This booklet will help you to understand:

- What supported living means
- Who decides what support is needed
- What’s included in supported living
- How people can access supported living and how it is paid for
- What benefits people can get
- What is actually provided
What does supported living mean?

Supported living is used to describe the arrangement whereby someone who already has, or who wants their own tenancy or own home, also has support from a “Care and Support” provider to help them live as independently and safely as possible. They will receive support and help to live as ordinary a life as possible, this could be help with:

- Managing bills and money
- Cooking and healthy eating
- Getting a job
- Shopping
- Learning new skills for independence
- Personal care and well-being
- Managing medication
- Accessing employment, sports and social activities

People who live in supported living arrangements can live in a variety of different settings for example:

- With another person or others that they have chosen to live with in shared accommodation e.g. a shared house in which they all contribute to the bills and up-keep of communal areas.
- On their own in a flat/house or bungalow etc.
Who decides what support is needed?

The support that an individual needs is decided and planned with them directly and their family if they are involved. Usually an assessment is completed by a Care Manager or Social Worker and then the person is introduced to a provider who can support them if they so choose.

Some people decide to take what is called a “Personal Independence Payment or Direct Payment” and find someone themselves to employ directly – with this comes responsibility for all aspects of the employees well-being and working arrangements that the local council can advise upon.

If the individual chooses to have a support provider such as “excel” then they will be introduced and matched to their support staff to ensure compatibility. The council will then pay the support provider direct and will monitor closely the service that the individual is receiving.

The support can be offered on a 24/7 full time basis with someone either sleeping at the persons home or staying awake overnight if that type of care is required or it can be for a few hours a day or week, it really does depend upon what the person needs and wants to help them live within their own home.
What’s included in supported living?

Included in the service: You will be supported by a trained and skilled staff team. They will provide support in all the identified support areas including:

- Budgeting, managing and paying bills
- Finding suitable training, work and leisure activities
- Developing independence and daily living skills
- Maintaining existing relationships and building new ones
- Accessing your local community
- Staying healthy and well including support to attend medical appointments
- Identifying and claiming benefits
- Full Care Planning and Risk Assessment.

Your responsibilities:

- Any furniture – all tenants are required to furnish their own rooms and any communal or shared areas
- Paying your own utility bills – but we can help you to budget for these
- Activity funding – you will need to pay for any activities you want to do
- Private transport – but we support you to use public transport
- Paying for your own food and drink
- The cost of any specialist equipment – but we can support you to contact services such as Occupational Health
- Any repairs or updating not covered by your tenancy agreement with your housing provider
- Any personal items such as your clothing or personal care items.
How can people access supported living?

To find out more you can contact us (details are on the back of this booklet) and we will be happy to provide you with more information or come and visit you.

What benefits can people get in supported living?

These vary depending on the level of need and ability. The main benefits are:

- Disability Living Allowance or a Personal Independence Payment
- Attendance allowance (over 65 years)
- Employment and support allowance

People can also receive Housing Benefit that helps them with their rent and other benefits and grants that may assist them if they need special adaptations to their homes.

www.excelsupportservices.com
What is actually provided?

The housing/accommodation is usually provided by either the Council or a Housing Association which “excel” can help people with. Some people may choose to buy their own home through a “Shared Ownership Scheme” or others may rent from a private landlord.

In most cases unless the accommodation comes already furnished, the individual provides all their own furniture and white goods, some people can get financial help with their purchases if they have difficulty – this means that people choose what they want to have in their home.

Then as with people who already live in their own homes, individuals pay their own utility bills and any maintenance that is needed, this will all be explained in the tenancy agreement that people receive.
Contact Details:

Linden House, Lime Walk,
Bagshot Road, Bracknell,
Berkshire, RG12 9DY

Tel: 0203 1950145
Fax: 01344 305602

Email (Southern office):
Mark.Morgan@choicecaregroup.com

Email (Midland office):
Adam.Pullen@excelsupportservices.com

Email (Poole office):
Emma.Stride@excelsupportservices.com