



*Specialist supported accommodation providers*  
[www.tshseastbourne.co.uk](http://www.tshseastbourne.co.uk)

### **Who, Where, What & How?**

#### **Who?**

Tailored Support Homes & Services (TSHS) are Approved Providers for East Sussex County Council providing specialist support and accommodation services. We are experienced in providing a comprehensive support & accommodation services for adults who have a diagnosis of mental health problems, those with learning disabilities and for people with sensory impairment or long term conditions.

This is a family run business with several years experience and we have built up a wealth of experience, skill and understanding of the particular support needs of these client groups, to work with them to achieve their personal goals and support independent living.

There is a well established, experienced and diverse staff team who are enthusiastic and committed ,who all reflect the caring ethos of the organisation in their everyday work with service users.

Staff are well trained and include professionally qualified staff with nursing, social work, physio and occupational therapy backgrounds.

The team are passionate about the service they provide and about helping vulnerable people to have the best opportunities for recovery and development, and for optimum wellbeing and fulfilment.

#### **Where?**

TSHS have a number of properties based conveniently in the seaside and town centre areas of Eastbourne : our houses and flats are within a few minutes walk of the lovely Eastbourne seafront and all its amenities, and only ten minutes walk from the town centre.



#### **What?**

TSHS offer a service that provides a continuum of care for service users, with great flexibility and the resources and structure to enable service user progression, and to best meet individual needs.

TSHS accommodation comprises of two shared living homes:

- Westella House – a 7 bedroom Victorian house with a large shared lounge dining room and kitchen , and a small patio garden.
- Brierly House – a 9 bedroom Victorian home with a large shared lounge, dining room and kitchen, and an office base for staff.

PLUS

- A Four bed semi detached shared house- with patio a garden, located near the town centre in a pleasant residential area. This is for individuals who wish to experience greater independence but with support still available.
- 7 Flats for Independent or Semi-Independent living

We also run a Wellbeing Club that provides regular trips out and a range of supported social activities and promotes inclusion in the community.



TSHS offers specialised individual support, within a safe and non judgemental, family feel setting.

We work to agreed support plans and work positively and collaboratively with the service users, their care co-ordinators, and with commissioners and all relevant others involved in supporting the best interests of the service user.

Safeguarding is a fundamental part of our approach, and we deliver all aspects of our service working to good practice standards and guidance.

We monitor and review our service provision rigorously to ensure good standards are maintained and to continually improve.

We have a 24 hour staff cover. (Waking Night Support worker that supports the two large houses). Staff will not always be on site when supporting clients in the community, however, can be contacted by phone. We also have an Emergency ON CALL service for the smaller house and flats.

We are not registered to provide personal care, but can prompt, monitor and oversee aspects of personal care and medication, with agreements in place.

Personal care can be provided by using outside specialist agencies.

### How?

Within all of our accommodation settings, we offer individual support programs to each service user according to the agreed support plans.

All our support programs link into the Recovery or Wellbeing star program: these enhance service user's own insight and awareness into their strengths and challenges, and so promotes their development and supports the process of change.

The recovery and wellbeing star programs are intrinsically evidence based monitoring and tracking tools that aid the review processes.

When appropriate we work with clients on their passport to independence (daily living skills) completing a workbook to evidence their achievements towards independent living.

All service users are encouraged and supported to be as independent as possible, to have and make choices and have the lifestyle they choose. TSHS also recognises the need for security and the importance of stability.

We actively seek, listen and respond to the views of our service users and will appropriately advocate for them when necessary. We recognise the pace of progress for people will vary and so we offer a range of services to support short, medium and longer term goals.

We offer a Tiered Program of support, available throughout all the accommodation settings.

- Intensive Program to Recovery/Independence:  
(Short term Goals-Time limited for 6 months)
- Standard Program :  
( Not time limited- Mid term Goals towards Independence)
- Wellbeing program:  
(Not time limited- Longer Term Goals-Historically Institutionalised, previous 24 Hour care )

Examples of current sessions offered: These are primarily interventions or activities that support development of daily living skills, confidence and self esteem and stimulate & develop interests, for enjoyment and wellbeing, and towards community involvement.

<i>Recovery/Independence</i>	<i>Health</i>	<i>Wellbeing</i>	<i>Learning &amp; Community</i>
<i>Recovery Star Program</i>	<i>Health Monitoring; inc Diabetes</i>	<i>Wellbeing Star Program</i>	<i>Support to find &amp; maintain voluntary work ( links with local charity shop)</i>
<i>Delia's Kitchen cookery course(16 week course with portfolio)</i>	<i>Support to make &amp; attend health appoints.</i>	<i>Personal Grooming sessions/prompting</i>	<i>Links with Age Concern, Southdown Wellbeing, Alice Croft, People Matters, GEMS and other support services</i>
<i>Cooking Sessions (Step by step/Basic skills Learning &amp; enjoying cooking)</i>	<i>Weight checks if appropriate</i>	<i>Health Monitoring (i.e. daily step count and encouraging to use the gym / local swimming pool).  Dietary support and weight loss or gain working with GPs and One You</i>	<i>Computer &amp; IT learning &amp; use available including and can support signposting to online or college courses</i>
<i>Living skills program (comprehensive learning all routine daily living skills)</i>	<i>In house Chiropody</i>	<i>Music Group/Guitar and Piano Jamming sessions</i>	<i>Basic Maths Skills and can support signposting to online or college courses</i>
<i>Room Cleaning sessions and tidying sessions</i>	<i>Walking sessions</i>	<i>Dog walking &amp; grooming( visiting house dog)</i>	<i>Reading- key skills</i>
<i>Shopping Support</i>	<i>Golf sessions</i>	<i>Coffee Mornings/BBQ's &amp; group social gatherings Christmas Party /</i>	<i>Day trips out &amp; about</i>
<i>Financial management &amp; budgeting support</i>	<i>Wii fit sessions</i>	<i>Residents Social committee who arrange a variety of social events</i>	<i>Links with local churches</i>
<i>General administration support</i>	<i>Gardeners world project-grow our own</i>	<i>Film Club &amp; Quiz Nights/Games</i>	<i>Links with all local Gp surgeries</i>
<i>Service user forums/resident meetings/Coffee mornings and socials</i>	<i>Overseeing Medication when required plus reordering</i>	<i>Other sessions on offer: Art Group/Fishing/Photography/ Dancing/Crafts &amp; card making</i>	<i>CV writing/Gaining work experience and volunteering opportunities &amp; paid employment</i>

## **Rents and costs**

### **Shared houses:**

All rooms have a flat rate of rent per week. We support residents to claim benefits wherever appropriate and needed. Contact [management@tshseastbourne.co.uk](mailto:management@tshseastbourne.co.uk) for more information and current prices.

There is a weekly Service Charge cost, which is the contribution towards bills (including water, gas, electricity and council tax).

The sizes of the rooms vary, but are all of a comfortable size

Bathrooms, shower rooms and separate toilets are available to residents (some are ensuite)

### **Transition Flats:**

All flats have a set weekly rent. Contact [management@tshseastbourne.co.uk](mailto:management@tshseastbourne.co.uk) for more information and current prices.

All clients are responsible for household bills including water, electricity, council tax and any extras they may require such as internet. However, support staff will help clients to apply for any benefits that they may be entitled to, to help with these costs.

## **Support Costs**

The support costs vary depending on the individual's needs and requirements and are determined in agreement with the Adult Social Care Team.

## **Contact Information**

If you have any additional questions or would like to make a referral or visit, please contact:

Email: [Management@tshseastbourne.co.uk](mailto:Management@tshseastbourne.co.uk)

Linda Dyer (Director/Owner): 07812 128367      Abby Dyer (Service Manager): 07786 915775

Website: [www.tshseastbourne.co.uk](http://www.tshseastbourne.co.uk)