



**WELLBEING  
ASSURED**  
HEALTHCARE

**Leading Supported  
Living Provider**



# Introduction

## Welcome to Wellbeing Assured Healthcare

We are an industry-leading supported living services provider, delivering person-centred support services to the elderly and adults with 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 tenants' daily living skills, enabling individuals to move on to a less supported setting in the future.

## Our Core Values

Our core value is to ensure our clients receive the best care service from highly trained and competent staff.

## Our Principles

We are committed to supporting all service users so that they can continue to live their lives with dignity and independence and be participating in their communities.

Our service users will be treated with dignity and respect to ensure the well-being of our clients and meet their full potential. We are committed to ensuring safe, caring, responsive, effective, and well-led service.

## Our Aim

The sole aim of our organization is to support people with mental health to integrate back into society.





## 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.
- Ensuring that trained and competent staff provide support.
- Supporting service users to access all community services available to them.

## 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.

0784 898 7087 | 0752 383 3390 | 0207 101 4087 | 0192 327 3993

 [info@wellbeingassured.co.uk](mailto:info@wellbeingassured.co.uk)

 [www.wellbeingassured.co.uk](http://www.wellbeingassured.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 large proportion of 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.





## 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





## Contact Us

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.

### Wellbeing Assured Healthcare Limited

Telephone: 0784 898 7087 | 0752 383 3390 | 0207 101 4087 | 0192 327 3993

E-mail: [info@wellbeingassured.co.uk](mailto:info@wellbeingassured.co.uk) | Website: [www.wellbeingassured.co.uk](http://www.wellbeingassured.co.uk)

Office Address: Miller House, Rosslyn Crescent, Harrow, HA1 2RZ

Registered address: 17 Westbury Road, Watford, WD18 0DL

Placement unit: 13 Laburnum Avenue, West Drayton, Uxbridge, UB7 8LH

