



Langley Trust

# COMPLEX needs CARE SERVICES

[langleytrust.org](http://langleytrust.org)



**EVERYONE DESERVES  
ANOTHER CHANCE**



**FOR OVER 65 YEARS LANGLEY  
TRUST HAS BEEN SUPPORTING**



**PEOPLE WITH CONVICTIONS TO  
TRANSFORM THEIR LIVES**



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# ABOUT Langley

**For over 65 years Langley Trust has been supporting people with convictions to transform their lives – promoting rehabilitation, preventing crime, and reducing re-offending. As a Christian charity working across England we believe everyone deserves another chance.**

Langley Trust is a dynamic Christian charity, built on a strong legacy of providing housing and support to some of the most marginalised groups in our society, namely people with convictions who, for a variety of reasons, have struggled to find their place and sense of worth in communities again. We work with people of all faiths, or none, and our services are open to all. We provide a range of specialist registered care and extra care services for our clients, many of whom have multiple and complex needs. All Langley care services are registered with the Care Quality Commission.

We deliver a person-centred, flexible service, tailored to individual need, and house around 1000 people every year. We believe that with the right support, any person can achieve positive change. We have a track record of success in working with clients who have previously failed in other placements. Our reconviction rate is under 3% whilst people are in our care. Our long-term results have been validated by the Justice Data Lab (Ministry of Justice measurement tool).

**WE BELIEVE  
THAT WITH  
THE RIGHT  
SUPPORT,  
any person  
can achieve  
POSITIVE  
CHANGE.**

## WHO WE WORK WITH

Throughout our complex needs care services we work with adult males (18+) who have offended or who are at risk of offending, and who are deemed 'difficult to place'. This includes those subject to MAPPA (Multi Agency Public Protection Arrangements) and those who are at high risk of harm and high risk of reoffending. Our services provide for:

- Multiple and complex needs
- Mental illness diagnoses
- Personality disorder diagnoses
- Learning disabilities (mild to moderate)
- Substance misuse issues
- Health and physical care needs
- Clients who are eligible for s.117 Aftercare under the Mental Health Act



# WHAT WE DELIVER



## **Person-centred care and extra care services**

– With a focus on recovery and independence



## **Tailored 24/7 support for a wide range of needs**

– Including mental health, physical care and substance misuse issues



## **Enhanced staff support and supervision –**

For clients requiring additional care due to risk or needs



## **Secure step-down services**

– For those who are eligible for s.117 Aftercare under the Mental Health Act



## **In-house forensic psychology provision**



## **Robust risk management and public protection, working in conjunction with multi-agency partners**

– e.g. the Probation Service, Police, MAPPA, the Ministry of Justice, Social Care and Community Mental Health Teams, and Community Learning Disability Teams



## **Customised and flexible Support and Care Plans**



## **Comprehensive and responsive assessment & management of risks and needs**



## **Education, training and employability skills interventions**



## **Dedicated key workers**



## **A range of tailored accommodation, plus housing options for those in wheelchairs or who have limited mobility**



## **Client-centred care in move-on accommodation (where required)**

## **VIEW OUR COMPLEX NEEDS CARE SERVICES ON OUR WEBSITE:**



[langleytrust.org/complex-needs](https://langleytrust.org/complex-needs)

# Care Referral Process

Simple and straightforward



## MAKING a REFERRAL

**Making a referral to Langley Trust is straightforward. Our experts in the Care Team are available to support you through the process, including pre-referral discussion, offering guidance regarding suitability or funding.**

To start an application please download and fill in the Client Application Form at [langleytrust.org/make-a-referral](https://langleytrust.org/make-a-referral). When sending in the completed client application form, it is helpful to supply additional information to support the referral. This could include:

- Completed Referral Form
- Copy of the Pre Sentence Report and Parole Assessment Report if appropriate and redacted where necessary
- Offending history shared by email, or through providing the PSR; not the PNC
- OASys sections can be provided like the Risk Management Plan etc; redacted where necessary. Full OASys can be provided if it is deemed proportionate.
- Licence Conditions
- Adult Social Care Assessment
- HCR20
- CPA meeting minutes
- Tribunal minutes
- Psychology/Psychiatric reports

*Note: The requirement for this information is supported by the Information Sharing Agreement between Langley and HMPPS. Any documents not owned by the referral agency will require permission from the owner to share with Langley Trust*



**TO make a  
REFERRAL,  
SCAN THE  
QR CODE**

[langleytrust.org/make-a-referral](https://langleytrust.org/make-a-referral)

## ASSESSMENT PROCESS

**All referrals will be assessed for support needs and suitability.**

The assessment will be completed using a combination of supporting documentation and a face-to-face interview.

## ADMISSION PROCESS

**Langley can facilitate section 17 leave or ROTLs if this is required.**

If the client is subject to Criminal Justice restrictions – the Probation Service or MAPPA will be required to approve the proposed address before the client moves in. As part of the transition process we would encourage the client to visit the service if possible. If this is not possible we would be happy to send the client photos of the service as part of the familiarisation process. We can also facilitate virtual tours to help with familiarisation.

### FOR MORE INFORMATION Contact the Care Team

[carereferrals@langleytrust.org.cjsm.net](mailto:carereferrals@langleytrust.org.cjsm.net)

07979 500 784







# OUR RECONVICTION RATE IS UNDER 3% WHILST PEOPLE ARE IN OUR CARE.

Our long-term results have been validated by the Justice Data Lab (Ministry of Justice measurement tool)





# **OUR COMPLEX needs care services**



**complex needs care**  
**LOCATIONS**

**We're**  
**LOCATED**  
**across**  
**ENGLAND**





OUR FACILITIES BY LOCATION	Ashdene	Chatterton Hey	House of St, Martin	The Knole	Longcroft	Park View	The Shrubbery
Number of Beds	17	14	27	15	15	10	27
Age Range	All these locations are for adults (18+)						
Registered Care Home		✓	✓	✓	✓		✓
Extra Care Housing	✓	✓			✓	✓	✓
Ground Floor Bedrooms	✓	✓	✓	✓	✓	✓	✓
Mental Health	✓	✓	✓	✓	✓	✓	✓
Learning Disability	✓	✓		✓	✓	✓	
Alcohol/Drug Dependence	✓	✓	✓	✓	✓	✓	✓
Step Down from Secure Units	✓	✓	✓	✓	✓	✓	✓
Wheelchair Access	✓		✓				✓
More Details on Page:	12	14	16	22	18	20	24



# ASHdene

## Wakefield

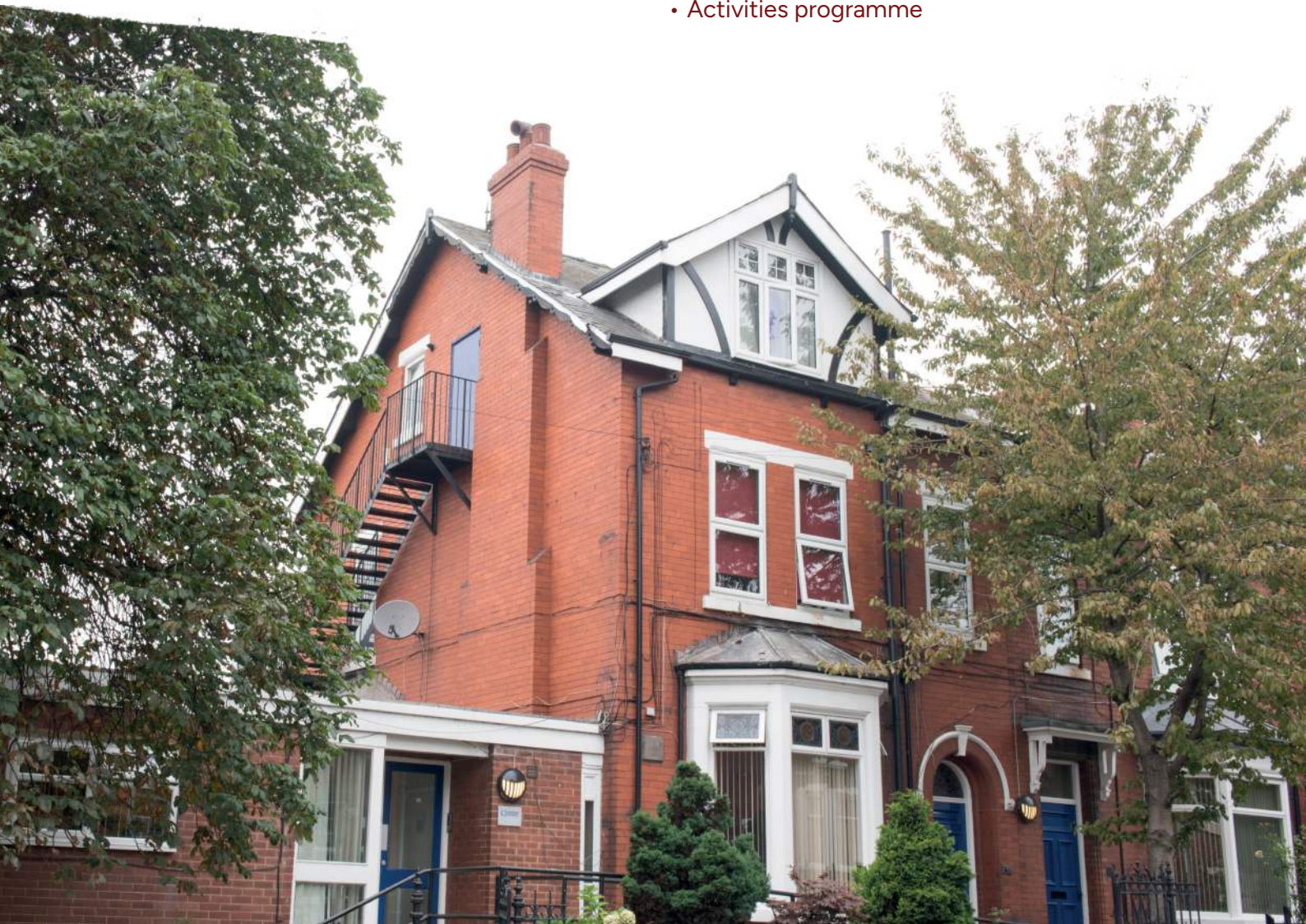
Ashdene is a complex needs care service in Wakefield providing 17 bedrooms, 3 of which are in a semi-independent, self-catered flat within the service.

It is a CQC registered extra care service for men coming from prisons, secure hospitals, or the community with multiple needs.

These might include mental health issues, learning disabilities, physical care needs and those recovering from substance misuse issues.

### FACILITIES

- Forensic step-down service
- Support for individuals with health care needs
- In-house forensic psychology provision
- Wheelchair accessible service
- Adapted bathroom facilities
- Fully catered placements
- 24-hour staffing
- Ensuite bathrooms available
- Activities programme







## LOCATION

Ashdene is located in Wakefield town centre.

## SUPPORT PROVIDED

The service provides: person-centred support, one-to-one key working, physical care provision and psychological and mental health support. Ashdene can also provide clients with extra care support in the community as they transition from a Langley placement to more independent accommodation.

## OTHER INFORMATION

Ashdene provides a safe and calm environment from which men can plan their next steps and grow in independence. Men are encouraged to structure their time with social and recreational activities, including use of the woodwork workshop, games room and TV room.

This service is an extra care service, providing tenancies which can be part funded by Housing Benefit.

## SECURITY

Single entry point, window restrictors and CCTV.

## STAFFING

Minimum of double staffing cover at all times, including night-awake staff. Additional staffing is in place for men requiring more dedicated staff support for their care needs who are funded for this.



## CONTACT OUR CARE TEAM

[carereferrals@langleytrust.org.cjsm.net](mailto:carereferrals@langleytrust.org.cjsm.net)  
07979 500 784



## ELIGIBILITY

Men with convictions and those at risk of offending, aged 18 years and over.



## EXCLUSIONS

None; all referrals are considered on a case-by-case basis with partner agencies (including those overseen by MAPPA).

# CHATTERTON HEY

Bury (Greater Manchester)

Chatterton Hey is a complex needs care service in Bury providing 14 bedrooms, 2 of which are on the ground floor, and 5 with ensuite bathrooms. 11 bedrooms are in the main house, and a further 3 are in a self-contained house next door to Chatterton Hey offering more independent move-on accommodation.

A CQC registered care home, Chatterton Hey is for men coming from prisons, secure hospitals or the community with multiple needs.

These might include mental health issues, physical care needs and those recovering from substance misuse issues.

## FACILITIES

- Forensic step-down service
- Support for individuals with health care needs
- In-house forensic psychology provision
- Ground floor and ensuite rooms available
- Fully catered placements
- Independent move-on accommodation on-site (a self-contained 3 bed house in the grounds of Chatterton Hey)
- Extensive grounds
- 24-hour staffing
- Activities Programme
- Move on service available to provide a step down to independent living, please see page 26







## LOCATION

Chatterton Hey is set in a rural location, 6 miles from Bury town centre and 11 miles from Manchester city centre.

## SUPPORT PROVIDED

The service provides person-centred support, one-to-one key working, physical care, psychological and mental health support. Chatterton Hey can also provide clients with extra care support in the community as they transition from a Langley placement to more independent accommodation.

## OTHER INFORMATION

Chatterton Hey provides a safe and calm environment from which men can plan their next steps and grow in independence. Staff work with clients at Chatterton Hey to put together a weekly planner of personalised activities designed to meet their needs, socially and recreationally. The service has extensive land and plenty of opportunities for keen gardeners.

## SECURITY

Single entry point, window restrictors and CCTV.

## STAFFING

Minimum of double staffing cover at all times, including night-awake staff. Additional staffing can be provided for men requiring more dedicated staff support for their care needs.



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## ELIGIBILITY

Men with convictions and those at risk of offending, aged 18 years and over.



## EXCLUSIONS

None; all referrals are considered on a case-by-case basis with partner agencies (including those overseen by MAPPA).

# HOUSE OF ST MARTIN

Taunton (Somerset)

House of St Martin is a complex needs care service in Taunton providing 27 bedrooms, 13 of which are wheelchair accessible with ensuite wet rooms.

It is a CQC registered care home for men coming from prisons, secure hospitals or the community with multiple needs.

These might include mental health issues and physical care needs and those recovering from substance misuse issues.

## FACILITIES

- Forensic step-down service
- Support for individuals with health care needs
- In-house forensic psychology provision
- Wheelchair accessible rooms
- Fully catered placements
- Ensuite and adapted bathrooms available
- 24-hour staffing
- Extensive grounds with two courtyards
- Activities programme







## LOCATION

It is located 3 miles from Taunton and set in 6 acres of countryside.

## SUPPORT PROVIDED

The service provides: person-centred support, one-to-one key working, physical care provision and psychological and mental health support. House of St Martin can also provide clients with extra care support in the community as they transition from a Langley placement to more independent accommodation.

## OTHER INFORMATION

House of St Martin provides a safe and calm environment from which men can plan their next steps and grow in independence. Men are encouraged to structure their time with social and recreational activities and there is a regular schedule of activities available at the service. House of St Martin has links with local community groups which provide volunteering opportunities. The service also offers opportunities for developing gardening and cooking skills.

## SECURITY

Single entry point, window restrictors and CCTV.

## STAFFING

Minimum of triple staffing cover at all times, including night-awake staff. Additional staffing can be provided for men requiring more dedicated staff support for their care needs.



## CONTACT OUR CARE TEAM

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07979 500 784



## ELIGIBILITY

Men with convictions and those at risk of offending, aged 18 years and over.



## EXCLUSIONS

None; all referrals are considered on a case-by-case basis with partner agencies (including those overseen by MAPPA).



# LONGCROFT

## Lancaster

Longcroft is a complex needs care service in Lancaster providing 15 bedrooms, 2 of which are in an adjoining annex - ideal for those wishing to progress to a more independent environment.

It is a CQC registered care home for men coming from prisons, secure hospitals, or the community with multiple needs.

These might include mental health issues, learning disabilities, physical care needs and those recovering from substance misuse issues.

### FACILITIES

- Forensic step-down service
- Support for individuals with health care needs
- In-house forensic psychology provision
- Fully catered placements
- 24-hour staffing
- Ensuite bathrooms available
- Large mature garden
- Activities programme
- Move on service available to provide a step down to independent living, see page 26







## LOCATION

Longcroft is a short walk from Lancaster city centre and the local railway station.

## SUPPORT PROVIDED

The service provides: person-centred support, one-to-one key working, physical care provision and psychological and mental health support. Longcroft can also provide clients with extra care support in the community as they transition from a Langley placement to more independent accommodation.

## OTHER INFORMATION

Longcroft provides a safe and calm environment from which men can plan their next steps and grow in independence. Men are encouraged to structure their time with social and recreational activities, including volunteering in the community.

## SECURITY

Single entry point, window restrictors and CCTV.

## STAFFING

Minimum of double staffing cover at all times, including night-awake staff. Additional staffing can be provided for men requiring more dedicated staff support for their care needs.



## CONTACT OUR CARE TEAM

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07979 500 784



## ELIGIBILITY

Men with convictions and those at risk of offending, aged 18 years and over.



## EXCLUSIONS

None; all referrals are considered on a case-by-case basis with partner agencies (including those overseen by MAPPA).

# Park View

## Fleetwood

Park View is a complex needs care service in Fleetwood, providing 10 single bedrooms – 6 bedrooms in Park View offer full-board catering accommodation. There are a further 4 bed spaces of bedsit self-catering accommodation in the house next door, which also offers two ground floor bedrooms.

In addition, there are 5 beds in the community for those who have a greater level of independence.

It is a CQC registered extra care service for men coming from prisons, secure hospitals, or the community with multiple needs.

These might include mental health issues, learning disabilities, physical care needs and those recovering from substance misuse issues.

### FACILITIES

- Forensic step-down service
- Support for individuals with health care needs
- In-house forensic psychology provision
- Fully catered & self-catered placements available
- 24-hour staffing
- Shared living facilities
- Ground floor rooms available
- Activities programme







## LOCATION

Park View is a short walk from Fleetwood town centre and the beach.

## SUPPORT PROVIDED

The service provides: person-centred support, one-to-one key working, physical care provision and psychological and mental health support. Park View can also provide clients with extra care support in the community as they transition from a Langley placement to more independent accommodation.

## OTHER INFORMATION

Park View provides a safe and calm environment from which men can plan their next steps and grow in independence. Men are encouraged to structure their time with social and recreational activities. The service has good links in the local community, including with the Community Mental Health Team.

This service is an extra care service, providing tenancies which can be part funded by Housing Benefit.

## SECURITY

Single entry point and CCTV.

## STAFFING

Minimum of single staffing cover at all times, including night-awake cover.



## CONTACT OUR CARE TEAM

[carereferrals@langleytrust.org.cjsm.net](mailto:carereferrals@langleytrust.org.cjsm.net)  
07979 500 784



## ELIGIBILITY

Men with convictions and those at risk of offending, aged 18 years and over.



## EXCLUSIONS

None; all referrals are considered on a case-by-case basis with partner agencies (including those overseen by MAPPA).

# THE KNOLE

## Cheltenham

The Knole is a complex needs care service in Cheltenham providing 15 bedrooms, 1 of which is on the ground floor. It is a CQC registered care home for men coming from prisons, secure hospitals, or the community with multiple needs.

These might include mental health issues, learning disabilities, physical care needs and those recovering from substance misuse issues.

### FACILITIES

- Forensic step-down service
- Support for individuals with health care needs
- In-house forensic psychology provision
- Fully catered placements
- 24-hour staffing
- Ensuite bathrooms available
- Large mature garden
- Activities programme







## LOCATION

The Knole is within walking distance of Cheltenham Spa railway station.

## SUPPORT PROVIDED

The service provides: person-centred support, one-to-one key working, physical care provision and psychological and mental health support. The Knole can also provide clients with extra care support in the community as they transition from a Langley placement to more independent accommodation.

## OTHER INFORMATION

The Knole provides a safe and calm environment from which men can plan their next steps and grow in independence. Men are encouraged to structure their time with social and recreational activities, including engaging with arts and crafts, gardening or making use of the games room.

## SECURITY

Single entry point, CCTV and window restrictors.

## STAFFING

Minimum of double staffing cover at all times, including night-awake staff. Additional staffing can be provided for men requiring more dedicated staff support for their care needs.



## CONTACT OUR CARE TEAM

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07979 500 784



## ELIGIBILITY

Men with convictions and those at risk of offending, aged 18 years and over.



## EXCLUSIONS

None; all referrals are considered on a case-by-case basis with partner agencies (including those overseen by MAPPA).



# THE SHRUBBERY

## Gillingham

The Shrubby is a complex needs care service in Gillingham providing 27 bedrooms, 14 of which are wheelchair accessible with adjoining bathroom facilities.

It is a CQC registered care home for men coming from prisons, secure hospitals or the community with multiple needs.

These might include mental health issues and physical care needs and those recovering from substance misuse issues.

### FACILITIES

- Forensic step-down service
- Support for individuals with health care needs
- In-house forensic psychology provision
- Wheelchair accessible rooms
- Ensuite and adapted bathroom facilities
- Fully catered placements
- Clients' kitchen suitable for use by wheelchair users
- 24-hour staffing
- Sensory room
- Gymnasium facilities & activities programme
- Large garden & patio area
- Move on service available to provide a step down to independent living, please see page 26





## LOCATION

The Shrubby is located a 5 minute drive from Gillingham railway station.

## SUPPORT PROVIDED

The service provides: person-centred support, one-to-one key working, physical care provision and psychological and mental health support. The Shrubby can also provide clients with extra care support in the community as they transition from a Langley placement to more independent accommodation.

## OTHER INFORMATION

The Shrubby provides a safe and calm environment from which men can plan their next steps and grow in independence. Men are encouraged to structure their time with social and recreational activities, including in house games and activities and group outings.

## SECURITY

Single entry point, window restrictors and CCTV.

## STAFFING

Minimum of triple staffing cover at all times, including night-awake staff. Additional staffing can be provided for men requiring more dedicated staff support for their care needs.



## CONTACT OUR CARE TEAM

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07979 500 784



## ELIGIBILITY

Men with convictions and those at risk of offending, aged 18 years and over.



## EXCLUSIONS

None; all referrals are considered on a case-by-case basis with partner agencies (including those overseen by MAPPA).

# community accommodation

**Three of Langley's CQC registered care services provide housing in the community offering care for men coming from prisons, secure hospitals, or those stepping down from 24/7 care.**

They support those with mental health issues, learning disabilities, physical care needs and those recovering from substance misuse issues. Staff are available but not on site 24/7, however are able to support clients daily if required. These services provide a tenancy which can be part funded by Housing Benefit.

## CHATTERTON HEY

3 bed house in Haslingden. A 10 minute bus ride into the town, and 3 miles to Accrington.

Shared living facilities including kitchen, bathroom and communal lounge.

## LONGCROFT

5 bed house in Morecambe, situated near to the beach and a 15 minute walk to the local retail park, supermarket and train station.

Shared living facilities including kitchen and bathroom.

## THE SHRUBBERY

4 bed house in Gillingham, situated near to the local railway station and only a 5 minute walk to the high street.

Shared living facilities including kitchen, bathroom and communal lounge.

One bedroom is situated on the ground floor with an adjoining bathroom, suitable for those with limited mobility.

### CONTACT – CARE TEAM

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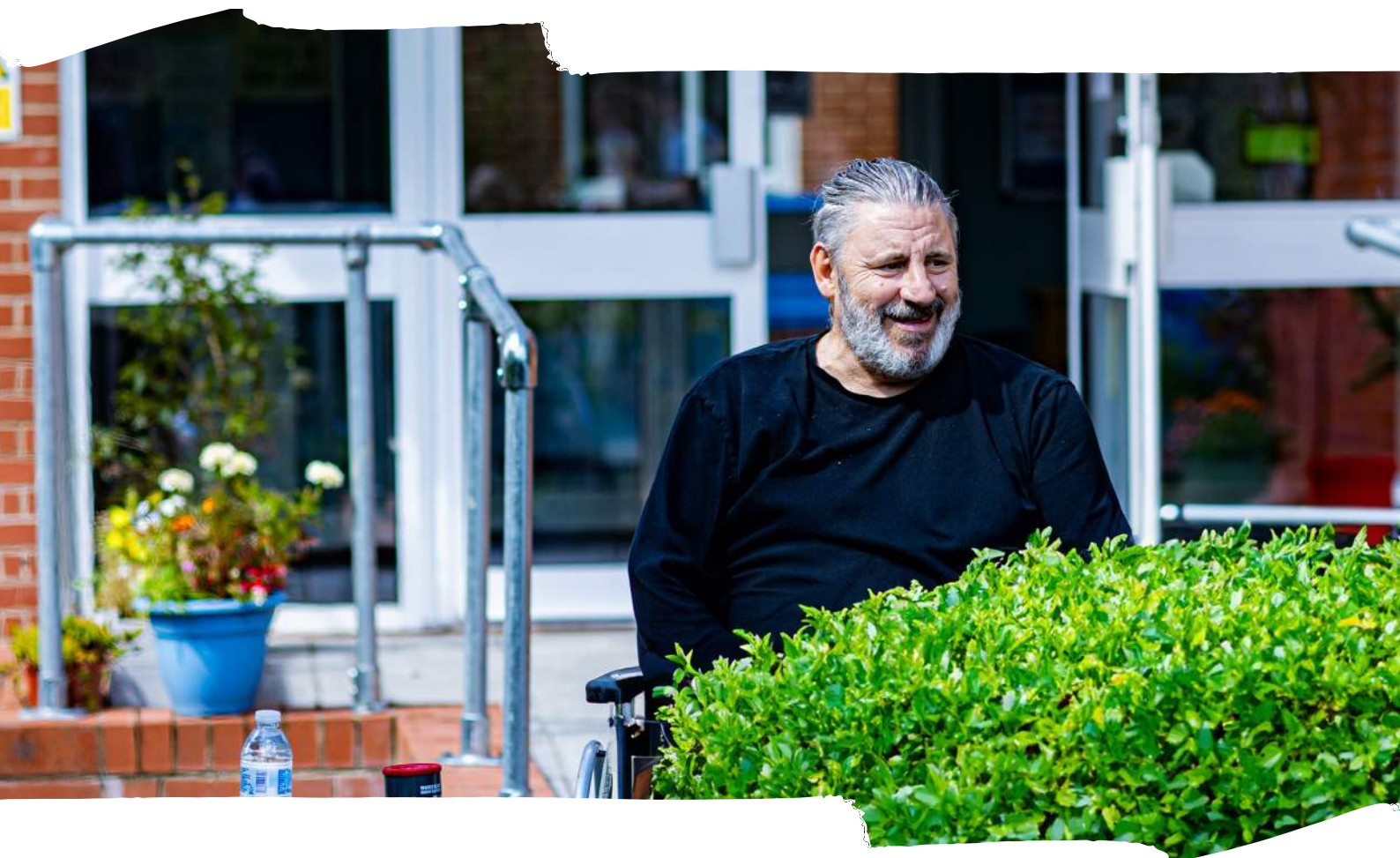
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ANOTHER CHANCE**



Langley Trust, 3 & 4 The Square, Manfield Avenue, Coventry, CV2 2QJ  
**Registered Charity No. 1146304** | Langley House Trust (working name 'Langley Trust')