



# Community Support - Supported Living

## User Guide

Redefining specialist support in the community.  
Bespoke homes, personalised support &  
empowered lives.



# Transitions to Adulthood - **Supported Living**

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# Our Mission

To transform lives by creating high-quality, community-based homes designed to meet the complex needs of individuals who may otherwise face prolonged, unnecessary hospital stays or reside in other unsuitable settings.

We are dedicated to developing specialised environments that not only enable safe and supportive transitions from secure and inpatient settings but also promote independence and dignity in everyday life.

# Introduction

We believe that true independence isn't about doing everything alone, but about having the **right support at the right time**. Through person-centred planning, individuals are encouraged to participate in daily tasks, make meaningful choices, and engage with their communities. With the right level of support, autonomy and control are fostered, allowing individuals to spend their time without unnecessary restrictions and enabling them to live fulfilling, meaningful lives.

Our motto, **#DoAmazingEveryday**, encapsulates our commitment to empowering individuals to achieve their version of success. Whether it's feeling safe in their home, enjoying a good night's sleep, or participating in meaningful activities, we focus on the little things that make a big difference.

At iBC Healthcare, we are not just providing care—we are creating homes, building trust, and enabling individuals to live with dignity, purpose, and joy. Together, we are building **#HomesNotHospitals**, creating spaces where everyone can thrive on their own terms.

EMPOWERING PEOPLE TO DO **AMAZING** EVERYDAY

WHATEVER **AMAZING** MEANS TO THEM



# About Us

At iBC Healthcare, we provide **specialist care and support** for individuals with learning disabilities, autism, mental health conditions, and other complex needs. Our approach combines innovative housing solutions, highly skilled support colleagues, and person-centred care to ensure everyone can thrive in a safe, nurturing, and adaptable environment.

We take a holistic approach to care that goes beyond labels and challenges, recognising each person as an individual with unique strengths, needs, and goals. Our bespoke care plans are tailored to personal preferences, fostering meaningful engagement in daily activities and decision-making.

We encourage positive risk-taking to promote independence and self-confidence while ensuring safety remains a priority. Additionally, our in-house therapeutic support, such as Positive Behaviour Support (PBS), implements evidence-based strategies to understand behaviours and reduce the need for restrictive interventions through meaningful interaction, positive reinforcement, and proactive strategies.



At iBC Healthcare, we believe everyone deserves the opportunity to live independently, with dignity, and as part of their community. Our team is dedicated to creating supportive environments where individuals can thrive, no matter how complex their needs may be. Our services are rooted in national initiatives, including the NHS 'Building the Right Support' and 'Transforming Care' programs, ensuring that our approach aligns with best practices and modern care standards. We are passionate about reducing reliance on residential & Institutional care and providing bespoke, community-based support solutions that prioritise choice, independence, and respect.

With a team of highly skilled professionals, we deliver support across a range of bespoke settings. Every care plan we create is tailored to the individual, ensuring their unique needs, goals, and aspirations are at the heart of everything we do.

At iBC Healthcare, our aim is simple: to enable every person we support to live a meaningful, independent life in a place they can truly call home.

Thank you for choosing iBC Healthcare – together, we can **#DoAmazingEveryday**.

# Supported Living

## Welcome to Our Supported Living Service User Guide

At iBC Healthcare, we are dedicated to helping individuals with complex needs live fulfilling, independent lives in their own homes, surrounded by their local community. Our approach aligns with the NHS 'Building the Right Support' and 'Transforming Care' agendas, which focus on reducing reliance on secure or inpatient settings and ensuring that people receive the right care, in the right place, at the right time.

## What is Supported Living?

iBC Healthcare's supported living service for individuals with complex care needs is designed for people with significant and unique challenges, which may include physical disabilities, mental health conditions, learning disabilities, or behaviours that challenge. Instead of living in institutional or hospital environments, individuals receive tailored support in their own homes—designed and provided by iBC to meet their complex needs and address the risks associated with challenging behaviours. This approach ensures that support is person-centred, flexible, and built around each individual's preferences and aspirations, wherever it is safe and possible.

## Why Homes in the Community Matter

Living in a home within the community provides far more than just a roof over one's head—it offers opportunities for connection, independence, and a sense of belonging. Whether the person is coming from a Family Home, Residential Service, or transitioning from Children's Services, Hospitals and secure inpatient units, we can be confident that supported living environments empower individuals to build meaningful relationships, make choices about their lives, access local services, pursue personal goals, and live closer to their loved ones—all while receiving the care and support they need and deserve.

**At iBC Healthcare, we believe that everyone, regardless of the complexity of their needs, deserves to live in a safe, comfortable, and nurturing environment filled with the everyday luxuries that many take for granted.**



# Assessing Individual Needs

Before any placement begins, iBC Healthcare undertakes a thorough assessment process to determine whether we can safely and effectively meet an individual's needs. This ensures the right support is in place from day one.

## Referral and Initial Screening

When a referral is received from a local authority, integrated care board, or other commissioning body, our team conducts an initial screening to understand the individual's primary needs, risks, and preferences. This helps us determine whether our service model is a suitable match.

## Comprehensive Needs Assessment

If the initial screening is positive, we carry out a detailed needs assessment. This involves reviewing all available documentation including care plans, risk assessments, psychological reports, and health action plans. We also seek input from the individual, their family, and current care providers wherever possible.

## Compatibility and Environment Matching

We consider whether the individual would be compatible with others already living in our supported homes. We assess environmental factors, staffing requirements, and whether any adaptations or specialist training would be needed.

## Multi-Disciplinary Collaboration

Our assessment process involves collaboration with social workers, community mental health teams, positive behaviour support specialists, and other relevant professionals to build a complete picture of the individual's needs.

## Transition Planning

Where we agree to accept a placement, a detailed transition plan is developed. This may include familiarisation visits, phased moves, and the development of a bespoke support plan before the individual moves in.

## Declining a Referral

If we determine that we cannot safely meet an individual's needs, we will communicate this clearly to the referrer with an explanation and, where possible, signpost to more appropriate services.

# Personalised Support

## **1:1 Support – What It Enables**

Whether a person requires 1:1, 2:1, or higher ratios of support, our dedicated teams create a safe, consistent, and nurturing environment. These support structures empower individuals to build confidence, develop skills, and make choices about their daily lives while maintaining safety. With focused attention, our support staff can adapt their approach to suit each individual, ensuring they have the space and encouragement to thrive.

## **Empowering Autonomy at Home**

Our support staff empower individuals in their homes, enabling them to take ownership of their living space and daily routines. From assisting with meal preparation and grocery shopping to supporting household tasks, our teams provide the right level of assistance to foster as much independence as possible. We work collaboratively to co-produce bespoke activity plans that reflect each person's preferences, strengths, and interests.

## **Bespoke Activity Plans and Realistic Goals**

Every person we support has unique ambitions, and our role is to help turn those aspirations into achievable milestones. Together with the individual, their family, and their wider support network, we create bespoke activity plans with clear, realistic, and achievable goals. Whether it's learning a new skill, engaging in community activities, or spending more time with loved ones, we ensure every goal is meaningful and attainable.

## **Tailored Daily Routines**

Daily routines are not one-size-fits-all. We work closely with the people we support to design each day around their preferences, likes, and interests, ensuring their routine feels natural, enjoyable, and fulfilling. Whether someone prefers quiet mornings with a cup of tea, a bustling day out in the community, or creative hobbies at home, we provide ample opportunities for individuals to spend their days how they wish.

## **Getting to Know the Person**

Understanding what people enjoy and what they may find challenging is at the core of everything we do. From the way individuals shop for groceries to planning weekends and excursions, we take the time to learn about every detail that matters. These preferences aren't just respected—they're celebrated.

## **Collaborative Partnerships**

We believe the best outcomes are achieved through collaboration. Our support plans are developed in partnership with the individuals we support, their families, social circles, and professional networks. This ensures consistency, transparency, and a shared commitment to creating opportunities that align with their vision of a fulfilling life.

## Opportunities for Growth and Fun

Life is all about experiences, and we actively seek opportunities for individuals to engage in vocational activities, join community clubs, enjoy days out, and participate in hobbies they love. Our team listens closely to feedback, making adjustments to ensure that every activity brings joy, satisfaction, and personal growth.

At iBC Healthcare, the people we support are always at the centre of every decision—no matter how big or small.

# EVERYDAY LUXURIES

THAT WE MAY TAKE FOR GRANTED

SEEING OUR  
LOVED ONES

LIVING CLOSE BY TO  
OUR FAMILY AND  
FRIENDS

EATING WHAT &  
WHEN WE WANT

THE FREEDOM  
TO CHOOSE

DOING WHAT WE  
LOVE

FEELING SAFE

CELEBRATING OUR  
BIRTHDAYS IN OUR  
OWN HOMES

ENJOYING THE  
OUTDOORS

HAVING  
MEANINGFUL  
FRIENDSHIPS

BEING  
UNDERSTOOD

# Properties

At iBC Healthcare, we are committed to providing high-quality support, in purpose-built apartments, houses and bungalows that offer supportive environments designed to meet the unique needs of the people we support. Our approach goes beyond just delivering support services, we focus on creating secure, comfortable, and empowering homes where individuals can truly thrive.

## **Purpose-Built Properties for Every Need**

iBC work with developers and landlords to ensure properties are thoughtfully designed to accommodate to a wide range of needs. From wheelchair-accessible layouts and assistive technologies to enhanced fixtures and specialised adaptations, every home is crafted with care and consideration. These features not only ensure safety and functionality but also create spaces where people can truly be themselves. *These adaptations are identified and agreed with a person's professional network prior to moving, with additional funding pathways in place on an individualised basis.*

## **A Home for Life, Empowering Choice**

At iBC Healthcare, we believe that a home should be just that - a home for life, or for as long as a person wants it. Like any standard tenancy, homes empower individuals with the right to make choices about their living spaces, encouraging people to personalise and make their homes truly their own. Whether it's decorating their bedroom, arranging a living space, or simply enjoying the privacy and security of their own front door, people are given the freedom and respect they deserve.

## **Separation of Housing and Support Services**

A key aspect of our approach is the clear separation between housing provision (the Landlord) and support services (iBC Healthcare). Tenancies are managed independently by regulated and trusted social landlords. This means individuals have legal security and peace of mind knowing their home is theirs, regardless of any changes to their care or support arrangements. This model ensures that housing rights are protected, and residents can live confidently without concerns about their tenancy being linked to their support provision.

## **Regulated and Trusted Social Landlords**

All tenancies are managed by reputable, regulated social landlords who are responsible for property management, maintenance, and tenancy agreements. This professional oversight ensures that homes are safe, well-maintained, and compliant with all housing regulations. It also provides residents with a clear point of contact for any housing-related matters, further enhancing their sense of security and trust.

## **Creating Homes, Not Just Houses**

We understand that a house becomes a home through personal touches, stability, and the freedom to live independently. Our properties are designed to be more than just functional spaces - they are places where people can build their lives.

# Rents

In supported living, individuals will have a tenancy agreement with a trusted social landlord, which must be signed by the tenant or an allocated representative.

Just like in any rented property, tenants are responsible for paying rent—whether they live in a self-contained apartment or a bespoke, solo-adapted property.

Many tenants rely on Housing Benefit (or the housing element of Universal Credit) to cover rent costs, which are typically enhanced for complex care needs.

## **What is Enhanced Rent?**

Enhanced rent reflects the additional costs associated with providing specialist housing and support services tailored to individuals with complex physical, mental health, or behavioural needs. This type of rent covers the following key aspects:

- Specialist Adaptations
- Enhanced Build Specifications
- 24/7 Support Infrastructure
- Maintenance of Specialist Features
- Increased Property Costs

## **How is Enhanced Rent Funded?**

Individuals with complex care needs can apply for Housing Benefit or Universal Credit (Housing Element) at an enhanced rate. A social care professional will assess a person's eligibility for enhanced Housing Benefit or Universal Credit (Housing Element) on an individual basis, typically before referring them to a specialist supported living provider or specialist housing.

Often, the social landlord will support the application process with the Housing Benefit department. However, it is the responsibility of the tenant, their representative, and/or financial appointee to submit the correct documentation as part of the application process.

## **What is Exempt Accommodation?**

Exempt accommodation refers to housing where rent exceeds standard local housing allowance rates due to additional specifications, adaptations, and facilities required to accommodate complex support needs.

## **Who to Contact**

Once a move is agreed upon, iBC Healthcare will introduce tenants to their social landlord, who can be contacted for any questions regarding rental tenancies and the housing application process. Tenants, their representatives, and/or financial appointees should refer to their individual tenancy agreements whenever needed.

# Council Tax

## Council Tax Exemption

Council tax exemptions exist to ensure fairness and provide financial relief to individuals or properties that meet specific criteria. These exemptions acknowledge that some people or properties either cannot or should not be expected to contribute to council tax in the same way as others.

## Who Does This Apply To?

Individuals who are considered vulnerable due to severe mental impairment (SMI) or disabilities are often exempt, as their ability to earn income or manage financial responsibilities may be limited. Properties used specifically for supported living services often qualify for exemptions because they are classified as care-related accommodation where individuals receive essential care and support.

## Applying for Council Tax Exemption

When applying for a council tax exemption or discount for supported living, tenants (or their representatives) will need to complete specific forms and provide supporting documentation. The process may vary slightly depending on the local council, but general requirements remain consistent across the UK. Not all social landlords support this process, so it is important to understand the necessary steps and consult the allocated social care professional or financial appointee for guidance.

Steps to Apply for Council Tax Exemption or Discount on Behalf of an Individual:

1. **Obtain the relevant council tax exemption forms.** These can usually be downloaded from the local council's website or requested by phone.
2. **Gather supporting documents.** Ensure all required documentation is prepared and ready for submission.
3. **Complete the forms.** Seek assistance from relevant professionals if needed.
4. Submit the forms to the local council. Applications can typically be submitted online, by post, or in person.
5. **Await confirmation.** The council will review the application and provide written confirmation of the exemption or discount.

**Tenants or their representatives should contact the local council directly to ensure exemptions or discounts are applied correctly.**

## Role of iBC Healthcare

Upon agreement of a move to one of iBC Healthcare's supported living properties, we ensure that tenants, their representatives, and/or financial appointees are aware of their responsibility to apply for council tax exemption—should the allocated social landlord not complete this process. iBC Healthcare will provide support with documentation and correspondence if required.

For more information, visit: [www.gov.uk/apply-for-council-tax-discount](http://www.gov.uk/apply-for-council-tax-discount)

# Furnishing

Social care tenancies share many similarities with standard rental agreements. At their core, both models offer individuals the opportunity to live independently in their own homes, fostering a sense of ownership and responsibility. These tenancies are designed to provide a safe, secure, and personalised living environment where tenants can truly make their space their own.

## **Furnishing and Equipping Your Home**

Much like standard rental properties, social care properties are offered unfurnished. Tenants are responsible for bringing everything they need to make their home comfortable and functional. This approach allows individuals to tailor their living space to their preferences and needs, creating a home that reflects their personality and style.

### **Items Tenants Are Responsible For:**

- *Curtains or window coverings (including the installation of fittings such as curtain poles)*
- *Large furniture items (e.g., beds, sofas, wardrobes)*
- *Towels and bath mats*
- *Bedding (e.g., duvets, pillows, sheets)*
- *Small kitchen appliances (e.g., kettle, toaster, microwave)*
- *Crockery and cutlery*
- *Cooking utensils and pots/pans*
- *Decorative items (e.g., rugs, lamps, artwork)*
- *Personal items*

## **White Goods Provided**

While tenants are responsible for furnishing their homes, iBC Healthcare provides essential appliances, including:

- Fridge/freezer
- Oven
- Induction hob
- Washer-dryer

These white goods ensure that every tenant has access to the fundamental tools needed for daily living, reducing initial setup costs and facilitating a smooth transition into their new home.

## **Grants and Funding Support**

Grants and setup funding may be available on an individual basis. We encourage families and social care professionals to explore these opportunities where possible to ease the financial burden of setting up a new home.

## **Temporary Start-Up Support**

We understand that furnishing a home from scratch can be challenging, especially if individuals do not already own their own items. As a last resort, iBC Healthcare can offer a temporary start-up furniture and furnishing pack, provided on a charge-back basis once funding pathways are in place. This ensures there are no unnecessary delays for individuals who need to move in a timely fashion. For more information, please contact your iBC representative.

# Property Maintenance

Ensuring a safe, comfortable, and well-functioning living environment is essential for delivering high-quality support to individuals with complex needs. iBC Healthcare has robust systems in place to address damage and repairs urgently, minimizing disruption to daily life. However, it is important to understand the distinction between fair wear and tear, misuse, damage, and neglect, as these factors determine the responsibilities of iBC Healthcare, the landlord, and the tenant, along with any associated financial obligations.

## **Landlord Responsibilities:**

The landlord is responsible for statutory compliance, including:

- Structural integrity and exterior maintenance (e.g., walls, roof, and external doors).
- Drains, pipework, and gutters (provided faults are not due to tenant misuse or damage).
- Installations for utilities, including gas, water, and electricity.
- Boilers and heating systems (provided faults are not due to tenant misuse or damage).
- Repairs resulting from fair wear and tear.
- Maintenance of communal areas, including emergency lighting, safety systems (e.g., keypad doors), and shared facilities.

## **Tenant Responsibilities:**

The tenant (or their representative) is responsible for:

- Reporting damage or required repairs promptly, following the guidelines outlined in the tenancy agreement (which may vary—always refer to your specific agreement).
- Taking reasonable care of the property and preventing damage or neglect.
- Covering costs for repairs resulting from misuse, damage, or neglect.
- Ensuring their apartment or living space remains clean and well-maintained.
- Coordinating independent repairs if they choose, provided they comply with tenancy standards.

## **Emergency Repairs and Maintenance**

Please refer to the tenancy agreement for the emergency maintenance support protocol. If maintenance services are unavailable through the registered landlord and the tenant is unable to arrange their own repairs to meet tenancy standards urgently, iBC Healthcare can, as a last resort, coordinate repairs to ensure timely resolution and minimal disruption to support delivery. For emergency repairs caused by tenant damage or misuse, costs will be recharged to the tenant, their representative, and/or financial appointee.

## **Cluster or Apartment Service Common Areas**

The landlord is responsible for the compliance and maintenance of shared spaces, emergency lighting, and safety features. Repairs to shared facilities fall under the landlord's responsibility unless damage results from tenant misuse, neglect, or intentional harm. Any costs resulting from misuse or damage by tenants will be recharged accordingly.

## **Gardening and Window Cleaning**

- Cluster Services (e.g., apartments): The landlord is responsible for gardening and window cleaning.
- Standalone Properties: The tenant is responsible for maintaining private gardens and arranging window cleaning unless otherwise stated in the tenancy agreement.

# Bills & Utilities

## Utilities for Stand-Alone Homes

In social supported living, utility bills are the responsibility of the tenant, supported by their appointed representative (appointee) on an individual basis. Before moving in, we collaborate with professionals, social networks, and family members to gain a clear understanding of how these financial responsibilities will be managed. However, it is important to note that as a care provider, iBC Healthcare is not actively involved in managing or overseeing utility bills. This arrangement mirrors any standard rental tenancy agreement. A utility provider will be set up for the property prior to the tenant moving in. It is then the tenant's choice, or that of their appointee, whether to continue with the existing provider or switch to an alternative supplier. The responsibility for ensuring bills are paid on time lies entirely with the tenant or their appointed representative. From a support perspective, we assist individuals in managing their homes effectively and within their budgets. This may include implementing tools such as smart meters, supporting individuals in using central heating efficiently based on their preferences, and encouraging responsible water usage. If someone has specific needs, such as sensory requirements for long showers or frequent bathing, we incorporate these considerations into their support plans. In some cases, property adaptations, such as installing water push taps, may be discussed to help control excessive usage. However, while we offer support in managing these aspects of daily living, the financial responsibility for paying utility bills in full remains with the tenant or their appointee.

## Utilities for Apartments and Cluster Homes

Utility arrangements for apartments and cluster homes may differ. In some cases, utilities are shared and monitored using sub-meters, while in others, each unit will have its own supplier contracts. Where sub-meters are in place, iBC Healthcare will invoice tenants *quarterly* based on their individual usage, ensuring fair and transparent billing. This approach allows for accurate tracking of consumption while maintaining clarity and accountability for all parties involved.

## TV License

Tenants and/or their financial representatives are responsible for obtaining a valid TV license and ensuring it remains paid for in compliance with legal requirements.

## Internet

All iBC Healthcare properties are equipped with a TP-Link router, providing internet access for the first **30 days**. After this initial period, it becomes the responsibility of the tenant or their appointed representative to arrange an ongoing internet service (if they wish) and cover the associated costs. In apartment services, a shared internet supply may be available, allowing individuals to contribute to the bill or arrange their own service independently.

## Other Bills and Commitments

Tenants are fully responsible for managing and covering the costs of their personal bills and financial commitments. This includes, but is not limited to:

- Entertainment services
- Mobile phone contracts and/or home landline
- Streaming subscriptions
- Other discretionary expenses

These responsibilities should align with the tenant's individual preferences and financial capacity. It is also their responsibility, or that of their appointed financial representative, to ensure payments are made on time and that any agreements or contracts are appropriately managed.

# Daily Expenses

In supported living social tenancies, individuals are responsible for managing their daily expenses using their personal budgets and eligible benefits. These funds are designed to empower individuals to live independently and make choices that align with their preferences and needs.

## Personal Budgets and Eligible Expenses

Personal budgets and benefits should cover both essential and lifestyle-related expenses, including but not limited to:

- Public Transport – Including costs for accompanying staff when necessary.
- Fuel Costs – For personal vehicles, if owned by the individual.
- Activities and Holidays – Enabling individuals to enjoy leisure activities and travel.
- Groceries and Meals Out – Covering daily sustenance and dining experiences.
- Personal Items – Such as toiletries, clothing, and cleaning products.
- Personal Care – Including haircuts, nail appointments, and other grooming needs.

Taking responsibility for these expenses is not only about meeting daily needs but also about fostering ownership, independence, and a sense of control over one's life and home. With the right level of support—tailored to each person's unique needs—individuals can effectively manage their finances and lifestyle.

If an individual wishes or requires their supporting staff to accompany them for meals, activities, or other outings, they will be responsible for covering the associated costs of the staff's attendance.

## Collaborative Planning and Budget Management

Activity and budget plans are developed collaboratively, involving the individual, their family, and relevant professionals. These plans ensure transparency, alignment with personal goals, and the efficient use of available funds in line with each individual's unique budget. Our teams are committed to actively seeking discounted activities and travel options, helping to maximise opportunities while ensuring cost-effective solutions.

To simplify and streamline financial management, prepaid cards are often used. These cards allow individuals to have direct access to their funds while enabling iBC Healthcare to provide oversight and support in budgeting. This approach includes:

- Monitoring available funds.
- Identifying when top-ups are required.
- Aligning spending with capacity assessments and individual arrangements.

## Autonomy and Quality of Life

This financial model differs from the all-inclusive pricing structures typically found in residential care settings, where most expenses (excluding personal items) are generally covered as part of a single fee. In supported living, individuals have the autonomy to make choices about their spending, promoting independence and enabling them to lead fulfilling, self-directed lives.

By fostering responsibility, ownership, and autonomy, supported living empowers individuals to live life on their own terms, supported by a framework of care that respects their choices and individuality.

# Moving In

Moving into your new home is an exciting step, and we're here to ensure the transition is as smooth and stress-free as possible. Below are key points to consider to help you prepare for your arrival:

## Medication and Healthcare Needs

- Ensure you have at least four weeks' supply of medication (TTOs) ready for your move.
- You will be registered with a local GP on the day of your move to ensure continuity of care and access to medical support.

## Transport Arrangements

- Transport to your new home is the responsibility of your current care provider, family, or representatives.
- Your iBC support team will be ready to welcome you upon arrival and assist with settling in.

## Furnishing Your Home

- Your property should be suitably furnished before your move-in day to help you settle in comfortably.
- If you have furniture or large items being delivered, please liaise with iBC in advance to ensure someone is available to receive these deliveries.

## Preparing the Property

- If you, your family, or representatives need access to the property to set up furniture, decorate, or make adjustments, iBC can provide access to facilitate these preparations.
- A deep clean of your home will be arranged by iBC prior to your arrival.
- Your support team will be available to assist with setting up your home, including:
  - Labelling keys.
  - Setting up bedding.
  - Storing away personal items.

## Food and Groceries

- Please ensure there is a grocery shop or scheduled grocery delivery arranged for your move-in day.
- Having everything set up in advance will help ensure a smooth transition and a warm welcome.

## Personal Touches

- Feel free to bring along personal items, photographs, or familiar belongings before moving in to create a warm and welcoming environment from day one.

We're here to make this transition as seamless as possible. If you have any questions or need further assistance during the move-in process, please don't hesitate to reach out to your iBC support team.

## Welcome home!

# Family Communication

At iBC Healthcare, we value open, transparent, and regular communication with families and loved ones. We understand how important it is for families to stay informed about the care and well-being of those we support. Below are the ways families can stay connected and involved:

## Contacting the Support Team

- Families can contact the support team via phone (if a landline has been set up) or email.
- Contact details for key staff members who are not based at the home will be provided before move-in.
- Scheduled updates can also be arranged to ensure regular communication.

## Accessing Daily Notes and Care Plans

- We use a secure digital care management system, Nourish, to log care notes and updates.
- Access to these records is subject to appropriate legal authority (e.g., Power of Attorney or Court-Appointed Deputy) or the individual's consent to ensure confidentiality and compliance with data protection laws.
- Where requested and appropriate, care records can be manually shared.

## Sharing Photos and Updates

- Photos and updates about activities, achievements, and special moments can be securely shared with family members through preferred platforms.
- All updates are shared with the individual's consent, ensuring their preferences and rights are respected.

## Scheduled Family Meetings

- Regular meetings (either virtual or in-person) can be scheduled with the support team and management.
- These meetings provide opportunities to discuss care plans, progress, and any specific concerns.

## Feedback and Communication Channels

- We encourage families to provide feedback or raise concerns at any point via preferred communication channels.
- Regular family engagement opportunities are available, including events, reviews, and surveys.
- If you have a concern and wish to raise it formally please do so in writing directly to your iBC representative or alternatively email [complaints@ibchealthcare.co.uk](mailto:complaints@ibchealthcare.co.uk).

## Privacy and Consent

- All communications, updates, and information sharing are carried out in strict compliance with GDPR and privacy regulations.
- Consent from the supported individual is always sought where appropriate to protect their rights and preferences.

## Important Contact Information

Before move-in, family members, next of kin (NOK), and representatives will receive the appropriate contact details for updates, feedback, and concerns—including out-of-hours support. We are committed to ensuring families stay connected and informed, fostering trust and collaboration in the care journey.

# What iBC Cannot Support

While iBC Healthcare strives to meet a wide range of complex needs, there are some circumstances where our supported living service may not be the most appropriate option. These include:

## **Primary Substance Misuse Needs**

Where an individual's primary need relates to active substance misuse or addiction requiring specialist detox or rehabilitation services, iBC may not be the most suitable provider. However, we can support individuals with a dual diagnosis where substance misuse is secondary to a learning disability or mental health condition.

## **Acute Mental Health Crisis Requiring Hospitalisation**

If an individual requires immediate inpatient psychiatric care or is subject to detention under the Mental Health Act in a hospital setting, our community-based service would not be appropriate until they are ready for discharge and step-down support.

## **Nursing or Clinical Interventions Beyond Our Scope**

While we work closely with health professionals, iBC does not provide registered nursing care. Individuals requiring 24-hour nursing interventions, ventilator support, or complex clinical procedures may need a service with on-site nursing provision.

## **Individuals Who Pose an Imminent, Unmanageable Risk to Others**

Where risk assessments indicate that an individual presents an immediate and serious risk to the safety of others that cannot be safely managed in a community setting, alternative provision may be required until risks are reduced.

## **Individuals Not Eligible for Social Care Funding**

Our supported living services are typically commissioned by local authorities or integrated care boards. Individuals who do not meet eligibility criteria for funded support may not be able to access our services unless alternative funding arrangements are in place.

If you are unsure whether iBC can meet a particular need, please contact us to discuss — we are always happy to explore options and signpost to appropriate services where necessary.

# FAQ's

## **Do I need to pay my own bills?**

Yes, you (the tenant) or your allocated representative(s) are responsible for paying your bills, including utilities, subscriptions, memberships, and any other personal expenses related to your property and lifestyle.

## **Do I need to pay for my supporting staff's transport and food?**

- Transport: Yes, if your support staff need to travel with you in the community to assist with activities, outings, or appointments based on your wishes and preferences, you are responsible for covering their travel costs.
- Food: No, you are not required to pay for your supporting staff's food during their working hours unless you specifically invite them to join you for a meal as part of your plans.

## **Do I need to pay for property damage?**

If the damage is accidental, responsibility will depend on the terms of your tenancy agreement. However, if damage is caused intentionally or due to negligence, you will be responsible for covering the repair costs.

## **What will my landlord do?**

Your landlord is responsible for maintaining the structure of the property, including the roof, walls, windows, and doors. They are also responsible for ensuring essential services such as heating, water, and electricity are in working order. Please refer to your individual tenancy agreement, as responsibilities may vary.

## **What support will I receive when holding a tenancy?**

You will receive support tailored to your needs, including assistance with managing your tenancy, budgeting, and understanding your responsibilities as a tenant.

As your support provider, iBC Healthcare will offer 24-hour support in line with your needs, assisting with day-to-day tasks required to maintain your home.

## **What benefits can I claim when renting my own property?**

You may be eligible for benefits such as:

- Housing Benefit or Universal Credit – To cover or contribute to rent payments.
- Personal Independence Payment (PIP) – To support additional needs.
- Council Tax Exemption or Reduction – Based on your eligibility.

We recommend speaking to your financial appointee or allocated social care professional to assess your eligibility based on your circumstances.

## **Do I need to cut my own grass?**

This depends on your tenancy agreement. In some cases (such as apartments and cluster homes) garden maintenance is included. However, in standalone properties, you may need to arrange it yourself or pay a service fee. Please refer to your individual tenancy agreement, as responsibilities may differ.

# FAQ's

## Who cleans my windows?

- Apartments and Cluster Services: Window cleaning is typically covered by the landlord as part of your tenancy agreement or included in a service charge.
- Solo Homes: You are generally responsible for arranging and paying for window cleaning services yourself.

Always check your tenancy agreement for specific details regarding window cleaning responsibilities.

## Who cleans my home?

Your supporting staff will assist you in maintaining the cleanliness of your home, while encouraging and supporting you to take responsibility for daily tasks wherever possible.

## Can I have my own car, and how will it be used?

Yes, you can have your own car if you are able to manage or arrange its insurance, tax, and maintenance. If your support staff drive your car, they must be insured, and its usage should align with your agreed support plan. There will be a designated place to park your car at your home. Please inform us if you require car charging facilities or if there are any specific conditions regarding staff driving your vehicle.

## How do I get around if I don't have a car?

Your support team can help you arrange transport options such as public transport, taxis, or community transport services. They will ensure you can attend appointments, activities, and social events in line with your personalised support plan.

## Can I have pets?

This depends on your tenancy agreement. Some landlords allow pets, while others may have restrictions. Always check and obtain approval before bringing a pet into your home.

If you bring a pet without approval and there are restrictions, you could be in breach of your tenancy agreement.

## Can I have visitors?

Yes, you can have visitors in your home. However, if visitors are staying overnight or for extended periods, you may need to inform your landlord or support team. This will depend on your support plan and any specific restrictions in place to maintain your safety.

## Who arranges internet or a phone line for my home?

iBC Healthcare provides a temporary TP-Link internet connection for the first 90 days. After this period, it is your responsibility (or your appointee's) to arrange an internet and phone provider and cover the ongoing costs. In shared living settings, a communal internet option may be available, allowing you to contribute to a shared bill.

## How do I make a Complaint?

If you are not happy with something to do with your support, you should speak to a member of your team or the Registered Manager in the first instance. If you do not feel your issue has been resolved then you should speak to the Regional Manager. All contact details will be available for you when you move in.

If you have any further questions, please contact your Landlord, your iBC Healthcare Team Manager or email [info@ibchealthcare.co.uk](mailto:info@ibchealthcare.co.uk).

# A Greener Future

At iBC Healthcare, we are committed to not only providing exceptional care and support but also ensuring that our operations contribute to a more sustainable and environmentally friendly future. We recognise the importance of reducing our carbon footprint and are actively taking steps to implement eco-friendly initiatives across our services.

By investing in sustainable technologies and encouraging greener lifestyle choices, we aim to create a positive impact on both the environment and the well-being of the people we support.

## **Sustainable Homes for a Sustainable Future**

We are taking significant strides to make our properties more energy-efficient and environmentally conscious. We incorporate air source heat pumps and underfloor heating into our heating solutions where appropriate, especially in new builds and properties with specific needs such as the absence of a gas supply or reliance on oil. These installations demonstrate our continued commitment to sustainability and energy efficiency in improving property infrastructure.

## **Supporting Greener Transport Choices**

We believe that small changes can make a big difference, and we encourage our staff and the people we support to embrace greener transport options. Our initiatives include:

- Electric Car Scheme – Staff have access to our electric vehicle (EV) scheme, making it easier and more affordable to transition to eco-friendly transportation, reducing emissions and promoting cleaner air.
- Bike to Work Scheme – We actively support cycling as a sustainable mode of transport by offering a cycle-to-work scheme that encourages staff to reduce their carbon footprint while promoting a healthier lifestyle.
- Public Transport Encouragement – We support the use of public transport by providing information and assistance to help individuals and staff make greener travel choices whenever possible.

Our sustainability journey is ongoing. We are constantly reviewing our practices and seeking innovative ways to reduce our environmental impact while maintaining the highest standards of care.

If you have ideas, suggestions, or would like to get involved in our green initiatives, please reach out to us. Let's work together to make a difference!

**Email us at: [info@ibchealthcare.co.uk](mailto:info@ibchealthcare.co.uk)**

**Visit our website: [www.ibchealthcare.co.uk](http://www.ibchealthcare.co.uk)**

# Stay Connected

Thank You for Choosing iBC Healthcare. We are committed to providing exceptional care and support tailored to each individual's unique needs in their own bespoke homes. Stay connected with us to keep up to date with our latest news, updates, and incredible success stories.

## Central Support Office Address:

iBC Healthcare Ltd. Willow Court, 34 Thurmaston Lane, Leicester LE5 0TE

**Phone:** 0116 221 5545

**Email:** [info@ibchealthcare.co.uk](mailto:info@ibchealthcare.co.uk)

**Website:** [www.ibchealthcare.co.uk](http://www.ibchealthcare.co.uk)

## Connect on Social Media

Stay updated and join our online community:  
iBC Healthcare



## Feedback and Support

We value your feedback! If you have any questions, concerns, or suggestions, please don't hesitate to reach out to us via phone, email or post.

Thank you for being a valued part of iBC Healthcare.  
**Together, we #DoAmazingEveryday**



# Monitoring & Quality Assurance

iBC Healthcare is committed to delivering consistently high-quality support. We have robust systems in place to monitor service delivery, identify areas for improvement, and ensure every individual receives the standard of care they deserve.

## **Regular Support Visit Audits**

All support visits are subject to regular auditing. Team leaders and service managers review visit records, daily logs, and support notes to ensure that planned activities and interventions are being delivered as outlined in each individual's support plan.

## **Spot Checks and Unannounced Visits**

Management conduct unannounced spot checks at our supported living homes. These visits assess staff conduct, the quality of interactions with individuals, adherence to support plans, medication management, and the overall environment.

## **Supervision and Appraisals**

All support workers receive regular one-to-one supervision sessions and annual appraisals. These provide opportunities to review performance, address training needs, and ensure staff feel supported in their roles.

## **Individual Feedback and Reviews**

We actively seek feedback from the individuals we support, their families, and external professionals. Regular reviews of support plans ensure that care remains person-centred and responsive to changing needs.

## **Incident Reporting and Analysis**

All incidents, near-misses, and concerns are recorded and reviewed. Trends are analysed to identify systemic issues and inform service improvements. Serious incidents trigger formal investigations and action plans.

## **External Oversight**

Our services are registered with and inspected by the Care Quality Commission (CQC). We welcome external scrutiny and use inspection findings to drive continuous improvement.

## **Quality Improvement Framework**

iBC operates a continuous quality improvement framework that includes key performance indicators, service user satisfaction surveys, and regular governance meetings to review standards across all homes.

# Safeguarding

iBC Healthcare takes safeguarding extremely seriously. Protecting the people we support from abuse, neglect, and harm is a fundamental responsibility of every member of our team.

## What is Safeguarding?

Safeguarding means protecting an individual's right to live safely, free from abuse and neglect. It involves preventing harm, raising concerns when they arise, and taking appropriate action to keep people safe.

## Types of Abuse We Are Alert To

Our staff are trained to recognise all forms of abuse including physical, emotional, sexual, financial, neglect, discriminatory, organisational, and domestic abuse. We also remain vigilant to self-neglect and modern slavery.

## How to Raise a Concern

Anyone can raise a safeguarding concern — staff, individuals we support, families, or members of the public. Concerns can be raised by:

- Speaking directly to any iBC staff member or manager
- Calling our central office on 0116 221 5545
- Emailing [safeguarding@ibchealthcare.co.uk](mailto:safeguarding@ibchealthcare.co.uk)
- Contacting the local authority safeguarding team directly

## What Happens When a Concern is Raised

All concerns are taken seriously and acted upon immediately. The process includes:

1. The concern is recorded and reported to the Registered Manager
2. Immediate steps are taken to ensure the individual's safety
3. The local authority safeguarding team is notified where appropriate
4. A thorough investigation is conducted
5. Outcomes and actions are documented and reviewed
6. CQC is notified of any significant safeguarding events

## Whistleblowing

iBC has a clear whistleblowing policy. Staff are encouraged to report concerns about practice without fear of reprisal. We foster an open culture where raising concerns is seen as a positive and protective action.

## Commitment to Prevention

We invest in robust recruitment practices including enhanced DBS checks, thorough reference checks, and values-based interviewing. All staff complete safeguarding training at induction and receive regular refresher training.

# Contractual Terms

iBC Healthcare operates within a clear contractual framework that governs the delivery of our supported living services. This section provides a brief overview of the key terms that apply.

## Service Agreement

All support arrangements are underpinned by a formal service agreement between iBC Healthcare and the commissioning body (typically a local authority or integrated care board). This agreement sets out the scope of support, agreed hours, funding arrangements, and service expectations.

## Individual Support Agreement

Each person we support also has an individual support agreement that outlines the specific terms of their tenancy and support. This includes details of the support they will receive, their rights and responsibilities, and how changes to their support can be requested.

## Notice Periods

Our contracts include defined notice periods for both parties. Where a placement is ending, iBC will work collaboratively with commissioners and the individual to ensure a safe and planned transition. Emergency terminations are handled in accordance with safeguarding protocols.

## Funding and Charges

Supported living services are typically funded through a combination of local authority care funding and housing benefit. iBC does not charge individuals directly for their support. Any changes to funding arrangements are communicated in advance and managed transparently.

## Review and Variation

Contracts are subject to regular review to ensure they remain fit for purpose. Changes to support hours, staffing levels, or service delivery can be agreed through a formal variation process involving all relevant parties.

## Complaints and Dispute Resolution

Our contracts include clear procedures for resolving disputes. In the first instance, concerns should be raised through our complaints procedure. If resolution cannot be achieved, escalation routes including mediation and formal arbitration are available.

## Regulatory Compliance

All contractual arrangements comply with relevant legislation including the Care Act 2014, the Health and Social Care Act 2008, and CQC regulations. iBC maintains appropriate insurance and indemnity cover at all times.