

# Magic Life Supported Living

*Information for families & professionals*



## Magic Life Supported Living

### About us

**“We put you at ease and fight for your needs”**

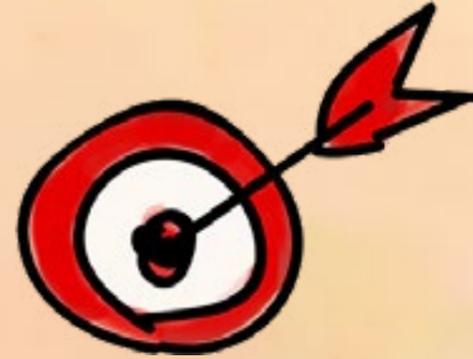
Magic Life is all about Supporting You.  
Our supported living services are driven by the needs of you and those closest to you.

We deliver tailor-made, person-centred supported living pathways that equip individuals and families with the resources they need to live the lives they want to live.

### About us

Magic Life was formed in 2013 by a group of professionals with a genuine commitment, interest and concern for vulnerable adults with Mental Health diagnosis, Learning Disabilities and Autism.

We believe in delivering high-quality treatment, tailored to the individual's needs within a caring community. Every individual is actively involved in planning and decision-making from assessment onwards, as we believe this gives them control over their own lives.



## Our highly-trained management team is committed to:

- Treating people with dignity and respect
- Focusing on people's potential and strengths
- Valuing everyone as a unique individual
- Accepting people for who they are and what they have achieved
- Listening non-judgementally to people's experiences
- Being genuinely concerned for the person's wellbeing
- Providing creative and innovative support services
- Helping everyone realise their potential



## Every member of staff works towards enabling people to:

- Maximise the choice and control they have over their lives
- Maintain and increase their dignity and self-respect
- Play an active role within their communities
- Build friendships and networks within these communities
- Enjoy opportunities to learn, and grow to realise their potential
- Gain the safety and security they need to reach that future



## Magic Life Supported Living

Supported living pathways for families



## All-round support for you and your loved ones

Magic Life provides high-quality accommodation and a home within the community for people needing supported living. Our individual assessments are aimed at understanding how you, your family and external agencies can work together to achieve the outcomes defined in the Support and Goal plans we create for every individual.

We believe supported living is built on a holistic approach providing all round support alongside a programme of stimulating activities. Our support services aim to empower the individual, whereas our educational and recreational activities help encourage social interaction and improve communication skills.

**We work collaboratively with you at every step of your journey.**

# Magic Life Supported Living

Supported living pathways for families

## Educational and Recreational Activities

### Educational

- Managing money and paying bills
- Cooking and maintaining a healthy balanced diet
- Pathways to employment
- Shopping
- Learning new independence skills
- Managing medication
- Encouraging social activities and interaction
- Maintaining personal care and well-being
- Overcoming your fears
- Setting and achieving your defined goals

### Recreational

- Pet Therapy
- Art classes
- Singing
- Music classes
- Board and card games
- Swimming
- Gymnastics
- Drama
- Story telling
- Group therapy

## Transitioning Supported Living

Transitioning into Supported Living can be a challenging time for everyone concerned. It's why we encourage you to build relationships with key workers and follow a defined plan on the road to a sustainable outcome.

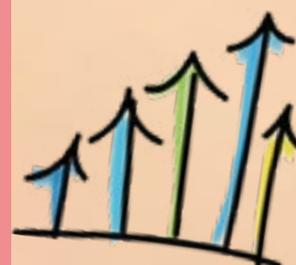
Families can play a key role in the process by spending time at the project and engaging with the creation of a person-centred support plan with staff members. It's the first step towards important transition goals that are:

Outcome orientated  
Based on your strengths and areas of need  
Focused on living skills and Education/Employment

### Come and see us

Working closely with you, your family and external professionals from the referral stage onwards helps us build strong relationships from the outset that, we believe, leads to better outcomes.

It's why we encourage visits from potential individuals at a very early stage. It helps us get to know you, helps you get to know us and establishes a strong foundation upon which key workers can build a productive relationship prior to admission.



## Magic Life Supported Living

**Supported living: Information for professionals**

### Our Supported Living Pathways

Our services are tailored to an individual's needs. It's how we can most effectively encourage and empower individuals while providing all the support they need.

Every individual's journey is underpinned by a comprehensive Support and Goal plan that they play an active role in defining.

We provide three levels of support for people with mild moderate or severe learning disabilities, autism or both.

### Supported Living:

For individuals that have some level of independence but need support and occasional one-to-one intervention, 24 hours a day

### Supported Living Plus:

For individuals needing a high level of support, including several hours of one-to-one intervention every day

### Supported Living Extra Plus:

For individuals requiring a minimum of one-to-one support and occasionally requiring two-to-one support throughout the day and night

Enabling individuals to take control of their lives, build strong relationships and receive appropriate

continuing care is essential from our perspective. It's why on admission every individual receives a Service User Guide that includes the names of key staff, their allocated key worker and information about the wider community.

And taking an active role in their own lives even extends to contracted employment opportunities with Magic Life if a return to work is part of their plan and will contribute to a successful outcome. It's part of our ethos of developing relationships between individuals, their families and those who support them.

### Our Referral Process

Following a referral, every client undergoes a person-centred assessment within 24-48 hours. Once complete and we are satisfied with the compatibility is met, a proposal/costing is submitted to the placing authority for approval

prior to placement. A comprehensive assessment is carried out for both full-time residents and those seeking respite care.

### Transitioning to Supported Living

We take great care to ensure individuals transitioning into adulthood follow a bespoke support and goal plan to achieve sustainable outcomes. We focus on inclusion to reduce the risk of social isolation, which includes education and social interactions within a range of activities, as well as encouraging individuals to look for work.

Each individual benefits from a nominated key support worker to further strengthen an important one-to-one relationship.

We also develop a detailed 'All about Me' profile

### Transitioning to



## Magic Life Supported Living

**Supported living: Information for professionals**

### Supported Living: Cont

with families and external professionals, alongside a 'Hospital Passport.'

It's the kind of 360 degree care we find helps establish a trusting relationship and provides essential continuity of support.

### Quality Assurance

To ensure high standards of care, every service user provides feedback to inform our Annual Quality Assurance audit. It helps us understand what we're doing well and what can be improved. If action is needed, we'll take it and feedback the outcome to relevant people. If we're doing something well, we can celebrate good practice!

As well as being visited for two days every six weeks by an external auditor, we also carry out monthly audits of:

Medication  
Support and Goal plans  
Risk Assessments  
Health & Safety  
Magic Life UK is regulated by the Care quality Commission (CQC) and is rated 'Good' in all 5 inspected areas of service provision.

### Staffing

Our Senior Manager is a Registered General Nurse with more than 30 years' experience who is also a Registered Manager with the Care Quality Commission. The wider Senior Management team includes a Counsellor/Psychotherapist and a Psychology Graduate.

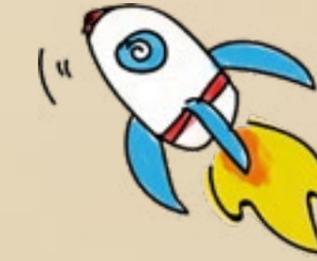
Individual projects are managed by a Project Manager, Senior Support Workers and Support Workers.

Every member of staff:  
Has undergone a rigorous interview process  
Completed a robust induction programme  
Has enhanced DBS clearance  
Is trained to a high standard  
Receives ongoing training and support  
Has or is working towards the Care Certificate  
Undergoes three-monthly supervisions and Annual Appraisals

### Staffing at our projects

We know how critical staffing levels are. It's why we ensure that every one of our projects has the right amount of staff with the right skills.

Every individual has a dedicated key worker able to provide the one-to-one support they need. They will work closely with the individual to develop stimulating activities and opportunities, as well as helping to complete monthly support and goal planning.



### Looking for a new career?

We are always on the lookout for people that make a difference. Helping people achieve their goals is a talent that only a few possess. If you feel that you are that person we would love to hear from you.

We offer full training with flexible working hours and competitive rates of pay plus a great working environment and a lifelong career.

Call us today on 020 8826 4348 or send us your CV using the form below.

[Click here to apply today](#)

## Magic Life Supported Living

### Who we support

## A better future for individuals with Learning Disabilities

We take a person-centred approach to caring for individuals with mild, moderate or severe learning disabilities. We're aware that every individual has specific needs and tailor our service to most effectively support the person under our care.

Individuals with profound and multiple learning difficulties (PMLD), for instance, will need a higher level of care and support that usually includes help with mobility, personal care and communication.

Individuals with less severe conditions may need similar help, but whatever the severity of the condition, we concentrate on providing personalised support with an emphasis on empowerment,

active participation and an improved quality of life.

We achieve this by encouraging individuals to understand the importance of:

- Positive risk taking
- Maintaining their own tenancy
- Integrating socially with their peers
- Managing their own finances
- Developing social and life skills
- Maintaining and developing healthy relationships

## Support for people with Mental Health Needs

We provide comprehensive mental health rehabilitation and support for individuals with mild or moderate mental health needs. Our focus is on delivering tailored support and self-development assistance to adults aged 18 or over with a view to improving self-confidence and enhancing emotional wellbeing.

Our highly-trained staff are specialists in dealing

with a variety of mental health issues, including schizophrenia, personality disorders and many others.

We always deliver care and support which is tailored to the individual's specific needs.



## Complex Care & Long Term Intensive Support

For Individuals requiring complex care and support we offer a full support package that will include:

- Supporting you with developing your hobbies and interests
- Improve daily living skills, including cooking, cleaning and shopping
- Improve daily living skills, including cooking, cleaning and shopping
- Re engagement with education and learning
- Supporting you to manage your personal care and medication
- Support you to maintain and develop skills around your nutrition and hydration needs
- Maintaining appropriate behaviour and good

communication

- Building positive relationships ,Socialise and get involved in the community
- Maintain a tenancy and deal with correspondence
- Manage finances, including budgeting and benefits advice
- Build confidence, resilience and self-esteem

**For residents requiring only limited support, we also provide housing management services to maintain their tenancies.**

## Support for people with Autism

We provide a range of support for people with an autistic spectrum disorder (ASD), including

Asperger's Syndrome. No two individuals with ASD

are the same and we always complete an initial 'autism profile' to enable us to tailor our services to the individual's particular needs.

This assessment helps us clarify the nuances of the person's condition – which can vary greatly between individuals – and ensure that we deliver the most appropriate care for that person's capabilities within the wide range of autism services on offer.

## Our tailor-made support plans

We concentrate on providing a tailor-made support plan that will help individuals:

- Maintain their own tenancy
- Improve social skills and integration
- Manage their finances
- Develop and maintain healthy relationships

- Engage effectively with the community
- Engage in sensory activities

## Magic Life Supported Living

Who we support

## A Multidisciplinary Approach

We believe that multidisciplinary approach is the most effective way to provide appropriate support. It means working closely with other professionals, including GPs, medical professionals, speech and language therapists, social workers and other service providers.

It helps ensure that every support programme matches the individuals specific needs and will take into account:

- What is important to the individual
- What kind of life they would like
- What they want to change
- What they would like to achieve
- What they are going to do
- How they would like to be supported
- The number of support hours to be provided each week



## Magic Life Supported Living

### Who we support

## Support for people with physical disabilities

We provide care for people with mild to profound and multiple learning disabilities (PMLD) at our fully equipped facility, Burlington Lodge. Our highly-trained and dedicated staff deliver a range of support services to match an individual's unique requirements.

As with all of the services we provide at Magic Life, we take a person-centred approach when we design individual care programmes. Every individual receives an appropriate level of assistance, which can include, help with mobility, personal care and communication where required.

Within every care plan our staff seek to

encourage:

- Positive risk-taking for people with learning disabilities
- Maintaining their own tenancy
- Social Integration
- Managing finances
- Social and Life skills
- Maintaining and developing healthy relationships



## Support for people with Dual Diagnosis

We provide support services for those who have both a Mental Health condition and a substance misuse/addiction problem. Often known as Dual Diagnosis or Co-occurring Diagnosis, we have extensive experience caring for individuals in this position.

Experience has taught us that there are many reasons why an individual may present with a Dual Diagnosis. Our non-judgemental approach to care delivery involves working alongside external agencies, where appropriate, as well as offering in-house solutions to address substance abuse issues.

## A Person-Centred Approach

We apply person-centred principles to all support services, which include:

- Brief Interventions
- Solution-focused therapy
- Engaging with external substance misuse agencies
- In-house and external activities
- Help with maintaining tenancies
- Help with social integration
- Financial advice
- Social and Life skills development
- Maintaining and developing healthy relationships



## Acquired Brain Injuries

Acquired brain injuries can potentially cause a range of physical, cognitive, emotional and behavioural issues. On occasion, people with acquired brain injuries can pose a risk to themselves or the people around them. It's why we always perform an extensive risk assessment to ensure the safety of them, their peers and family members and the staff that care for them.

We have extensive experience and a programme of appropriate care and support for individuals who have developed this condition following a traumatic brain injury. Our highly-skilled team go to great lengths to help them improve their lives and reach their full potential.

## Our Person Centred Care Plan

Our care package includes:

- Developing strategies for coping with

cognitive difficulties relating to acquired brain injury

- Signposting and supporting individuals to attend psychological therapy suited to their needs
- Helping individuals source recommended equipment to improve quality of life
- Recommending and referring individuals to acquired brain injury support groups
- Monitoring mood disorders associated with acquired brain injury
- Recommending other appropriate services for professional support with specific difficulties

Magic Life  
Supported Living  
Who we support

## Support for people with behaviours that are deemed to be challenging

Behaviour is seen as challenging when it causes harm to the individual, those around them or prevents them from:

Engaging in the community due to exhibiting aggressive behaviour

Living independently, as their challenging behaviour demands 24-hour support

Effectively managing behaviours that are deemed as challenging is a core focus for Magic Life. Many of these behaviours indicate that the individual has needs – a sensory aversion, perhaps or a need to get away from noise or physical contact – but is unable to communicate this in a conventional way.

This can manifest in a number of ways, including:

- **Hurting others** (e.g. hair pulling, hitting, head-butting)
- **Self-harm** (e.g. head banging, eye poking, hand biting)
- **Destructive behaviours** (e.g. throwing things, breaking furniture, tearing things up)
- **Eating inedible objects** (e.g. cigarette butts, pen lids, bedding)
- **Other behaviours** (e.g. spitting, smearing, repetitive rocking, stripping off, running away)

We introduce strategies to prevent or reduce such behaviour, which include:

- Attempting to gauge if the person is in pain or bored
- Employing distraction techniques
- Supporting positive behaviour

- Brief interventions
- Developing communication skills
- Offering quiet time or space
- Providing meaningful activities of choice
- Educating the individual that there are other ways to get what they want

Challenging behaviours can be reduced in intensity and frequency with the right strategies in place.

**We believe that through providing the right support and helping individuals to gain confidence and new skills amazing outcomes are possible.**

## Magic Life Supported Living

Who we support



## Respite Service

We currently offer a respite service for people with physical/learning disabilities, autism or both at Burlington Lodge and Devonshire Lodge. We work closely with individuals and their families to ensure continuity of both care and daily routine.

As with all of our care and support services, our respite care is tailored to the specific needs of the individual.

We define a structured programme of care to ensure the individual is supported with:

- Medication
- Personal Care
- Laundry/ Room clean
- Maintaining a balanced healthy diet
- Financial issues

- Shopping

Activities are also an important element of our respite care package and they may include:

- External activities /days out
- Daily living skills workshops
- Creative 'Art as Therapy'
- Attending day services

An 'All About Me' booklet is completed prior to beginning respite care that contains input from the individual, their families and healthcare professionals. It helps us understand more clearly the individual's needs and tailor our support more effectively. We also complete a daily diary throughout the stay that documents what was achieved during the stay.

## Every member of staff works towards enabling people to:

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# Magic Life Supported Living

## Our locations



## Our locations

### Arabella House

8b Park Road, Edmonton, N18 2UT

### Bruce Grove

52 Bruce Grove, N16 6RN

### Burlington Lodge

21-29 Tewkesbury Road, Seven Sisters, N15 6SE

### Devonshire Lodge

139 Devonshire Hill Lane, N17 7NL

### Harringay Road

171 Harringay Road, Turnpike Lane, N15 3HP

### Hale End Coming Soon

271-275 Hale End Road, Woodford Green  
IG8 9NB

### Manor Lodge, Coming Soon

3 Cedar Close Potters Bar EN6 1EW

### Greyhound Road,

95 Greyhound Road, London, N17 6XR

### Grove Park Road (Female- Only)

Grove Park Road, London N15 4SL, UK

### Hazel Mews (Female Only)

2 Hazel Mews 1 South Grove LONDON N15 5QG

### Northlands

10 Northlands, Potters Bar EN6 5DF, UK

### Park Avenue (Specialist Unit)

35 Park Ave, London N18 2UP, UK



# Magic Life Supported Living

Contact Details / Contact Number

## Our Address:

Magic Life  
Magic House, 5-11 Green Lanes, London N13 4TN

**For General Enquiries, Call  
our team on:  
Tel: 020 8826 4348**

