



# PRINSTED

TRANSFORMING SUPPORT SURREY

HORLEY, SURREY



# PERSON-CENTRED SUPPORT

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With a focus on the individual, staff will regularly review outcomes, objectives, the support needed, and the individual's wishes. Understanding what is essential 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 allow for a positive risk approach that enables individuals to meet their needs in a safe and nurturing way.



## INTRODUCING PRINSTED

Transforming Support Surrey 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.

# PRESENTING: PRINSTED

Our modern, self-contained apartments provide a perfect balance of privacy and community. You'll have your own spacious living space, while also enjoying access to our bright communal areas. These shared spaces include activity rooms and a lovely rear garden, perfect for relaxing and socialising.

For those who prefer a more streamlined, private style of living, our separate annexe offers individual accommodation. At Prinsted, we're dedicated to providing a comfortable and supportive environment that feels like home.



# TRANSFORMING SUPPORT SURREY



# 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, **Hilldale Housing Association**, the managers responsible for 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.

# PROFESSIONALS



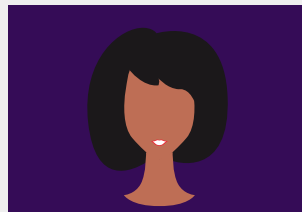
**NATALIE SMITH**

Regional Director - South



**KERSTI LOOTUS**

Registered Manager



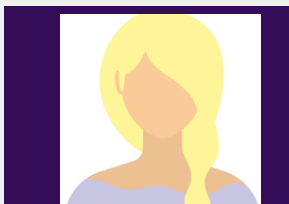
**SHAMARA SHEPHERD**

Deputy Registered  
Manager



**FRANCIS CHAKKU**

Team Leader



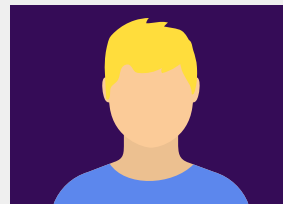
**CHARLOTTE HOLMES**

Consultant Social Worker



**MARCUS VAN-HAGEN**

Development Director



**HARRY TONKIN**

PBS Practitioner



**BUKI SOGA-ODUBAJO**

Group Relationship  
Manager

TRANSFORMING SUPPORT SURREY

# AMENITIES NEAR PRINSTED



## ONLY 15 MINUTES AWAY FROM CRAWLEY



3-minute drive from  
Horley Station

with access to Horsham,  
Bedford, Gatwick Airport,  
Peterborough and more



2-minute walk from  
Riverside Garden Park  
and Horley Recreation  
Ground



1-minute walk from  
bus stop



12-minute drive from County  
Mall Shopping Centre



3-minute drive from Spire  
Gatwick Park Hospital and a  
12-minute drive from East  
Surrey Hospital



2-minute drive from  
Tesco supermarket

# 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.



## Value Proposition

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.



**BUKI SOGA-ODUBAJO**

Group Relationship  
Manager

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**GET IN TOUCH WITH US!**

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