iris care group | supported living

Supported Living

High-quality, outcomes-focused supported living for adults with complex needs in South West England and South Wales

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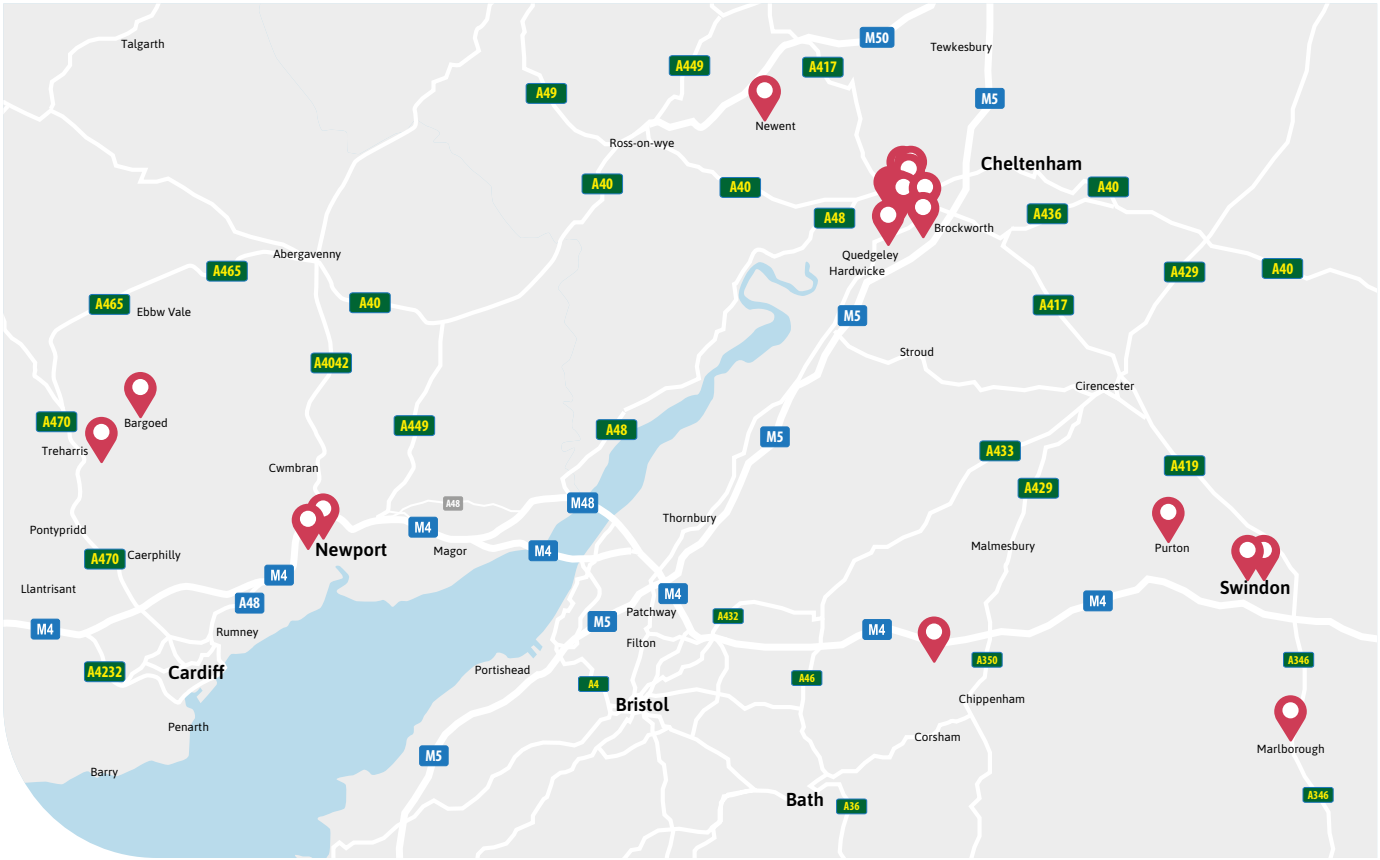
Our Supported Living Locations:



Referrals

We aim to provide an assessment of all referrals within 48 hours.

To discuss a referral to one of our Supported Living services, please contact:

Emma Hewitt
Placement Coordinator
(Supported Living Services)

Email:
emma.hewitt@iriscaregroup.co.uk

Phone:
07874 875401

Overview of Supported Living

Iris Care Group provides Supported Living services across South West England and South Wales.

Our aim is to support people to live the lives they want to live. We do this by providing the right support, at the right time, with a focus on independence, choice, opportunity, and supporting people to live a good quality of life.

We support adults with a range of support needs which include:

- Learning Disabilities
- Autism Spectrum Conditions
- Mental Health Conditions
- Physical Disabilities
- Acquired Brain Injury
- Sensory Loss
- Age-related needs

Our Pathways

Our services aim to enable people to live as independently as possible within the community, with the support of dedicated and trained staff.

We are experienced in supporting people to transition from hospitals, residential colleges, and residential care into their own homes. For many, this is the first opportunity in adulthood to live independently, outside of registered provision, and begin the next chapter of their life in the community.

As part of Iris Care Group, we not only accept direct external referrals into supported living, but also provide an integrated care pathway. This enables people to move on from our hospitals and residential services into our supported living provision, supporting them to achieve greater independence.

We take great care in finding the right home for each individual that we support. Our detailed assessment looks at their unique needs, preferred location, and compatibility with others they may live with, and how close their new home is to work, education, family, and the activities that matter to them.

Our Model of Care

Our model of care is grounded in the principles of Active Support, an evidence-based and person-centred approach that is tailored to each individual, enabling them to build confidence, learning new skills, and develop independence in all areas of their lives.

Co-production and collaboration are at the heart of everything we do. We pride ourselves on working closely with the people we support, their families, advocates, and representatives, and their wider circles of support to ensure personal goals, needs, and aspirations are always at the heart of the support we provide.

As well as providing all of the support a person needs to live a self-defined, meaningful life, we provide dedicated housing related support through our Social Housing Team. This team includes skilled and experienced professionals with backgrounds in social housing, who work for Iris Care Group on behalf of the landlord. The team ensures that tenants, their families, and representatives receive the right support and guidance to successfully manage their tenancy and benefits.

We have dedicated psychology support embedded within our services, which is available to the people we support through a referral as required. This may involve direct guidance for staff teams when supporting someone whose mental health has deteriorated, or one-to-one conversations with the people we support. Based on these conversations, Psychologists can support people to communicate their needs, and provide feedback to staff on alternative ways to further enhance and tailor support.

Our Psychology Team also works closely with staff and managers to review and update plans of support, and to deliver training on trauma-informed care and strategies for building resilience when working with people in crisis.

We have experienced Positive Behaviour Support (PBS) practitioners based in services where tenants may have more complex needs. These practitioners are overseen by our Psychology Lead and form part of our wider PBS team, ensuring consistent and specialist behavioural support across our services.

Our Teams

Our excellent staff teams are the foundation of our high-quality care and support.

Each of our four supported living services is overseen by a Registered Manager, and the services are delivered by trained staff teams that are supervised by Service Managers and Senior Support Workers.

We provide bespoke staffing solutions based on the assessed needs of the individual in receipt of support. This could include shared staff, as well as one, two, or three to one staffing dependent on the needs of the individual.

All of our staff members are extensively trained in mandatory areas, and receive service-specific and person-specific training to enable them to provide the best support possible.

Staff receive close supervision from their managers, who work alongside them for part of each week. This allows managers to directly observe practice and make continuous improvements in real time, in addition to overseeing performance through our established governance systems.

As part of our inhouse Quality Team, we have a dedicated Quality Auditor for our supported living services. Their role is to work directly with the people we support, our staff members, and managers from across our services to ensure best practice, drive continuous quality improvements, and promote a culture of learning and development for all of our teams.

All of our supported living services are regulated by the Care Quality Commission.

A Place to Call Home

Our supported living provision encompasses a range of accommodation options including shared houses and individual flats. Working together with our partner Housing Associations, we aim to support people to find the best environment and tenancy for their individual needs.

We are able to offer property to meet the needs of individuals with mobility issues, including ground floor accommodation, and accessible and adapted properties.

For tenants who require a more robust living environment, we are able to adapt single person accommodation options to suit their specific needs.

Our staff teams support individuals to make their homes their own, personalised to their unique preferences and lifestyles.

Our Outcomes

Our support aims to enable people to achieve their individually defined aims and goals which focus on:

- Development of daily living skills
- Increased independence and autonomy
- Improved quality of life and wellbeing
- Social inclusion and community integration
- Greater stability and safety in the community
- Minimise the need for moves to more restrictive settings

Staff receive close supervision from their managers, who work alongside them for part of each week. This allows managers to directly observe practice in real time, in addition to overseeing performance through our established governance systems.

Iris Care Group

Iris Care Group provides the full pathway of services from specialist hospitals, Special Educational Needs College, residential and nursing homes, and supported living.

With services throughout South Wales and the South West and into the Midlands, we offer support to adults with mental health needs, learning disabilities, Autism and Acquired Brain Injury, including those with forensic histories.

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