

**Our History**

We are a family run business that started in 2004 when our Director and her mother were discussing their experiences of working in residential and day care for people with learning disabilities. Sometimes these memories were of very happy times, great clients and dedicated staff and some where they felt, that people were not able to enjoy the life their non-disabled peers had.

They decided to plan for and open a home that would be exactly that, a home from home. Somewhere where people would be respected and valued, be safe and would be at the centre of everything around them.

It would be a place where they could learn new skills and ways of interacting and be supported without being overprotected. Loving Care Ltd and Walton House came to fruition and people making referrals were impressed by the enthusiasm and energy of the home and its staff.

People started moving in. Staff made sure people were compatible with each other which meant saying ‘no’ to some referrals. Most people came from places where the placement had broken down because of the persons behaviour, autism or unstable mental health. They had been labelled and had negative experiences of being excluded. Walton House was able to provide a stable, homely and safe environment in which people knew what to expect and what is expected of them.

They recruited a team of staff that all had the same vision that they had at the start and whom they knew would maintain the ethos of a homely environment in an ordinary setting that encourages and supports people to be included in their community.

Walton House was soon followed by Park Hill and then in 2018 by Mount Park as part of the Loving Care Ltd Company. In 2009 Fountain Care Ltd was set up and The Willows opened its doors to people.

Our Director and her mother believe now that they have achieved what they set out to do and they are proud that all four of the homes that the companies run are consistently recognised as examples of how an excellent service should be.

# Our Philosophy of Care

Between them Loving Care Ltd and Fountain Care Ltd run four privately owned and managed residential homes for adults between the ages 18 – 65. People have varying levels of learning disabilities, autism, challenging behaviour, physical disabilities and mental health problems.

Our aim is to provide a homely environment with support that meets the needs of the people living with us.

Our staff teams are skilled, experienced and trained to provide flexible, twenty-four-hour support, care and intervention to everyone.

**Our Aims and Objectives:**

* We aim to provide a high quality service. We are committed to continuous improvement through external and self-audit. By obtaining feedback from our clients and others about our care we are able to continuously grow and improve the service and support we offer.
* We aim to provide a skilled level of support as identified in peoples assessments and care plans through a personalised client lead service which is driven by individual needs and aspirations as well as peoples cultures and lifestyle.
* Through positive support and intervention we encourage people to make their own every day choices and plan their own future. To maintain a physically and mentally healthy lifestyle at home as well as utilising a range of generic and specialist services.
* We like to ensure that our clients are visible and active members of their local and wider community, using the same facilities and amenities as their non-disabled peers. Through this they are able to make their own choices, to form friendships and relationships with other people whilst enjoying their independence.
* Focusing on positive skill development and creating opportunities for our clients to enable them to progress.