



## JENNY'S STORY

iBC Healthcare realise that the majority reason for people with high acuity care needs residing in hospital and secure settings for long periods of time, often well past being deemed suitable for discharge, is lack of suitable housing in the community.

iBC Healthcare's mission is to offer bespoke accommodation with the right level of support to enable people to live in their own homes and communities, no matter how complex their needs may be. This has become a successful reality for many people across the country now, through the partnership work between iBC Healthcare and Encircle Housing.



"Our partnership with Encircle Housing has enabled us to bring our specialist knowledge together,"  
**says Jenny**



"We believe people should have a choice to live independently in their community, free from unnecessary hospitalisation, and that's our aim," said Jenny Payne, Commercial Director at iBC Healthcare. "We want to ensure a person-centred approach to all support needs and that the people we support have the freedom to explore their wishes, goals and interests in a safe and bespoke environment.

We truly believe that designing the right environment is half the battle in offering the best possible opportunities in the community, to people with complex care and support needs. This, combined with the incredible work from our operational teams; enables us to help people achieve incredible outcomes far beyond expectations.

Each property iBC offer, has been fully refurbished in line with iBC's high standard of supported living build specification, to create a safe and secure environment. iBC offer a variety of single occupancy properties to include spacious detached bungalows and solo apartments in small clusters in line with Good Autism Practice, Transforming Care and Building the Right Support.

iBC work with a highly specialised Architect who can advise in line with Design by Autism, taking into consideration where to position lighting to support people's sensory needs and appropriate colour pallets to create low arousal spaces. All of this plays a part in everyone's aim of offering these houses, as people's forever homes.

In line with these aims and values, we set out to find a reputable registered provider to act as a landlord to iBC's growing portfolio of properties.

We approached Encircle Housing and have been really pleased with the partnership since; working in collaboration with the people we support at the very centre of everything we do.

Encircle Housing utilise their expertise to manage properties, tenancies and much more. This enables us to focus our specialism in offering high quality support, with confidence that the housing responsibilities are well taken care of, from property compliance to family communication.



Working with Encircle Housing has provided significant insight and learning to our internal teams. By utilising Encircle Housing's expertise in Housing Benefit, this has helped the people we support to apply and receive their rent entitlements, thus making positive outcomes possible, in people's own homes.

Our partnership with Encircle Housing has enabled us to bring our specialist knowledge together; from the early stages of purchasing a property to enabling a person to live a life they wish."