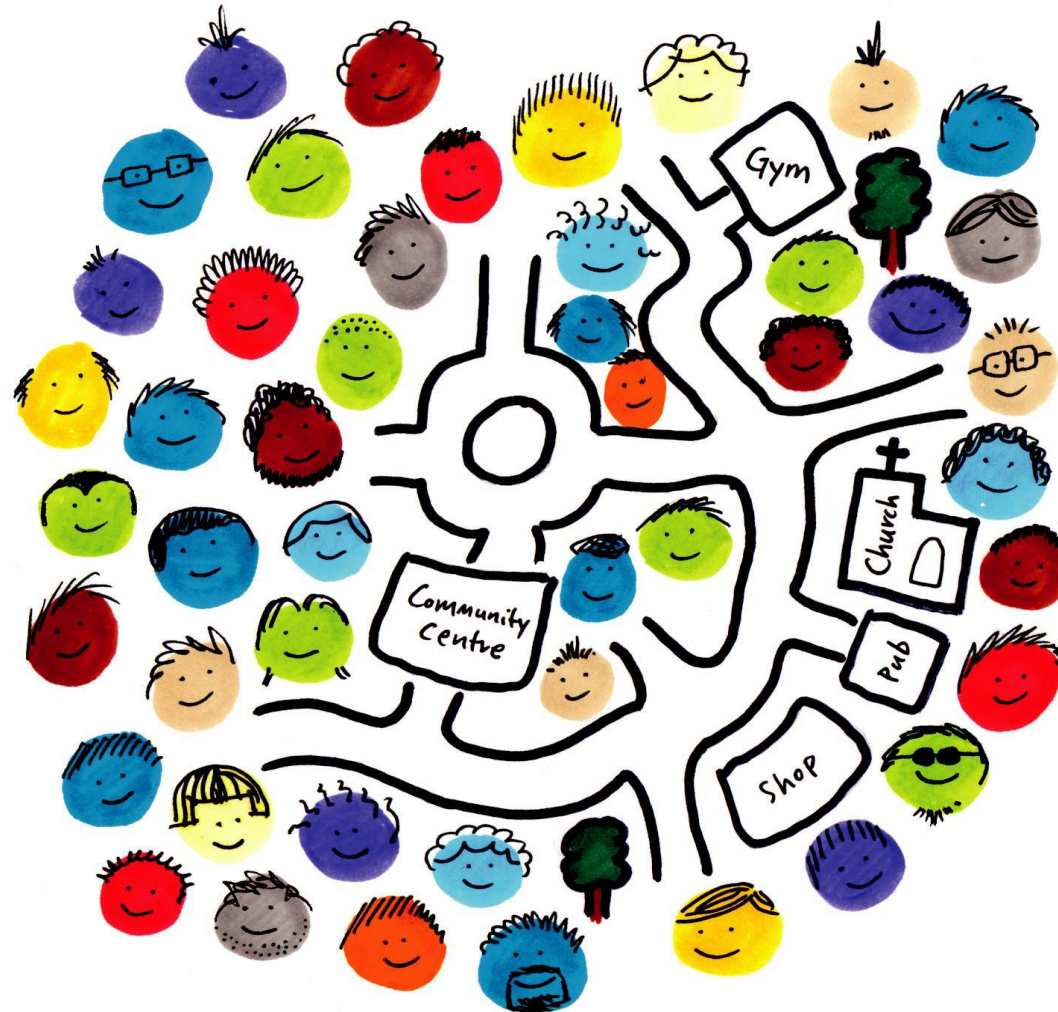


# Norton Street

DeepdeneCare

Specialised residential care in a unique community-based environment



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

Norton Street is a specialised residential service for 31 adults experiencing complex mental health needs, who are looking to move through their care pathways to a more community-based setting. 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.

Deepdene Care, an established national mental healthcare provider, has operated Norton Street since its acquisition in 2008. 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 nine terraced houses, with individual bedrooms for residents, 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 residents 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 skilled leadership team and care staff to support residents in daily life as well as activities.

Residents are supported and 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.



Residents 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 Deepdene Care Home which provides psychiatric nursing care. Norton Street is often the final part of the journey for many residents 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 well-trained team. Residents are integral in their own recovery in which we support them in medication therapy if required, meaningful daily skills development and community integration. By providing a range of enjoyable activities individually and in groups within the home and the community, this helps to promote independence and purpose. 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.
- The opportunity to take part in resident meetings and internal surveys so your views can be heard and listened to.
- Sign posting to advocacy services that will support you to represent your views if required.
- A range of 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.
- A 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.
- Confidence that the staff looking after your family member are well trained
- Family/carers are made to feel welcome when visiting the home.
- Feedback questionnaires/surveys are made readily available to obtain 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 mental health team ensuring reduction in hospital admissions.
- Recovery and Quality assurance through outcomes.
- 24 hours home management on call to provide crisis management.
- Staff competent and trained in their roles



## Creating a relaxing and homely environment for residents at Norton Street



Visit us at  
[www.deepdene care.com](http://www.deepdene care.com)

# Referrals

**At Deepdene Care we welcome referrals from all areas of mental health care and are committed to making this process as unobtrusive 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.

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

**0800 313 4774**

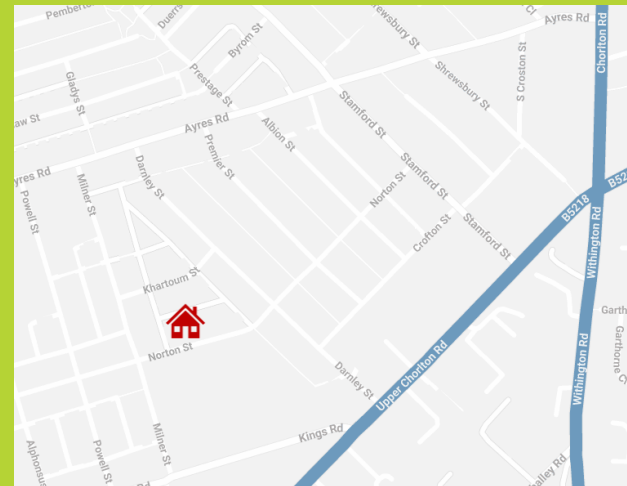
**[www.deepdenecare.com](http://www.deepdenecare.com)**

**DeepdeneCare**

Norton Street  
28 Norton Street  
Old Trafford  
Manchester  
M16 7GQ

**t:** 0161 226 2979

**e:** [referrals@deepdenecare.com](mailto: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	✘ DO NOT ACCEPT
<p>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</p>	<p>Individuals with no mental health needs</p>
<p>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)</p>	
<p>Must be engaged with mental health care team.</p>	
<p>Adults - age range 18 +</p>	<p>Severe mobility issues. We have limited ground floor rooms. We cannot cater for residents with severe physical health issues e.g. severe, mobility issues, requiring intense personal care etc - we focus on mental health support and recovery</p>
<p>Male and female residents</p>	
<p>Serious arson or sexual offences to be considered on a case by case bases</p>	
<p>No CTO/DoLS restrictions</p>	<p>Children 0-17 years</p>
<p>Requiring ONLY prompts or limited personal care e.g. changing pads / clothes / bedding for incontinent residents.</p>	
<p>Individuals requiring ongoing assistance with essential living skills who may be at significant risk of self-neglect or exploitation.</p>	

# Our other Care Homes' Referral Criteria

Deepdene Court- West Sussex, BN17 5HS	Deepdene House- London, SW16 2EA	Prema Court- Manchester, M16 7NX
Residents with severe and enduring mental illnesses e.g. personality disorder, schizophrenia, bipolar etc who currently need ongoing extensive support Dual diagnosis	Residents with severe and enduring mental illnesses e.g. personality disorder, schizophrenia, bipolar etc Dual diagnosis	Residents with severe and enduring mental illnesses e.g. personality disorder, schizophrenia, bipolar etc who currently need ongoing extensive support Dual diagnosis
Past offending behaviour Drug and alcohol misuse with a mental health diagnosis. Challenging behaviour Self-harm	Past offending behaviour Drug and alcohol misuse Challenging behaviour Mild learning disability Early dementia care Self-harm	Past offending behaviour Drug and alcohol misuse with a mental health diagnosis Challenging behaviour Self-harm
Must be engaged with the mental health care team.	Must be engaged with the mental health care team	Must be engaged with the mental health care team.
Adults: age range 18 +	Adults: age range 18 +	Adults: age range 18 +
Male and female residents	Male and female residents	Male and female residents
Serious arson or sexual offences to be considered on a case by case bases	Serious arson or sexual offences to be considered on a case by case bases	Serious arson or sexual offences to be considered on a case by case bases
Residents on CTO / DOLS and other orders/restrictions	Residents on CTO / DOLS and other orders/restrictions	Residents on CTO / DOLS and other orders/restrictions
Requiring ONLY prompts or limited personal care e.g. changing pads/clothes/bedding for incontinent residents.	Requiring ONLY prompts or limited personal care e.g. changing pads/clothes/bedding for incontinent residents.	Requiring ONLY prompts or limited personal care e.g. changing pads/clothes/bedding for incontinent residents.
Individuals requiring ongoing assistance with essential living skills who may be at significant risk of self-neglect or exploitation.	Individuals requiring ongoing assistance with essential living skills who may be at significant risk of self-neglect or exploitation.	Individuals requiring ongoing assistance with essential living skills who may be at significant risk of self-neglect or exploitation.