

# Protecting the vulnerable

We are an award-winning organisation with over 30 years' service dedicated to providing person-centred support to people with learning disabilities, mental health and complex nursing needs and dementia. We are proud that, as a charity, every surplus penny we earn is continually invested in improving our standards and facilities.

Although we operate our services from many locations across London and Essex, we remain a tight-knit family of professionals who are passionate about delivering an exceptional level of care.

There are millions of people in the UK who need very special support. Like all of us, they have hopes, desires and dreams. By supporting those in our care to unlock their potential, we can enable them to live the most amazing lives.

choice



control



## Our mission statements

### Learning Disabilities

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.

### Mental Health

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.

### Older People

By listening to our older residents and their loved ones to understand what matters most to them, we will deliver exceptional nursing care and support.

## Where we are

BARKING AND DAGENHAM	HAVERING
BRENT	NEWHAM
BRENTWOOD	REDBRIDGE
COLCHESTER	SOUTHEND
GREENWICH	WALTHAM FOREST
	WESTMINSTER

## Contact us

For more information on how we can support you, please call or email us. Our contact details are below.

### Outlook Care

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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.

We are regulated by the Care Quality Commission to deliver registered care and personal care, in your own home or in one of our specially adapted buildings.

# making life feel better

What we do at Outlook Care

 Outlook Care  
It's our business to care



achieve



recover



support



## It's all about ability not disability

We are one of the largest specialist providers of learning disabilities services in London and Essex and our goal is to help our customers realise their dreams. By looking beyond their disability, we are able to help them to unlock their potential, so they can lead truly fulfilling lives. We also support them to attain the skills to look after themselves more independently.

We specialise in supporting people with complex needs, including:

- **Autistic spectrum disorder**
- **Behaviours of concern**
- **Communication support needs**
- **Dementia**
- **Sensory and physical needs**

Our specially adapted properties range from self-contained flats to houses with communal living areas and gardens. As we recognise the importance of being able to stay at home for as long as it's safe to do so, we also offer domiciliary care and individual Support Service packages.

Our Short Breaks service gives people the opportunity to take a mini holiday in our purpose-built accommodation in Greenwich, or even further afield - so carers have a little respite too.

## Getting back on track

Mental health problems are one of the largest causes of disability in the UK. They can take many forms and vary in intensity, but we know from our many years working in this field that, whatever your mental health needs may be, you can get your life right back on track.

We support people with mental health needs, including:

- **Bipolar affective disorder**
- **Behaviours of concern, including self-harm and self-neglect**
- **Drug-induced psychosis**
- **Schizophrenia**
- **Severe anxiety**

Our recovery-focused approach to supporting our customers, enables them to regain their confidence and manage their own affairs.

We have properties in London and Essex where we provide registered care and supported living services for people with mental health needs. These properties are all specially adapted to provide the best living environment possible. We also have a number of individual Support Service packages to support people in their own homes.

Waterside Lodge, our purpose-built mental health recovery centre in Leytonstone, is successfully supporting people to make the transition from staying in hospital to living in the community.

## Life is for living

Foxburrow Grange is our state-of-the-art nursing and dementia care home in Colchester. It's our largest care home, and years of experience caring for older people in the community have informed all our decisions, from the dementia-friendly design of the building and its gardens, to the exceptional calibre of the nursing staff. Here we are able to provide residential nursing care that is second to none.

We believe that life is for living irrespective of your age. So here we have created an environment where independence and involvement are encouraged, where all our residents have choice and control over how they live their lives.

Our wide variety of activities and facilities mean our residents can learn new skills, make new friends and, when they want to, enjoy a little pampering. And, as we have no set visiting times, it's easier to stay connected with family and friends.

Foxburrow Grange in brief:

- **69 en-suite bedrooms**
- **Dementia Safe system**
- **Fire sprinkler system**
- **Activity skills kitchen**
- **Internet cafe**
- **Sensory room**
- **Community hub**
- **Physiotherapy**
- **Library**
- **Private dining room**
- **Quiet room**