Who we are

Thornton Gate is a specialist supported-housing service, in Cleveleys, Lancashire, for eight men and women over the age of 18. The people we support are deaf, deafblind or have hearing loss, with additional complex needs, including physical and learning disabilities.

We provide housing-related support and domiciliary care to help people live independently, within a safe and relaxed environment. Our staff are on-site 24 hours a day, to support you. We use a range of communication techniques, person-centred approaches and positive risk-taking in all aspects of our care planning and review process. This means we can 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. Thornton Gate is a purpose-built, supported-housing complex with eight self-contained flats, two of which are wheelchair accessible, each with their own bathroom and kitchen.

We also have a communal lounge where you can relax and socialise, and a shared kitchen where you’ll be encouraged and supported to cook your own meals and can eat as part of a group if you choose to. There’s lift access throughout, a laundry room, and a lovely garden where you can have barbecues and garden parties when it's warm enough!

Our staff team work in a person-centred way, so you will feel empowered and enabled to carry out daily living tasks as independently as possible. We will encourage, prompt and support you in the way that is right for you.

We’ll also 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.

You’ll be involved in our staff recruitment process, and will have a say in who supports you. We’ll also encourage you to take part in making decisions about the running of Thornton Gate – from furniture and decoration, to where to go on holiday and social activities.
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 independence
- Respecting the people we support and embracing their differences
- Creating an environment of trust through communicating in an open and honest way
- Working in partnership with others to ensure the people we support aren’t restricted in achieving their personal goals and aspirations.

What people say about us

“The staff are great, always on hand and willing to help. Good atmosphere, environment well-maintained, and the staff work well with the service users. I’m happy for my son to be at Thornton Gate. Thanks and keep up the good work.”

- Parent of a person we support at Thornton Gate

“My son receives the right amount of support to enable him to live in an independent manner. We have found over the years that his needs and ours have been catered for.”

- Father of a person we support at Thornton Gate

“...The service ensured that people were cared for in a supportive and dignified manner. One person told us, ‘The staff are there when I need them. The staff are brilliant.’ A relative said, ‘The home is run very well, especially [by] the manager – she’s very on the ball.’

- From Care Quality Commission Inspection Report

Where we are

Thornton Gate opened in 2006. We’re based in Cleveleys, Lancashire, beside the Cleveleys Beach promenade. Thornton Gate is a 10-minute walk from local shops, banks and a post office. Local colleges are easy to get to by bus and Blackpool is a short tram-ride 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
actiononhearingloss.org.uk/careandsupport

Address: 9 Thornton Gate, Cleveleys FY5 1JN