



Kind Hands
Supported Living



Supported Living Accommodation

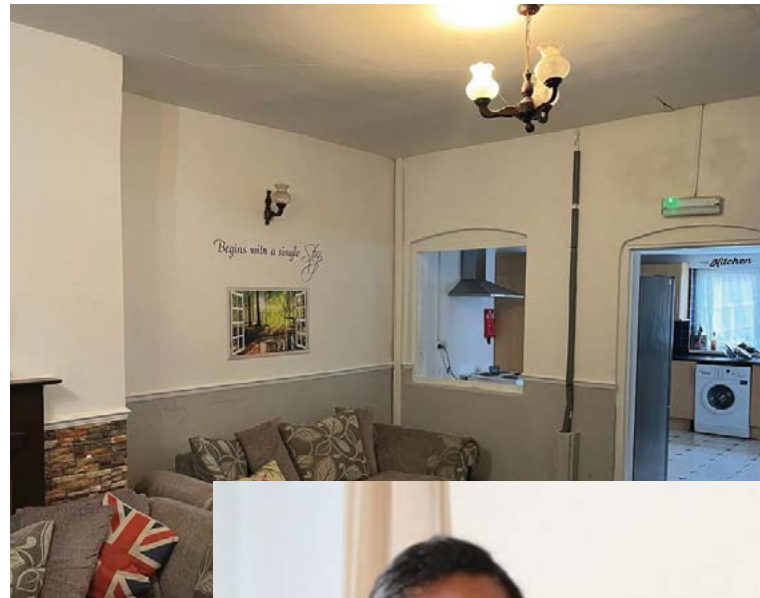
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36 Flint Green Road, Birmingham, B27 6QA

Welcome

Kind Hands is a CQC registered supporting living services.

We provide support for adults aged 18 to 65, with a range of mental health needs, encouraging them to develop their skills and live as independently as possible.

Each individual receives emotional and physical support from a specialist staff team who are trained to meet their specific needs.



Kind Hands
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Our ethos

Our ethos is based on the following 5 principles:

1. SAFE

Our Service at Kind Hands provide safe care for our Service user's to protect them from any form of harm and abuse by safeguarding them. Our Staff are fully trained on safeguarding. We will ensure we provide a safe environment by ensuring all risks are assessed.

2. WELL LED

Our service at Kind Hands is Well-led as we look at right culture, strategy, values and governance of our service. We ensure we provide the right care. Our management staff are highly qualified with years of experience In the care sector.

3. CARING

Our Services at Kind Hands ensure we provide highly trained staff. Our staff will ensure they treat you with compassion, kindness, dignity and respect. Kind Hands will ensure all care plans are bespoke to you preference and care need, We will ensure our Service User, family members and professionals are fully involved in the care planning.

4. RESPONSIVE

Kind hands is responsive and ensures to listen and respond to service user, family members, professionals visiting the service and carer feedback and complaints.

5. EFFECTIVE

Kind Hands likes to provide effective care by listening and making a change in the service. We ensure we provide the right care by respecting our Service User's confidentiality. At Kind Hands we like to promote a diverse community by hiring diverse staff. Our staff are trained to respect all cultures, religion and sexuality.

Kind Hands is a supported accommodation services are designed to enable you to live an independent life with the support of care staff. Our aims are to promote a comfortable homely environment.

We support people with long term mental health conditions, who require access to professional clinical and social support to enable them to reach their goals. Along their journey to mental health recovery outcomes are consistently measured with the individual and their wider support network; clinical, social, economic and qualitative to ensure maximum transparency.



We enable people with mental health needs to **fulfil their potential on a long-term basis**. Once Kind Hands has been chosen to provide mental health support, individuals are involved in many aspects of planning their services which enables us to provide a bespoke plan, undertake detailed care and create person-centred relapse prevention plans.

Alongside this, we measure the progress of the people we support towards realistic outcomes set by themselves, which is a fundamental part of the recovery process.

Our pro-active staff support initiatives to help people relearn the skills required for daily living in order for them to move towards increased independence and minimised support. In our experience, this not only helps to increase social and emotional wellbeing but also decreases the stigma that can be attached to people with mental health needs.e-on accommodation.

The accommodation combines housing with support and you will have your own tenancy rights. The level of support on offer can vary between locations ranging from 24 hour onsite support to visiting support for a few hours each week.

We offer you flexible support which is suited to your own individual needs, allowing you to reach your full potential and achieve your recovery goals.

Working in partnership with housing providers, Achieve together provides a range of innovative housing solutions, including shared housing, studio flats and self-contained flats that are designed to reflect what is most suited to an individual's needs and wishes. Where required, our Supported Living services have been adapted to meet specific sensory and physical needs.

Our specialist teams include dedicated Tenant Liaison Officers who support tenants in maintaining their own tenancies.

Our Supported Living services promote greater choice, control and independence.



We can help you to:

- ◆ Manage medication and engage with **mental health treatment programmes**.
- ◆ Establish and successfully **maintain a tenancy**.
- ◆ Develop or regain **independent living** skills e.g. cooking, shopping and household tasks.
- ◆ Identify and apply for suitable **move-on accommodation**.
- ◆ Build **motivation, confidence and self-esteem**.
- ◆ Manage **personal finances** including claiming benefits, budget planning, paying bills and developing money management skills.
- ◆ Access **education, training, volunteering or employment**.
- ◆ Live a **full and active life** in the local community.

Creating a brighter future

At our mental health supported living services we believe everyone deserves to live a safe, happy and meaningful life, where they're valued, respected, listened to and supported.



We empower the people we support to live as independently as possible and to overcome their challenges through our clinically-led enhanced support model.

- ✓ 24-hour support from a multi-disciplinary team
- ✓ Individual tenancy agreements
- ✓ Bespoke and comprehensive support plans
- ✓ Leading technology
- ✓ High-quality accommodation
- ✓ Risk management

What's housing got to do with mental health?

Where you live can have a huge impact on your mental health – everyone needs safe, stable and suitable housing to stay well.

There are issues across the private and social housing sectors which mean not enough people are living in the kind of housing they need. After surveying supporters and members of the public, we found out the following:

4 in 5

- Four in five people with mental health problems have lived in housing that has made their mental health worse.

40%

- 40 percent of people with mental health problems have experienced stigma or discrimination in the place they live at the moment.

2/3

- Two thirds of people with mental health problems have had at least one issue with the quality of their home.

People with mental health problems are being failed when it comes to housing. This needs to change. We want to see everyone with a mental health problem living in a place that's right for them.



Our staff

Our staff strive to deliver the best possible support and receive a full training programme.

Ongoing supervision and in-house training ensures that skills remain current and that the support we deliver remains consistent with best practice. In particular, staff are trained to understand the specific needs of our tenants and to use specialist systems of communication where appropriate.



Our service

Our aim is to provide care and support to allow our tenants to live as independently as possible.

Day-to-day, our expert care support workers assist with all aspects of care need, such as assisting with washing, dressing and personal care. Their role extends to supporting individuals to access the wider community, such as attending appointments and participating in social activities.

We have a strong focus on maintaining and building contact with family and friends and will offer the people we support every opportunity and assistance to achieve this.



Person driven

We are not a service led company.

Our decision making is not driven by the needs of the company.

“

Support led by
what is right for
each individual

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Each service is designed specifically for the person. Our decisions and way of supporting is 100% led by what is right for the person. It is vital that the person being supported is in the centre of every decision made.

We are able to clearly evidence our person-centred approach and ensure that all documentation relating to the person is focused on achieving positive outcomes for the person.

We have clear, easy to read policies and tools for the people we support to use should the person wish to make a complaint, pay a compliment or discuss their package of support.

Our accommodation

36 Flint Green Road, Acocks Green, Birmingham, B27 6QA

Kind Hands is a CQC registered supporting living services.

Flintgreen Road based in Acocks green has 12 bed single occupancy bedrooms with bathrooms on each floor. The property is 3 floors. Every bedroom comes with a bed, wardrobe, table, sofa and chester draws. Ground floor is wheelchair accessible.

Our accommodation is very homely as we want to create a homely environment for our Service users. We provide support for adults aged 18 to 65, with a range of mental health needs, encouraging them to develop their skills and live as independently as possible

Our supported living services help adults with a range of needs to live independently and safely in their local communities. This includes individuals with mental health needs. Each individual receives emotional and physical support from a specialist staff team who are trained to meet their specific needs.

We carefully match our team members to each person so that we can nurture trusting and positive relationships. With individually tailored support from people they feel comfortable and secure with, tenants quickly grow in confidence.



Local Facilities

Local facilities located nearby the property.



Under 15 minutes walk

- Rai Dental surgery (13 mins)
- Local stores such as Morrisons, Farmfoods, and Aldi (10 mins)

Up to 10 mins walk

- Dudley park medical centre (7 mins)
- Boots pharmacy (7 mins)
- Parish church of Acocks Green (7 mins)
- Local shopping centre (7 mins)
- Bus route number 4 to Birmingham city centre (2 mins)

More facilities nearby

- Restaurants and cafes
- The Ark education centre for adults
- Lloyds Bank
- Male and Female Hairdressers

Safe and bespoke home

We have existing properties where people move into bedrooms with people they want to live with. Placements are assessed to identify the perfect property for the person and adapt the property to meet the person's needs. This property is then managed by a Housing Association (or equivalent) to ensure there is no conflict of interest.

Everyone we support has the right to:

- Choose where they want to live
- Choose who they want to live with (if anyone at all)
- Choose their own home and how it looks

It is so important to have a property where the person feels safe and an environment which is made to specifically meet the persons needs.



Integration of technology

We believe that technology can be used to support people to gain independence and support empowerment.

We will happily explore new and innovative technology which could benefit the supported person.

Wherever possible, the company is paperless. Each service has a laptop which has access to cloud-based platforms to help manage the service, this includes platforms which help keep daily notes, view and amend risk assessments and support plans and a platform which manages the rota online.

Our aim is it to keep someone's home, a home and not "another office". By being paperless, we are able to keep everything a Support Worker needs, all inside a laptop.

Training

All of our Support Workers receive specific training to meet the needs of the person they are supporting. We ensure the training is specific and beneficial and not just a 'tick box' exercise. Refresher training and new training will be offered regularly throughout the employee's time at the company.

The role of a Support Worker is also to teach, this is a huge part of the culture and ethos of the company. The teaching will be specific to the supported person in order to promote independent living skills, promote empowerment and develop any areas the supported person experiences difficulties with.

Innovation and imagination

We believe to create a truly bespoke service; you need to be innovative and imaginative. We sometimes need to throw away the textbooks and create a new way of working.

No two services are the same, each one is unique and different in its own right.

We will use a combination of experience and technology to achieve solutions to issues which allows us to support people in the best, most person centred way possible.



Make a referral

in 5 easy steps

Step 1

Call or email us with your referral and we'll gather all the information we need to start the supported living referral process.

0121 517 1550 | referrals@kindhands.co.uk

Step 2

We'll arrange a **one-to-one assessment** to spend time with the person and their family, to **understand their current situation, support needs** and their short, medium, and long-term ambitions.



Step 3

Once we have built our recommendation for support, we'll arrange for the person and their family to visit our available supported living accommodation, giving them the opportunity to **meet our team and ask questions.**

Step 4

We'll produce a **funding proposal** detailing the support hours required and send off for approval, making sure you're kept up to date with the progress.

Step 5

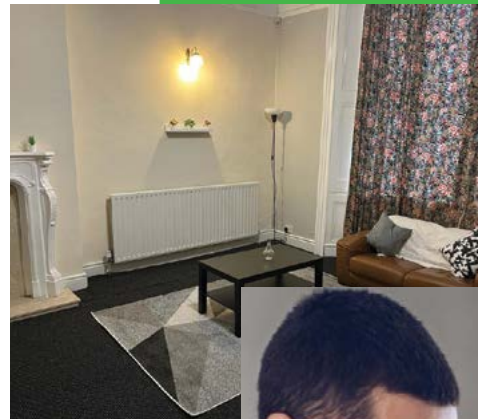
Once the funding is approved we'll agree on a **move-in date** and start the transition process. We'll be on hand to offer support and guidance throughout to make sure everything runs smoothly.

Get in contact

drop us an email
info@kindhands.co.uk

or give us a call on
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