



“your home, your community, your choice”

Your guide to ECHO Supported Living Services Limited



Welcome



We would like to welcome you to ECHO Supported Living Services Limited



We want to support you to live independently and enjoy your day to day life.

Most of all we want you to be happy.



You can talk to any of our staff.

But If you would like to talk to the person in charge, it is: Sharena Record (Registered Manager).

**Her phone number is:
07909302934**

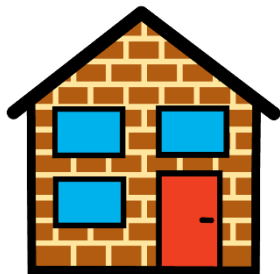


Our office address:

Suite 117, The Rock Centre, 27-31 Lichfield Road, Walsall, West Midlands, WS1 1TJ

Our Aims

ECHO Supported Living Services Limited are committed to:



Helping you live as independently as possible in your own home.

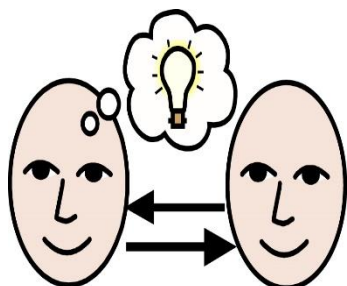


Working with you and all the people who help and care for you to make a plan that is best for you.

This includes your family and friends, advocates and other professionals.



Supporting you in a way that respects you, your home and your way of life.



Being flexible and understanding when supporting you to make decisions about your life and the care you receive.

Making sure you are supported by people who understand your needs.



Keeping you safe



Keeping your personal information safe.

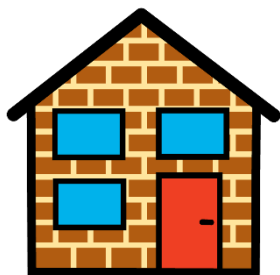


Supporting you to be part of the local community.

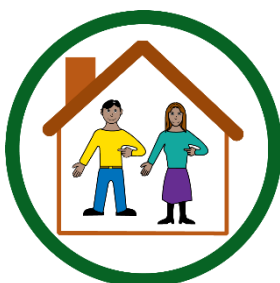


Helping you look to the future and achieve your goals and dreams.

Our Services



We can support you to live independently in your own home.



Or in shared living if you wish to live with others with shared interests.



Our staff can support you in all areas of daily living including:



Personal care

Our Services



Getting dressed



Making your own food



Looking after your home



Shopping

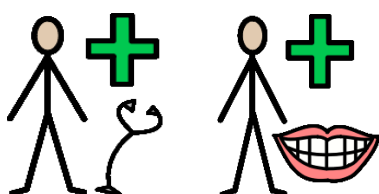
Our Services



Managing finances



Accessing community activities

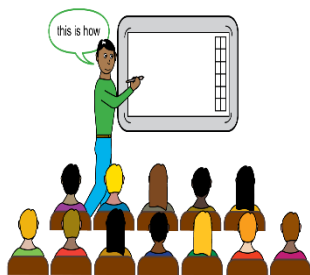


**Accessing local health services
like the Doctors and Dentists**

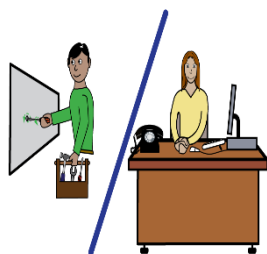


**Meeting new people and
building relationships**

Our Services



Finding education



Finding work



Developing new skills



Making sure you get the right support is important.

We will always involve you and those close to you, like your family and friends.

Quality



It is important that you get the best quality of care.



We welcome your ideas about how we can improve our service.

You can talk to any member of the team.



You can meet with and talk to your advocate too.

They can support you to express your feelings and thoughts.



If you are unhappy about something you can make a formal complaint.

You can raise your concern with any member of the team. Or by contacting the person in charge.

It is Sharena Record (Registered Manager) and her phone number is: 07909302934

Quality



Our service is registered with the Care Quality Commission.

They make sure we are doing things right.



We will be inspected by the Care Quality Commission.

They will rate us on how well we do.



You can ask for a copy of the latest inspection report.



If you want to complain to the Care Quality Commission.

You can contact them by calling 03000 616161.

Your Notes