

# **Gaynor Forster House, Community Living, Jean Marshall House & Outlook House including Flats**

Registered Charity No. 802682  
[www.outlookfoundation.co.uk](http://www.outlookfoundation.co.uk)



## **Supported Living and Community Support Statement of Purpose & Handbook including an overview of specific policies when living with us**

### **MISSION STATEMENT**

**Our mission is to empower adults with learning disabilities through safe, supportive homes, where they can learn the life skills they need to live as independently as they choose.**

**We work with each person to create their fully personalised support plan, helping them to learn life skills such as budgeting, cooking and using public transport, so they can live their lives to the full. We provide a forever home for those with higher needs, supported living houses for others and support in their own flat for those ready to take that step.**

## Statement of Purpose

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**The Outlook Foundation Charity Limited, Registered Provider**

President

Lord Lloyd of Berwick

Chairman

Stephen Minall

Chief Executive Officer

Maria Mew

Members of the Company (Board of Trustees)

Angelo De Pol

Elizabeth Scott-Gliba

Richard Miles

Simon Bell

Eric Trump

Mike O'Mahoney

Gavin Mclean

Dee Patel

Company Secretary

Eric Trump

Company Solicitor

Woolley Bevis & Diplock

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Registered Office & Auditors

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Bankers

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Company Number

2438015

Registered Charity Number

802682

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Website: [www.outlookfoundation.co.uk](http://www.outlookfoundation.co.uk)

Jean Marshall House, 15 Wilbury Avenue, Hove, BN3 6HR

Gaynor Forster House, 17 Stanford Avenue, Brighton BN1 6GA

## Senior Management Team



### Nominated Individual, Chief Executive Officer

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NVQ4 Management

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**Registered Support Manager**

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BA Social Work, LMCS

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**Training & Quality Assurance**

**Manager**

**Beth Hemsley**

NVQ4 LMCS, PGC HRM, 7303

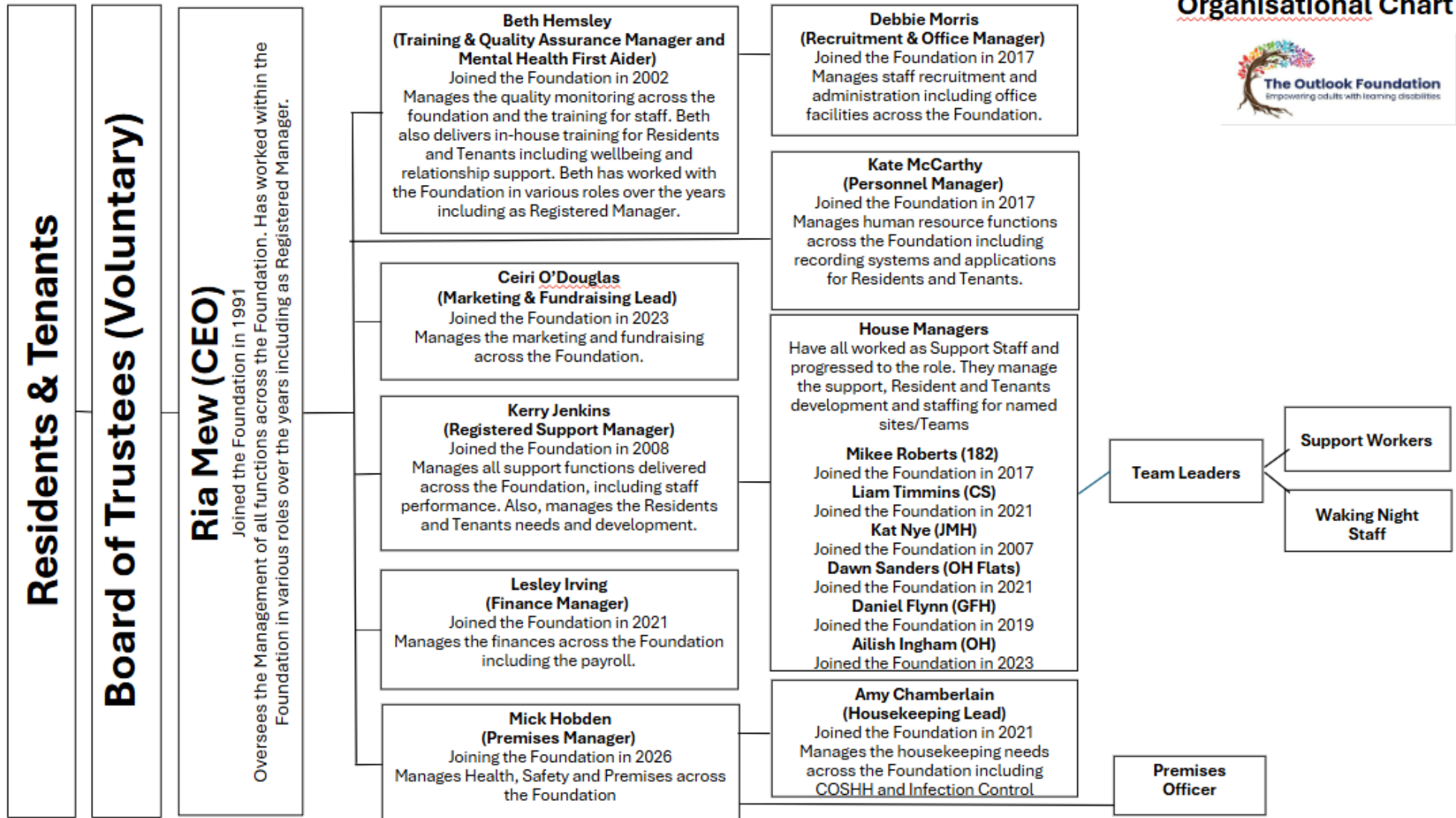
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A dedicated team of House Managers and support staff assist in the running of the homes,  
alongside administrative workers

The charity is committed to staff training and development

Outlook recognise the importance of consistency and do not use agency cover

# Organisational Chart



## Introduction

**The Outlook Foundation** is an Independent Registered Charity who has successfully managed homes for people with learning disabilities since 1997, when the Charity opened **Outlook House**. Home to young men and women it fulfils the charity's Mission Statement to empower adults with learning disabilities through safe, supportive homes, where they can learn the life skills they need to live as independently as they choose.

We work with each person to create their fully personalised support plan, helping them to learn life skills such as budgeting, cooking and using public transport, so they can live their lives to the full. We provide a forever home for those with higher needs; supported living houses for others; and support in their own flat for those ready to take that step.

The charity recognised the desperate need for Supported Living and in October 2004 opened **Gaynor Forster House**. The tenants live independently, assisted by support staff they lead full and integrated lives. The second supported living service, **Jean Marshall House** was officially opened in April 2008, with the third, Outlook House, in February 2024 changing from residential care to Supported Living. In early 2025, this service developed further by creating several flats to ease the transition into community living.

At this time, we transferred our residential support to a new, smaller location to meet the needs of those requiring this service. This is based at **182 Hangleton Road**, Hove.

As desired and when ready, some individuals are now living in their own homes in the community, receiving support from our staff.

The general journey with The Outlook Foundation is for an individual to be assessed for suitability and desire for increased independence, move into the shared living part of Outlook House or into Jean Marshall House, to develop their social and life skills and reach a level of self-management and independence. When they feel ready, an individual may then choose to live in the community in a home on their own or with friends, receiving the continued support from staff within The Outlook Foundation and ongoing access to group events if they choose. Gaynor Forster House meets this need for some, as has five self-contained one-bedroom flats and staff based onsite. Others are supported to find appropriate accommodation in the wider community. Prior to stepping into full community support, some tenants benefit from staying in the Supported Living flats at Outlook House as a short-term measure, to refine their community living skills further.

People are able to live with us and receive support from The Foundation for as long as they choose, if their needs change such as behaviour or healthcare requirements, or if the funding authority instigates departure.

Every person is different, and the journey is tailored to them.

## Service Structure

The Outlook Foundation follows a person-centred approach to support planning. Each tenant's support needs are met through an individual support package. Life Skills reviews occur on a regular basis to ensure an individual's skills develop. Regular tenants meetings and committees provide an open forum for discussion; encouraging self-advocacy and team work. Independent advocates are welcomed by the charity and referrals made when necessary.

Both Outlook House and Jean Marshall House have been assessed as 'Good' by the Care Quality Commission. Gaynor Forster House has not required registration, therefore is not inspected, although meets the same quality criteria as the other houses. Moving forward, all sites/support will be inspected in a similar way as led by the CQC.

## Regulation

Support delivered is registered to Head Office, Outlook House and is regulated by the Care Quality Commission (CQC) for the regulated activity: personal care. As per our Mission Statement, this is regarding prompting as opposed to physical care and does not cover regulation of the accommodation.

Inspection reports are made available to tenants with assistance from staff. Inspection Reports are also accessible on the CQC website.

## Philosophy

The Outlook Foundation believe tenants' needs are paramount. The support team provide support, encouragement and respect. All staff employed by the charity have a commitment to working together with the tenants, parents and professionals to achieve the best possible outcomes for the individual concerned. Practice at all times is mindful of current legislation, internal Policies and Procedures are devised with the focus firmly upon the tenants.

Outlook encourage tenants to take on the full rights and responsibilities of citizenship and will take positive action to ensure obstacles of discrimination are challenged.

## Aims and Objectives

- ❖ To support the individual in the development and maintenance of essential life skills for independence, including managing their tenancy.
- ❖ To work in partnership
- ❖ To support individuals in maintaining existing and changing mental and physical health
- ❖ To support individuals when establishing and maintaining social networks; assisting in the development of social skills and relationships
- ❖ To support individuals in accessing educational and working opportunities
- ❖ To support and enable individuals with the decision making process which may affect their lives, together with working towards personal goals
- ❖ To encourage self-expression and enable individuals to make appropriate choices and support them with these choices, also to understand the consequences of the choices they have made
- ❖ To provide individual support, centred on abilities, needs, preferences and achievable goals; tailoring the service to each tenant
- ❖ To work in partnership with the tenant's family members and external professionals
- ❖ To develop social inclusion and community presence
- ❖ To provide an environment of mutual respect between all tenants, staff and local community

## Service Provision

The Outlook Foundation ensure;

- ❖ Individual programmes of support and Life Skills training
- ❖ Guidance to enable tenants to achieve optimum potential
- ❖ A wide range of leisure activities accessed both within and outside the house
- ❖ Positive home environment.
- ❖ Life Skills programmes to identify skill strengths and to create steps to develop and support areas that are less strong

- ❖ Depending on the individual's choice; educational programmes that include courses at college and community learning centres, and internal consultancy on literacy and numeracy held at Outlook House
- ❖ Training related to identified individual need, such as, personal relationships and community safety devised by the in-house trainer
- ❖ Extensive partnerships within the community to enhance integration
- ❖ Partnership with peer societies and organisations
- ❖ Support in accessing CLDT Services, i.e. Community Nursing, Speech & Language Therapy, Physiotherapy and specialist equipment if required

Where it is not possible to meet these targets, it will be discussed with the tenant, family and Purchasing Authority. Using the tenant's Individual Plan, measures will be agreed to address this.

Those receiving Community Support services reside in their own privately rented accommodation from a committed team of staff. The Community Support Manager is Liam Timmins.

Our properties include:

### **Jean Marshall House**

Jean Marshall House is an elegant 1900's style house situated at 15 Wilbury Avenue, Hove. It is situated in a residential area close to the facilities of Hove centre and sea front, including shops, banks, public transport and primary health care. The house has been converted in to 9 spacious en-suite bedrooms, one with additional cooking facilities. There are several well-appointed communal areas including a conservatory, lounge, dining area, kitchen, laundry room and a large patio with courtyard.

A dedicated team manage the house providing support and training to tenants, according to their individual needs. The House Manager is Kat Nye.

Staff are provided with adequate facilities including a safe place to store personal belongings and sleeping and showering facilities for sleep-in duties if they are required.

Due to the structure of the building, Jean Marshall House is inaccessible to those requiring a wheelchair.



## **Outlook House**

Outlook House is an elegant 1930's style house located in the Withdean area of Brighton, in the heart of the local community accessible to shops, post office, bus services and primary health care. Outlook House provides two areas of supported living; up to 5 bedrooms with ensuite showers, a shared lounge, kitchen diner and laundry room on one side of the building, and four self-contained one bedroom flats with a shared lounge, laundry room and kitchen diner on the other side of the house. Towards the back of the building is a communal conservatory that can open up to create further shared space overlooking a large garden.

A dedicated team manage the house providing 24 hour care and training to tenants, according to their individual needs. The House Managers are Dawn Sanders and Ailish Ingham.

Staff are provided with adequate facilities including a safe place to store personal belongings and sleeping and showering facilities for sleep-in duties.

Due to the structure of the building, Outlook House is inaccessible to those requiring regular wheelchair use.



## **Gaynor Forster House**

Gaynor Forster House is a converted Victorian House situated at 17 Stanford Avenue, Brighton. The location is very close to shops, banks, bus services and primary health care. Brighton Town Centre is in close proximity. Gaynor Forster House has been converted into five self-contained flats which open into a fair-sized hallway. Each flat has its own front door. The flat comprises a lounge, fitted kitchen, dining area, separate bedroom and bathroom. All flats have fitted carpets, curtains and blinds. Furniture and utensils etc. are the tenant's personal responsibility.

Shared facilities at Gaynor Forster House include a laundry room and gardens.

A dedicated team manage the house, providing support and training to the tenants, according to their individual needs. The House Manager is Daniel Flynn.

Staff are provided with adequate facilities including a safe place to store personal belongings, these are located on the ground floor.

Due to the structure of the building Gaynor Forster House is inaccessible to those requiring regular wheelchair use.



## **Quality Assurance**

The Outlook Foundation strives to ensure the service it provides is of the highest standard and continues to meet the needs of the user. Individual Person Centred Plans and Health Action Plans are reviewed and updated with the individual, so they remain effective. The Outlook Foundation has a quality assurance process that canvasses the opinions of the stakeholders, particularly those of its tenants and their relatives or representatives, but also of the wider community and organisations with whom it works.

Regular tenant meetings together with reviews provide a forum for the exchange of ideas. The Outlook Foundation is open to suggestions to improve the service and is mindful to review policies and procedures in line with current legislation, registration requirements and best practice guidance.

## **Staff Training**

The Outlook Foundation believes that staff training is paramount in ensuring we deliver the best possible standard of support to our tenant and have a designated Director of Training & Quality Assurance responsible for this.

All staff complete comprehensive induction training when they join, this professional development continues throughout their employment. After a qualifying period, support staff have the opportunity to gain Health & Social Care qualifications.

The charity is approved by the Brighton & Hove Safeguarding Adults Board to deliver basic awareness training.

## **Tenant Specification**

Individuals accessing the service will be over 18 years of age and diagnosed with a developmental or learning disability, defined as 'a significantly reduced ability to understand new or complex information (intellectual impairment), to learn new skills. Together with a reduced ability to cope independently (impaired social functioning) which started before adulthood having a lasting effect on personal development'.

Candidates will be prepared for Supported Living, ensuring improved or sustained level of independence in core skills with an acceptable level of staff support.

Priority core skills are:

- ❖ The ability to get along with others
- ❖ Be able to follow personal programmes
- ❖ Be aware of personal hygiene and well being
- ❖ Have ability to keep their accommodation tidy and clean
- ❖ Be able to participate in chores
- ❖ Attend college courses and work placements etc.

Improvement and achievement in the following areas, with an acceptable level of staff support:

- ❖ Effective emotional and behavioural maturity
- ❖ Personal perception of independence and participation with learning and skills development
- ❖ Personal independence in tasks and responsibilities, even if unable to express this
- ❖ Ensure skills learnt or developed are maintained
- ❖ Effective establishment of routines and ability to change or transfer these skills

## Use of Criteria

Achievement or improvement of the foregoing will be measured by:

- ❖ The tenant requiring less support since joining the service.
- ❖ The tenant is able to maintain achievements with consistent minimal support e.g., with prompting rather than staff presence
- ❖ The tenant demonstrates increased responsiveness to staff guidance or prompts
- ❖ There is a significant decrease in the number and nature of incidents, this includes the development of social functioning
- ❖ The tenant shows an increase in taking responsibility for their decisions, actions and consequences

The charity will:

- ❖ Consider factors that affect tenants individually
- ❖ Ensure sufficient opportunity and support has been provided within any other constraints
- ❖ Seek the service and recommendations of relevant outside agencies to support development

## Admissions Procedure

- ❖ Initial approach by Social Worker, family, advocate etc.
- ❖ Discussion regarding desires and needs of the potential tenant in relation to aims and objectives and profiles
- ❖ Visits by Social Worker, family and potential tenant
- ❖ Reports requested and **formal application pack completed**. This pack is reviewed by the CEO and the Registered Manager.
- ❖ An assessment process would include a number of visits to the house including overnight stays.

## Transition Assessment & Support

- ❖ If assessment is successful a formal offer of a placement at the service is made to prospective tenant & Social Worker
- ❖ Proposed moving in date agreed
- ❖ Pre-Admission Meeting arranged to agree Individual Service Plan, Service Specifications and Occupancy and Termination Conditions
- ❖ Tenant will be given a copy of The Outlook Foundation Tenant's Handbook which they can read themselves or have explained to them
- ❖ Phasing in / induction period operative as required
- ❖ Regular Reviews organised, then continuing as annual Review
- ❖ Monitoring of placement, education, training and social activities

## Reviews

- ❖ Reviews of tenant's Support Plans occur on a regular basis following admission, dependent on individual circumstances. Thereafter there will be an annual Review.
- ❖ All relevant parties are invited to a Review subject to agreement by the tenant
- ❖ Confidentiality is observed
- ❖ Documents are held securely
- ❖ Where a placement is unsuitable the Placement Contract may be terminated by either party giving 4 weeks' notice

## **Departures**

At an agreed leaving / moving on date, the tenant can expect help with packing and organising their own possessions. Prior to this, careful planning must occur to ease the transition for all concerned. The transition must be conducted with sensitivity and in collaboration with all relevant agencies together with Outlook Foundation representatives.

On departure, all personal items held in trust or storage will be returned to the tenant and signed for. The tenant must have notified all services i.e. Electricity, Council Tax, Southern Water, Telephone and Internet Services, and have paid all outstanding bills relating to these services.

Tenants must leave a forwarding address and contact telephone number.

If an individual requests to leave or is given notice to leave the Foundation, four weeks' notice is to be given. Notice may be given due to change in needs or behaviour causing harm to self and/or others. Immediate notice may be required in extreme circumstances as part of crisis response.

## **Religion and Beliefs**

The Outlook Foundation staff will support tenants in following their individual beliefs, including values, diet and attending religious services of their choice.

## **Contact with Relatives and Friends**

The Outlook Foundation staff support tenants to maintain links with their family and friends.

## **Therapeutic Techniques**

The Foundation does not provide any specific therapeutic techniques, although a generally therapeutic approach is taken by staff who follow a person centred approach. If particular therapeutic techniques are required, arrangements will be made between the tenant and the provider, with agreement from the Registered Manager.

The Outlook Foundation has regular input from a Psychology Consultant.

## **Fire Precautions**

Fire safety is taken very seriously by The Outlook Foundation. There are clear Fire Safety Procedures for tenants and staff. The Fire Procedures are represented graphically at frequent points around the houses. Fire Safety Procedures are one of the first priorities for both new tenants and staff when they come to the Foundation and regular Fire Drills and training maintain a high level of awareness. Tenant and staff presence in the house is monitored by a register, ensuring a checklist in the event of an evacuation.

All Fire Safety equipment is checked routinely for serviceability. Fire procedures are continually under review and updated if felt necessary.

## **Complaints Policy & Procedure**

If any individual of an Outlook Foundation Project has a cause for concern or wishes to complain about:

- ❖ Another person
- ❖ An Outlook Foundation Staff member
- ❖ The service of the Outlook Foundation
- ❖ His / Her Social Worker, any professional or other person

❖ Matters generally

Then the following action must be taken by that individual;

The complaint must always be lodged and recorded, in the first instance, with an appropriate Senior Manager and given to The CEO.

The complaint, where possible, after being reported by the individual verbally, should be made in writing. If the complainant is unable to do so then a further staff member must be invited to write the complaint/concerns on behalf of the individual. This person will be a person of the individual's choice.

The individual may also, if he/she wishes, advise the relevant advocate, guardian, friend or family member of their complaint/concern, whilst keeping Senior Manager briefed of all the facts.

The complaints folder is stored securely online.

The reported concern/complaint, unless urgent in terms of Health, Safety and Welfare, will be responded to within two working days of receipt. The Manager dealing with the situation will also inform all Senior Managers of the details and co-ordinate the following:

- ❖ Provisions to make a thorough investigation.
- ❖ Ensure all parties are advised of what is happening.
- ❖ Ensure a conclusion is drawn which is satisfactory to all parties.
- ❖ Ensure any decision is communicated to all parties.

The complainant will be party to all discussions and, if they so wish, may be accompanied at these discussions by a person of their choice.

Once a decision has been reached, the complainant will be advised in writing of that decision within one week of receipt of the complaint. Copies of all relevant documentation will be placed on the file of the appropriate resident/tenant.

Where required, the Care Quality Commission (CQC) or the Purchasing Authority together with all other agencies will be advised of the complaint. All documents concerning the complaint are stored in the Complaints File and interested parties will be then invited to view if they so wish. The Outlook Foundation Board will be advised of the complaint and the outcome at the following Board meeting.

Unresolved complaints will be discussed by the CEO, together with the Board of Trustees and the appropriate Senior Manager, and where, still no satisfactory decision is achieved, the CQC or Purchasing Authority will be approached by the CEO for advice and assistance.

**NOTE:**

All complaints/concerns will be dealt with in accordance with the Outlook Foundation's Policies & Procedures.

Where advocates, guardians, friends and parents of individuals have concerns or complaints about the service The Outlook Foundation are offering or any such other matter, then they are invited to deal with the matter by way of this Procedure and, where they are still not satisfied, they may involve the Chairman of The Outlook Foundation by writing c/o Outlook House under confidential cover.

Once the complaint has been fully dealt with by The Outlook Foundation, and if the complainant is not satisfied with the outcome, it will be referred to the Local Government Ombudsman (LGO) for

review. The LGO provide a free, independent service and can be contacted for information and advice, or to register a complaint:

Local Government Ombudsman (LGO) Contact Details:

**Telephone: 03000 610614**

**Website: [Home - Local Government and Social Care Ombudsman](#)**

The LGO will not normally investigate a complaint until the provider has had an opportunity to respond to resolve matters. The LGO are registered with and regulated by the CQC. The CQC cannot become involved in individual complaints about providers, but are happy to receive information about services at any time:

Care Quality Commission (CQC) Contact Details:

**Telephone: 03000 616161**

**Website: [Contact us - Care Quality Commission \(cqc.org.uk\)](#)**

### **Safeguarding**

The Outlook Foundation are committed to safeguarding tenants from abuse, all staff are trained in this and work is completed with individuals to increase their own awareness of personal safety. It is our duty to report any concerns of abuse.

### **Equality & Diversity**

The Outlook Foundation is committed to embracing diversity and promoting a policy of equal opportunities amongst resident, tenants, staff, visitors and all involved with the charity.

### **Dignity & Privacy**

The Outlook Foundation actively promotes dignity by following the 10 point Dignity Challenge:

- Having zero tolerance to all forms of abuse (all staff are trained in identifying indicators of abuse and safeguarding report systems, this includes Whistle Blowing)
- Supporting tenants with the same respect as an individual would want for themselves or their family
- Treating each tenant as an individual by offering a personalised service
- Enabling tenants to maintain the maximum possible level of independence, choice and control
- Listening and supporting tenants to express their needs and wants
- Respecting all tenants' right to privacy
- Ensuring tenants feel able to complain without fear of retribution
- Engaging with family members and carers as care partners
- Assisting tenants to maintain confidence and a positive self-esteem
- Acting to alleviate tenant's loneliness and isolation

Staff act in accordance with the Data Protection Act 1998, ensuring tenants' information remains confidential.

### **Medication Protocol**

Understandably, our policies are very strict due to the risks involved, and we have to explore fully any issues that arise, particularly around controlled drugs. We have a duty to report any missing controlled drugs to the Police and CQC.

The following guidance assist us in meeting our care standards around medication management:

It is important that staff are informed of all medication and homely remedies (ie vitamins) being taken, including reasons, usage and any new products brought into the home.

All medications need to be signed in, cross checked against other medications by a GP and paperwork written up. We also need to support the individual in understanding their own medication and complete consent work around this. If the tenant is independent with medications, we will then follow our process to support the individual in managing this themselves.

Should medication be lost, missing, damaged or spoiled whilst on social leave, inform staff as soon as noticed so can they can reorder said medication and explore the situation further. This process can take a few days, so as soon as possible would be best to ensure tenants are not left without medication.

Individuals have the right to refuse or explore alternative medication, or they may accidentally miss a dose. If this is the case, please inform staff as soon as possible so we can ensure accurate medication auditing. If an individual chooses to make changes to their medication, Outlook require the full details for recording purposes and may need to explore further with a medical practitioner. It is important that any medication returned to the house is the original medication sent and is in the original packaging, undamaged with the pharmacy box and prescription labels or pharmacy blister packs.

Why this is important:

- To ensure all medication is in date and suitable to be dispensed to the tenant.
- That the medication is correct and prescribed to the correct person. It is unlawful to give a person's prescription to someone else not named on the prescription.
- That the medication is not tampered with or spoiled.

Any medication returned that we did not send or with insufficient information or packaging will need to be returned to the pharmacy. This could leave the tenant without medication until this is resolved.

To avoid stock piling, it is best to avoid multiple amounts of medication onsite including homely remedies. Staff are available for any queries around medication protocol.

## **Capacity**

The Outlook Foundation complies with the Mental Capacity Act 2005. The Act is a law that protects vulnerable people over the age of 16 around decision-making. It says that: Every adult, whatever their disability, has the right to make their own decisions wherever possible.

People should always support a person to make their own decisions if they can. This might mean giving them information in a format that they can understand (for example this might be easy read information for a person with a learning disability) or explaining something in a different way. But if a decision is too big or complicated for a person to make, even with appropriate information and support, then people supporting them must make a 'best interests' decision for them.

## **The 5 main principles of the Mental Capacity Act**

- Always assume the person is able to make the decision until you have proof they are not.
- Try everything possible to support the person make the decision themselves.

- Do not assume the person does not have capacity to make a decision just because they make a decision that you think is unwise or wrong.
- If you make a decision for someone who cannot make it themselves, the decision must always be in their best interests.
- Any decisions, treatment or care for someone who lacks capacity must always follow the path that is the least restrictive of their basic rights and freedoms.

Staff uphold these principles fully, which at times means tenants may make decisions their parents/carers do not agree with. This may include choices around relationships and sexual expression. We encourage open communication with parents/carers although sometimes individuals choose not to inform them of details of their life. This is a natural part of adulthood.

To empower tenants to be in control of their own lives as much as possible, it helps if they have their own bank account and local healthcare.

### **Communication**

The Outlook Foundation encourage open communication around service updates and plans, we do so at the Annual General Meeting, regular parent forums, individual Reviews and via the newsletter and social media.

### **Staffing**

Staffing hours are arranged dependent upon individual needs assessments and funding contracted by the Funding Authority, some people require more support than others including sleep ins, waking nights and/or 1-1 support. The rota is planned accordingly to reflect this.

An on-call system is in place for emergency advice with a Manager where required.

### **Outlook House Locality**

**(CQC Regulated activity registered for Head Office)**

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