



craegmoor

This is the ordinary story of

Making it possible





Our Vision



Directed by the people who choose to use our services, we offer innovative person-centred support and care through our highly trained and motivated staff. Our goal is to help people lead independent and fulfilled lives.



Welcome to Craegmoor

There are 10,000 reasons why Craegmoor is the country's leading independent provider of support for people with learning disabilities, complex needs, mental health illnesses as well as older people. They're the 4,000 individuals who use our services, and the 6,000 staff who support them in achieving their goals.

We believe passionately that every person, regardless of the challenges they face, can accomplish extraordinary achievements with the right support. So we work imaginatively to help people overcome barriers, and empower them to exceed their own and others' expectations.

Bringing out the best in everyone

We know that everyone is unique, and ordinary everyday experiences can, for some, represent extraordinary achievements. So by encouraging people to take control and have belief in their potential, we can make positive outcomes a reality for everyone, regardless of their age or presumed ability. Above all, helping people to lead fulfilled, independent lives is what we're about. And by working together, we can make a real difference.



"We're part of everyday life for many, many people and we're committed to encouraging them to have control and belief in their own abilities, offering as little or as much support as they decide. Making it possible - it's why we're here."

Ted Smith
CEO



Working best where we're needed most

As an organisation committed to empowering the individuals who use our services, we focus on responding locally to people's needs.

The Personal Touch

We learn everything that's important by listening to people and their families and friends; and a personalised approach is central to the way we operate. Only by understanding every person's choices can we begin to effectively support them to achieve their goals – so we're committed to developing and providing services which ensure that the individual is at the very centre of everything we do.



Learning Disabilities

We tailor unique support packages built on individual choice, which enable both social care and community-led activities and embrace all opportunities, whether recreational, educational or work-based. People are supported to develop the skills they need to live as independently as possible.

We deliver supported living and domiciliary care services, alongside residential services for adults with learning disabilities as well as for dual diagnosis including mental health and people with profound and multiple learning disabilities. In addition, we run specialist further education colleges for young people with learning disabilities and outreach centres as well as services that offer transition support for young people under the age of 18.

Mental Health Illnesses

Some people with mental health illnesses will prefer to be supported in an independent living environment, whilst others will need specialist help within medium or low security accommodation. Designing treatment to suit a person's unique requirements is key to Craegmoor's service, with a focus on rehabilitative treatment programmes and working within the National Service Framework for Mental Health.

Our independent hospitals work in partnership with the forensic and general medical health commissioners and the criminal justice system, to support people with psychiatric conditions and complex learning disabilities in their journey to a more independent life. We are also able to support people following an accident that has resulted in an acquired brain injury, ensuring they have time to recover and adjust, whilst preparing them for their return home. If required, this support continues when they have returned home.

Older People

Craegmoor offers nursing and residential care for older people over the age of 65 who have age related illnesses such as dementia and physical difficulties, embracing the national Dementia Strategy to offer personalised support. We ensure that older people are treated as individuals and we provide appropriate and comprehensive packages tailored to meet their individual needs.

We are committed to enabling older people to make choices about the services and care they receive. We positively encourage regular interaction between residents and local community services, by creating and maintaining a lifestyle that is as similar as possible to what they enjoyed at home. This includes contact with friends and family and involvement with local groups.

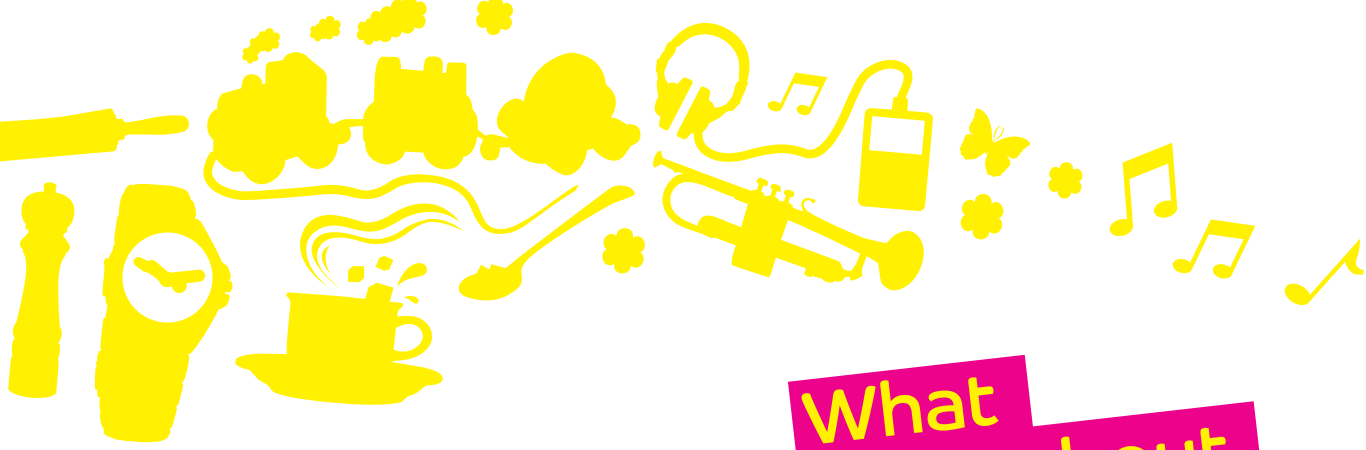


People who make it possible

People working for Craegmoor are extraordinary individuals. They're committed to helping those who use our services get the very best out of life and they always go that extra mile in doing so.

Our people are highly trained, with staff development and continuous improvement being fundamental to the way we operate. We understand the importance of investing in people and have a dedicated training division which develops appropriate training packages to ensure our staff can support the individuals who choose to use our services.





What we're about

Quality Assurance

Ensuring we provide quality and innovative practice to the people who choose our services is a top priority. Craegmoor's 6000 staff provide specialist care to a wide range of individuals and are supported by an experienced Quality Development Team. This team of Quality Development Advisors is headed by our Quality Development Director and includes experts in autism, dementia, positive behaviour support, mental health, positive engagement, risk management, health and supported living.

Together they shape Craegmoor's standards and drive innovative practice and continual improvements - with the aim of ensuring positive outcomes for all who use our services. Integral to this approach is our internal audit team who drive excellence through a rigorous audit process which ensures we consistently meet the very highest standards.

Only the best will do

Our staff specialise in seeing things from a different perspective and look at problems and opportunities through other people's eyes... offering valuable support and advice and empowering individuals to make their own choices in life.

Our people know what they do every day at work makes a world of difference for some of the most amazing people in the country. When it comes to job satisfaction, that's hard to beat! The senior management team at Craegmoor bring a wealth of knowledge and experience, enabling us to maintain and grow our position as the leading provider of support.

Many companies have a list of 'values' they like to stick up on a wall. Craegmoor's values are more tangible and come directly from our everyday experiences. We've all had a hand in shaping them, so here's what they mean to us:

Understanding

When we see the world through someone else's eyes, it opens up our minds to new ways of doing things and helps us tackle the day to day challenges in a different way. It's the key to unlocking possibilities for the people we work with. Without it, we can never give people the support they need on their terms.

Progression

We can't stand still. Every day offers new opportunities – big ones and small ones – for the people we work with and for ourselves. Every day's a journey. There's a lot we've achieved already and there's still much more to do.

Determination

It's having the energy and the dedication to make things happen that creates the real breakthroughs and makes coming into work every day a passion, not just a job. Having the resolve to overcome problems, to keep on trying different solutions to get it right for every individual.

Working together

Working as a team makes us all stronger. We're all one team, regardless of who we are. People using our services can expect us to give it our best shot to work with them to achieve their own personal goals. We're all part of the Craegmoor team that gets stronger every time we swap ideas, work together and lend a helping hand.

Sustainable business

We want to ensure the care and support we deliver today is still delivered 50 years from now. This is of vital importance to us, and those who choose to use our services should be confident that they will continue to receive support from us in the future.

