Support and accommodation for people with mental health needs

East Thames understands that when it comes to housing and support, everyone has different needs. That’s why we tailor our support services to meet the needs of each individual and design them to aid recovery and build independence through choice, involvement and control.

We provide specialist mental health accommodation and services, ranging from floating support in your own home, to supported living accommodation and registered care homes. There is more information about these services in this brochure.
How we work

We offer more than accommodation and care - we also support your road to recovery and help you find the confidence and skills to build an independent and meaningful life.

Your care and support is provided using personalised support plans and a recovery approach to mental health support which gives you control over your life and journey to recovery. We also encourage you to achieve personal goals such as: rebuilding skills, learning new things, forming relationships, and taking part in social and leisure activities.

We understand that taking control and setting goals is not always easy due to the stigma you sometimes encounter from family, friends, providers or employers. An important part of our work is also enabling you to successfully challenge the effects of this stigma.

Our support staff are a qualified and experienced team who are committed to delivering a quality service and protecting your rights and dignity. All staff have access to management advice 24 hours a day, 365 days a year to help them provide the best possible service to customers. We work in close partnership with local health and community organisations to deliver holistic support which:

• Promotes options for healthy living and wellbeing through diet, exercise and stress management
• Provides opportunities for inclusion

including managing your home, social interaction and giving back to your community

• Helps you branch out and learn new things through education, employment and training programmes
• Encourages the involvement of relatives, advocates and friends and the development of new relationships.

How your support is delivered:

• We carry out an assessment of your needs and tailor a plan to suit the amount of time and type of support you need
• You receive a dedicated support worker to help you reach your personal goals
• You can take part in groups which will help you develop skills and offer mutual support around employment, training and healthy living
• We employ specialist peer recovery workers who have their own lived experience of mental distress who can understand some of the experiences you have had and support you with your own situation
• Our service is flexible and we offer value for money to help you get the most from us
Your personal care and support package – a new way of delivering support

Across the UK, the way people receive care and support services is changing. The changes are to give people more choice, flexibility and control to help them live independently. This approach is known as personalisation.

If you or someone you know has an individual support budget or direct payment as part of this new system, and you need someone to manage, plan, or deliver the support, we can help. Call 020 8522 2611 to find out more.

Jason was receiving East Thames’ floating support to help him deal with depression. The support helped to build his confidence and enabled him to build a more independent life. “I didn’t think it would help but it has. Now I go to different groups and I’ve made a load of new friends. My life is different because I can do what I like now.” Jason has decided to re-enrol in college and pursue musical ambitions with friends.

“Living here is good because it’s motivated me a lot. Before, I wouldn’t get out of bed. Because of this scheme and being motivated I’m at college studying. The goal next year is to go to university. Staff here help me fill out forms and I’m encouraged to play football. Staff have also been helping me to get my own place.” - Alex, Drayton Lodge

“Being at Manor Road has changed my life a lot, because of the help from the support workers. Now I feel more confident. We learn about emotional well being and talk about financial support, relationships and achievements. It’s useful for when you move on, you can use the things you’ve learnt in your new home: how to cook, how to budget, how to live healthily.” - Margaret, Manor Road
Who is eligible?

Our schemes generally cater for adults who are referred through the local authority mental health accommodation services team. Most schemes give priority to residents from the same borough they’re located in, however some schemes also accept residents from other areas.

Supported living schemes

Our supported living schemes offer a range of self-contained and shared accommodation for temporary and longer term stays with support ranging from weekly visits to services staffed 24 hours a day. They are generally for people needing a low to medium level of support who can live safely without a permanent staff presence. However, as our schemes are staffed according to residents’ needs, we also welcome people with more intensive needs requiring 24 hour support.

Registered schemes

Our registered homes provide 24 hour support for people with higher level needs requiring more intensive help with things like medication, cooking, cleaning and staying safe.

NEWHAM - Supported living

JACAMAR HOUSE
Stratford, Newham

Temporary accommodation for up to two years, helping people move on independently.

Features:
• Six self contained flats, two are wheelchair accessible
• Communal garden
• Ongoing outreach available

LIBERTY HOUSE,
Plaistow, Newham

Temporary accommodation for up to two years, helping people to move on independently. For:
• Women with low to medium levels of mental health needs
• Places for men are sometimes available

Features:
• 10 one-bedroom flats over four floors (accessed by lift)
• One flat is adapted for wheelchair users
• Each flat has a kitchen and lounge
• Communal facilities: garden, meeting and training rooms
• Ongoing outreach available
KEY:
- Women only
- Men only
- 5: Staffed weekdays
- 7: Staffed 7 days a week
- Staffed 24 hours a day, with staff available at night
- Out of hours support provided via local support staff
- Resettlement support service available from the same staff team when you move-on

MAGPIE CLOSE
Forest Gate, Newham
Longer term accommodation, also suitable for people with additional mobility needs.
Features:
- 16 self contained flats, each with their own lounge, kitchen and bathroom
- All flats are on the ground floor and wheelchair accessible
- Shared facilities: lounge, laundry and spacious garden

NEWARK KNOK
Beckton, Newham
Longer term accommodation, also suitable for people with additional mobility needs.
Features:
- 17 self contained flats, each with their own lounge, kitchen and bathroom
- Four outreach flats located near the scheme at Bradymead
- Lift available to first floor
- Communal facilities: lounge, laundry and spacious garden

NEWHAM - Registered homes
WAKELING COURT
Forest Gate, Newham
Registered care home for adults with high levels of mental health needs. Accommodation on the ground floor suitable for people with additional mobility needs.
Features:
- Two three-bedroom homes, all attached and with their own bathroom, kitchen and dining area
- 16 other bed-sit flats with own toilet and kitchen area
- All accommodation fully furnished
- Communal facilities: lounge, dining area, activities room, training kitchen, bathroom and garden
- Car park for visitors
WALTHAM FOREST
- Supported living

DRAYTON LODGE
Walthamstow, Waltham Forest
Supported accommodation for up to one year, helping people build the skills to move on independently. **For:**
- Adults with high mental health support needs, who may have a history of substance misuse and offending

**Features:**
- Seven studio flats with large bedrooms and their own ensuite
- Communal facilities: kitchen, lounge, conservatory and garden

GLYN REYNOLDS HOUSE
Walthamstow, Waltham Forest
Supported accommodation for up to two years, helping people build the skills to move on independently. **For:**
- Adults with medium mental health support needs

**Features:**
- Six self contained flats, each with their own lounge, kitchen and bathroom

GRANGE PARK ROAD
Leyton, Waltham Forest
Supported accommodation for up to one year, helping people build the skills to move on independently. **For:**
- Adults with intensive mental health support needs

**Features:**
- Ten studio flats with shared bathrooms
- Communal facilities: kitchen, lounge, laundry and garden

GREG CLOSE
Leyton, Waltham Forest
Supported accommodation for up to one year, helping people build the skills to move on independently. **For:**
- Adults with high mental health support needs

**Features:**
- Six studio flats with large bedrooms and their own ensuite
- Communal facilities: kitchen, lounge, laundry, conservatory and garden

HAINAULT ROAD
Leytonstone, Waltham Forest
Supported accommodation for up to two years, helping people build the skills to move on independently. **For:**
- Adults with medium mental health support needs

**Features:**
- Six self contained flats, each with their own lounge, kitchen and bathroom
- Wheelchair accessible
- Communal facilities: Spacious garden

MANOR ROAD
Higham Hill, Waltham Forest
Supported accommodation for up to two years, helping people build the skills to move on independently. **For:**
- Adults with medium levels of mental health support needs

**Features:**
- Six self contained flats, each with their own large bedroom, lounge, kitchen and bathroom
- Communal facilities: lounge and spacious garden
MOYERS LODGE
Leyton, Waltham Forest
Supported accommodation for up to one year, helping people build the skills to move-on independently. For:
• Adults with high mental health support needs
Features:
• Seven studio flats
• Communal facilities: Kitchen, lounge, laundry room with spacious garden

NORTH BIRKBECK
Leytonstone, Waltham Forest
Supported accommodation for up to two years, helping people build the skills to move on independently. For:
• Adults with mental health support needs requiring medium levels of support
Features:
• Three self contained flats, each with their own lounge, kitchen and bathroom

SCOTT COURT
Leyton, Waltham Forest
Supported accommodation for up to one year, helping people build the skills to move-on independently. For:
• Adults with high mental health support needs
Features:
• Five self contained flats, each with their own lounge, kitchen and bathroom
• Communal facilities: meeting room and kitchen

ST PETERS COURT
Walthamstow, Waltham Forest
Supported accommodation for up to two years, helping people build the skills to move on independently. For:
• Adults with medium mental health support needs
Features:
• Six self contained flats, each with their own lounge, kitchen and bathroom
• Communal facilities: Spacious garden

WARBURTON TERRACE
Walthamstow, Waltham Forest
Supported accommodation for up to two years, helping people build the skills to move on independently. For:
• Adults with medium levels of mental health support needs
Features:
• Six self contained flats, each with their own lounge, kitchen, laundry and spacious garden

WOOD STREET
Walthamstow, Waltham Forest
Supported accommodation for up to two years, helping people build the skills to move on independently. For:
• Adults with medium mental health support needs
Features:
• Five self contained flats, each with their own lounge, kitchen and bathroom
• Communal facilities: meeting room and spacious garden
TOWER HAMLETS - Supported living

HULDLESTON CLOSE
Bethnal Green, Tower Hamlets
Longer term accommodation and support for up to 11 people. **Features:**
• 11 self contained flats in a two storey building
• Ground floor flats and communal areas wheelchair accessible
• Communal facilities: open plan kitchen with socialising area, conservatory, laundry and garden

GRAND UNION PLACE
Bethnal Green, Tower Hamlets
Eight one-bedroom apartments within a residential development. Support provided by nearby Huddleston Close. **For:**
• Adults with low to medium levels of mental health support needs, who are ready to move into their own flat
**Features:**
• Eight one-bedroom apartments, each with their own lounge, kitchen, dining area and bathroom
• Communal garden areas in central forecourts, alongside the canal

TOWER HAMLETS - Registered homes

COXLEY HOUSE
Bow Road, Tower Hamlets
Longer term accommodation for adults with a high level of mental health support needs. **Features:**
• 13 self contained flats each with kitchenette and toilet
• Communal facilities: two gardens, kitchen, lounge, training kitchen, two dining rooms, recreation area
**REDBRIDGE - Supported living**

**17 KENSINGTON GARDENS**  
Ilford, Essex  
Supported accommodation for men for up to 18 months, helping them build the skills to move on independently.  
**For:**  
- Men aged 18+ with mental health support needs  
**Features:**  
- Six private rooms  
- Communal facilities: kitchen, lounge, laundry, bathrooms and garden

**ATHOLL COURT**  
Goodmayes, Redbridge  
Supported accommodation for up to two years, helping people build the skills to move on independently.  
**For:**  
- Adults with medium mental health support needs  
**Features:**  
- 12 self contained flats, each with their own lounge, kitchen and bathroom

**GROVE FARM**  
Chadwell Heath, Redbridge  
Supported accommodation for up to two years, helping people build the skills to move on independently.  
**For:**  
- Adults with medium to high mental health support needs  
**Features:**  
- Eight self contained flats, each with their own lounge, kitchen and bathroom  
- Communal facilities: meeting room and garden

**ESSEX - Supported living**

**MADELEINES**  
Harlow, Essex  
Supported accommodation for up to two years, helping people build the skills to move on to independent living.  
**Features:**  
- Eight self contained flats  
- Communal: lounge, laundry & garden  
**Support:** Intensive housing management support provided in partnership with Family Mosaic Essex

**TOLPUDDLE HOUSE**  
Chipping Ongar, Essex  
Supported accommodation for up to three years which works in conjunction with access to the training, education and employment programme delivered onsite at the Zinc Arts Centre.  
**For:**  
- Adults with low mental health support needs or other recognised support needs arising from a disability or social disadvantage.  
**Features:**  
- Nine semi-furnished flats, one of which is wheelchair accessible.  
- Onsite training support at the Zinc Arts Centre  
- Communal: lounge, laundry & garden
Floating support

This service offers temporary flexible support to help you through a crisis, gain more independence or achieve important goals in your life.

The support works around you - in your own home, or out and about. As part of your support planning, we will help you work out what you need and how you’ll receive the support.

Our team has a wide range of experience supporting people with mental health and other needs. We can also help you with training and employment opportunities, debt management and maximising your welfare benefits.
About East Thames

East Thames is an experienced social landlord and regeneration charity that provides housing and services to people in east London and Essex. We have over 25 years experience as a registered provider of care and support services including floating and outreach support, domiciliary care, supported living, short breaks (respite) and registered care homes. Our customers include: older and younger people, those with disabilities including learning disabilities and mental health needs and other vulnerable groups.

We have over 80 schemes and services in east London and Essex. The schemes we run are quality assured by the Care Quality Commission and other government regulatory organisations. Our service is also recognised by the Government's Customer Service Excellence Scheme for putting customers first.

Talk to us today

To make a referral into one of our services or to find out more about what we offer, please contact us using the details below.

Phone: 0845 600 0830
Email: info@east-thames.co.uk
Post: 29-35 West Ham Lane
Stratford, London E15 4PH
Web: www.east-thames.co.uk/care-and-support

You can order more copies of this support service leaflet or we can provide Braille, audiotape or large print versions. Translations into other languages are also available on request.