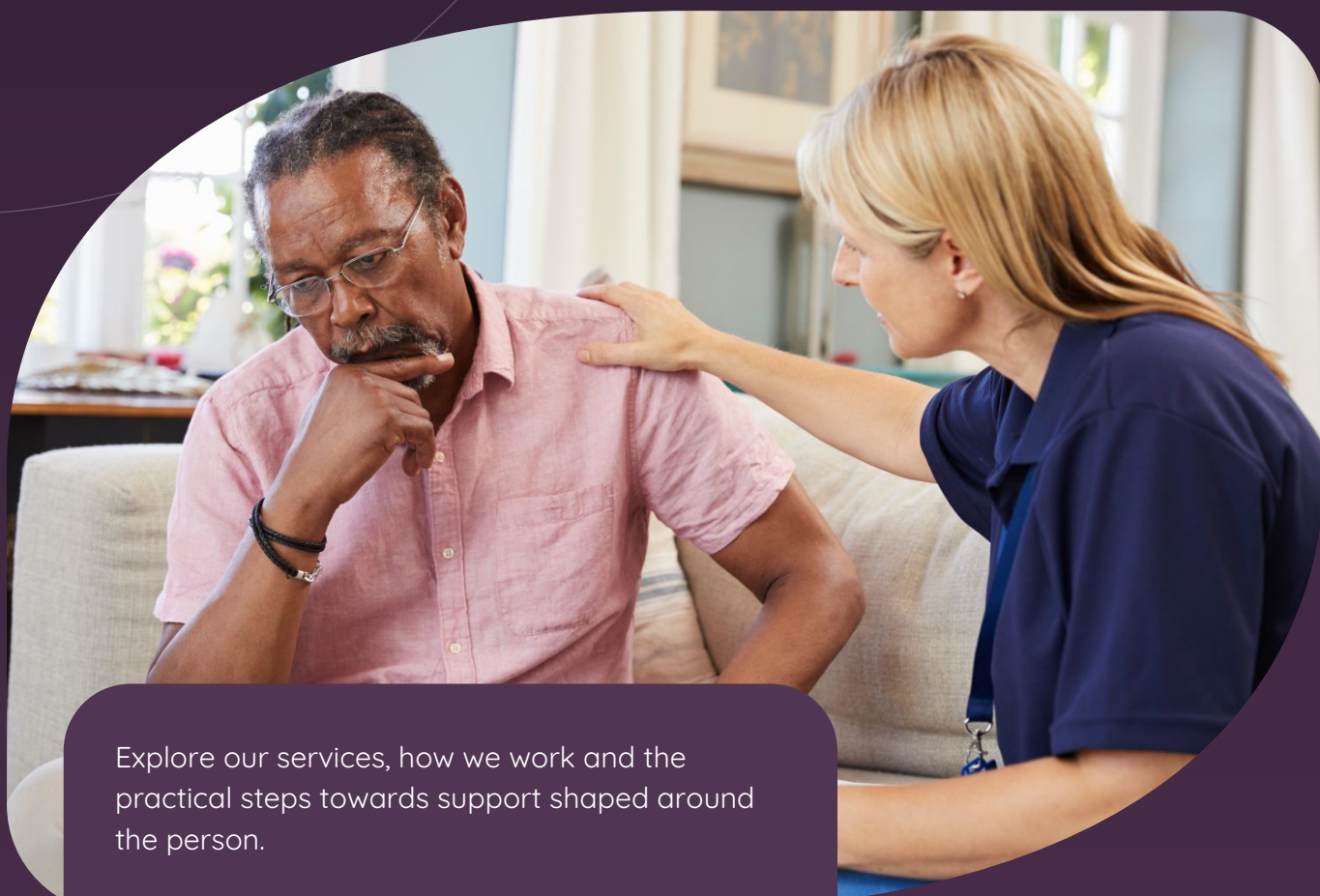




MOREWAYS GUIDES / 2026

Real support. A life that belongs to you.

An introduction to Moreways Healthcare



Explore our services, how we work and the practical steps towards support shaped around the person.

Support for a life that belongs to you.

Moreways Healthcare supports adults with mental health needs, autism, learning disabilities and complex histories. We bring practical support, purposeful planning and professional coordination together around the person and the life they want to build.

Begin with a person

A diagnosis can help describe a need, but it does not tell us everything about someone. We also need to understand their strengths, communication, culture, relationships, routines and ambitions. What feels safe? What is difficult? What does a good day look like? These questions shape the starting point.

Choose the right arrangement

The service model follows assessment. Some people need scheduled support in their existing home; others need a different living environment or more intensive availability. A vacancy or a service label alone cannot determine suitability. Location, accessibility, compatibility and the proposed team also matter.

Make everyday life possible

Support may involve managing a home, attending appointments, travelling, planning meals, maintaining relationships or reconnecting with education and meaningful activity. The tasks are important because of what they make possible: confidence, stability, choice and participation in ordinary life.

Keep learning together

Support plans should remain useful as circumstances change. The person's experience, feedback, practical progress and emerging concerns all contribute to review. Greater independence can involve doing more with confidence while retaining dependable help where it is still needed.

TAKE INTO THE CONVERSATION

Tell us three things: what matters most to the person, what is difficult today, and what you hope would be different with the right support.



Different services. One person-centred foundation.

Our service families offer different ways to organise support. The right starting point depends on the person's circumstances, the support required and what can safely and realistically be delivered.

Supported living

A person's home and their support are arranged distinctly. Support can combine individual input and shared provision, with intensity determined by assessed need. Planning includes the environment, household compatibility, daily routines, overnight arrangements and the person's rights and responsibilities at home.

Assessment services

Assessment can help clarify needs, strengths, risks and the suitability of a proposed placement or support model. A useful assessment answers a clear question and brings available evidence together. It should inform a practical proposal rather than simply produce a label or repeat historical information.

Outreach and community support

Scheduled support can help someone maintain their existing home, manage practical tasks, build confidence and take part in community life. It is important to identify what happens between visits, how changes are reported and whether the agreed hours cover the person's actual pattern of need.

Care at home and other options

The wider service range includes live-in care, respite and residential care. These are different arrangements, not interchangeable names. Discuss the relevant setting, scope, regulatory arrangements and availability with the team. This brochure does not imply that every model is available in every location.

TAKE INTO THE CONVERSATION

Ask which model is being proposed, why it fits, what is included and what alternatives were considered. Request an explanation in language the person understands.



A home of your own. Support alongside it.

Supported living is built around an ordinary home life. Housing and support work together, but they are not the same agreement. Understanding that distinction helps people compare options and ask informed questions.

The home

Consider privacy, personal space, accessibility, location and the practical use of shared areas. Ask who the landlord is, what the tenancy or occupancy agreement says, and how repairs and housing concerns are raised. Discuss visitors, belongings and routines before a move, not only after arrival.

Intensity that fits

Moreways describes planned support, Supported Living Plus, intensive support and forensic or step-down pathways. Enhanced input may involve additional staffing, specialist competence or closer coordination. None of these elements should be assumed; the assessed and commissioned arrangement needs to be explicit.

The support

The proposal should describe individual support, shared staffing, planned tasks and overnight arrangements where relevant.

“Twenty-four-hour support” needs explanation: staff availability is not necessarily continuous one-to-one attention. Ask how the team responds when several people need help at the same time.

An environment that works

A suitable home is about more than an available room. Familiar places, transport, sensory needs, household dynamics and links with important people can influence whether an arrangement works. Visits and paced familiarisation can help the person understand what a proposed move would actually feel like.

TAKE INTO THE CONVERSATION

When viewing a home, ask: “Can I imagine an ordinary Tuesday here?” Explore noise, meals, transport, privacy and who would help if the day became difficult.



Skilled support must be visible in daily practice.

Person-centred planning, positive behavioural support and coordinated working are useful only when they change what happens in real life. The plan needs to translate understanding into consistent, respectful action.

Listen and communicate

Agree how the person prefers information: spoken explanations, written notes, visual prompts, demonstrations or time to process. Record what helps them express choices and what makes conversations harder. Involvement should continue throughout support, not stop once an assessment form is completed.

Build trust and capability

Predictable routines, explanations before changes and meaningful opportunities to practise can build confidence. Support should recognise strengths as well as difficulty. A task can be broken into manageable steps, with the person doing the parts they can rather than being excluded from the whole activity.

Understand behaviour

Positive behavioural support considers what behaviour may communicate and how the environment, demands, health or relationships affect the person. The emphasis is on quality of life and prevention. Ask what staff will do proactively, how they recognise distress and how responses will be reviewed.

Coordinate responsibilities

The person may have several professionals and organisations involved. Clarify who coordinates the plan, who makes which decisions and how information is shared appropriately. A named route for concerns and changes reduces the risk of important information being left between teams.

TAKE INTO THE CONVERSATION

Ask for an example of how a principle changes practice: “If the person becomes anxious before an appointment, what would staff actually do?”



A careful start is part of good support.

Individuals, families and professional teams can contact Moreways to discuss the appropriate route. An enquiry starts a conversation; it does not guarantee an offer, a start date or a suitable vacancy.

1. Clarify the question

Explain the current situation, preferred area, main support needs, relevant risks and why a change is being considered. Identify the person's priorities and the people already involved. The first aim is to understand the decision that needs to be made and what information is missing.

3. Agree the proposal

Before support begins, clarify the model, staffing, outcomes, responsibilities, costs and funding route. Housing arrangements may need separate agreement. Confirm what is included, what remains the responsibility of other services, and the conditions that need to be met before a start can be arranged.

2. Assess suitability

Relevant evidence may include assessments, current support plans, communication preferences and professional input. The proposed setting and team need to be considered alongside the person's needs. Ask how the person will participate and how concerns or uncertainty about suitability will be addressed.

4. Prepare and review

A transition plan can bring visits, introductions, practical arrangements and handover information into one sequence. Confirm transport, medication arrangements with the relevant professionals, key contacts and the early review plan. The pace should reflect the person and the circumstances rather than a generic timetable.

TAKE INTO THE CONVERSATION

Bring the available assessment and a short summary of the person's priorities. Use the secure referral route agreed with the team for confidential records.



Progress that means something to the person.

A successful support arrangement should help a person live a fuller life, not simply complete a list of tasks. Outcomes become clearer when everyone understands what a meaningful change would look like.

Choose an ordinary goal

“More independence” is broad. A more useful starting point might be choosing and preparing one meal, visiting a familiar place, managing an appointment or rebuilding contact with a friend. The goal should make sense to the person and be broken into steps they can recognise.

Review experience, not only numbers

Ask the person whether support feels respectful, reliable and useful. Consider feedback from those appropriately involved, alongside evidence from daily practice. Discuss setbacks without blame and agree what needs to change in the plan, the environment or how support is offered.

Understand the starting point

Record what the person currently does, what help makes it possible and what gets in the way. This prevents progress being measured against assumptions. A quieter week or maintaining a valued routine through a difficult period can matter just as much as learning a new skill.

Plan the next step safely

Support may change as confidence, needs or circumstances develop. A reduction, increase or move should be planned with the relevant people and funder. Be clear about what will be tried, how its impact will be checked and what happens if the new arrangement does not work as expected.

TAKE INTO THE CONVERSATION

For each goal, agree one sign of progress, one person responsible for the next action, and a date to talk about how it is going.



Questions worth asking before you choose.

A good conversation makes important details clear. Use these prompts when comparing a proposal, visiting a setting or preparing a meeting with Moreways and the other people involved.

People and practice

Who would support me, and what competence is needed for my situation? How are new or temporary staff introduced? How will my communication preferences be used? What happens if I disagree with part of the plan, or if a familiar member of staff is unavailable?

Money and responsibilities

What does the quoted price include? Are rent, service charges, food, utilities and personal spending separate? Who pays each part? When can fees change? What happens during a hospital stay or if needs increase? Funding advice may require an independent specialist.

Home and daily life

Which decisions are mine? What are the visitor and shared-space arrangements? How will transport, activities and appointments work? What support is available at night? Who handles repairs? Ask for the relevant information in writing and distinguish housing rules from support arrangements.

Voice and reassurance

Who is my main contact? How do I raise a concern, make a complaint or ask for advocacy? How will my family or chosen supporters be involved with my agreement and relevant safeguards? When will we review the arrangement, and how will I receive a copy of the agreed actions?

TAKE INTO THE CONVERSATION

Do not leave with a vague assurance where you need a practical answer. Write down what has been agreed, what remains open and who will follow up.



A clear next step. A conversation that starts with you.

You do not need to have every answer before contacting us. Start with what matters, what has changed and the decision you are trying to make. We can discuss the appropriate route and what further information is needed.

Speak with Moreways

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EXPLORE THE FULL LIBRARY

Services & support • Family support • Private supported living • Moving in & everyday life

SOURCES AND USEFUL NEXT READS

Moreways services

Supported living: the model and pathways

Our approach

Referrals and assessment

Published September 2026. This guide explains general information and questions to discuss; it is not an individual care plan, an offer of accommodation, or medical, legal, financial or benefits advice. Support, staffing, costs and availability must be confirmed for the individual. Photographs are illustrative and do not identify a promised home, staff team or service user.