



Park View
Supported Living

"A smile is the lighting system for the face,
the cooling system for the head and
the heating system for the heart."



A warm welcome



Park View Supported Living offers Assured Shorthold Tenancies on a range of accommodation models from wheelchair accessible rooms with Parker bath facility to self contained "studio flats". The accommodation benefits from a large garden allowing room both for quiet reflection, personal spaces and a range of outdoor communal activities. We are able to offer both sleep in and waking night support should this be required.

We understand how much a person with learning disabilities / dual diagnosis

can struggle to make sense of the world around them. At Parkview our goal is to reduce the confusion and anxiety this creates by providing a package of support based on the specific needs of the individual, because we appreciate that whilst life can present similar challenges to those with learning disabilities each individual is unique and their support needs to be as unique as they are.



Parkview provides first class, thoughtfully planned and designed Supported Living accommodation for adults with learning

disabilities. We are able to offer accommodation ranging from rooms with en suite shower or bath (including one with a Parker bath) to "studio flats" (3rd floor) accommodation with kitchenette and en suite facilities.



The accommodation is spread over 3 floors with lift access to all levels making accommodation wheelchair accessible. There are communal areas on the ground and first floor.



"The biggest challenge in life is being yourself in a world trying to make you like everyone else."

We provide support

Support at Parkview is provided via Aims Homecare Domiciliary Services by staff trained to work within the SPELL approach to providing support and other communication options specific to the needs of the individual e.g. PECS, TEACCH etc, or whatever is most appropriate to the person's needs.

Parkview is located near to Epsom town which has a variety of shopping and leisure activities, and is well served by public transport links.

Our philosophy

We value and celebrate the uniqueness of the individual and work with each person to ensure that they are supported at their own pace and within routines they are comfortable with, whilst sensitively offering development opportunities and new challenges to

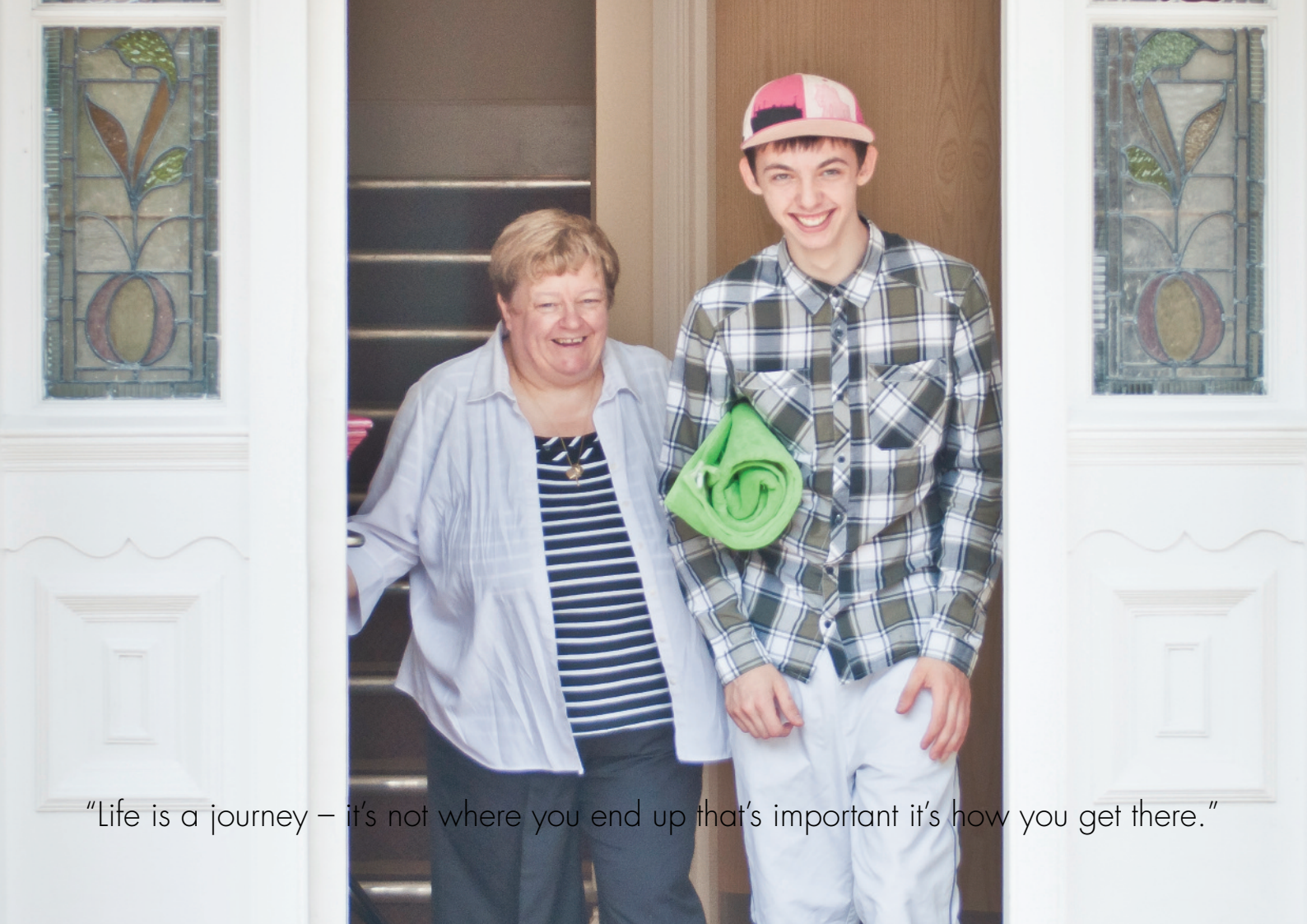
enable the individual to learn and grow in experience knowledge and skill. We work with each individual to create and maintain a safe, clean and comfortable home environment where everyone is encouraged to contribute fully to the running of the house

How we work

We understand that living with any form of learning disability can make the world a confusing and frightening place. At Parkview our aim is to reduce the anxieties and difficulties that this can create by providing a safe and supportive environment with individually tailored support to reduce confusion, provide consistency and encourage each individual to achieve their maximum potential

We do this by:

- Learning about the person and understanding what their specific needs are in both in terms of how they prefer to communicate and the support they need in order to develop and grow.
 - Acknowledging and celebrating each person's uniqueness, abilities and skills.
 - Providing support that is centred around the person, appropriate to their need and delivered at a pace to suit the individual.
 - Ensuring their home environment is familiar, easy to understand, constant and predictable.
 - Providing consistent support from a trained and knowledgeable staff team who are enthusiastic and committed to supporting the individual in a personalised way.
 - Understanding the importance of a stimulating environment, and the value of having fun as a learning experience.
 - Using the SPELL approach to support the individual where appropriate.
 - By acknowledging the value of working closely with those in the individual's support network including family, friends and other professionals.
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“Life is a journey – it’s not where you end up that’s important it’s how you get there.”

Our aims and objectives

We aim:

To provide the highest quality of care and specialist support for our service users, to meet their specific needs, and help them to develop the skills needed to have greater control and choice in their lives, whilst living in a safe and supported environment.



To value difference and treat everyone with dignity and respect, to maintain privacy and confidentiality whilst providing support where it is necessary.

To recognize and acknowledge where support is not needed in order to encourage and build on the individual's self esteem and confidence.

To provide a full and varied range of support packages based on each individual's needs and work with them to develop a person centred plan to ensure that each individual can fulfil their personal goals and aspirations.


To encourage and support people to be part of, and contribute to, the local community by utilising all local facilities and amenities.

To be always open and transparent in our support provision, and work in close partnership with all those who have a role in the individual's life.

To offer wide ranging support dependent on the individual's needs and wishes including support with mobility, personal care, daily living skills, meeting health needs and maintaining strong support networks.

To promote the physical and mental wellbeing of individuals by supporting them to access community and specialist services as necessary, and working with them to develop understanding of issues that affect their own health needs.



A close-up photograph of a person's hands holding a small red marigold plant with soil. The person is wearing a blue and white plaid shirt. The background shows a wooden planter box filled with several other marigold plants in various colors, including yellow, orange, and red. The scene is set outdoors, likely on a balcony or patio, with a wooden railing visible in the background.

“Don’t judge the day by the harvest
you reap but by the seeds you sow.”

Person centred planning

Our support is always tailored to the needs of the individual we are supporting and we realize that as the individual grows and develops these needs change. We constantly monitor support plans to ensure that they are meeting the person's specific needs and adapt plans whenever the individual wishes/needs it. As well as responding to requests from individuals for review we have in place a regular review system where plans are looked at and reassessed on a 3 monthly basis.

The process of assessment and evaluation is always carried out with the person and those important to them – not for the person. Each person will have a keyworker allocated to them who will support them to develop their unique plan which will describe how and when



they want to be supported, as well as identifying their dreams and aspirations and how we are going to work with them to help with the achievement of these goals. We aim to ensure that each person has a varied and interesting personal schedule, and will ensure that there are always sufficient staff for this to happen.

We understand that families, friends etc are often of pivotal importance to people and we will support individuals to

maintain their links with their families if they wish it and with the permission of the individual we will keep their families/support network informed of their well being and fully involved in the assessing, planning and evaluating of support. We hope that those in the individual's support network will feel able to share in the life of Parkview and involve themselves in communal activities whether it be celebrating a significant life event, a celebration of culture or tradition or just a get together for the fun of it.





"The future belongs to those who
believe in the beauty of their dreams"

The running of the scheme

The service users are encouraged to play an active part in how the scheme is run, and we will consult with them in ways that are accessible to them about issues in the home. This may take the form of group meetings, keyworker meetings or meeting with individuals on a one to one basis.



We have a quality assurance policy which ensures that we look at the support we provide and make sure that it is of a high standard and meaningful to the individual. We always welcome

and appreciate any feedback complimentary or otherwise as this gives us the opportunity to aim higher and improve and develop the service we offer.

We will also ask the individual, their families, friends and the professionals they work with about how well they feel the domiciliary service is supporting them, at least annually in the form of a questionnaire which we send out. We then collate all the returned information



and from this we develop a plan to improve the care we give. This will be shared with all of the people who contributed to the review and also with CQC.

Equality and diversity statement

We continually monitor and evaluate the support given to ensure it remains appropriate to the person regardless of their colour, gender, disability, age or background.

Passionate about you



P a r k V i e w
Supported Living

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