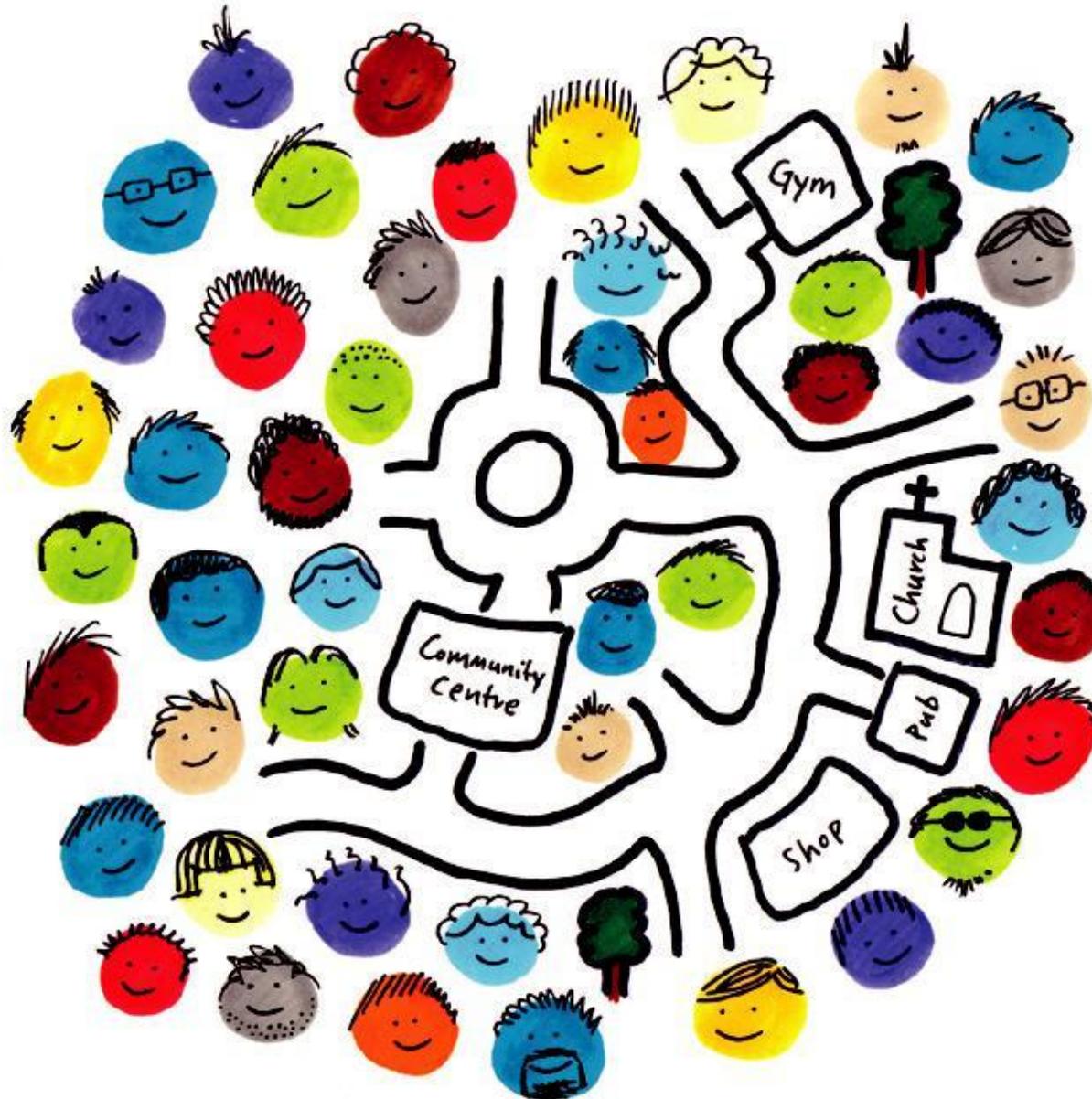


Norton Street

Specialised care in a unique community based environment

DeepdeneCare



Delivering outcomes based support and rehabilitation to those looking to re-engage with the community, Norton Street is a unique and vibrant service close to the city centre.

Norton Street



01.

Norton Street is a specialised service for 25 adults experiencing high and complex mental health needs, who are looking to move through their care pathways to a more community-based service. Centrally located in Old Trafford, Manchester, Norton Street is ideally situated to take advantage of excellent local facilities and transport links as well as all of the attractions of a major city.

Deepline Care, an established national mental healthcare provider, has operated Norton Street since its acquisition in 2008 and has made a significant investment in the service provision and infrastructure. With services operating throughout the UK, the group has developed strong and stable compliance, governance and central support frameworks which Norton Street benefits from.

Those living at Norton Street present with enduring mental illnesses, challenging behaviour, and drug or alcohol dependency. We are well equipped to accommodate those who exhibit behaviours such as self-harm or those with dual diagnosis.

Individual care

Norton Street comprises eight terraced houses, with individual bedrooms for service users, providing a unique setting for them to enjoy the benefits of independent living with the support of a residential care service. Each house has its own living areas and kitchen, and service users are encouraged to treat the environment as their own home, getting involved in all aspects of daily living.

24 hour support is provided by a highly skilled multi-disciplinary team, consisting of an experienced and qualified home manager leading a team of key workers, care support workers and activities staff.

In line with the personalisation agenda, service users are encouraged to be actively involved in their local community and are supported in daily activities such as managing finances, meal planning and preparation. Our excellent community links enable us to maximise opportunities for social inclusion and take advantage of activities offered in the area.

Service users are encouraged to focus on their recovery by working with us to develop individualised pathways of care that encourage positive risk taking and focus on individuals' strengths and aspirations, enabling them to take an active part in their care and rehabilitation program.

Positive outcomes

Norton Street is in close proximity to Prema Court, another Deepline Care Home which provides psychiatric nursing care. Norton Street is often the final part of the journey for many service users before they move towards more permanent independent living, while retaining the strong support networks that facilitate this transition.

What we offer:

We offer people over the age of 18 years old a chance to live in a community and take control of their lives through intensive support from our team. We work on the recovery model of care through regular multiagency reviews, involvement of residents, carers and commissioners. The progress is measured through health and social care outcomes, which matter most to residents, carers and regulatory bodies.

For our Residents:

- An opportunity to live in a homely environment and develop independence.
- Staff team who can understand your difficulties, work with you and incorporate your views and wishes when making decisions about you.
- To support you to achieve independence through education, vocational training and voluntary work experience placements.
- Sign posting to advocacy services that will support you to represent your views.
- Professionals who can provide information and support you to manage your mental health problems and difficulties.

For Families:

- A staff team who you can trust and have regular contact with. Consistent group of professionals who are with you throughout the journey of your family member.
- Involvement in your family member's care and all views to be taken on board. Support to maintain and improve the relationship with your family member.
- To support you to understand your family member's difficulties and any treatment that they are receiving.
- Family/Carers are welcome to visit people at the home.
- Feedback questionnaires will be circulated in order to obtain the views from family members.

For Commissioners:

- Bespoke package of care to meet the individuals' complex mental health and social care needs.
- Consistency of care through in house mental health team.
- Experience and expertise of the Specialist Mental health team ensuring reduction in hospital admissions.
- Recovery and Quality assurance through outcomes.
- 24 hours mental health on call to provide crisis management.
- Qualified mental health nurses and staff on site.
- Value for money

Referrals

At Deepdene Care we welcome referrals from all areas of mental health care and are committed to making this process as unintrusive and stress free as possible.

The referral process is reactive and easy to use, with a direct line to our dedicated referral team.

Following a referral a senior member of our multi-disciplinary team will arrange to carry out a full assessment within 24 hours at a time and venue that best suits the individual's need.

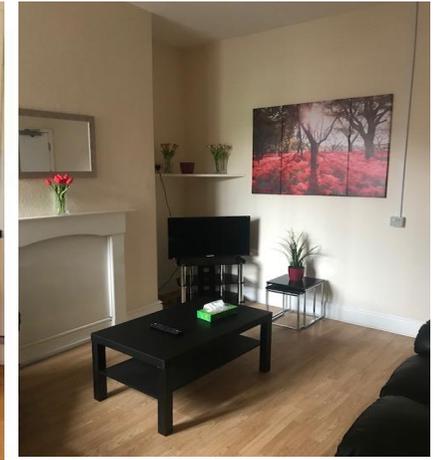
After this assessment our multi-disciplinary team will review the case and if suitable a placement offer and full breakdown of costs will be sent to the referring agency within seven working days.

Once the placement is agreed we will work closely with the individual and their care team to ensure a smooth and successful transition.

Referral line:
0800 313 4774



02.



03.



04.



05.

Creating a relaxing and homely environment for residents

- 01. Norton Street exterior
- 02. Kitchen
- 03. Lounge in another house
- 04. Lounge
- 05. Bedroom

If you would like to arrange
an informal visit please
contact us on our referral line:

0800 313 4774

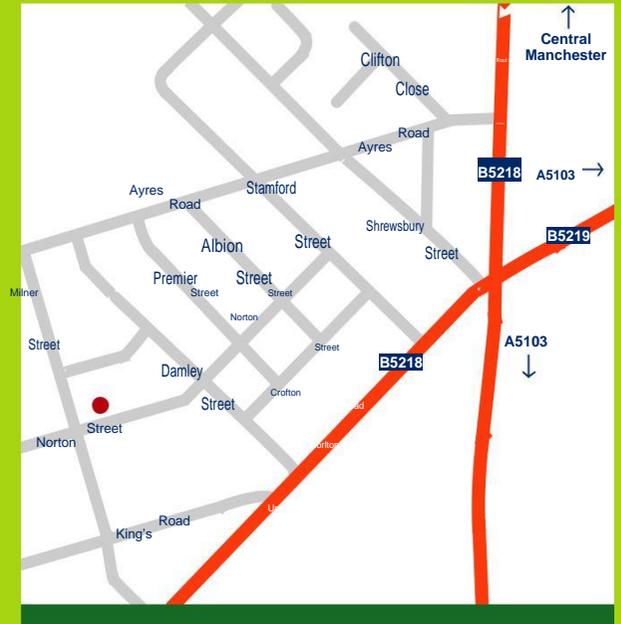
www.deepdenecare.org

DeepdeneCare

Norton Street
28 Norton Street
Old Trafford
Manchester
M16 7GQ

t: 0161 226 2979

e: referrals@deepdenecare.com



How to find Norton Street:

Road:

Norton Street is located just off Ayres Road, a couple of minutes from the B5283, and five minutes from junction 3 of the M56 via A5103 Princess Parkway. On street parking is available.

Public transport:

Bus routes 86 and 15 both stop on Chorlton Road, a 5 minute walk from Norton Street.

Piccadilly Train Station is 20 minutes away.

Norton Street is a 15 minute taxi-ride from Manchester Airport.

Norton Street's Referral criteria

✓ ACCEPT	X DO NOT ACCEPT
<ul style="list-style-type: none"> Stable mental health/substance misuse. We are a step-down facility from residential setting, so a level of independence is required for all residents. Due to service provided over several independent houses a constant staff monitoring is not available 	<ul style="list-style-type: none"> Individuals with no mental health conditions
<ul style="list-style-type: none"> Residents with severe and enduring mental illnesses e.g. personality disorder, schizophrenia, bipolar, dual diagnosis past offending behaviour drug and alcohol misuse (under control) Self-harm (under control) challenging behaviour (under control) 	<ul style="list-style-type: none"> Severe mobility issues. We have limited ground floor rooms. We cannot cater for residents with severe physical health issues e.g. severe difficulty walking, washing, requiring intense personal care etc - we focus on mental health support and recovery
<ul style="list-style-type: none"> Must be engaged with mental health care team. 	<ul style="list-style-type: none"> Children 0-17 years
<ul style="list-style-type: none"> Adults - age range 18 + 	
<ul style="list-style-type: none"> Male and female residents 	
<ul style="list-style-type: none"> Serious arson or sexual offences to be considered on a case by case bases 	
<ul style="list-style-type: none"> No CTO/DoLS restrictions 	
<ul style="list-style-type: none"> Requiring ONLY prompts or limited personal care e.g. changing pads / clothes / bedding for incontinent residents. 	
<ul style="list-style-type: none"> Individuals requiring ongoing assistance with essential living skills who may be at significant risk of self-neglect or exploitation. 	
<ul style="list-style-type: none"> Stable mental health/substance misuse. We are a step-down facility from residential setting, so a level of independence is required for all residents. Due to service provided over several independent houses a constant staff monitoring is not available 	

Our other Care Homes' Referral Criteria

Prema Court- Manchester, M16 7NX	Deepdene House- London, SW16 2EA	Deepdene Court- West Sussex, BN17 5HS	Woodtown House- Devon, EX39 4PP
<ul style="list-style-type: none"> Residents with severe and enduring mental illnesses e.g. personality disorder, schizophrenia, bipolar etc Dual diagnosis 	<ul style="list-style-type: none"> Residents with severe and enduring mental illnesses e.g. personality disorder, schizophrenia, bipolar etc Dual diagnosis 	<ul style="list-style-type: none"> Residents with severe and enduring mental illnesses e.g. personality disorder, schizophrenia, bipolar etc who currently need ongoing extensive support Dual diagnosis 	<ul style="list-style-type: none"> Residents with severe and enduring mental illnesses e.g. personality disorder, schizophrenia, bipolar etc who currently need ongoing extensive support Dual diagnosis
<ul style="list-style-type: none"> past offending behaviour drug and alcohol misuse with a mental health diagnosis Self-harm challenging behaviour 	<ul style="list-style-type: none"> Past offending behaviour Drug and alcohol misuse Challenging behaviour Mild learning disability Early dementia care Self-harm 	<ul style="list-style-type: none"> Past offending behaviour Drug and alcohol misuse with a mental health diagnosis. Challenging behaviour Self-harm 	<ul style="list-style-type: none"> Past offending behaviour Drug and alcohol misuse with a mental health diagnosis. Challenging behaviour Self-harm
<ul style="list-style-type: none"> Must be engaged with mental health care team. 	<ul style="list-style-type: none"> Must be engaged with the mental health care team. 	<ul style="list-style-type: none"> Must be engaged with the mental health care team. 	<ul style="list-style-type: none"> Must be engaged with the mental health care team.
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<ul style="list-style-type: none"> Residents on CTO/DoLS and other orders/restrictions 	<ul style="list-style-type: none"> Residents on CTO / DOLS and other orders/restrictions 	<ul style="list-style-type: none"> Residents on CTO / DOLS and other orders/restrictions 	<ul style="list-style-type: none"> Residents on CTO / DOLS and other orders/restrictions
<ul style="list-style-type: none"> Requiring ONLY prompts or limited personal care e.g. changing pads / clothes / bedding for incontinent residents. 	<ul style="list-style-type: none"> Requiring ONLY prompts or limited personal care e.g. changing pads/clothes/bedding for incontinent residents. 	<ul style="list-style-type: none"> Requiring ONLY prompts or limited personal care e.g. changing pads/clothes/bedding for incontinent residents. 	<ul style="list-style-type: none"> Requiring ONLY prompts or limited personal care e.g. changing pads/clothes/bedding for incontinent residents.
<ul style="list-style-type: none"> Individuals requiring ongoing assistance with essential living skills that may be at significant risk of self-neglect or exploitation. 	<ul style="list-style-type: none"> Individuals requiring ongoing assistance with essential living skills who may be at significant risk of self-neglect or exploitation. 	<ul style="list-style-type: none"> Individuals requiring ongoing assistance with essential living skills who may be at significant risk of self-neglect or exploitation. 	<ul style="list-style-type: none"> Individuals requiring ongoing assistance with essential living skills who may be at significant risk of self-neglect or exploitation.
			<ul style="list-style-type: none"> We are a rehab model that looks to help enable people to step down into the community and this will be our ongoing mission.