General Information

Person Centred Care and Support LLP provides practical and emotional support and assistance to enable people to maximise their own potential and independence either in their own home or as a tenant with their own assured short hold tenancies via our separate housing partner, Properties For Supporting Living LLP. The aim of both is to enhance their independence. Service users are encouraged and supported to carry out as much as possible for themselves and where they are unable to carry out a particular task or function, that they are involved in the management of it.

We specialise in difficult to place service users, who have a history of placement breakdown. We also specialise in bringing service users out of county back into their own county where the placement is funded, where appropriate. This is often in conjunction with our housing partner, Properties For Supporting Living LLP as often suitable accommodation is purchased on a needs led basis to help facilitate their move.

Our service is designed to help people have a good quality of life by supporting people to live as independently as possible in the community. We support and assist the person’s housing related needs to enable them maintain their ability to live independently in their accommodation. This support could include helping the person to:

- Manage their money by helping to budget so people’s economic well-being is maintained by ensuring they have access to income and resources sufficient for their accommodation, a good diet and participation in family and community life.

- We encourage people to exercise choice and control by making sure they are well informed and supported through access to advice and support as their needs and circumstances change and they feel in control of their resources plus are enabled to maximise benefits. We can offer support with claiming the right welfare benefits and entitlements and filling in forms.

- Developing social skills and social contacts. We can support people to maintain family, personal and social contacts. We can support people to be seen as full members of their community, involved as much as they wish and their contribution is valued equally with other people. People are able to contribute to their role as citizens by using their democratic and decision – making powers.
We can support people to gain access to specialist services such as the dentist, optician, chiropodist and any other health related need for example assisting with medical appointments. We actively liaise with health care professionals to ensure peoples health and well-being are appropriately addressed so that the best possible quality of health is maintained.

We can support people with furthering their education, for example, going to college, learning skills, seeking a work placement and employment services.

Maintaining their tenancy, for example we can support the person with decorating, doing the gardening and generally keeping their own home to their liking so they can continue enjoying a clean and orderly environment.

Ability to manage daily tasks and/or develop these life skills such as support and or assistance with domestic tasks within the home, mobility, with shopping, cleaning and cooking.

We can assist with accessing leisure activities and help maintain a healthy lifestyle.

Staying safe and secure in their home. We can provide support both during the day and night depending on the person’s assessed needs. We provide a contact for emergencies via an on-call system 24 hours a day, 365 days a year.

We can support people with their emotional and personal issues and ensure people are treated in a way that helps them feel confident and secure. People’s privacy and dignity are valued and protected at all times.

We can also support people with a range of personal care tasks for example helping with bathing, dressing, medication, cooking etc if assessed as needed. The level of support will be identified on the person’s skills and needs assessment.

Most importantly the individual will always be at the centre of their care package and we plan their care with them to suit their needs.

We provide service for a wide range of service user groups, male or female with:

1. Learning Disability and/or Mental Health needs.
2. Challenging behaviours.
3. Complex health and personal care needs.
4. Physical disabilities.

Person Centred Care and Support LLP employ staff with a wide range of skills who are flexible and dependable in order to meet identified needs and we have a Behavioural Nurse Therapist, our own social worker and a senior management team who have vast experience of working with adults with complex needs.
Company Contact Details

Person Centred Care and Support LLP
Channelsea House Business Centre
Canning Road, Abbey Lane, Stratford
East London
E15 3ND

Registered Manager

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E15 3ND
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Complaints

Service users, their families or anyone acting in their best interest, can make complaints via telephone, email, fax, in person or writing.
T: 020 8536 0711
F: 020 8536 0711
E: Info@personccs.co.uk

All complaints should be addressed for the attention of the Registered Manager at the above address.

We review and acknowledge complaints within 78 hours of receipt in writing; and all investigations are concluded within 14 days.

If you are not satisfied with the outcome of the investigation or the manner in which it was handled, you should complain to the company’s Director at the above address within 14 days.