

# Chapel Flats



## Who we are

Chapel Flats is a specialist supported housing service in Westgate-on-Sea, Kent. We support men and women, aged 18 and over, who are deaf or have hearing loss and have additional support needs, including learning disabilities, autism and mental ill-health.

We provide housing-related support to enable people to live as independently as possible in a safe and happy environment. This means that we can provide support with things like benefits and managing money, as well as learning the skills to live independently in the future.

## What we can offer – how we support you

We can offer you a safe and comfortable place to live. Chapel Flats is a two-bedroom property in the grounds of our residential care home, St Gabriel's. The property is fully self-contained with its own kitchen, bathroom and living room. In order for you to live as independently as possible, our staff are not on-site all the time but will visit at pre-arranged times to provide the support that you need. Staff can also provide on-call support 24/7, 365 days of the year.

All our staff use British Sign Language (BSL) and our 'total communication' approach means that we will develop a personalised strategy for communicating with you in a way that you choose. We will also support you to create a person-centred plan – this describes what's important to you, how you want your life to be and what help you need to make this happen.

## What's important to us

- Doing our best to help the people we support to achieve their goals.
- Enabling the people we support to live independently within their local community.
- Providing a service that is person-centred and focuses on what the people we support want and like.
- Communicating with people in the way that they prefer.
- Making sure the people we support are safe, happy and healthy.
- Always looking to improve and develop what we do to ensure we provide the best possible service.

## What people say about us

“I’ve made lots of friends. I like visiting my girlfriend and want to move to where she lives in the future. I like cinema, cooking club and drama club. I like being independent and keeping my flat clean. I like to go to the café in Margate for dinner with my friends.”

– A person we support

## Where we are

Chapel Flats is in Westgate-on-Sea, Kent, and is close to shops, restaurants and a cinema. The beautiful sandy beaches of Westgate are just a short walk away, as is the railway station with frequent trains to London Victoria and London St Pancras. There is also a good bus service enabling people to visit Margate and the rest of Thanet, as well as the historic city of Canterbury.

## Contact us

Please contact our Referrals Co-ordinator if you would like:

- more information about the service
- to make a referral
- to arrange a visit
- to have a chat about how we can support you.

  0333 240 5659

 [referrals@hearingloss.org.uk](mailto:referrals@hearingloss.org.uk)

 [actiononhearingloss.org.uk/careandsupport](http://actiononhearingloss.org.uk/careandsupport)

Address: Chapel Flats, 44 Elm Grove,  
Westgate-on-Sea, Kent CT8 8LB

