



Who we are

Olive Lane is a specialist residential care home without nursing in Halesowen, West Midlands. We can support eight men and women who are deaf, deaf/blind or hard of hearing, aged 18 and over. The people who live here have additional needs such as mental ill-health, dementia, learning disabilities, physical disabilities or multiple complex needs.

We pride ourselves on offering a highly professional care service, with a personal touch, in a family environment. We can provide a home for life, or support people to increase their skills to live more independently in the future.

We use a range of appropriate communication techniques, always take a person-centred approach – and encourage positive risk-taking in all aspects of our care planning and review process. This makes sure everyone is fully involved in their own support. We also look for ways to understand what people are trying to communicate through their behaviour – and find ways to support people to express themselves constructively.

How we can support you

We will give you a safe and comfortable place to live. Our wheelchair-accessible home, designed to meet the needs of the people we support, has eight bedrooms all with washbasins; two adapted bathrooms, a shower room and separate toilets. In our large kitchen staff prepare meals and will support you to cook for yourself. Our communal dining room and lounge provide somewhere to relax and socialise; and our large garden is a great place for barbeques and picnics in warmer weather.

Our staff will support you on a one to one basis and are trained to meet your individual support needs. We will encourage, prompt and support you in all aspects of your daily life from making healthy lifestyle choices and managing your medicines to cooking, budgeting, learning new skills and getting involved in the local community.

We will also communicate with you in the way you want and support you to create a person-centred plan. This describes what's important to you, how you want your life to be and what help you need to make this happen. As part of this we will talk to you about anyone else you would like us to work with, so that we can support you in the best way possible – and we actively welcome the involvement of families or others important to you.

What's important to us

- Providing a person-centred service that focuses on what the people we support want and like
- Embracing people's differences – and never discriminating
- Respecting the dignity of the people we support
- Making sure that the people we support have fun at home and in the community
- Involving the people we support in how their home is run
- Supporting people to reach their highest level of independence according to their abilities.

What people say about us

“Staff are very competent and caring and always very supportive with excellent communication skills. Activities offered are varied and always person-led. My daughter has been supported by Olive Lane for 23 years now and I can't fault the care.”

- Mum of a person we support

“We saw that people's care was planned and delivered in line with their assessed needs. In the records we reviewed, people's needs had been individually assessed. This assessment included information about the person's life history, goals, activities and things that were important to them, for example, relationships with family or friends. This meant staff could provide care to the person's preference as well as their need. These documents were

done in pictorial form as well as written. This meant a variety of formats for communicating information had been utilised in order to facilitate people's understanding.”

- From Care Quality Commission Inspection Report

Where we are

Our home is in a small residential area in Halesowen in the West Midlands. We have excellent links with our local community and are close to the cinema, leisure centre, pubs and cafés. We are also close to the large shopping areas of Merry Hill in Dudley and Birmingham City Centre, and have excellent transport links.

Contact us

Please contact our Referrals Co-ordinator if you want:

- more information about the service
- to make a referral
- to arrange a visit
- to have a chat about how we can support you.

  **0333 240 5659**

 referrals@hearingloss.org.uk

 actiononhearingloss.org.uk/careandsupport

Address: 60 Olive Lane, Halesowen B62 8LZ

