

## About Us



Community Options was established in 1990 and is a specialist provider of services for people who have mental health needs.

## Our Mission

To provide personalised support that enables individuals to lead valued and meaningful lives in the community.

## What people who have used Flexible Support Services have said:

*'Support workers have given me great encouragement and insightful, positive input.'*

*'Staff are very helpful and supportive...they treat me as an important human being.'*

*'...Staff are well informed about my problems and are helpful. They discuss things with me and respect my opinions and look after me ...'*

*'The support has been extremely helpful and useful to my recovery, I don't think I could have got as far as I have without it.'*

## How to access the service

There are a variety of ways to access our services. People may self refer or be referred by their care co-ordinators from the Community Mental Health Teams (CMHT) . They may also go through the Newham brokerage service.

Individuals wishing to buy the service via direct payments can self-refer.

Referral forms are available at all Community Mental Health Centres throughout the Borough or by calling Community Options.

## Contact us:

Telephone : 0208 313 9725

Email: [enquiry@community-options.org.uk](mailto:enquiry@community-options.org.uk)

Community Options is a trading name of Heritage Care Limited.



Registered Office:

Heritage Care | Connaught House

112-120 High Road | Loughton | Essex | IG10 4HJ

Telephone: 0208 502 3933 | [www.heritagecare.co.uk](http://www.heritagecare.co.uk)

Registered and licensed by the Care Quality Commission (Provider ID: 1-102643235).  
Heritage Care is a Company Limited by Guarantee Registered Number 07211819 and  
a Registered Charity Number 1135353. **CSS06-1118**



# Newham Flexible Support Services

Individual support for people  
with mental health needs.

CQC overall rating:

**Good**

[www.community-options.org.uk](http://www.community-options.org.uk)

Community Support Services

## About Newham Flexible Support Services

Newham Flexible Support Services provides a housing related support service offering personalised practical and emotional support based on individual need.

It is a CQC registered domiciliary care service which was last inspected in December 2017 and was rated as 'Good' by the CQC.

It provides individual, one to one, flexible practical and emotional support based on an individual's needs, and currently operates from 7am until 10pm, 365 days a year.

Support enables people to understand and manage their own mental health.

## What we can do

We help people to maximise independence and lead a valued life within their local community.

Support is provided by Support Time and Recovery (STR) workers who work with people on a one to one basis in their homes.

They can assist with everyday activities such as daily living skills, attending appointments and accessing advice and advocacy services. They also provide support to help manage physical and mental wellbeing, in addition to signposting you to take part in social and community groups and meaningful activities.

## Who is the service for?

**This service is for people:**

- With mental health needs who are living in the community and may be socially isolated and alone.
- Who need support with daily living activities and who may be able to develop skills with 1:1 support.
- Who need support to manage their medication.
- Who may benefit from developing mental health self-management strategies.

## About Our Staff

Our staff team includes Support Time Recovery (STR) workers, Occupational Therapists (OT) and OT Assistants. Our workers have a range of interests to share including: Music, Gardening, Arts DIY, Sport, Travel, Photography, History, Reading and Cooking .

Staff are skilled to support people with a range of needs and goals, including:

- Housing Management.
- Person Centered Planning & Self-management.
- Independent living skills.
- Medication Management.
- Alcohol and substance misuse issues.
- Using the Recovery Star and setting goals to promote greater independence.

## The role of Occupational Therapy

Our OT Assistants work with people focussing intensively on areas to support improved:

- Communication & Interaction skills.
- Motivation.
- Balanced and manageable routine.
- Engagement in meaningful life roles and activities.
- Skills development within activities.
- Management of physical health conditions.

## Outcomes from the service

**People who use these services can expect and have said they have:**

- More choice, responsibility and control over their lives.
- Greater independence in all areas of their lives.
- Better understanding of their own recovery.
- Coping strategies for managing their wellbeing.
- Improved general wellbeing, and better understanding of their medication.
- Increased knowledge of the opportunities available to them in the wider community.
- Valued social role.
- Increased confidence.
- Access to peer support.
- Contributed and had a voice in the services provided.
- Support to move on within two years.