

Roper House



A national charity since 1911



Who we are

Roper House is a specialist residential home without nursing in Canterbury, Kent. We provide 24-hour support to 27 men and women over the age of 50. The people we support have a range of diverse and sometimes complex needs including learning and physical disabilities, mental health problems, and dementia.

We aim to support the people who use our service to gain the knowledge and skills they need to reach their full potential. In practice, this means supporting people to develop skills to increase their independence, establish and/or improve their communication skills, maintain their personal health and wellbeing and develop social and recreational interests.

We also seek 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

Our impressive-looking house has 24 bedrooms, and three supported living flats. Most of our bedrooms have en suite bathrooms, and you will be able to make the most of a wide range of facilities, including two living rooms with TV and DVD players, a large dining area and separate kitchen and specially adapted bathrooms and toilets, an activities room offering arts, crafts and other creative pursuits and large, picturesque grounds with a conservatory. We have also got a car for hospital and doctors appointments.

Of course, you would be welcome to bring your belongings and decorate your room or flat how you would like it. You would also get your own set of keys and be able to come and go as you wish.

We will support you to maintain or develop your independence. We will actively encourage you to carry out tasks for yourself, play a part in the wider community, and have your say about how the home is run – including planning menus, shopping and tending the garden. We will communicate with you in the way that works best for you, and support you to create your own person-centred support plan. This describes what is important to you, how you want your life to be, and what help you need to make this happen.

Care and Support

Live life your way – we're here for you

What's important to us

- Providing a service that is person-centred and focused on what the people we support want and like
- Making sure that the people we support are happy, safe and healthy
- Communicating in the way the individual prefers, for example, British Sign Language (BSL) or pictures
- Involving people in how their home is run
- Ensuring respect for and the dignity of the people we support
- Supporting people to become as independent as possible, according to their abilities
- Continuously improving and developing what we do so that we provide the best possible service to the people we support.

What people say about us

"I am writing to thank you for having me at your organisation for my Police Officer placement. It was an extremely eye-opening experience, not only regarding the difficulties that your service users face on a day-to-day basis, but [seeing] the fantastic work that you and your team do.

I was extremely impressed with the members of staff that I encountered, as it was obvious that they were passionate about their work, and conducted it with a high degree of professionalism. I know that if ever a member of my family needed to use your services, they would be in good hands."

- Police Officer who spent two days at Roper House during his training



Where we are

Roper House is situated in the historic cathedral city of Canterbury, within easy reach of the city centre, coast and countryside.

We are a short distance away from the main high street, with access to a wide range of shops, restaurants, pubs, cinemas and theatres. The railway station is just a few minutes away, with connections to the Kent coast, Ashford, Maidstone and London.

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: Roper House, St. Dunstons Street,
Canterbury, Kent CT2 8BZ