



SUPPORTED LIVING | INITIAL ENQUIRIES

Professional referral guide

A practical guide for social workers, commissioners, care coordinators, health professionals, families and advocates.

Adults aged 18+

Community-based supported living for adults with a broad range of support needs.

Four broad areas

West Berkshire, East Berkshire, West London and Hertfordshire.

Non-clinical service

Lifestyle, emotional and tenancy-based support. We do not provide regulated personal care.

Individual assessment

Suitability, risks, goals, compatibility and service scope are considered for every referral.

Who we support

We support adults aged 18 and over who may have:

- Autism or a learning disability
- Mental health needs
- Complex trauma or adverse life experiences
- Mental health and substance-misuse needs
- A history of hospital admission, forensic involvement or social exclusion
- Difficulties with hoarding, self-neglect or maintaining a tenancy

How support may help

- Developing daily routines and independent-living skills
- Meal preparation, shopping, budgeting and maintaining a home
- Managing benefits, bills and tenancy responsibilities
- Emotional support, appointments, education, volunteering and community access

A person-led approach

Support plans and risk assessments are developed with the person and reviewed when circumstances change. We work alongside families, advocates, local authorities, health professionals and housing partners to provide consistent support.

Important

An initial enquiry begins a conversation. It is not an eligibility or placement decision.



A CLEAR, PERSON-LED REFERRAL PATHWAY

Making an initial referral

The first conversation is brief and proportionate. It helps us understand the broad situation and agree whether a full assessment is appropriate.

1

Initial enquiry

Share broad needs, goals, preferred areas and timescales. Please do not send sensitive records at this stage.

2

Assessment

Where appropriate, we explore needs, risks, compatibility, communication, goals and our service scope.

3

Decision and transition

We communicate clearly about fit and, where suitable, plan a safe and person-led transition.

Useful information to prepare

Keep the first enquiry high-level. The following will help us start a focused conversation:

- The broad situation, support needs and desired outcomes
- The person's preferences, goals and preferred surroundings
- Relevant transition or discharge timescales, where applicable
- Known risks and the people or professionals currently involved
- The preferred broad service area, if known
- Your contact details and relationship to the person

Confidential information

Do not use the website form to send medical records, identity documents or detailed risk information. If an enquiry progresses, we will agree a suitable secure route for confidential documents.

Start an initial referral enquiry

www.enrichedcare.co.uk/referrals

01753 206780

An enquiry does not guarantee a placement.