

Waterside Lodge Recovery Centre

Leytonstone, London



Our vision

'People with individual needs living the lives they choose'

Our mission

Through recovery focussed support we encourage and support people with mental health needs to take control of their own lives as much as they can.



Waterside Lodge Recovery Centre

Waterside Lodge Recovery Centre has successfully helped many adults with mental health support needs to take more control of their lives. We are passionate about recovery focused, person-centred support.



It is part of the culture at Waterside Lodge to offer people the opportunity to explore their capabilities and try new things in a spacious and supportive environment.

Individuals are helped to identify goals, reach those goals and, where appropriate, move on to more independent living.

24 hour support

Living at Waterside Lodge

A comfortable property of three connected houses, Waterside Lodge has 16 single-occupancy bedrooms on first and ground floors.

One bedroom has a large ensuite, and there are four shared bathrooms with toilet including one spacious wet room with easy-access showering facilities.

This attractive centre also has a large communal lounge with adjacent dining room and a well equipped kitchen. A further dining area and teaching kitchen can be used by residents to prepare their own meals with support from staff.

A separate lounge, for quiet relaxation, has a smaller activities room adjacent to it.

A bright, open area is available for 1-1 sessions and support planning.

Other facilities include a laundry room and a stair lift between the ground and first floors, while a rear garden enables residents to enjoy the outdoors, gardening and barbecues.

Daily activities

A varied in-house activity programme of social, recreational and daily living skills includes: art, keep fit, relaxation, cooking lessons, computer training, shopping, budgeting sessions, social evenings and outings planned by the Recovery and Activity Co-ordinator in line with people's preferences.

Group trips are chosen and planned by people who share interests. We share resources with local day services and Foundation Trusts offering additional sources of community access.



recovery focus



Core support services

- 24 hour support including sleep-in staff, 7 days a week
- 1:1 support packages designed with each person as required
- Individual recovery-focused support and care planning with reviews, agreed with each person and key stakeholders, plus assistance in moving on to more independent living services when appropriate
- Personal care and medication, where appropriate
- Support to use local community resources and become involved in activities outside the centre
- Assistance with identifying and using appropriate community services including access to support for addictions, counselling and physical health needs
- We recognise that everybody is unique and requires different levels of support. Our sliding scale of costs means that only support that is required is purchased. We are able to offer additional 1:1 hours if required



care pathways

“I like living here - It is my home and I feel safe there.”
- AK, resident



Waterside Lodge Recovery Centre, Leytonstone London.
Call **0208 539 9443** for more information

Eligibility at Waterside Lodge

To qualify for a place, people must be over 18 years and be known to community mental health services – perhaps with experience of in-patient care in an acute setting.

They will also have a psychotic illness, acute depression or anxiety, or personality disorder, or dual diagnosis (drugs and/or alcohol or learning disability).

In addition, they may also have had contact with the criminal justice system or a residential placement out of the area – this could include secure facilities.

NB People with dementia or whose primary diagnosis is substance misuse will not be eligible for this service.

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 Waterside Lodge Recovery Centre, please contact the Area Manager, Liz Sharpe, by telephone on **07766 250194** or by email **liz.sharpe@outlookcare.org.uk** Alternatively please call Central Services on the number below.

Support staff

Trained and experienced staff at Waterside Lodge include: a service manager, clinical lead/adviser, Senior Support Time and Recovery (STR) workers, Support workers, Activity and Recovery co-ordinator.

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



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