

# Outreach

# Services



*A life without limits for  
the people we support*

## Outreach Care

We have over 30 years of expertise in delivering community-based Outreach services across the North of England.

Our professional, experienced, and caring support staff work in partnership with all our clients to enable those with severe and complex health needs to build and live an independent, engaged, and satisfying life.

Our expert teams work closely not only with our clients but with other care professionals to establish wrap-around individualised care that is comprehensive and rewarding.

We offer a variety of different Outreach support, from a befriending service in Kirklees, to bespoke Outreach in Leeds, York, and North and South Tyneside, all with the outcome of supporting people to live their best lives in their homes and communities.



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# Outreach Support

Our Outreach delivers an outstanding range of support:

**Access to local Community Groups/ Classes:** We ensure our clients have access to the groups/classes that will benefit their skills development and personal growth.

**Supporting Social and Leisure Goals:** We support clients to do activities that will help them with their health and wellbeing

**Personal Relationship Support:** We support people to build and/or maintain good relationships.

**Independent Living Skills:** We encourage clients to take the lead with support from staff to develop life skills, including things like budgeting, cleaning, household chores, and cooking.

**Healthy Lifestyle Support:** We support our clients to have an active, involved life that supports positive mental health, community involvement, and physical well-being.

**Mental Health:** Our teams understand how trauma may impact a client's mental and physical health. We work with clients to ensure they received specialist support.

**Employment and Community Involvement:** Our Pathways to Employment provides clients with 1:1 careers information, guidance, and support by professionals

**Independence** – We support clients to build their confidence to become more independent, this includes encouraging the use of different types of transport.



# Housing Support

We provide person-centered support to clients within the community whilst living in their own homes, whether that is in shared properties or independent supported living properties, or whilst living with family.

The support we offer includes:

- Supporting the client to decorate the house as they wish and make it a homely environment
- Supporting the client to keep house clean and tidy to their ability, this can include performing regular tasks such as making sure they make their bed every morning and/or wash their own dishes



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## A talented team

Our teams are highly trained to support clients in a supported living setting. We work in line with Skills for Care and CQC recommendations as well as REACH standards.

We ensure our teams:

- Are trained to support clients with motivational techniques, negotiating, listening, building trust and empathy
- Have access to development opportunities including Diplomas in Health and Social Care, with all staff working towards a minimum of Level 2 qualifications, those working with complex people we support towards a Level 3 and managers to a Level 5.
- Use Positive Behaviour (BILD-certified) support plans
- Take a Trauma-informed approach with all clients, to ensure they receive specialist help preventing re-traumatisation.
- Take a multi-agency approach, ensuring people get the support they need at the right time such as links with health professionals and knowledge of community opportunities and activities

All our staff are appropriately trained to support people in a person-centred way with a comprehensive induction and ongoing training programme.



# Our Support (Easy Read)

We aim to ensure our clients live their best life, we are committed to providing:



## **Person centred care**

Care based on each person's needs and aspirations.



## **Household and community support**

A place where clients will enjoy themselves and thrive.



## **Support for interests**

We ensure that the people we support do the things they enjoy most.



## **A team always on hand**

Our staff deliver quality personal care and support services when needed.



## Our Client Priorities



### **Social Life**

Enjoyable ways to meet new people and try new activities.



### **Life Skills**

Learn new skills to keep you healthy and happy.



### **Culture**

Explore art, music, people and places.



### **Education**

Learning more about the world and how it works.



### **Employment**

Develop understanding of different work places and how to find jobs.



### **Sport**

Keeping your heart and body healthy with sports, dance and movement.

## Our Values



Person Centred



Respectful



Open



Understanding



Dedicated



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## Choosing St Anne's

We are a leading multi-speciality care provider who is devoted to person-centred care. We support adults with learning disabilities, challenges of poor mental health, homelessness and substance misuse, helping them to live their best life.

We deliver a comprehensive range of leading person-centred services and training across the North of England, including Residential Care; Respite Care; Substance Misuse and Harm Reduction; Supported Housing; Homelessness Services; Day Centres; Domiciliary Care; Outreach; Nursing Care; Supported Living; Shared Lives.



## Contact

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