



# CROSS COURT

TRANSFORMING SUPPORT BIRMINGHAM

2351 Coventry Rd, Sheldon, Birmingham B26 3PN



# PERSON-CENTRED SUPPORT

---



With a focus on the individual, staff will regularly review outcomes, objectives, the support needed, and the individual's wishes. Understanding what is important to the person underpins our path to achieving planned outcomes, building on strengths-based practice and skills development, which can include support from commissioning partners, external professionals, advocates, friends, and family.

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





TRANSFORMING SUPPORT BIRMINGHAM

## INTRODUCING TRANSFORMING SUPPORT BIRMINGHAM

Transforming Support Birmingham supports individuals who may have learning disabilities, complex needs, and neuro-development, such as autism. They may also have secondary conditions. We provide strengths-based, person-centred support, enabling more independence and community inclusion.

Cross Court focuses on positive risk and actively explores opportunities and challenges.

Cross Court is located in Birmingham offers individual apartments in a modern three-story building with ample rear open space. The property has easy access to employment opportunities, shopping, and other amenities. We offer specialist support staff who provide support tailored to individual needs.

Disclaimer: Accommodation is provided unfurnished but can be furnished if funding is authorised.



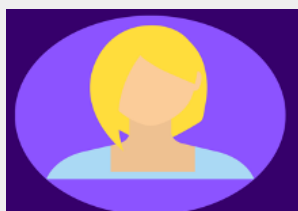
## TENANCY AND SUPPORTED LIVING



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**, the managers responsible for all housing needs.

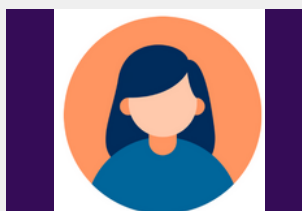
Our focus is on ensuring that the support delivered helps to keep people in a place they can call home. In some cases, we understand individuals may need to step into alternative accommodation provision as they mature.

## PROFESSIONALS



**SALLY PRICE**

Regional Director - North



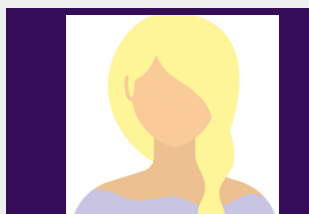
**NATALIE CARROLL**

Registered Manager



**CHINO EMEKEKWUE**

Team Leader



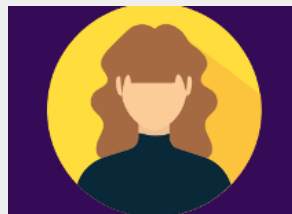
**CHARLOTTE HOLMES**

Consultant Social Worker



**MARCUS VAN-HAGEN**

Development Director



**SABINA QUANSAH**

PBS Lead



**BUKI SOGA-ODUBAJO**

Group Relationship  
Manager



# AMENITIES NEAR 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

# PERSON WE SUPPORT'S JOURNEY

## STEP-BY-STEP

01

### Assessment

The desktop assessment is a starting point for any client's adult social care services journey. The aim is to understand the person's situation and create a summary to ascertain if we could meet their needs. It's the first step in creating a tailored care and support plan. If the referrer accepts the service offer, our team will complete a detailed assessment. The process focuses on identifying the individual's care and support needs. It will include the person, important family members and professionals. Once it is completed, we will confirm if the initial indicative service offer reflects the person's assessed needs or if adjustments are required for the referrer's final approval.

02

### Person-Centred Offer of Support

This is a document created to outline the level of support and funding required to meet the individual needs based on the desktop assessment and information provided by the referrer. A formal acceptance from the funder allows us to progress the person-centred support. At this point, we will also collect the necessary information to begin a tenancy application.

03

### Transition Planning

Depending on needs, the transition can be planned and agreed. During this time, any agreed adaptations can be implemented, and the person we are supporting is encouraged to visit their new home. This gives us the opportunity to build a successful relationship. If applicable and agreed with the funder, the local team will begin bespoke recruitment and training to meet the person's needs and preferences.

04

### Environmental Adaptions

If required, our local team will liaise with our Environmental Adaptions Manager, who can provide a proposal for appropriate adaptions to the person's apartment in conjunction with the Housing Association.

05

### Move In

An agreed date will be communicated between all parties. The allocated keyworker and support staff would have prepared to welcome the individual to their new home. All the necessary support plans and risk assessments would be in place alongside an agreed activity plan to reflect the person's needs and aspirations. On the week of moving in, we will introduce the person to a representative of the Housing Association, who will explain the details of the tenancy and provide an accessible welcome pack to welcome the person to their new home.

# KEY STRENGTHS



## **Support Model**

Keyworkers are assigned to each person we support, following closely their development and enabling true personalised care for their needs. In some cases, PBS support may be required depending on assessed needs.



## **Active Support**

Our evidence-based model of support ensures that people are supported to participate in every aspect of their daily lives and to take the lead in functional and meaningful activities.



## **Positive Risk Community Enablement**

Positive risk-taking is a way of working with risk that promotes enablement; considered risks can enable individuals and help improve their wellbeing focusing on the outcome, not the risk.



## **Nurturing Environment**

We aim to expand upon successful relationships, locations, and opportunities while proactively mitigating triggers for behaviours of concern to reduce frustration, anxiety, and increase mutual understanding.



## **Strength-Based Skills**

The more independent people become, the less support they need which generates a 'value proposition' for our commissioning partners, aiming to achieve reduction costs in the long-term.



## **Wellbeing Outcomes**

Partnership is at the core of what we do. Together, we focus on improving the experiences and quality of services for the people we support, their families, and support teams.



## **Technology-Led Systems**

We are investing significant resources into system optimisation to ensure that the care and support delivered are visible, transparent and accessible to our teams and stakeholders.



## **Person Centred Planning**

Considering someone's future is an important aspect of our person-centred planning, which aims to build on the person's strengths and skills and help them consider what they want most in life.

**GET IN TOUCH WITH US!**

[referrals@transformingsupport.uk](mailto:referrals@transformingsupport.uk)

0800 048 5792

07483 104 502