



Self-directed support services

# Empowering people to live independent lives

*Personalised service, positive outcomes*



### Want to know more?

If you would like more information on Loretto Care and the services we offer, contact us.

Call us on: 0141 420 7950

Email us at: [enquiries@lorettoha.co.uk](mailto:enquiries@lorettoha.co.uk)

Visit our website: [www.lorettoha.co.uk](http://www.lorettoha.co.uk)

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## Welcome to Loretto Care where we work with a wide range of individuals to deliver the care and support they need to get the most out of life.

### Who we are

Loretto Care, part of Wheatley Group, is one of Scotland's leading care and support organisations with over 35 years experience in the sector.

We have a proven track record of working successfully in partnership with others, including colleagues from health, social work and housing as well as families and carers, to deliver positive outcomes for people who need support.

We deliver flexible, person-centred care to people with a wide range of needs. For some, that means help in their own home as they grow older. For others, it is more intensive support to cope with mental health issues, a disability, addictions, homelessness or people in the process of transitioning from hospital or looked after accommodation back to the community. Whatever an individual's needs, we work with them to design their very own care package.

Our staff have been recognised for their consistently high levels of passion, professionalism and dedication by a number of external organisations including Investors in People and Customer Service Excellence.

### What we do

From our 17 different services in 10 local authority areas, we work with over 2,000 people each week, including individuals living with addictions, mental health issues, learning disabilities and alcohol-related brain damage, as well as young and older people.

Support is provided either through services designed for people living in their own home, or in residential services, such as our homeless accommodation or our ground-breaking service for people with alcohol-related brain damage in Glasgow.

What runs through everything we do is the focus our staff put on working with people to build confidence and resilience and to lead as happy and independent a life as they can.

### Wheatley Group

Being part of Wheatley Group, Scotland's leading housing and care organisation, means we can provide extra value to communities and the people we work for. We have extensive experience of working with housing providers and understand the types of support people may need to stay in their home.

### Our self-directed support services

Our self-directed support services are registered with the Care Inspectorate, to provide housing support and care at home services, and consistently achieve a grade five rating of very good.

We are experts in personalising a flexible support service which responds to a person's needs. We encourage individuals to lead on the delivery of their care and see partnership working as an integral part of reaching positive outcomes. We work closely with family members and agencies to help people live as independent life as they can.

We provide individualised services in a range of areas including:

- tenancy management
- health and wellbeing
- attending appointments
- medication
- homecare
- shopping
- community activities and networks.

As part of our personalised service we promote the impacts that diet, exercise and involvement in social activities can have on a person's well-being. Life should be about more than day-to-day practicalities, so we create opportunities for people to participate in a wide range of life enhancing activities such as - volunteering, sport, gardening, art, music, education and lifelong learning.

Ultimately, we support people to manage their own health and wellbeing – it's about people being in control of their lives.

### How you can personalise your service

We want you to have as much involvement as possible in shaping Loretto Care and personalising your service, some examples of how you can get involved can be found below:

- develop and co-create the outcomes you want to achieve
- decide who is involved in your support circle and your outcome plan
- arrange support around your personal life and commitments
- choose the support and connections you access within Loretto Care and your local community
- get involved in the recruitment of Loretto Care staff
- take part in Loretto Care's Advisory Board to give your feedback and inform our future plans.

### With self-directed support you get a choice of four options:

1. you choose a direct payment; you arrange and pay for your support
2. you are in control and choose who you want to provide your support, a third party (which may be your local authority, organisation or brokerage service) holds your budget
3. you ask the local authority to find and arrange the support that they feel is most suitable for you. You still have the final say on who provides your support
4. you arrange your support using a mixture of the options above.



### Looking for local information?

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0141 420 7950

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Loretto Care is a company registered in Scotland and limited by guarantee (company registration number SC252526) having its registered office at Wheatley House, 25 Cochrane Street, Glasgow, G1 1HL. It is a registered Scottish Charity (SC034584).

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