

How to get Support


Support | Empower | Enable

Living life to the full!

Step 1: Contact Social Services

You can get in touch with a Social Worker / Care Manager to get yourself a care assessment. This will determine the amount of support social services will be able to fund for you. You can then request that we provide your support.

We can give you the relevant telephone numbers if that helps!

Step 2: Get some info

Get in touch with us for a chat - no commitment or obligation - simply a helpful chat. You can drop us a line on 0151 236 0855 and we can talk through with you the type of support you're looking for. We can also send you further information by post or email if that helps.

You can also check out our website which has lots of helpful information:
www.options-empowers.org

Step 3 : Decide your support

How you would like to be supported? One of our Development Managers can have a chat with you about this. To discuss your support further, they can also arrange a visit to you whenever the time is best. Together, you can explore how Options can best support you.

Step 3 : How to cover costs

The wheels are in motion! Depending on the outcome of your care assessment, Social Services can pay directly for you. Alternatively, you can buy support directly from Options using private income, Direct Payment, or Personal Budget.

Step 4: Getting to know you

Next up, we really want to spend time getting to know you so we can provide the very best support. This includes finding out what's important to you, what makes you tick, and what you want out of your life. We will work together to develop a Person Centred Plan which will have all this important information in, along with other key documents that will make sure your support is tailored just right for you.

Step 5: Your staff

We believe one of the most important aspects of your support is finding the right people. We will match or recruit a dedicated support staff team for you. We are really big on recruiting our staff based on their values and we give them the skills they will need to be fantastic in their role. We're really proud to invest heavily in training our staff, going above and beyond any statutory requirements. All our staff are DBS checked. You'll also have the opportunity to meet all new staff before they start supporting you!

Step 6 : Live your life to the full!

Fulfilling our mission is at the heart of everything we do - to support, empower and enable you to live your life to the full. . We are dedicated to this and will continuously review how we can best support you. This will include a formal review meeting each year with you, your family and any other professionals involved in your life to make sure we're on track.

Questions, questions!

 0151 236 0855

Choosing your support is a big deal, so we understand that you want to have as much information as possible, and you're likely to have some questions too! You can get in touch with us in various ways, so don't be a stranger! We'd love to hear from you.

Write to us:
1st Floor, St. Nicholas House
Old Churchyard, Liverpool,
L2 8TX



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Options for Supported Living



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