

# Alderney Street

Westminster, London

learning  
disability  
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.



## Alderney Street

Alderney Street is home to four people. With close links to community health and social work teams, our experienced and established staff team provide a specialist service for people with a learning disability who may also have complex, autism or sensory needs.



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.

promoting  
independence

### Living at Alderney Street

Alderney Street is a stone's throw from the vibrant West End of London, famous landmarks and places of interest. This four storey house is home to four people who have their own single bedrooms.

The house is spacious and boasts a large communal Lounge and a dining room with a separate kitchen where people are supported to be as independent and involved as much as possible. The whole house is fully accessible via a lift, there is a utility/laundry room and separate bathrooms and shower rooms with toilets.

People have a lovely patio garden to use which is a sociable space, transformed every year with pots and plants in bloom.

### Things to do

People are supported to get involved in all aspects of their home life as much as their needs will allow, this includes social activities in house as well as numerous things to do right on the door step.

The local community has colleges, social clubs, places of worship and all of the usual facilities.

Everyone is different and all support is provided based on individual needs.

### Supporting individuals

Risk management, Mental Capacity Act assessments and Best Interest decision making underpin our approach to supporting individuals to live their life in a meaningful way.

living the life  
you choose



### Core support provided

- 24 hour support including sleep in staff, 7 days a week
- 1:1 support hours designed with and 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. We are able to offer additional 1:1 hours if required.

personalised  
support

'It was obvious that efforts had been made to develop the service to become a much more service user focused and service user led scheme.

Staff identified that service users seemed to have responded well to a more person centred approach.

The service delivery was very much based on individuals needs and staff enjoyed this aspect of the service and felt it much more outcome focused.'

QAF Inspector



Alderney Street, Westminster, London. Call 0207 834 1161 for more information

### Eligibility

To be eligible to live at the service, people must be over 18 years old, have a learning disability and have an assessment carried out by the referring local authority.

### Support Staff

- Experienced and established team of support staff.
- Trained in person-centred approaches and in safeguarding vulnerable adults.
- Additional training to ensure that all staff meet legislative requirements and the specific needs of the residents we support including supporting people with complex needs and autism.
- Input from a specialist manager around behaviours that challenge and autism.

### Prices

Fees are based on assessment of need for each individual.

### Referrals

To make a referral please contact Leslie McLeary, Service Manager on **0207 834 1161** or by email on: **leslie.mcleary@outlookcare.org.uk**

### 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 an Industrial and Provident Society and exempt charity, registered in England, with limited liability under the Industrial and Provident Societies Act, 1965. No. 26988R

### Outlook Care

Unit 6, Shelduck House  
Woodbrook Crescent  
Radford Way, Billericay  
Essex 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)

