



Energizing Change

Annaly House old Church

Residential Care Home for Deaf People

SignHealth's Annaly House is a care home, registered under the Commission for Social Care Inspection, based in Balham, South West London. We provide 24 hour care and support for deaf men and women with complex mental health needs.



Who we are

SignHealth is a national voluntary organisation providing high quality residential and community based services for profoundly deaf people with mental health difficulties and/or complex needs.

Annaly House occupies the second floor of a converted church which also houses South West London and St George's Mental Health Trust's National Deaf Services (about to become a Foundation Trust). Annaly House has six bedsitting rooms, bathroom and shower-room, laundry, kitchenette and living room. Other facilities are shared with National Deaf Services. Annaly House has a lift and is fully accessible to those with limited mobility, including wheelchair users.

The Annaly House staff team of 11 people comprises the Manager, Team Leader, 9 Support Workers, and a part-time administrator and consists of both deaf and hearing people. All staff use British Sign Language as the main language for the project. Having deaf staff enables the service users to receive a culturally appropriate service, and to see positive role models. The building is fully equipped with environmental aids such as hearing aid loop, text telephones, visual fire alarm and doorbell system.

What we do

Annaly House operates on the basis of person-centred planning, ensuring the needs of the service users lead decision making through their personal involvement. Each service user works with their key worker on achieving their targets. At monthly house meetings service users and the support team formally discuss ideas and issues and negotiate choices in respect of the running of the home.

Annaly House empowers service users to exercise their rights through an internal complaints system and externally, for example through CSCI, Local Authority Social Services or the police.

Who we work with

Annaly House assists service users to achieve an independent and balanced life by working closely with families, social workers, medical professionals and colleges.

Annaly House is well situated in a residential area of Balham and within easy reach of good transport links, local shops, doctors and dentists, cinema and other leisure facilities, and colleges of further education.

How the service is accessed

Annaly House can accept referrals from agencies (generally Social Services or Health) anywhere within the United Kingdom. Any referral will also need to be assessed by National Deaf Services for ongoing support.

What happens after

Once full assessments have been undertaken and funding agreed, staff will work with the service user on making the move and completing a care and support plan which will be reviewed at 3 months. The staff team will support service users to gain a fulfilling lifestyle, self-esteem and independence, achieving new skills and becoming actively involved in the local and broader community.

"I honestly believe that other less committed organisations would have 'thrown in the towel' at a much earlier stage, and both myself and my colleagues have really appreciated SignHealth's flexibility and dedication" [Team Manager, Social Services Sensory Team]

How to find us

Annaly House is served by the following :

- Bus Routes** 155 : Elephant & Castle – Tooting St George
 249 : Crystal Palace – Balham
 315 : Balham Station – West Norwood
 355 : Brixton – Mitcham



Trains Balham Station



Tube Balham Station on Northern Line

By Road B242



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