MORE ABOUT US

Transforming Support

BIRMINGHAM

CROSS COURT

Person-Centred Supported Living

trfsupportuk

Transforming Support

transformingsupport.uk

PERSON-CENTRED SUPPORT

Focusing on what matters to the person guides our work to achieve planned outcomes, builds on strengths-based practice and skills development, and may include support from commissioning partners, external professionals, advocates, friends, and family.

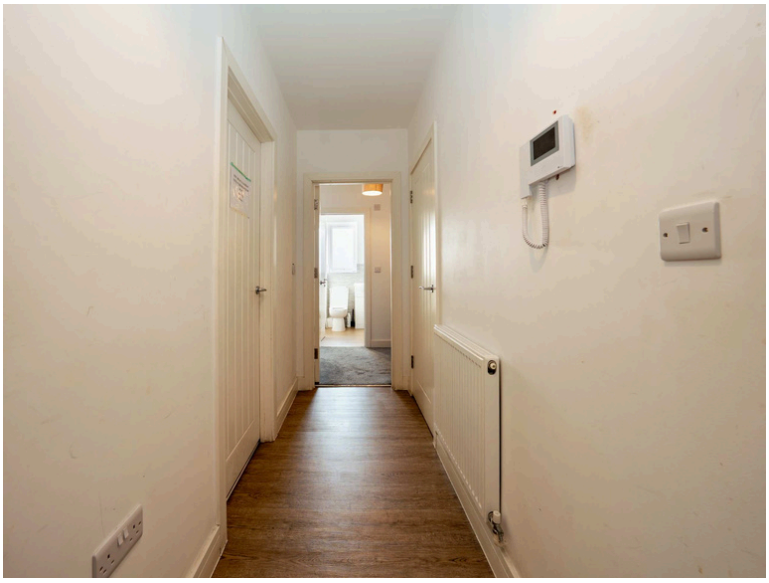
The collaborative approach and expertise between all professionals, family, and friends allow for a positive risk approach that enables individuals to meet their needs in a safe and nurturing way.

INTRODUCING CROSS COURT

Transforming Support Birmingham supports individuals who may have learning disabilities, complex needs, and neurodivergence, such as autism. We also provide vital support for those navigating mental health challenges and secondary conditions.

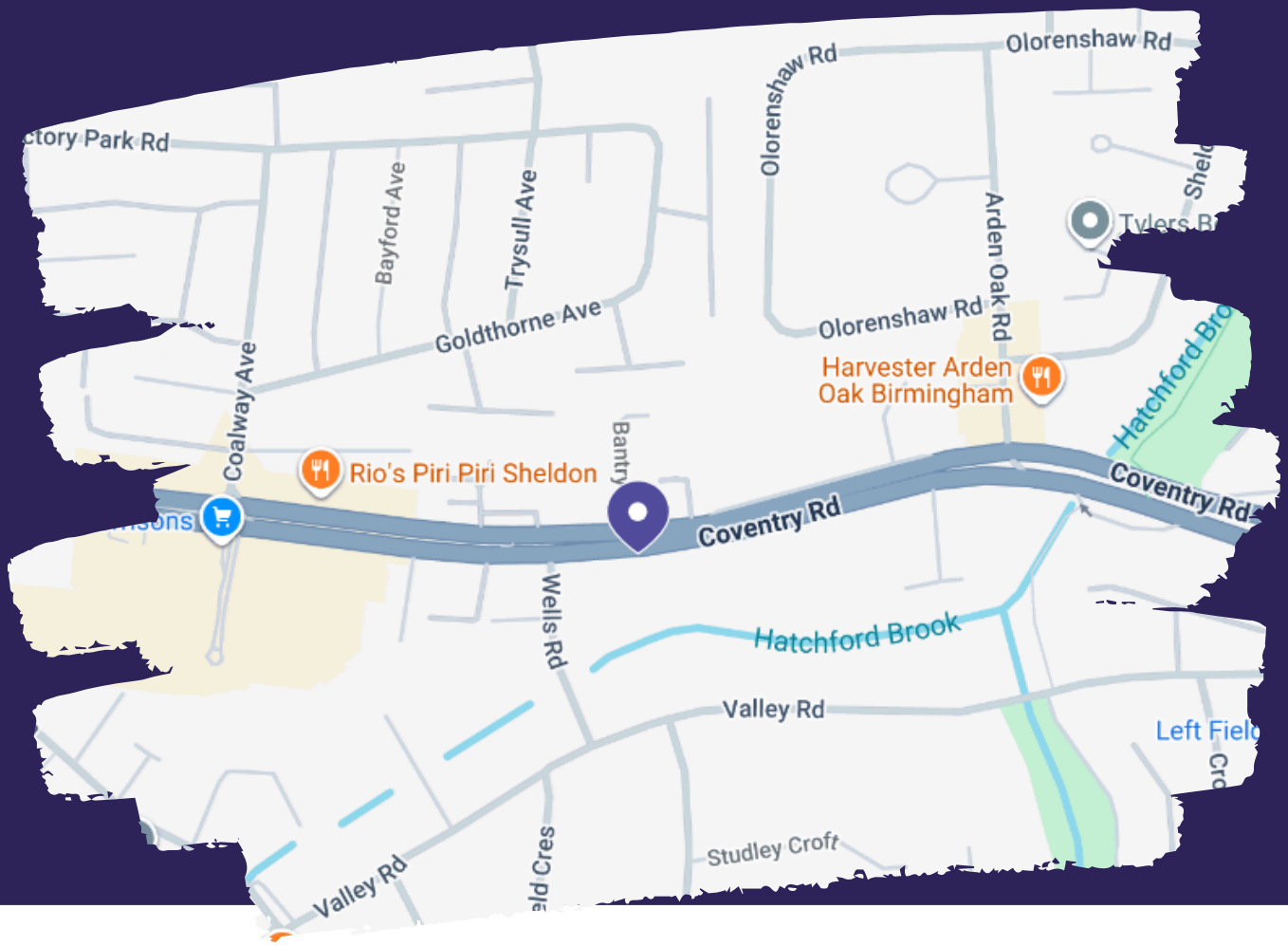
We provide strengths-based, person-centred support, enabling more independence and community inclusion. We offer supported living in the heart of the community, focusing on positive risk and actively exploring opportunities and challenges.

CROSS COURT



Location & Amenities - Cross Court

ONLY 35 MINUTES FROM BIRMINGHAM CITY CENTRE



13-minute drive to Lea Hall Station

9-minute drive to Elmdon Park

10-minute drive to Swan Shopping Centre

3-minute drive to the Morrisons supermarket and 6-minute drive to ALDI

2-minute walk to 2 bus stops with access to city centre

6-minute drive to Downsfield Medical Centre

Transforming Support

CROSS COURT

Cross Court has been designed to promote both independence and comfort, with well-maintained individual apartments that provide privacy while remaining part of a supportive community setting. The modern three-storey building offers spacious communal areas and generous outdoor space to the rear, creating opportunities for social interaction, relaxation, and meaningful activities. Its accessible layout and contemporary facilities help ensure a safe, welcoming, and person-centred living environment for the people we support. The building has been designed to balance privacy and independence with opportunities for engagement, while the secure outdoor space provides an additional area for relaxation, wellbeing, and recreational activities throughout the year.

TENANCY AND SUPPORTED LIVING

Based on need and evidence, the majority of the people we support are likely to be entitled to housing benefits. Tenancies are issued by our housing partner, Inclusion Housing, which manages all housing needs.

Our focus is to ensure that the support delivered helps to keep people in a place they can call home. In some cases, we understand individuals may need to step through into alternative accommodation provision as they mature.

Our People

Meet the Team

Natalie Carroll

Registered Manager

She is responsible for overseeing service quality, supporting and developing multidisciplinary teams, and ensuring high standards of care, compliance, and operational performance. With a strong focus on empowering individuals to achieve their goals and maximise their independence, Natalie works collaboratively with colleagues, families, and professionals to create safe, responsive, and outcomes-focused support that reflects the values of Transforming Support.

Cross Court Team

Monica Ahir
Regional Director North

Chinonso Emekekwue
Team Leader

Charlotte Holmes
Consultant Social Worker

Harry Tonkin
PBS Lead

Bukunmi Soga-Odubajo
Group Relationship Manager

Family's Voice

"We just wanted to share how grateful we are for the support our family member receives. From the very beginning, the team has shown genuine care, patience and understanding, making a real difference in their daily life.

The positive impact on our family members' confidence and well-being has been noticeable, and we truly appreciate the commitment and dedication shown every day.

Thank you for everything you do."

PERSON WE SUPPORT'S JOURNEY

1

Assessment

The desktop assessment is the first step in a person's adult social care journey. It helps us understand their situation and decide whether we can meet their needs. If appropriate, we conduct a more detailed assessment with the individual, their family, and professionals to confirm the appropriate level of care and support.

2

Person-Centred Offer of Support

We create a document outlining the required support and funding based on the initial assessment. Once the funder formally agrees, we can begin planning person-centred support and gather the information needed for a tenancy application.

3

Transition Planning

A transition plan is agreed based on the person's needs. During this time, any required adaptations can be made, and the individual is encouraged to visit their new home. This helps build relationships. Where needed, we will also begin recruiting and training staff tailored to their preferences.

4

Environmental Adaptions

If required, our team works with the Environmental Adaptations Manager and Housing Association to design suitable adjustments to the individual's home.

5

Move In

A move-in date is agreed upon by all parties. The support team prepares everything, including care plans and activities. During the first week, the individual is welcomed and introduced to their new home, with clear, accessible guidance on their tenancy.

KEY STRENGTHS

Support Model

Dedicated Keyworkers provide personalised support, with PBS input where required.

Active Support

Encouraging active participation in meaningful daily activities.

Positive Risk Community Enablement

Promoting independence through positive risk-taking and new opportunities.

Nurturing Environment

Creating supportive environments that reduce anxiety and build confidence.

Value Proposition

Greater independence leads to reduced support needs over time.

Wellbeing Outcomes

Working in person-centred co-production partnerships to improve quality of life and outcomes.

Technology-Led Systems

Using innovative systems to enhance transparency and service delivery.

Person Centred Planning

Supporting individuals to achieve their goals and aspirations.

Transforming Support

Putting People at the Heart of What We Do.

For referral discussions, availability enquiries or service presentations:

Bukunmi Soga-Odubajo

Group Relationship Manager

+44 20 3011 5114 | +44 7483 104502

referrals@transformingsupport.uk

trfsupportuk Transforming Support

transformingsupport.uk