspect of the support offered at Hainault Road, please contact 01277 633163 or email [referrals@outlookcare.org.uk](mailto:referrals@outlookcare.org.uk)

### Support staff

Trained and experienced staff at Hainault Road include: a Service Manager, Team Leader and Support Workers.

Hainault Road is owned by Outlook Care with housing management delivered by Waltham Forest Housing Association.



### Comments & Complaints

If you have a comment or a complaint about Outlook Care please contact us on the email and number below.



## About Outlook Care

Outlook Care is a not for profit organisation, registered with the Care Quality Commission that has delivered person centred support and care to people since 1990. We are experienced in managing and training staff to help people with a range of needs, fully understanding that each of our customers has their own individual needs and wishes. Customer service is at the heart of the work that we do.

Outlook Care is a registered society under the Co-operative and Community Benefit Societies Act 2014, incorporated on 24th January 1990 and recognised as charitable by HM Revenue & Customs. Registered Society Number 26988R

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