

Service Provision

Morecambe and Lancaster Projects provide support to people with a wide range of needs, including those who have a learning disability, mental health needs, physical disabilities, Acquired Brain Injury and the elderly. The support is provided in a variety of settings:

- An Outreach Domiciliary Service across the District for people who live in their own homes, with parents or other primary carers or who are tenants in their own right, living in a variety of private landlord or housing association owned homes. We provide flexible and individual packages ranging from one hour per week to 112 hours per week.
- Supported Housing schemes for 45 people, where 24 hour support can be accessed if required or more minimal day support is available for those who require a less intensive service.
- Drop in services, including The Helm, a 'Solutions Plus' three step service and cyber café for people with a wide range of mental health needs, in Lancaster. The Helm has a blog providing information on the service and their activities: <http://www.thehelmlancaster.blogspot.com/>

We work in partnership with other support organisations and signpost our service users to other appropriate services and organisations to best meet their needs and wants.

Staff Team

We have a staff team of 143 which includes two Network Managers, fourteen Team Leaders, and three Senior Support Workers who also provide direct support. We feel it is important to match people who receive support with compatible staff members and understand that support needs to be flexible to reflect people's changing support needs.

Service Aims and Objectives

- To provide a person centred service meeting the needs and aspirations of everyone we support.
- To enable each person we support to participate fully in their local community by accessing community services and facilities.
- To respect and support people to uphold their chosen culture, beliefs and traditions.
- To provide opportunities for people to achieve their desired level of independence.
- To promote and provide opportunities for each person to have a variety of life experiences.
- To develop our staff teams and maintain the continuity of high level support through regular Team Meetings and a comprehensive staff training programme.
- To empower the people we support to say how they wish to live their lives and be supported.
- To support people to maintain their own health by accessing local primary care services and other sources of information regarding their personal health issues.
- To ensure the people in our services receive the appropriate care and support to best meet their needs and wants.
- To support people who are in receipt of a Personal Budget to access and receive the best quality and most appropriate support, be it from our service or other appropriate services.

For further information regarding services offered please contact:

Morecambe Office, 76 Lancaster Road, Morecambe, LA4 5QN. Tel: 01524 409905

The Helm, 1st Floor, Telephone House, Fenton Street, Lancaster LA1 1AB. Tel: 01524 840521