

# What we do at Outlook Care

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



## OUTLOOK CARE LEARNING DISABILITIES SERVICES

### You're hired!

*Recruiting at Barking & Dagenham*

We believe in involving our customers in how we do things at Outlook Care. This is set out in our Involvement Strategy and, at our Barking and Dagenham supported living service, we were able to demonstrate our involvement in action at a very innovative recruitment day.

Rather than interview potential support workers and team leaders in our traditional way, we decided



to hold a formal interview followed by a practical session - a little like the Apprentice without the grief!

We set up various arts & crafts, cookery and music scenarios and observed how candidates engaged with customers and their families during these tasks.

Afterwards, customers and their families, together with Outlook Care staff who were involved in the process, discussed who demonstrated ability and flair for the role, which included having a great connection with the customer. Then we made the final decision on who should be appointed. We had a very successful day and now have five more person-centred members of staff.

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

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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.

# helping people live amazing lives

Learning Disabilities Services



**Outlook Care**  
*It's our business to care*

# Having a learning disability doesn't stop someone from learning and achieving.



## Helping people get on with their lives

We are one of the largest specialist providers of learning disabilities services in London and Essex. We deliver a wide range of care and support packages to help people with learning disabilities be as independent as possible.

We all know the value of positive relationships and encourage people to develop friendships, become involved in their community, find a job, manage their finances and generally get on with their lives. Having your own front door key, for example, is a real milestone; an outward sign of inner self-confidence and achievement.

### Creative approach to care and support

Our years of experience working in this field means we understand the importance of taking a completely personalised approach to care. And this is why we always make time to listen, observe and understand our customers, before working with them to develop their plan of support.

Our creative solutions (please read about our recruitment process on the back page) have proven to be highly effective in encouraging people to have a sense of purpose, to feel that their opinion matters and that life is to be enjoyed.

## Our services

We provide a wide range of services for people with learning disabilities - from registered care and nursing, to supporting people in their own homes. We also offer short breaks to people who live at home with their families. We have specially adapted properties ranging from self-contained flats to houses with communal living areas and gardens.

And, as we recognise the importance of being able to stay in your own 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 further afield - giving carers a little respite too.

Our staff are highly trained and specialise in supporting people with complex needs, including:

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

### Where we are:

- |                             |                       |
|-----------------------------|-----------------------|
| <b>BARKING AND DAGENHAM</b> | <b>NEWHAM</b>         |
| <b>BRENT</b>                | <b>REDBRIDGE</b>      |
| <b>BRENTWOOD</b>            | <b>SOUTHEND</b>       |
| <b>GREENWICH</b>            | <b>WALTHAM FOREST</b> |
| <b>HAVERING</b>             | <b>WESTMINSTER</b>    |

# Everyone deserves a chance to unwind and recharge their batteries.

## Royal Greenwich Short Breaks

This is a unique service for people with learning disabilities. We have created a light and airy hotel-themed house, with two four-bed flats. Each flat has four en-suite bedrooms, a communal sitting area, assisted bathing facilities and communal kitchen and dining areas. The ground floor flat is fully accessible to wheelchair users and each bedroom is equipped with ceiling hoists.

Based at Kensing Road, near Westcombe Park station, our guests can take a short break lasting a few hours or a couple of weeks. They can even enjoy a pamper session and then go clubbing, all fully supervised by our staff of course.

We also provide a Short Breaks service that comes to you, because we know how important it is to have options. We can, for example, support people to take a holiday away or to get involved in local community activities. Either way, you can unwind and recharge... and a change is as good as a rest!

