



## Who we are

Ransdale house is a specialist residential care home, without nursing, in Middlesbrough. We can provide 24-hour support to six men and women over the age of 18. The people we support are deaf, deafblind or have hearing loss, with additional complex needs, including learning and physical disabilities, mental ill-health and behaviour that could be described as challenging.

Everyone who lives at Ransdale House has the opportunity to live the life they want, with a support package designed around their individual needs.

We use a range of appropriate communication techniques, always take a person-centred approach and encourage positive risk-taking in all aspects of our care planning and review process. By doing, this we make sure that everyone is fully involved in their support. We also seek to understand what people are trying to communicate through their behaviour and find ways to support them to express themselves constructively.

## How we can support you

We can give you a safe and comfortable place to live. Our home has six bedrooms with shared bathroom and shower facilities, and one ground-floor bedroom with an ensuite bathroom.

Our lounge has an aquarium that helps to make it a fun and relaxed place, along with comfortable sofas, a widescreen TV (with Sky), DVD player and games console. The dining area is a warm, sociable space and we have a conservatory that is used for creative activities and playing games. Our spacious modern kitchen, complete with some low-level work surfaces, makes it accessible for people who use wheelchairs. Everyone who lives here likes to get involved in preparing meals and learning new cooking skills!

Our staff team advocates 'active support', which means we will empower and enable you to carry out tasks as independently as possible, in the way you want and can control.

We will encourage, prompt and support you in all aspects of everyday life: from making healthy lifestyle choices and managing your medication, to cooking, budgeting, learning new skills and getting involved in the local community.

We will also communicate with you in the way you want and support you to create your own person-centred plan. This describes what's important to you, how you want your life to be, and what help you'll need to make this happen.

## What's important to us

- Providing a person-centred service that focuses on what the people we support want and like
- Respecting the people we support and embracing their differences
- Encouraging and supporting people to make choices and gain independence
- Making sure the people we support are happy, safe and healthy
- Involving people in how their home is run
- Working as a team and in partnership with the people we support, their families and other professionals.

## What people say about us

"I visit Ransdale House regularly and always find it to be a warm and friendly place. I am always given a warm welcome by both staff and service users and I really enjoy coming to this service."

- National Vocational Qualifications assessor

"Staff at Ransdale House are always very helpful. I can see how much they enjoy working with people and always go the extra mile. Review documents are always excellent, up-to-date and in-depth. It's always a pleasure to see the pictorial review work."

- Social Worker for a person we support



"People who use the service met on a regular basis to share their views, plan menus and make decisions about activities and holidays. This helped to ensure that the service operated in their best interests."

- From Care Quality Commission  
Inspection Report

## Where we are

Ransdale House is in Middlesbrough, on the outskirts of the main town, which is a short drive or bus ride away. Shops and other local amenities are nearby, and we are close to parks and the surrounding countryside. Other cities, including Newcastle and York, are easy to get to, as are the coastal towns and villages of the North East.

## Contact us

Please contact our Referrals Co-ordinator if you want:

- 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: 54 Caversham Road, Eastside,  
Middlesbrough TS4 3NU