Information NOW
Information for people in Newcastle upon Tyne

# Supported living or housing services for people with a learning disability or autism

People with a learning disability or autistic people may need flexible care and support to live well. There's support services and supported housing available in Newcastle. The range of services available are explained on this page and includes: independent supported living, personal care at home, residential care, respite care and educational services.

## Your care needs

If you need help to live independently at home you can get information and advice from Newcastle City Council. You can contact **Adult Social CarePoint at Newcastle City Council**. They can call you to have a chat about your **your care needs** to find out what support you are eligible for.

## Local support services

Read more about local help and support services in Newcastle for:

1. **people with learning disabilities**
2. **autistic people**

## Supported housing for people with learning disability and autism

There are a range of options to suit your needs, designed to be flexible and accessible.  To access these service, contact **Adult Social Care at Newcastle City Council** or speak to your social worker about a needs assessment.

The range of supported housing in Newcastle is explained on this page. It includes:

- Community clusters
- Supported living
- Enhanced supporting living
- Concierge schemes
- Community living networks

# Choosing a service

When you choose a support service, it may be useful to think about:

- the way you want to be treated
- your physical, mental and emotional wellbeing
- how you want to live your life
- your independence
- do you need support to attend appointments
- family and personal relationships
- participation in work, education, training and leisure activities
- how you will be protected from abuse and neglect
- where you want to live
- telecare

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## Community Clusters

If you need lots of support during the day and night you could live in your own bungalow in a group of five or six bungalows. Care staff from one agency will help you with 24 hour care, planning and making decisions.

The Community Clusters of bungalows share a courtyard.  They are in Kenton, Denton, Byker, Walkergate and Newburn.

There are also community clusters where the bungalows are a short walk from each other.  Care staff will help you day and night.

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## Supported Living

Supported living services are available if you find it difficult to cope on your own at home.  You have your own tenancy and live with 2 to 4 other people.  Along with your housing, you receive personal care and support through the day and overnight.

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## Concierge schemes – Enhanced supported living

This service, based at Allendale Court in West Denton, has 15 people living in three large apartments with en-suite bedrooms and communal areas.  Ideally this service supports people in transition from education or care or living in residential care outside Newcastle, who need extra support to develop their skills for daily living.  One care provider supports people for up to two years.

Concierge schemes support you to live in your own apartment. These schemes are in Fawdon, Kenton, Elswick, Benwell, Shieldfield, and Walkergate. Your support can be arranged through **direct payments** or the council can organise this for you. They provide:

- on call service
- your own package of support during the day
- shared night time support
- housing and welfare support
- day activities

Concierge Plus schemes offer the same services but from the same care provider.

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### Community living networks

This is a network of individual properties that are a short distance (about two miles) from each other.  A support worker lives close by and will help people to manage mange their daily lives for up to 10 hours per week.  These schemes are in Arthurs Hill and Shieldfield.

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## Shared Lives Newcastle

**Shared Lives Newcastle** helps adults with a learning disability who need overnight support and supervision. Shared Lives helps people to develop or maintain independent living skills, friendships and roots in their community.

The support allows people to live life to the full in their communities, without having to live alone or in a care home. Adults who need support are matched with a compatible Shared Lives carer who agrees to share their home and family (or community) life with that person. They will either move into their own room in the household or use the home as a base.

This can be longer term, with arrangements lasting for years, or short term, providing holidays or short breaks for family carers.

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## Short breaks and crisis support

The Council has two services to support adults in need of short term support.  You will need a **needs conversation** to gain access to these services:

- **Castle Dene** for adults with profound learning difficulties and complex needs
- **Welford Centre**, a day centre, for adults with profound learning disabilities and complex needs

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### Castle Dene

**Castle Dene** is a service in South Gosforth for adults with profound learning disabilities and additional complex needs.

The service aims to support people on a temporary basis. It is purpose built single storey accommodation for 8 people with:

- bedrooms
- accessible showers and bathrooms
- toilets
- TVs, music equipment and portable sensory equipment
- a full ceiling track hoist system through the building
- large sensory garden.
- lounges and common areas with adapted furniture so people with different needs can access our facilities

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### Welford Centre

**The Welford Centre** is a day centre for adults over the age of 18 who have learning disabilities and additional complex needs. It is a large ground floor building. It is fully accessible to wheelchair users. The building has four large main rooms with more rooms for activities. There is a large accessible garden with a wild life pond and raised flower beds.

The building is fully equipped with a range of resources including:

- communication aids
- physiotherapy equipment
- specialist moving and handling equipment
- rebound therapy room
- sensory room
- pottery room
- meeting rooms
- adult changing rooms with overhead hoists
- large dining room
- shower rooms with specialist shower trays
- kitchens for cookery
- art and craft room

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## Commissioned services for people with a learning disability or autism

Organisations that are commissioned, have a contract with Newcastle City Council to provide a service. These organisations are registered with and are inspected by the **Care Quality Commission (CQC)**.

The organisation must meet the quality standards set by the council such as:

- employ staff with specific qualifications or training (**Skills for Care** decide what training staff need)
- provide care and support planning

- make sure the service they provide is good quality for example, get feedback from people who use their service

**You can see the list of services for people with a learning disability or autistic people that are commissioned by Newcastle City Council here.**

To use these services you have to speak to **Adult Social Care at Newcastle City Council**. If you have eligible care and support needs they can arrange for you to have a **needs assessment** to find out what support is available to you. They can work with you to arrange care and support.

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## Moving from Children's to Adult Social Care

Children's Social Care supports families with children and young people under the age of 18. They work with families to make sure that children and young people are safe, healthy, and have the support they need to grow up happy and well. When you reach the age of 18, Social Care services are usually provided by Adult Social Care.

If you already get support from Children's Social Care you will start the move to Adult Social Care between the age of 16 and 18. This is known as the transition from Children's to Adult Services. There is not a set age to move to Adult Social Care. Everyone is different. It will happen at the time that is right for you. To help plan your move to Adult Social Care you will be offered a Transition Assessment, also known as a Needs Assessment.

Read more about moving from Children's to Adult Social Care on InformationNOW

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## Other housing options

There are other housing options available in Newcastle. You may want to think about:

- buying or renting a house
- housing for older people

Getting some extra help to stay where you live now could be a good option for you. You can read more about local support on InformationNOW:

- cleaning services
- laundry services
- help with gardening
- adapting your home, equipment and aids
- telecare, telehealth and personal alarms
- help with shopping and prescriptions
- finding friends
- hobbies

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## Where to get benefits advice

You can get benefits advice from a local independent service. They can help guide you through the application process and explain how some benefits may impact upon another. Services in Newcastle include:

- **Citizens Advice Newcastle (CAN)**.
- **Newcastle Welfare Rights Service** have **self help material** on their website
- **Search Newcastle** give benefits advice to older people in the West of Newcastle
- **Disability North** give disability related benefit advice, help with appeals and representation at tribunals

## Search for Benefits advice organisations

Location:
Postcode:
Search

Last updated: March 6, 2025

## Useful Organisations

### St Anne's Community Services

**Email:** info@st-annes.org.uk

**Website:** https://www.st-annes.org.uk/

**Telephone:** 0191 296 2679

### Ashdown Care Homes

**Website:** https://ashdowncare.com/

**Address:** 27 Riverside Studios, NE4 7YL

### Azure Charitable Enterprises

**Email:** enquiries@azure-charitable.co.uk

**Website:** http://www.azure-charitable.co.uk/

**Telephone:** 01670 733 966

**Address:** McCallum House, NE23 8JT

## Community Integrated Care

**Email:** northernoffice@c-i-c.co.uk

**Website:** https://www.communityintegratedcare.co.uk/

**Telephone:** 0191 386 5655

**Address:** Community Integrated Care's North East and Yorkshire office Suites 3, DH1 5TH

## Coquet Trust

**Email:** enquiries@coquettrust.org.uk

**Website:** https://www.coquettrust.org.uk/

**Telephone:** 0191 285 9270

**Address:** 23 Lansdowne Terrace, NE3 1HP

## Dimensions – North East

**Email:** enquiries@dimensions-uk.org

**Website:** http://www.dimensions-uk.org/

**Telephone:** 0191 228 8160

**Address:** 391 West Road, NE15 7PY

## Education and Services for People with Autism Ltd – ESPA

**Email:** enquiries@espa.org.uk

**Website:** http://www.espa.org.uk/

**Telephone:** 0191 516 5080

**Address:** North House, , SR5 3RL

## Home Group

**Email:** contactus@homegroup.org.uk

**Website:** https://www.homegroup.org.uk/

**Telephone:** 0345 141 4663

**Address:** One strawberry lane, NE1 4BX

## Interactive Development

**Email:** info@idsupport.org.uk

**Website:** https://idsupport.org.uk/

**Telephone:** 0191 230 3090

**Address:** 3-5 Brenkely Way, NE13 6DS

## KeyRing

**Email:** kimberley.sanders@keyring.org

**Website:** http://www.keyring.org

**Telephone:** 07717 784468

**Address:** KeyRing, SE17 2QB

## Be Caring Ltd

**Website:** https://becaring.org.uk/

**Telephone:** 0191 218 2797

**Address:** Arden House, 3rd floor, NE3 3LZ

## Lifeways Community Care (North of Tyne)

**Website:** https://www.lifeways.co.uk/for-families/support-search/alexandra-park

**Telephone:** 0191 514 9000

**Address:** Alexandra Park, NE64 6JG

## Lincoln Healthcare Group

**Email:** info@lincolnhcg.co.uk

**Website:** http://www.lincolnhcg.co.uk/

**Telephone:** 0191 286 1444

**Address:** Suite 25 Aston House, NE5 3DP

## Livability

**Website:** https://livability.org.uk/

**Telephone:** 0191 228 8308

**Address:** 6 Mitre Passage, SE10 0ER

## Living Ambitions – Newcastle

**Website:** https://www.lifeways.co.uk/living-ambitions/

**Telephone:** 0191 514 9000

**Address:** Suite 2R, SR6 0QA

## New Beginnings NE Ltd

**Email:** info@nbneltd.co.uk

**Website:** www.nbneltd.co.uk/

**Telephone:** 0191 213 0444

**Address:** 1 The Meadows, NE3 3NA

## New Prospects

**Email:** info@new-prospects.org

**Website:** https://www.newprospects.org.uk/

**Telephone:** 0191 251 7737

**Address:** New Prospects Association , NE26 2RQ

## Springfield Healthcare (Newcastle)

**Email:** info@springfieldhealthcare.com

**Website:** https://www.springfieldhealthcare.com/

**Telephone:** 0191 327 7998

**Address:** Unit 7 Terrace Level, NE6 1TZ

## Possabilities

**Website:** https://possabilities.org.uk/

**Telephone:** 01706 692 181

**Address:** The Cherwell Wellbeing Hub , OL10 4SY

## Shine Care at Home Limited

**Email:** info@shinecareathome.co.uk

**Website:** http://www.shinecareathome.co.uk/

**Telephone:** 0191 488 3413

**Address:** 8 Fellside Road, NE16 4AL

## St Cuthbert's Care

**Email:** enquiries@stcuthbertscare.org.uk

**Website:** www.stcuthbertscare.org.uk

**Telephone:** 0191 228 0111

**Address:** St Cuthbert's House, NE15 7PY

## UBU

**Website:** https://www.ubu.me.uk/

**Telephone:** 01423 537 566

**Address:** 5 Haywra Street, HG1 5BJ

## United Response

**Email:** info@unitedresponse.org.uk

**Website:** https://www.unitedresponse.org.uk/

**Telephone:** 0191 230 4695

**Address:** Mea House, NE1 8XS

## Creative Support

**Website:** http://www.creativesupport.co.uk/

**Telephone:** 01642 661 890

**Address:** 2 Innovation Road, TS18 3DA

## Castle Dene

**Website:** http://www.newcastle.gov.uk/social-care-and-health/care-and-support-adults/types-care-services/long-term-services/castle-dene

**Address:** Freeman Road, NE3 1SZ

## Welford Centre

**Website:** https://www.newcastle.gov.uk/social-care-and-health/care-and-support-adults/types-care-services/long-term-services/welford-centre

**Telephone:** 0191 277 2577

**Address:** Welford Day Centre, NE3 3UR

## Shared Lives Newcastle

**Email:** SharedLives@newcastle.gov.uk

**Website:** www.newcastle.gov.uk/sharedlives

**Telephone:** 0191 211 5378

## Flexible Support Options (Brilan)

**Email:** info@flexiblesupportoptions.co.uk

**Website:** http://www.flexiblesupportoptions.co.uk

**Telephone:** 0191 261 7306

**Address:** c/o Balmoral Court, NE6 2DB

## North East Autism Society

**Email:** info@ne-as.org.uk

**Website:** www.ne-as.org.uk

**Telephone:** 0191 410 9974

**Address:** North East Autism Society, DH2 1AN

## Adult Learning Disability and Autism Team

**Website:** https://www.newcastle.gov.uk/social-care-and-health/care-and-support-adults

**Telephone:** 0191 278 8377

**Address:** West Road , NE4 9LU

## Potens

**Email:** info@potens-uk.com

**Website:** www.potens-uk.com

**Telephone:** 0191 477 0719

**Address:** 96 Eastbourne Road, DL1 4ER

## British Institute for Learning Disabilities (BILD)

**Email:** enquiries@bild.org.uk

**Telephone:** 0121 415 6960

**Address:** Birmingham Research Park , B15 2SQ

## Mencap

**Email:** hello@mencap.org.uk

**Website:** https://www.mencap.org.uk

**Telephone:** 0808 808 1111

**Address:** Mencap North East, NE11 0NL

## Adult Social CarePoint at Newcastle City Council

**Email:** ASCP@newcastle.gov.uk

**Website:** http://www.newcastle.gov.uk/AdultSocialCare

**Telephone:** 0191 278 7878

**Address:** Adult Social CarePoint Newcastle City Council, NE4 9LU

## Children and Families Newcastle Early Help at Newcastle City Council

**Website:** https://www.newcastle.gov.uk/services/care-and-support/children/getting-help-children-and-families/early-help-your-family

**Telephone:** 0191 211 5805

## Related Articles

Learning disability local support services

Home care

Home care agencies in Newcastle

Care homes in Newcastle

Choosing a care home

Autism and local support services

Needs Assessment with Adult Social Care

Introduction to Adult Social Care