



# Maplestead Road

## Dagenham, Essex

### 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.



## Who we support

People who:

- Are over 18 years old
- Have mental health support needs



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 support people with a range of needs and wishes. Customer service is at the heart of the work that we do.

specialist  
services

### Living at Maplestead Road

Maplestead Road is a specialist service that provides housing and support for people with Mental Health support needs.

We are passionate about recovery focused, person centred support for all individuals that we support.

Maplestead Road comfortably accommodates six people in single occupancy bedrooms.

This attractive and spacious 6 bed roomed home has a large communal lounge, a kitchen diner, two bathrooms, a single toilet, and a utility/ laundry room.

Customers also enjoy the use of an established rear garden complete with a built in barbeque.

The home operates a no smoking policy for communal areas.

### Daily activities

A variety of in-house activities are available as well as accessing the local community colleges and day centres and social clubs.

Support will be offered 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.

complex  
needs



### Core support services

- 24 hour support including night support, 7 days a week
- Support to access local community resources.
- 1:1 support hours designed with each person as required.
- Support to identify appropriate community services to meet individual needs.
- Individual person centred support plans, personal care and medication support where appropriate.
- We recognise that everybody is unique and requires different levels of support. We are able to offer additional 1:1 hours if required.
- Risk management through multi disciplinary approach.

risk  
management



'I'm happy with the way I have met K, I am happy she is attending college twice a week , I have seen some of her college work and I am pleased. - **Relative**

'People we spoke with said they were satisfied with the staff at the service. One person said "I wouldn't change the staff" and another said "they know what they're doing.'

- latest CQC report [www.cqc.org.uk](http://www.cqc.org.uk)

**Maplestead Road, Dagenham** Call **0208 5957645** for more information

## Eligibility

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

## Referrals

To make a referral please contact Liz Sharpe, Area manager on **07766 250194** or by email on: **[liz.sharpe@outlookcare.org.uk](mailto:liz.sharpe@outlookcare.org.uk)**

## Support Staff

- Experienced, trained and established team of support staff.
- Trained in recovery approach 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.

## Comments & Complaints

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

## Prices

Fees are based on assessment of need for each individual



## 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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