

# Gibraltar Crescent Supported Housing



## Who we are

We are a specialist, housing service in Epsom, Surrey. We can provide support for three deaf and/or deafblind men and women over the age of 18. The people we support have a range of diverse and sometimes complex needs including learning and physical disabilities, and mental ill-health.

We provide housing-related support to help people live independently, within a safe and relaxed environment.

Our staff are on-site daily from 8am-8pm to provide support, and there is an out-of-hours service that can be used in an emergency.

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. By doing this, we make sure that everyone is fully involved in their own support.

## How we can support you

We can give you a safe and comfortable place to live. 85a Gibraltar Crescent has three self-contained flats, each with its own sleeping area, bathroom and kitchenette/diner.

There is also a spacious communal lounge, where people like to chat and relax together, and a large garden.

Our staff team will empower you to carry out day-to-day tasks as independently as possible. We will encourage and prompt you in the way that is right for you, and can support you to go to college, find a job, stay fit and healthy – and help you with housing-related issues, benefits and looking after your money.

We will communicate with you in the way that suits you best, and support you to create your own 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.

## What's important to us

- Providing a service that is person-centred and focuses on what the people we support want and like
- Encouraging and supporting people to make choices and gain more independence
- Communicating in the way that the individual prefers, for example, British Sign Language (BSL) or pictures

- Making sure that the people we support are happy, safe and healthy
- Continuously improving and developing what we do so that we provide the best possible service to the people we support
- Treating people with respect and ensuring their dignity is maintained
- Being adaptable and flexible.

## What people say about us

“Since moving to Gibraltar Crescent I have enrolled on a college course, found a job which I enjoy and now travel independently. I travel from Epsom to Hove to visit my brother now and again, which I am able to do with staff support. I like living at Gibraltar Crescent and have support from all staff.”

### - A person we support

“My daughter has lived at Gibraltar Crescent since the building was opened. The staff have always been very supportive and always keep me informed of any changes. The staff hold a summer BBQ and this is a good time to catch up with the families of the other people who live at Gibraltar Crescent. It is always an enjoyable day.”

### - Family member of a person we support

## Where we are

Gibraltar Crescent is on the outskirts of Epsom. We are a short walk from shops, cafes, pubs, churches and the library. There are excellent public transport links into Epsom and beyond, and the beautiful Epsom Downs are just a 10-minute drive away.

## 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](mailto:referrals@hearingloss.org.uk)

 [actiononhearingloss.org.uk/careandsupport](http://actiononhearingloss.org.uk/careandsupport)

Address: 85a Gibraltar Crescent, Epsom, Surrey KT19 9BT

