

# What we do at Outlook Care

We are an award-winning organisation with over 25 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 MENTAL HEALTH SERVICES

### Real lives

*Rosemary lives with bipolar; this is her story...*

"I was fine at school; even when I started work I felt OK. But at 17 things started to change. Some days I felt fantastic, I could do anything. I had so much energy I could have climbed a mountain there and then, instead I'd write letters and tidy up till there was nothing left to tidy. My mum knew something was wrong and that's when I was diagnosed with bipolar disorder. When she died I was devastated, couldn't get over it.



For the best part of 40 years I've been in and out of hospital, but when I was out I'd sometimes feel suicidal.

"I've been at Dagenham Road for four years and I'm really happy here. The best part of my day is when my friend Sejida and I watch Jamie Oliver's 15-Minute Meals on TV. It's not because we both like Jamie, although we do, but we all take it in turns to cook for each other and we need new ideas - especially quick ones! I'm quite a good cook, but I do prefer it when I don't have to. Life's good now; my family tell me that here, at Dagenham Road, I'm the best I've ever been."

**For more information on Mental Health 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.

# getting lives back on track

Mental Health Services

 Outlook Care  
*It's our business to care*

# We never underestimate the power of ingenuity and patience.



## Life gets better, it just takes time

Mental health needs are widespread, affecting one in four of us every year. This illness respects neither age, gender or culture, and is one of the largest single causes of disability in the UK. You could be a new mother, soldier, teenager or adult and feel like your life is on hold, or that there's nowhere to turn.

As debilitating as mental ill health can be, our goal at Outlook Care is to help people receive the right kind of support and treatment so they can get their lives back on track.

### 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 recovery-focused care and support. We always make the time to listen, observe and engage with our customers; this is invaluable in helping us develop a recovery plan that will make a positive difference. A difference that enables our customers to recover from their experience of mental ill health and live their lives.

Our creative solutions (please read Rosemary's story on the back page) have proven to be highly effective in encouraging people to have a sense of purpose, to feel that life is rewarding, to be enjoyed.

## Our services

We have properties in London and Essex where we provide registered care and supported living services for people with mental health needs. Our properties range from self-contained flats to houses with communal living areas and gardens; all have been specially adapted to provide the best support for our customers. And, as we recognise the importance of being able to stay in your own home, we also have a number of Individual Support Service packages to help you do just that.

### Where we are:

- BARKING AND DAGENHAM
- BRENTWOOD
- HAVERING
- NEWHAM
- REDBRIDGE
- WALTHAM FOREST

We support people with mental health needs, including:

- **Bipolar affective disorder**
- **Behaviours that challenge, including self-harm and self-neglect**
- **Drug-induced psychosis**
- **Schizophrenia**
- **Severe anxiety**
- **Severe depression**
- **Substance abuse and addiction**

We help our customers develop the skills they need to achieve their own personal goals, including access to employment and leisure opportunities, respect for others and maintaining their tenancy.

# We will continue to invest our energies in delivering safe and effective services.

## Waterside Lodge Recovery Centre

Since 2009 we have been successfully supporting people to move on to more independent living at our recovery centre in Leytonstone. Often customers have been in hospital for weeks, months, years even, and we support them to make the transition to living in the community.

Learning independent living skills, like cooking, shopping and budgeting is vital, which is why we make these "lessons" as interesting as possible. Our Activity and Recovery Coordinator plays an important role in encouraging participation in activities that boost self-esteem and increase confidence.

### Namaste

Working together, staff and people living at Waterside Lodge recently created an oasis of calm out of what used to be the old smoking room.

Now comfy sofas, fairy lights and aromatherapy oils are the order of the day, and people have a haven of tranquillity to visit whenever they feel the need. Some just like to sit and listen to Elvis.

