



Our mission is to enable people who use our services to realise their potential and to exercise choice and control over their lives.



### East Surrey Carers Support Services

#### Location

Reigate and  
Banstead Council  
District

#### Star Rating



#### Address

5 Gloucester Road  
Redhill RH1 1BP

Tel: 01737 779339

Fax: 01737 760234

W: [www.prospecthousing.org.uk](http://www.prospecthousing.org.uk)

### Description

Prospect's Carers Support Services provides short term breaks for carers of individuals who have a learning disability. This support is offered through a personalised home based service; and/or the use of our five bedded short term residential service. All support is provided by trained and experienced senior support workers.

### How to access our service?

You can telephone Sarah DuMagnee (the scheme manager) on 01737 779339, who will then send out a referral form and on receipt arrange an individual assessment.

### Who can access our service?

A carer of a young adult (aged 16 to 30) with a learning disability.

### How can we help you as the carer?

- We can offer you a break from caring; giving you the opportunity to take time for yourself.
- We can offer you the opportunity to go on holiday / receive regular breaks, with the piece of mind that the individual you carer for will be well supported.
- We will work with you and the individual being supported to provide a flexible and personalised service; which will be tailored to their needs and respect your knowledge and expertise.

### How can we support the young adult?

We will provide an individually tailored support plan, which we will review with you and your carer regularly.

We will support you to develop/learn new skills/continue with the activities that you like to do whilst at home.

Support you to take up new activities (if you wish)

### Costings

£19.09 per hour for domiciliary and the cost for the short breaks service is subject to assessment of individual needs.

## Residential Costings:

	<b>Weekly Charge</b>	<b>Charge Per Night</b>
High Need	£1,608.54	£229.79
Low Need	£1,305.76	£186.54

### **Where is the short break service located?**

We are situated five minutes (on foot) from Redhill town centre, which hosts a variety of local community facilities.

### **Complaints**

All complaints will be investigated fully, carefully and fairly. Service users and their relatives are encouraged to voice any complaints to members of the staff team or the home manager. All complaints are documented and acted upon swiftly where possible. To register a complaint or for more information on the complaints procedure please contact the home manager or Care Quality Commission on 03000 616 161.

### **Services Offered**

Care Home, Domiciliary / Home Based Care, Respite and Short Term Care

### **Care Provided**

Learning Disabilities, Autism, Young People 18+, Children with Special Needs

### **Facilities**

Wheelchair Access, Minibus, TV, Telephone in room, Gardens with easy access, Pets allowed, Internet access, Near shops and public transport

### **Activities**

Programme of activities, Social events, Independent living skills, excursions