THIS IS WHERE CARE MEANS MORE



ChoiceCare

Leaving school – finding suitable support at Choice Care

ChoiceCare

Overview of Choice Care

At Choice Care, we believe a fulfilled life starts with having a place to call home—somewhere safe, supportive, and truly your own. Across England and Wales, we offer a wide range of residential, supported living and day opportunity services designed to empower individuals to lead independent and meaningful lives. Our focus is on creating environments that foster independence, respect, and joy, providing every person with the opportunity to live life to the fullest and thrive.

With over 30 years' experience in specialist care, an outstanding reputation and excellent CQC ratings, we are proud to currently support over 900 adults with learning disabilities, autism, mental health conditions, and associated needs.

Through tailored care and a person-centered approach, we help individuals achieve their goals, while ensuring they feel valued, listened to, and respected at every step of their journey. Our mission is simple - to make a lasting positive impact on the lives of those we support, helping them build confidence, gain independence, and pursue a future filled with possibility and happiness.

Our model of support

Enabling people to thrive, is at the centre of what we do. Built from published research about what matters to people who draw on social care, as well as input from those we support and our own expertise, ‘Thrive at Choice’ is made up of the below six pillars:



Communities where people belong



Leading the lives we want to live



Living in a place we call home



Surrounded by people we trust



Understanding and being understood



Sharing power as equals

The support we provide

An individualised care plan will be created in partnership with our in-house and highly skilled and trained care teams in an environment that promotes their wellbeing and enables them to thrive. The goal is to support everyone to live as independently as possible, in an environment that promotes their wellbeing and enables them to thrive.

Budgeting and managing finances
Claiming the right benefits and budgeting finances

Developing independence
Learning daily living skills to be more independent and confident

Personal care
Respecting your wishes whilst supporting with personal hygiene

Keeping healthy, inside and out
Exercising, nutrition, medication and attending appointments

Getting out and about
Visiting new places and doing the things the people we support love

Social wellbeing and relationships
Maintaining existing relationships and building new ones

Specialist Support and Therapy Team

- Specialist Support and Therapy Team is the new integrated model for support across Choice Care – joining up specialist support across disciplines
- Brings together psychology, PBS, OT, and speech and language therapy in one coordinated approach
- Designed to provide responsive, person-centred support for people with complex and overlapping needs
- Focuses on quality of life, placement stability, and improved outcomes
- Promotes mental health informed care, including wellness recovery action plans
- Embeds trauma-informed practice and autism-informed adjustments across services
- Strengthens support through clear MDT processes, referrals, and clinical leadership
- Helps services achieve better outcomes, stability, and quality of life



Tier 1
The foundation for all of our Specialist Support & Therapy. Our team understands and applies core Positive Behaviour Support (PBS) principles to promote the best life choices and chances. At Tier 1, we focus on your strengths and positives to improve your quality of life.



Tier 2
This sees our team co-design a Positive Behaviour Support Plan or Wellness Recovery Action Plan, focusing on goals, skills building and targeted interventions specific to your individual wants and needs. At Tier 2 we also carry out Periodic Service Reviews to assess how well and effectively we're delivering the PBS Model for you.



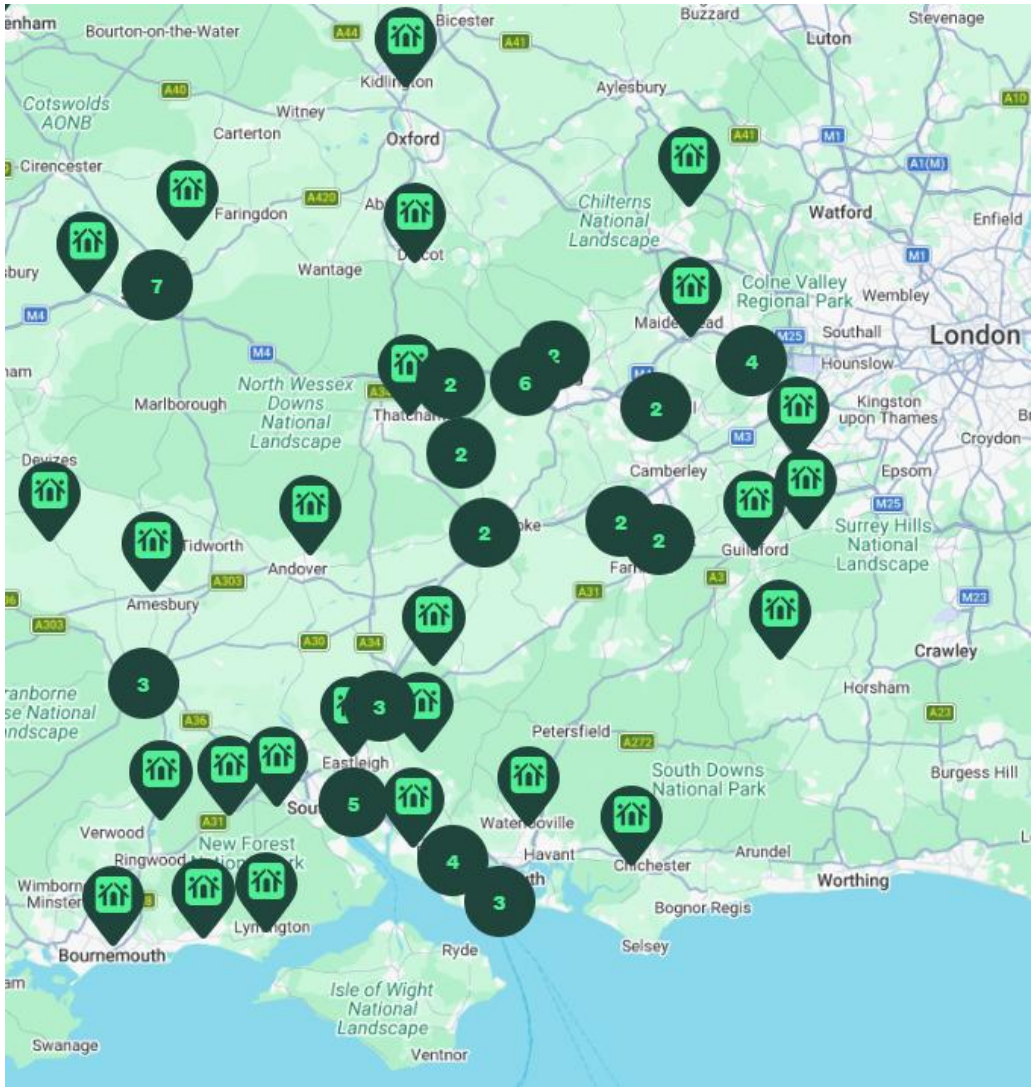
Tier 3
We also provide Crisis Intervention and Intensive Support for anyone who needs it. We give timely, expert help and advice to colleagues and people drawing on our support, ensuring the very best care at all times.

What do we mean by trauma-informed approaches?

Trauma-informed approaches provide a strong and evidence-based foundation for supporting people with learning disabilities and/or mental health needs. It means we're recognising the widespread impact of trauma on development, behaviour, and emotional regulation.

By prioritising safety, trust, choice, collaboration, and empowerment, we shift the focus from "what is wrong with the person" to "what has happened to the person," enabling more compassionate and effective support. Embedding trauma-informed practice helps reduce re-traumatisation, improves engagement, and supports the development of meaningful relationships, ultimately leading to better outcomes in wellbeing, independence, and quality of life.

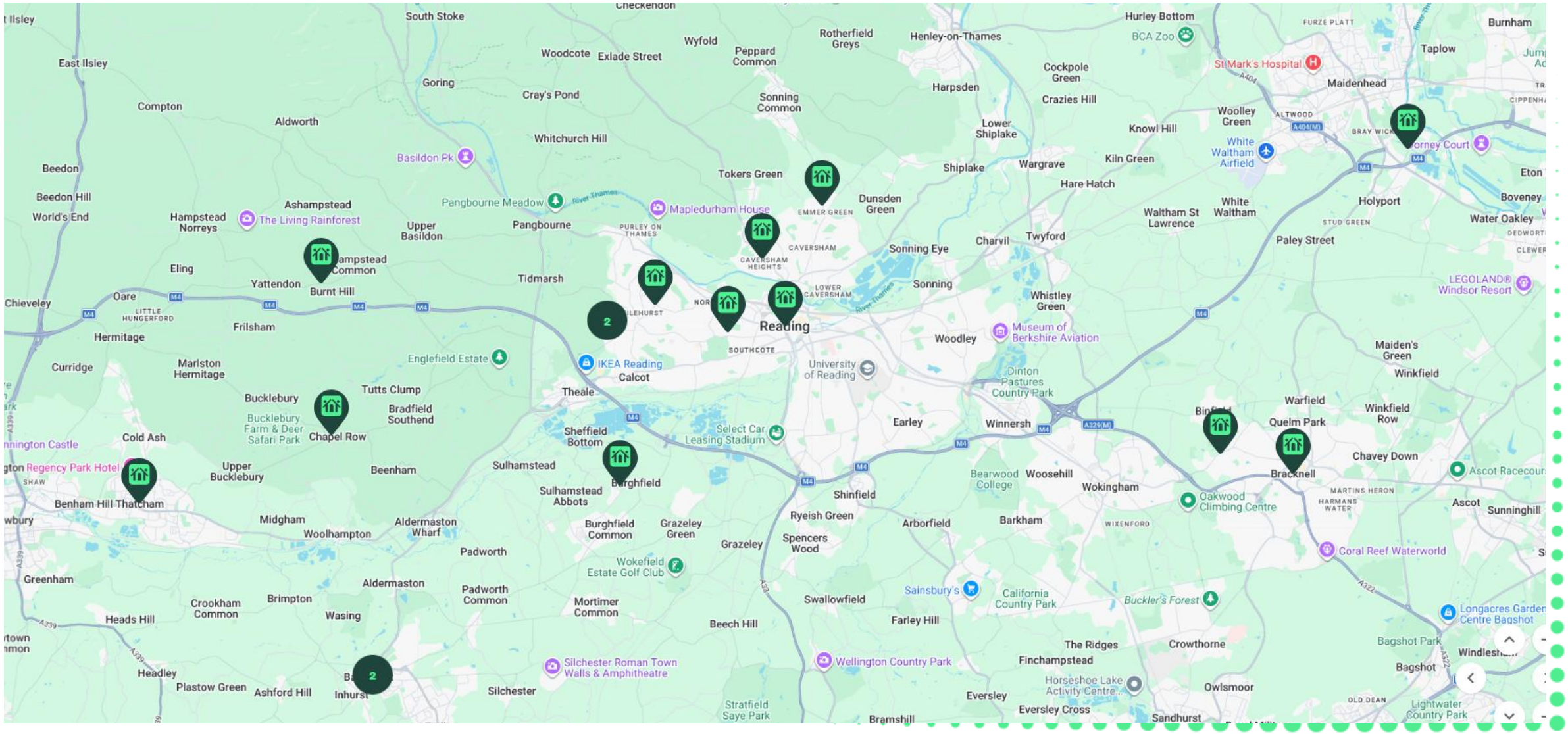
Where you can find our services



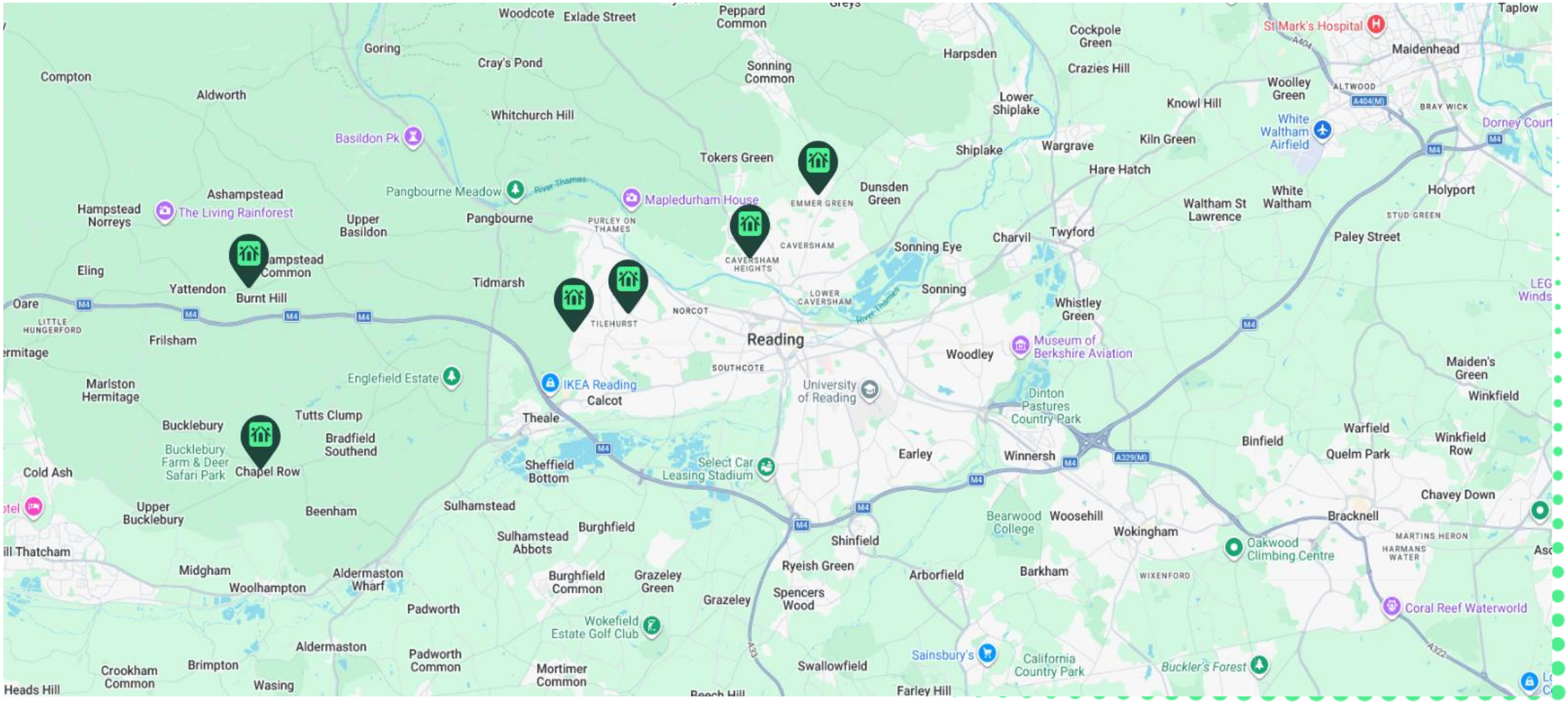
Choice Care has services in:

- Reading
- West Berkshire
- Wokingham
- Bracknell Forest
- Slough
- Windsor & Maidenhead
- Buckinghamshire
- Oxfordshire
- Hampshire

In and around Reading – CC services



In and around Reading – current vacancies



Residential Vs Supported Living

Residential

Choice Care currently have a range of residential homes across England and Wales. Each property is home to 4-13 people, with similar care requirements, and can be mixed or single sex.

We support individuals of differing ages and needs, so every home has its own unique personality - with a strong emphasis on living life to the full.

We provide a wide range of activities and events in the home, supporting people to do what they love. We aim to help develop communication, encourage social and life skills, build confidence and self-esteem, while helping people progress to a more independent lifestyle.

Residential care often involves more frequent and direct input from our in-house Specialist Support and Therapy Team in a more robust and secure environment. This approach enables the people we support to gain confidence and skills to progress with direct support.



Residential - What's included?

All our homes offer a safe and positive environment, equipped to the highest standards, with 24-hour support and specialist care. This includes:

- Accommodation, including private furnished bedrooms (usually ensuite) and communal areas
- Support for educational and vocational learning
- All meals
- Transport for the people we support to use to suit their wants and needs
- Supporting people to find what they love and pursue passions
- A weekly allowance for day-to-day expenses

Referral process – Residential

1 Initial Referral / Enquiry

Referral received with initial information about the person's needs and circumstances.

2 Initial Screening

We review needs, risks, funding requirements, preferred location and suitability.

3 Assessment

A person-centred assessment explores needs, preferences, goals, risks and support levels.

4 MDT Review & Service Matching

Operational and clinical teams consider compatibility, staffing, environment and adaptations.

5 Funding & Placement Agreement

We share a formal offer and costs for commissioner review and funding approval.

6 Transition Planning

A personalised plan may include visits, staff introductions, phased moves and information-sharing.

7 Move-In / Service Commencement

The person moves into their new home and support begins, with additional settling-in oversight.

8 Post-Placement Review

Early reviews check the placement is working well and agree any adjustments needed.

Residential Vs Supported Living

Supported Living

Supported living is ideal for people aged 17 and over who thrive in their own space, or want to share their home with a small group of people, but require tailored care and support to help manage daily activities, live safely, and get out and about. For some supported living is ideal for that next step after residential living, for others it's about having their own space due to high-level needs.

At Choice Care, our expert teams provide personalised care in supported living settings, to enable people to live in a place they can call home and be supported by people they trust to make choices and thrive while maintaining your independence and living life on your terms.

Supported living means the individual will have a tenancy agreement with the landlord and will be responsible for personal costs and bills. It can offer greater autonomy and personal space for individuals with lower levels of need, or for those with higher levels of need who have specific needs that would be best met in a bespoke, personalised environment.



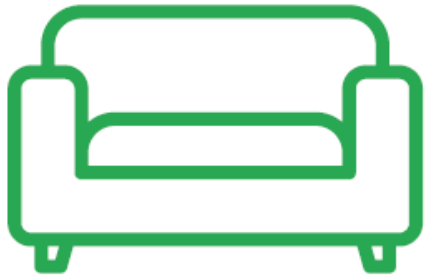
Supported Living – Tenant Responsibilities

Our care teams are here to support residents with managing their finances, bills and budgeting, however, the supported living model, differs slightly from residential living as the tenant, or their nominated appointee, still maintains some level of financial responsibility. This includes:



Paying bills

Covering utility bills, council tax (if applicable) and costs for repairs or refurbishments that are not covered in the tenancy agreement



Furnishing your home

The furniture for any personal space and contribution to furnishings in communal or shared areas, where appropriate



Personal costs

Covering the costs of any activities, public transport, specialist equipment, personal items, food and drinks

Supported Living – Accommodation Options

We prioritise creating places that feel like home, where people can thrive by providing accommodation that meets the needs and wants of the people we support. In partnership with a number of housing providers across the UK we source accommodation for individuals who would benefit from our support, this includes:

Communal apartments and houses

Your own space in an apartment block or house, often with a shared entrance and access to communal areas.

Your own home or apartment

Access support in your own home or apartment, this can be either a rented or owned property.

Modular lodges

Sustainability designed one-bedroom lodges, that have the potential to be tailored to meet specific needs.

Each lodge is designed to support independence, comfort and choice, with your own home and outdoor space.



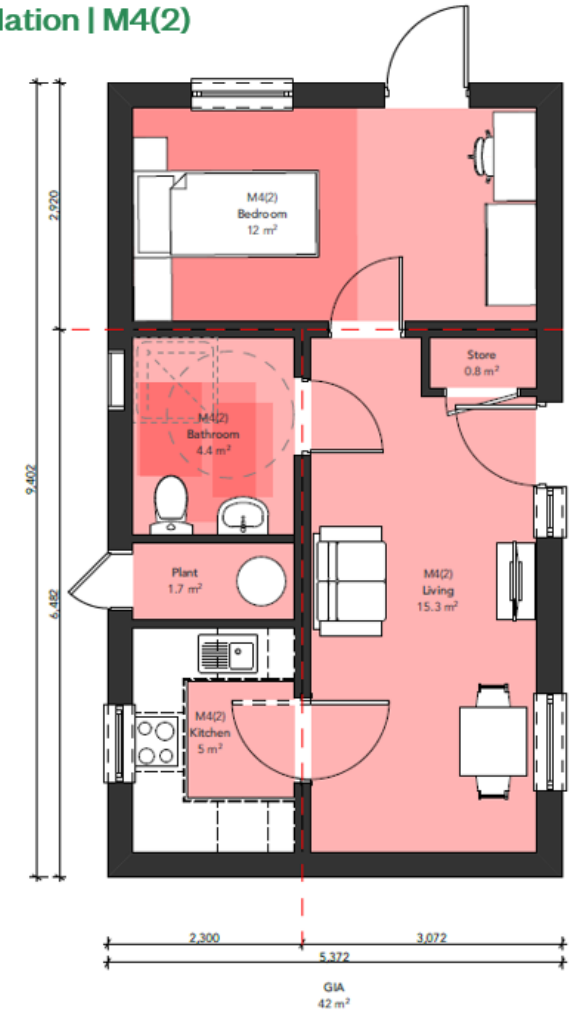


Supported Living –Modular Lodges

Standard lodge

42m² self-contained accommodation | M4(2)

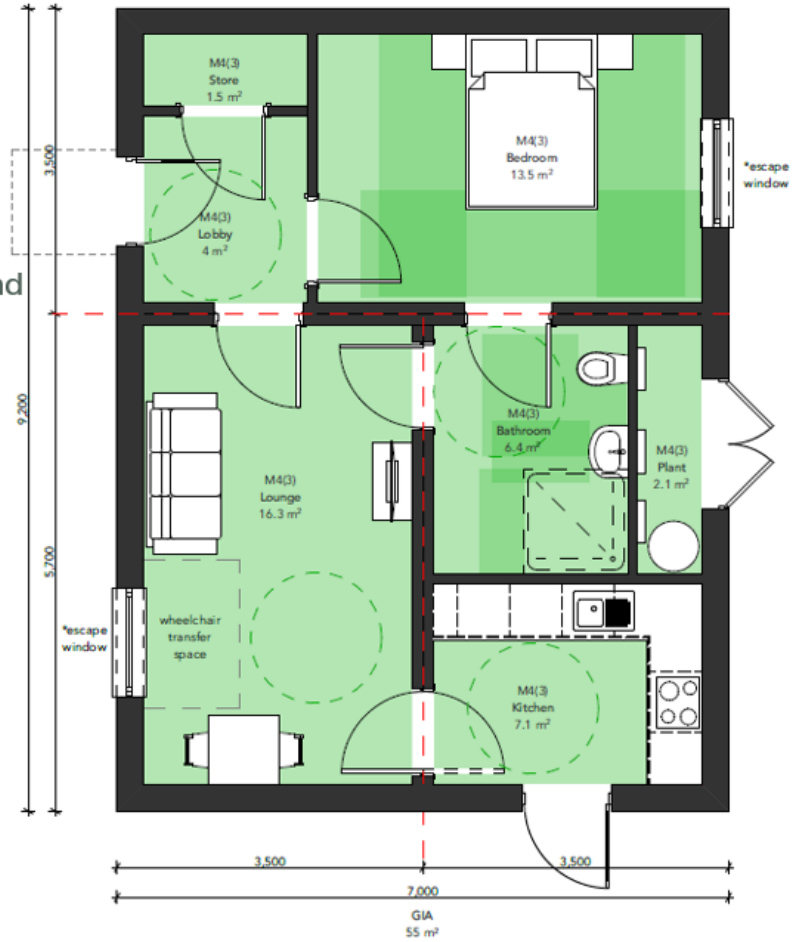
- 12m² bedroom suitable for a profiling bed
- Wet-room bathroom with externally accessed services
- Outward-opening doors to reduce barricade risk
- Lockable kitchen and built-in storage
- Selected anti-ligature features for consistency and ease of maintenance



Enhanced lodge

55m² wheelchair-accessible accommodation | M4(3)

- Space in each room to support transfers
- Anti-ligature fittings, handles, blinds and hinges
- Two entries/exits to rooms for safety
- Impact-resistant internal walls and Whiterock bathroom finish
- External plant room to support maintenance access



Referral process – Supported Living



Referral received

The referral is received and reviewed by our dedicated referrals team



Assessments

Our referrals team organise an assessment, either in person or virtually. The landlord will also assess the applicant for their tenancy agreement



Offer given

Following a successful assessment, we send out a formal offer



The transition process begins

This includes setting a move-in date, signing tenancy agreements and applying for applicable benefits



It's move in day

Welcome to Choice Care...It's time to move in!

FAQs

Who decides what support is needed?

The care and support we provide is tailored to individual needs, based on assessments by a Care Manager or Social Worker, involving the individual and their family. Support hours are funded by local authorities or Clinical Commissioning Teams, with fees set by the funding body. Choosing Choice Care means we ensure the allocated hours are suited to the person we support, as well as, handle recruitment, training, and legal requirements, involving individuals in the process. Furthermore, all services are regulated by CQC or CIW, with their latest reports available on our website.

What financial benefits could someone be entitled to?

Financial benefits can vary from person to person*, but the most common
benefits include:

- Disability Living Allowance (DLA) or Personal Independence Payment
  (PIP) Employment & Support Allowance (ESA)
- Attendance Allowance (over 65)
- Employment and Support Allowance (ESA)
- Housing Benefits that fully cover or contribute towards the rent or Universal Credit Housing Element
- Benefits and grants to assist with any specialist adaptions that are required by the individual in their home



Residential - FAQs

Who is eligible for Residential Living?

Individuals may be eligible for residential living if they are 16 and above and require support to live independently in the community.

Can people decorate their own rooms?

Absolutely. The people we support are encouraged to personalise their spaces to their own preferences.

How are people supported?

Individuals receive personalised support to help them with daily tasks like cooking, cleaning, personal care, managing finances, taking medication, as well as emotional or social support. The goal is to promote independence in an environment that promotes their wellbeing and enables them to thrive.



Supported Living - FAQs

Who is eligible for Supported Living?

Individuals may be eligible for supported living if they are above the age of 17 and require support to live independently in the community. Choice Care support individuals with learning disabilities, autism, mental health conditions and associated high-level needs in their supported living schemes.

How are people supported?

Individuals receive personalised support to help them with daily tasks like cooking, cleaning, personal care, managing finances, taking medication, as well as emotional or social support. The goal is to enable people to live as independently as possible, in an environment that promotes their wellbeing and enables them to thrive.

What if the tenant isn't able to sign the agreement?

This doesn't mean you're not eligible for Supported Living. If you have an Appointee or Power of Attorney in place, they may be able to sign the tenancy agreement on your behalf. If not, there are a number of other possibilities but we will need to advise on an individual basis, so please contact us: referrals@choicecaregroup.com



Supported Living - FAQs

Who is responsible for repairing the home?

If the property is rented, the landlord or housing provider is responsible for repairs. However, if damage is caused intentionally, the tenant may be responsible for covering the cost of repairs. This will be outlined in the tenancy agreement. If the property is owned, then the resident will be responsible for covering the cost of repairs.

What do tenants have to pay for?

Tenants pay for their day-to-day living expenses, including food and clothing, as well as, paying bills and any additional outgoings they may have, such as council tax, contents insurance, internet access and a TV license. Our team are here to support with budgeting.

How is supported living funded?

Tenants in a supported living service are responsible for covering the cost of their accommodation, which can be paid through housing benefits as rent to the housing provider. The cost of support services from the care provider is paid separately, with funding options including direct payments or funding from the local authority or NHS.

Can I bring my own furniture?

Yes. Our supported living properties generally come unfurnished so it will be the responsibility of the individual to provide furnishings for their new home.



Discover more

Whether you're someone looking for support, a family member or friend researching on behalf of a loved one, or a professional within the health and care sector, we'd always recommend keeping up to date with what we're up to over on our website or social media.

If you've got a specific question, just give us a ring or drop us an email, we'd be more than happy to answer!



Contact us

To speak to a member of our Referrals team, please contact us through the details provided below:

Tel: **0203 195 0134**

Email: **referrals@choicecaregroup.com**