

Carlton House Residential Care



Carlton House provides unique accommodation and support for adults with learning disabilities, complex needs and behaviours which challenge. The service supports up to 6 individuals encouraging them to develop life skills to promote choice and independence.

Contact Details:

Telephone: 0161 696 3999
Email: admin@promisingfutures.care

Provision:

24 Hours a day staffing, including waking night staff.

Accommodation:

Carlton House is a property owned by Promising Futures Ltd. The service has 6 unique living areas, all with individual en suite bathrooms. Individuals are encouraged to personalise their own environments with support from staff. The service benefits from communal dining and lounge areas with 3 kitchens and a dedicated waiting area and conference / meeting room.

How We Work

Carlton House Care aims to ensure that you are at the centre of your service. Carlton House Care will aim to ensure that you are given choice, control and support to achieve your personal goals and maximise your independence.

We aim to ensure that you always come first. We will empower you to achieve your hopes, dreams and aspirations. This will be achieved using holistic support planning and a person centred approach.

You will be involved at the heart of the planning process to ensure that as an individual, you can plan and shape your own support.

We will ensure that you are treated as an individual. Carlton House Care value diversity and difference ensuring fair treatment for individuals that use our services.

With your consent, we will work with you and a variety of professionals, friends and family members to ensure we can deliver the best possible service.

Service Facilities

- En-suite bathrooms x 6
- Dining area
- Lounge x 2
- Kitchen x 3
- Large garden
- Laundry room
- Conference room
- Waiting area



Referral Process

We work very closely with Social Services. A case manager will complete a core assessment and send this to Carlton House Care with your consent.

Carlton House Care will then come and visit you normally within 2 working days.

An experienced staff member will then complete an assessment. They will ask you some questions about the support you would like to receive.

We will then ensure you have all the information you need to make a decision about the support you would like. If social services approve the cost or if you have a personal budget, we will then arrange a variety of meetings to ensure that your new home and support are the correct choice for you

Following this Carlton House Care will contact you and explain if we can offer you a service that you would like?

Following your move to your new home Carlton House Care will work with Social Services to ensure that the package you receive is the correct one for you. This will be achieved ensuring a review is completed shortly after you move.