C.E HEALTHCARE



SPECIALIST IN SUPPORTED LIVING SERVICES

YOUR LIFE.
YOUR CHOICES.
YOUR FUTURE.

Person-centred support • Everyday independence • Community inclusion

www.cehealthcare.co.uk

A BETTER EVERYDAY LIFE

Independence starts here

Personalised supported living for adults aged 18 and over.



At **C.E Healthcare**, we believe everyone should have the opportunity to live with dignity, make meaningful choices and build a life that reflects their interests and aspirations.

Our supported living approach combines practical assistance with encouragement to develop confidence, life skills and community connections. We work alongside each individual, rather than taking over the things they can do for themselves.

Respect • Choice • Independence • Inclusion

WHAT MAKES US DIFFERENT

Support built around the person

We start by listening. Every person has different abilities, communication preferences, routines and personal goals. Support is developed through assessment and discussion with the individual, their chosen representatives and relevant professionals.

A person-centred plan

Support is shaped around what matters to the individual, including strengths, preferences, goals and assessed risks.

Independence with reassurance

We encourage people to make choices and build skills, providing appropriate help when needed.

Positive relationships

Where possible, familiar staff support trusted connections, participation and a sense of belonging.

Care that can adapt

Arrangements are reviewed when needs, circumstances or aspirations change.

AT A GLANCE

The support we can provide

Supported living assistance can include a wide range of practical, personal and social support, with each element agreed following assessment.

- **Everyday living**

  Cooking, household routines, cleaning, laundry and daily organisation.

- **Personal wellbeing**

  Personal care, health appointments and medication support in line with agreed plans.

- **Money and tenancy skills**

  Budgeting, understanding bills and responsibilities associated with a home.

- **Community and opportunity**

  Shopping, friendships, volunteering, education, activities and personal goals.

- **Flexible arrangements**

  Scheduled, extended or more intensive support where assessed, funded and available.

EVERYDAY INDEPENDENCE

Confidence in daily living



PREPARING FOR EVERYDAY LIFE

Our support workers encourage people to take part in cooking, planning meals, cleaning, laundry, organising their day and looking after their home. Tasks can be broken into manageable steps to help individuals practise, learn and grow in confidence.

WITH PEOPLE, NOT SIMPLY FOR PEOPLE

The emphasis is on what someone can do, what they want to learn and the level of assistance that makes each activity manageable, safe and meaningful.

RESPECTFUL DAILY SUPPORT

Dignity in every detail



Some people may need assistance with washing, dressing, grooming, personal hygiene or other daily care. Our approach aims to preserve privacy, respect preferences and encourage as much independence as possible.

Individual routines

Support reflects the person’s preferred timing, communication style and daily habits.

Consent and choice

We involve individuals in decisions and respect their dignity and personal boundaries.

Assessed requirements

Personal care tasks are agreed through assessment and provided within staff skills and service capability.

YOUR HOME, YOUR RIGHTS

Living well at home

A stable and comfortable home is central to independence. Where appropriate, we can help individuals understand tenancy responsibilities and develop routines that make their living environment their own.

Understanding responsibilities

Support can include discussing bills, household safety, reporting repairs and communicating with a housing provider.

Managing daily routines

People may be supported to plan shopping, organise cleaning, maintain personal spaces and manage appointments.

Separate arrangements

Care and support agreements are distinct from accommodation and tenancy or occupancy agreements.

Supported living does not automatically mean C.E Healthcare provides or owns the accommodation.

BUILDING FINANCIAL SKILLS

Money matters. Choice matters.



We encourage practical confidence with money through planning purchases, understanding everyday costs and developing budgeting habits appropriate to the person's abilities and preferences.

- **Planning ahead**

  Creating shopping lists, comparing prices and considering regular bills.

- **Financial dignity**

  Respecting an individual's decisions and putting appropriate safeguards in place.

- **Working towards goals**

  Developing skills for saving, prioritising spending and managing daily costs.

SUPPORTING HEALTHY ROUTINES

Shopping, cooking and eating well



Food and shopping are opportunities for choice and independence. Support may include choosing meals, making shopping lists, navigating supermarkets, preparing food and understanding dietary requirements.

PERSONALISED AND INCLUSIVE

We take account of food preferences, cultural needs, allergies and dietary advice where relevant. Individuals are encouraged to contribute as much as they wish and are able.

> **Everyday tasks can become meaningful opportunities to build confidence and independence.**

SUPPORTING WELLBEING

Good health. Greater confidence.

Our team can support individuals to manage routines associated with their wellbeing and access appropriate professional care. Health-related tasks depend on assessment, staff competence and agreed procedures.

Medication assistance

Reminders or agreed medication support are provided according to individual plans and applicable procedures.

Health appointments

Help with planning, attending appointments and communicating needs, where agreed.

Emotional wellbeing

Reassurance, encouragement and support to maintain structure, confidence and relationships.

Working together

Cooperation with relevant health and social care professionals where appropriate.

A FUTURE WITH POSSIBILITIES

Learning, work and volunteering



Every person deserves opportunities to explore their interests, learn new skills and pursue ambitions. We can support individuals to identify suitable education, training, volunteering and employment opportunities.

- **Building preparation skills**

  Planning journeys, organising routines, developing confidence and preparing for activities.

- **Connecting with opportunities**

  Finding and accessing relevant community services, courses and voluntary activities.

LIVING BEYOND FOUR WALLS

Connection. Belonging. Participation.



Supported living is about participating in everyday life, not only managing tasks at home. We encourage people to enjoy their communities, maintain relationships and pursue activities that are meaningful to them.

- **Getting out and about**

  Local outings, shopping, leisure activities, community groups and events.

- **Keeping in touch**

  Maintaining contact with relatives, friends and others important to the individual.

- **Choice first**

  Activities reflect the person's interests, preferences, goals and agreed support plan.

PERSONAL GOALS

Small steps.
Big achievements.



Goals might include preparing a favourite meal, managing a budget, attending an activity independently, growing confidence with a routine or developing a new relationship.

We listen to the individual's priorities and help translate their aspirations into realistic, meaningful steps. Progress is considered through regular conversation and support reviews.

> **Success is personal. What matters is progress towards the life each individual wants to lead.**

INDIVIDUAL NEEDS

Specialist support, personalised care

We consider supported living enquiries for adults aged 18 and over with a range of additional needs. Acceptance depends on assessment, the required staffing, safe capacity and applicable regulatory scope.

- **Learning disabilities**

  Developing practical life skills, confidence, communication and everyday choice.

- **Autism**

  Recognising individual routines, sensory preferences and communication needs.

- **Acquired brain injury**

  Support with routines, memory, daily tasks and goals where appropriate.

- **Physical disabilities**

  Assistance with mobility, accessibility, personal care and community participation.

MEETING DIFFERENT NEEDS

Support that responds to you

Mental health support needs

Practical encouragement with routines, relationships, daily living and community connection alongside relevant professionals where appropriate.

Complex or multiple needs

Coordinated support where risk assessments, staffing, equipment and competencies allow safe delivery.

Young adults moving towards independence

For people aged 18 and over, assistance may include practical life skills, education, work, budgeting and establishing routines.

We do not assume that a particular diagnosis determines what someone can or cannot do. We consider each person's strengths and preferences alongside their support requirements.

Every referral is assessed individually to establish whether C.E Healthcare can meet the person's needs safely and appropriately.

THE PEOPLE BEHIND OUR SUPPORT

Compassionate people. Professional support.



Our support workers and management team aim to build relationships based on trust, communication, compassion and respect. We recognise that consistent, familiar support can make a meaningful difference.

- **Skilled and supported**

  Role-relevant learning, supervision and competency development.

- **Person-centred practice**

  Listening carefully, respecting choices and supporting individual goals.

SUPPORTED LIVING / LEADERSHIP

Our Leadership & Management Team



Members of the C.E Healthcare Leadership & Management Team

Professional oversight. Independent lives.

Our leadership and management colleagues work together to support person-centred arrangements, effective safeguarding, staff learning and ongoing quality assurance. We encourage individual choice, practical independence and meaningful participation in everyday life.

CARE WITH ACCOUNTABILITY

Training, leadership and quality

C.E Healthcare's management and coordination arrangements support appropriate staffing, care planning, review and professional oversight. Workers are expected to understand safeguarding responsibilities and deliver support within their training and competence.

Staff preparation

Role-relevant training can include safeguarding, moving and handling, medication procedures, infection prevention and person-centred practice.

Supervision and competency

Support workers receive oversight, feedback and opportunities for professional development.

Care planning and risk management

Individual plans and risk assessments guide agreed support.

Learning and improvement

Feedback, reviews and monitoring inform changes to practice and support.

DIGNITY, RIGHTS AND SAFETY

Safeguarding and wellbeing

Everyone receiving support has the right to be treated with dignity and respect. We aim to promote individual rights while taking reasonable steps to identify and manage risks.

Recognising concerns

Workers are expected to identify safeguarding concerns and use established reporting routes.

Privacy and choice

We respect people's preferences, communication needs, personal information and right to be involved in decisions.

Positive risk-taking

Support planning considers independence and opportunity alongside safety.

Working with others

Appropriate communication with individuals, advocates, families and professionals, subject to consent or lawful authority.

FLEXIBLE ARRANGEMENTS

The right level of assistance

Support can be tailored to different daily routines and levels of need. The type and intensity of assistance depend on assessment, agreed funding, staffing arrangements and availability.

- **Scheduled visits**

  Support at agreed times for personal care, domestic routines, shopping or community activities.

- **Extended daytime assistance**

  Longer periods of support for more involved needs, routines or goals.

- **Overnight or enhanced arrangements**

  May be considered where assessed, appropriately staffed, funded and available.

- **Review and adjustment**

  Support arrangements can be reconsidered as circumstances and aspirations change.

Housing and care: important distinctions

Supported living typically enables a person to live in accommodation under their own tenancy or other occupancy arrangement while receiving care or support through a separate agreement.

Accommodation options

Where housing is required, C.E Healthcare may liaise with relevant housing providers, local authorities and professionals to explore options.

Tenancy and rights

Housing terms, rent, repairs and responsibilities are determined by the relevant accommodation arrangements.

Care and support

The support plan, responsibilities and care charges are considered separately from accommodation costs.

Availability

A suitable property or placement cannot be assumed; all arrangements require discussion and confirmation.

UNDERSTANDING THE OPTIONS

Funding and professional referrals

Funding and referral arrangements vary with eligibility, assessed needs and the relevant commissioner or funding body. Our team can discuss the referral process and the information needed to consider a request.

Local authority arrangements

Referrals and commissioned support may be arranged through relevant social care teams.

NHS or other funding

Some individuals may be eligible for arrangements through other bodies where applicable.

Individual and private funding

Personal budgets or privately funded care may be considered where suitable.

Clear costs

Support charges, housing costs and everyday living expenses may be separate and should be clarified before support starts.

YOUR SUPPORTED LIVING JOURNEY

Seven steps to getting started

01 **Get in touch**
Tell us about your circumstances, aspirations and support requirements.

02 **Individual assessment**
Explore strengths, preferences, communication, needs and risks.

03 **Explore living options**
Consider accommodation with relevant housing providers where needed.

04 **Personal support plan**
Agree support, routines, staffing, goals and risk arrangements.

05 **Meet your team**
Introduce suitable support staff where possible.

06 **Begin support**
Start when necessary agreements and plans are in place.

07 **Review progress**
Adapt agreed support as needs and goals change.

FREQUENTLY ASKED QUESTIONS

Answers to common questions

What is supported living?

Support that helps people live in their own homes, develop skills and participate in community life.

Who can access the service?

Adults aged 18+ whose assessed needs can be safely met within the service's capabilities.

Is it residential care?

No. Housing and care are generally arranged separately.

Do you provide accommodation?

We may work with housing providers to explore options; accommodation is not automatically included.

Can families be involved?

Yes, where the individual wishes and appropriate consent or authority exists.

Can support be provided at night?

Potentially, where assessed, agreed, staffed and available.

Can I choose my activities?

Individual choice and participation guide activities and everyday routines.

How do I make a referral?

Contact our team to discuss needs and the assessment process.



LET’S TALK ABOUT

SUPPORTED LIVING.

Whether you are exploring supported living for yourself, a family member or someone you support professionally, our team can discuss the next steps.

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Promotional images are illustrative. Services, regulatory scope, funding, geographical coverage and staffing are subject to assessment and confirmation.