



**Leading Supported
Living Provider**



Introduction

Welcome to Novo Healthcare

We are an industry-leading supported living services provider, delivering person-centred support services to the elderly and adults with learning disabilities or mental health issues.

About us

We are proud to deliver specialist residential care supporting people with various needs to help them lead the highest quality of life. We are focused on providing person-centred support, which we achieve by asking about and understanding people's wants, needs, dreams and aspirations.

Our service aims to provide a safe and homely environment that promotes empowerment, independence and choice, whilst enhancing our service users' daily living skills, enabling individuals to move on to a less supported setting in the future.

Our Core Values

We understand that every person wants to live their life to the fullest. Our aim is to boost their confidence and self-esteem so that they can equally participate in activities. We take their choices into account and make sure they get what they want. Helping individuals feel better through our services is our priority. For us, their needs matter the most. We make sure they feel good and get a better perception of life.

We encourage and promote:

- Freedom of Choice
- Civil Rights
- Confidentiality
- Dignity and Respect
- Equal opportunities
- Independence
- Privacy
- Security and safety



Aims and Objectives:

- Provide support that is tailored to each individual's needs.
- Empower independence in life where possible.
- Provide anti-discriminatory services.
- Provide a service that takes into account the service users preferences, wishes, personal circumstances and individual abilities.
- Deliver support of the highest quality that is flexible to the changing needs of the service user.

Our Services

Depending on what is best for our service users, we treat individuals with a care service that suits them. We analyse their interests, concerns, requirements, etc., to make sure the right support is provided from the start.

How Do We Achieve These Objectives?

- By working to an individual plan of support that has been agreed with the service user.
- Working with the service user to promote and, where possible, increase their independence.
- Encouraging individuals to be involved in the development of their customised service.
- Supporting service users to access all community services available to them.
- Ensuring that trained and competent staff provide support.





Care and Support Options

All of our services deliver a varied programme of activities and events designed to support our service users. We build a clear picture of each individual's likes and interests, gain an understanding of their life history, and review what is important to them and how they want to be supported.

We keep people connected and place importance on strong partnerships with local community groups. It's also imperative to involve important people in the lives of our service users. We encourage their family and friends to get involved in our organised events, bringing family and friends together.

Our support services include:

- Preparing fresh, nutritious healthy meals.
- Following a highly engaging and ever-changing activities programme.
- Provision of a communal dining and lounge area with no restrictions on sitting hours.
- Availability of staff 24 hours a day.
- Regular access to a range of different healthcare professionals.

Additional Information

The following pages provide more details on our services and the way we work. However, our friendly staff are on hand to offer any kind of assistance, whether that is a chat about your requirements or to answer any questions you may have about our services.

Please feel free to get in touch using the details below.

 0208 187 7840
 info@novohealthcare.co.uk
 www.novohealthcare.co.uk

Mental Health Support

One in four adults experiences at least one diagnosable mental health issue in any given year. People in all walks of life can be affected and at any point in their lives. Mental health problems represent the largest single cause of disability in the UK.

The following is the most common types of mental health illness:

- Mood disorders (such as depression or bipolar disorder),
- Anxiety disorders,
- Personality disorders,
- Psychotic disorders (such as schizophrenia),
- Eating disorders,
- Trauma-related disorders (such as post-traumatic stress disorder),
- Depression.

We understand how vital it is to choose the right level of support to overcome mental health challenges, and it all depends on individual needs. We encourage peer support as much as possible and have an ethos to empower individuals to make the changes and to learn and grow as individuals. Through personal development and support from our staff, we can help gain self-confidence and pave the road to gaining independence.

Learning Disability Services

We strongly believe everyone has their own abilities and strengths, and we use these attributes as a starting point to prepare a support plan centred to their needs. With support, many people can learn to communicate in different ways, be involved in decisions about themselves, do things they enjoy and achieve more independence.

A learning disability affects the way a person learns new things throughout their lifetime. It can affect the way a person communicates as well as their understanding leading to difficulty in processing further or complex information, developing new skills and coping independently. The severity of learning disabilities can vary greatly. Some individuals with a mild learning disability can speak easily and manage themselves but may require more time to learn new skills. Whilst others may have a significant amount of difficulty in communicating and have other disabilities. Some adults with learning difficulties can live independently whilst others need support with daily tasks such as washing and dressing, which in turn indicates the level of care they need.

Profound and multiple learning disability (PMLD)

A profound and multiple learning disability (PMLD) is a term for a severe learning disability and other disabilities that significantly affect their ability to communicate and be independent. Someone with PMLD may have severe difficulties seeing, hearing, speaking and moving. They may have complex health and social care needs due to these or other conditions.

Our Staff

All care staff undergo continuous mandatory and service-specific training to ensure we continue to deliver a high-quality service. All new employees receive full mandatory training via the company's induction programme and all of our workers have achieved, or are working towards, an appropriate NVQ qualification. Their training needs are reviewed regularly during monthly supervision sessions, and annual appraisals reflect on both the individual learning goals and the needs of the service as a whole.

Selected and Vetted

We select the best, highly skilled carers in advance, so they are ready to provide the care you want, right when you need it. All staff are thoroughly screened, background and qualification checked and regularly assessed to ensure they meet our standards.

Trained and Experienced

All our care staff members are trained and qualified to do the job you ask of them. Moreover, they have experience in a wide variety of specialist care.

Well-matched

Our assessors have great experience in matching suitable carers to our clients. As well as skill levels, the carers are also assessed for their interests and hobbies to ensure they match closely with clients; this includes cultural needs.

Our full checks procedure includes:

- Skills verification
- Professional references
- Mandatory training
- Criminal record
- Employment history
- Personal references
- Employment eligibility
- Competences
- Face to face interview
- Education history
- Care experience
- Work aptitude





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