



*Energizing Change*

## Bowfell Road

### Supported Living Scheme for Deaf People

SignHealth's Bowfell Road is a Supported Living Scheme. It holds residential care home status under the Commission for Social Care Inspection and is based in Urmston, Manchester. SignHealth provides 24 hour support within an independent living environment for Deaf men and women with complex mental health needs.



## Who we are

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

Bowfell Road is an independent supported living accommodation with six bedsitting rooms with kitchen and bathroom plus communal living room and laundry.

The Bowfell Road staff team of consists of both Deaf and hearing staff members who have been selected for their personal qualities, skills and experience and who are familiar with and respect the culture, language and community of Deaf people. The staff team comprises the Manager, Team Leader, 8 Support Workers and a part-time administrator. All staff use British Sign Language as the main language for the project. Having Deaf staff enables the tenants to receive a culturally appropriate service and to see positive role models. The building is fully equipped with environmental aids such as text telephones, visual fire alarm and doorbell system.

## What we do

Bowfell Road operates on the basis of person-centered planning, ensuring the needs of the tenants' lead decision making through their personal involvement. Each tenant works with their key worker on achieving their targets. At monthly house meetings tenants' and the support team formally discuss ideas and issues and negotiate choices in respect of the running of the home.

Bowfell Road empowers tenants 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

Bowfell Road assists tenants' to achieve an independent and balanced life by working closely with families, social workers, medical professionals and colleges.

Bowfell Road is well situated in a residential area of Urmston 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

Bowfell Road can accept referrals from agencies (generally Social Services or Health) anywhere within the United Kingdom. All referrals are carefully assessed by management and other health care professionals.

## What happens after

Once full assessments have been undertaken and funding agreed, staff will work with the tenant on making the move and completing a care and support plan which will be reviewed at 3 months. The staff team will support tenants' 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

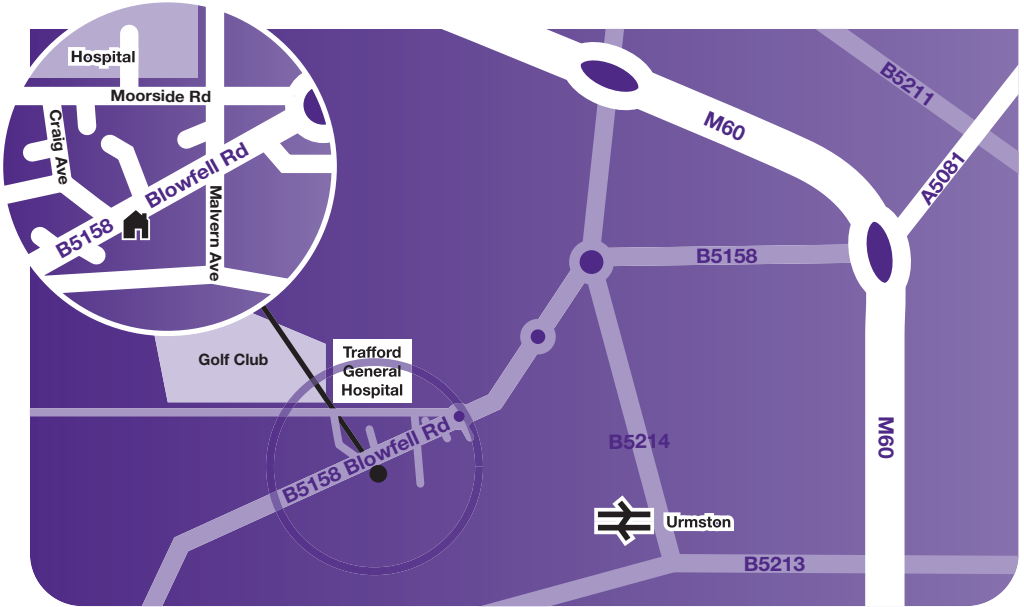
Bowfell Road is served by the following:

- Bus Routes** 255 : Manchester – Flixton Road
- 256 : Manchester – Moorside Road
- 247 : Trafford Centre – Moorside Road
- 263 : Altrincham – Moorside Road



**Manchester Metro** Manchester – Stretford



**Trains** Urmston Station

**By Road** B5158



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Registered charity number: 1011056