

Reviewed: 1st July- 2025
Next Review: 1st July - 2026



STATEMENT OF PURPOSE



Harbour Supported Living
Services Ltd
170 Seabank Road
Wallasey
Wirral
CH45 1HG

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Harbour Supported Living Services Ltd

1. Introduction

Harbour Supported Living Services Ltd is dedicated to providing high-quality supported living services to adults who require personalised care and assistance to live independently within the community. Our service is designed to promote dignity, independence and inclusion while ensuring the health, safety and wellbeing of every individual we support.

2. Our Aims and Objectives

To provide person-centred support that empowers individuals to lead fulfilling, independent lives.

To promote choice, control, and autonomy in daily living.

To create safe, supportive environments where individuals feel valued and respected.

To work collaboratively with families, healthcare professionals and local authorities.

To deliver services in line with the Health and Social Care Act 2008 and Care Quality Commission (CQC) regulations.

3. Services Provided

Harbour Supported Living Services Ltd offers tailored support for adults (18+) who may include:

- Individuals with learning disabilities
- Individuals with mental health needs
- Individuals with autism or complex needs

Harbour Supported Living Services Ltd

- Adults requiring support with daily living tasks
- Those transitioning from residential care, hospitals or family homes into independent living

Support may include:

- Assistance with personal care (if required)
- Support with budgeting, managing finances, and tenancy sustainment
- Help with cooking, cleaning, and household tasks
- Medication support and health appointments
- Emotional support and wellbeing activities
- Support in education, employment, and community participation
- Overnight support or scheduled visits based on assessed needs

4. Locations and Facilities

Support is provided within individuals' own homes or supported living accommodations within the community. Each property provides safe, comfortable and homely living environments with access to communal areas (if shared housing) and private personal space.

5. Philosophy of Care

Our approach is guided by the core values of:

Respect | Independence | Compassion | Inclusion | Dignity | Empowerment

We are committed to:

- Person-centred planning and outcome-focused support
- Encouraging independence while offering the right level of assistance
- Protecting the rights, privacy, and confidentiality of all service users
- Promoting diversity, equality, and anti-discriminatory practice

- Ensuring every person's voice is heard and respected in decisions about their care

6. Staffing and Management

All staff receive ongoing training in safeguarding, first aid, health & safety, medication administration, person-centred care, and more.

Support workers and team leaders are trained to meet the individual needs of service users through training resources such as Skills for Care and the Care Certificate.

The Registered Manager oversees compliance, service quality, staff supervision and care planning.

All staff receive enhanced DBS checks and follow professional codes of conduct.

7. Quality Assurance and Safeguarding

Harbour Supported Living Services Ltd is committed to delivering safe, effective, and high-quality care. We ensure this through:

- Regular service audits, feedback reviews, and improvement plans
- Compliance with CQC standards: Safe, Effective, Caring, Responsive, Well-Led
- Robust safeguarding procedures to protect vulnerable adults from harm or abuse
- Complaints and compliments procedures available to service users, families, and professionals

8. Contact Details

Registered Provider: Harbour Supported Living Services Ltd, 170 Seabank Road, Wallasey, Wirral, CH45 1HG.

Phone: 0151 630 0062

Email: general@harboursupport.co.uk

Harbour Supported Living Services Ltd

Registered Manager: Camellia John