

A photograph of an elderly man and woman smiling outdoors. The man is in the foreground, wearing glasses and a red sweater. The woman is behind him, also smiling. The background shows a wooden pergola and greenery under a blue sky.

OUR
CARE &
SUPPORT
SERVICES

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About us

A2Dominion is an award-winning residential property group with a social purpose. We have over 50 years' experience providing one of the UK's leading care and support services.

Our care and support teams work in 16 local authority areas across London and southern England, managing more than 2,500 homes and providing support services to thousands of customers.

From retirement and supported housing developments, to homeless provision and domestic abuse refuges, our services encourage independence, resilience and collaboration to help people live the lives they want.

Our services include:

- Retirement housing for older people
- Extra care housing with self-contained accommodation and 24-hour personal contact
- Supported housing for vulnerable young people, young parents and people with disabilities
- Domestic abuse services
- Homeless facilities and accommodation
- Care services for older people living in their own homes
- Inclusive activities for older people including drop-in sessions and full-day services
- Catering services providing nutritious, home-cooked food.

Our vision is to improve people's lives through high-quality homes and services. Whilst we take a commercial approach to housebuilding, we reinvest all of our profits into providing more new homes and supporting the communities where we work.

50
YEARS OF
EXPERIENCE

190
CARE AND
SUPPORT STAFF

2500
SUPPORTED AND
SHELTERED HOMES

Housing for older people

Our retirement schemes across London and southern England promote independence and provide the perfect home for older people to continue to live a full and rewarding life.

We offer self-contained homes that are specifically designed to meet the needs of older people, with different levels of care available.

We tailor our services to meet our customers' needs. We can provide additional privately-funded care on a short, medium and long-term basis. We also offer a variety of tenancies including leasehold and rental.

ACTIVITIES

Our diverse activity programmes help foster community spirit in our schemes and aim to tackle issues arising from social isolation. From arts, crafts and cooking, to wellbeing activities and computer and internet support, we offer a wide range of choices.

Our activity centres are open to anyone aged 55+, or over 50 with a disability, even if they are not an A2Dominion resident. We have highly skilled staff on-site to assist people with low and medium cognitive issues, including dementia.

CATERING

The nutrition and wellbeing of our residents is our priority, which is why we offer a restaurant service at our extra care schemes.

Our bespoke catering service offers quality chef-cooked meals for our residents, their families and the wider community. We can provide a delivered dinner service for residents to enjoy in the comfort of their own home.



Our care services

We offer care services across many of our older persons' accommodation schemes. We support residents to remain independent where possible and have developed specialised services to cater to their needs.

Our care services include:

- personal care
- respite and specialist care
- help with medication
- shopping and preparing meals
- social activities and companionship
- cleaning, laundry and domestic services
- supporting and assisting with finances.



As members of the Associated Retirement Community Operators (ARCO), we operate our schemes according to the principles laid down in the ARCO Consumer Code.

The code sets high standards for retirement community operators and provides a benchmark for good practice.



Our care services are regularly monitored by the Care Quality Commission (CQC). The CQC is an independent regulator and ensures our ability to provide high-quality adult social care services.

Homelessness

We provide support and high-quality accommodation for people who have become homeless or are at risk of becoming homeless.

Through our person-centred service, we create an environment that considers our residents' thinking, emotions, past experiences and personalities.

This approach allows them to build resilience and confidence, and helps them to maintain meaningful, independent lives after they leave our programme.

Our residents partner with a dedicated support worker to develop a specialised independent living plan, which may include support for:

- mental and physical health
- substance abuse
- education
- budgeting
- voluntary work.

We also run weekly drop-in sessions to help members of the community tackle issues which may result in them becoming homeless, including specialist substance abuse services.

HOUSING FIRST

The Housing First programme aims to help homeless people with multiple and complex needs, or histories of homelessness to stay in their own home.

We provide intensive personalised support and case management to help people live, and continue to live, in a stable, independent home.



"Moving to Matilda House has completely changed my perspective on life. I am out of the main hustle and bustle of the town centre, which can only be a good thing for me."

"I am very grateful for being chosen to move here, as I am now starting to think in a more positive way."

David - resident at our homeless scheme in Oxford

Domestic abuse services

A2Dominion Domestic Abuse Services (ADAS) provides free emotional and practical support for anyone affected by any type of domestic abuse.

We provide access to a free domestic abuse helpline, covering Oxfordshire and West Berkshire, which is a confidential service for people to get advice and support from our experienced team of counsellors.

ADAS also provides the following specialist services:

- Refuges and places of safety
- The Anchor Programme working with people with complex needs in a group setting
- Counselling
- Support groups
- Community outreach services
- Volunteering and apprenticeship opportunities
- Training in supporting those experiencing domestic abuse
- Multi-agency work designing and delivering domestic abuse services.



Supporting young people and families

We provide support and quality accommodation for young, vulnerable people and help them prepare for and work through challenges in their life.

We also work with families to develop flexible, personalised support plans which help build resilience, purpose and the skills to succeed.

Our young parents programmes provide single parents and couples with the resources and confidence to thrive in their communities.

“After my relationship broke down, I battled with anxiety and depression and was forced to sofa surf with my young son.

“I was lucky enough to move into one of A2Dominion’s young parent schemes, and with the help of their support workers I am now back at work and was able get my boy into school.

“I honestly could not have asked for better people to work for me and my son.”

Jessica - resident at one of our young parents schemes



Housing management and intensive housing management

We provide tenancy management services to assist service providers, and help people live in homes of which they can feel proud.

Our range of services include:

- on-site contractor management
- health and safety tests and inspections, including fire safety
- repair co-ordination
- welcome visits for new residents
- scheme management
- anti-social behaviour management
- temporary, emergency, or permanent moves
- short-term lettings.

MANAGING AGENTS

Our contract management team looks after properties where care and support services are provided by external specialists.

The team manages contracts and relationships to ensure that our partners, clients and properties are well looked after.

Working with us

We are always looking for new opportunities to provide care and support services and homes across London and southern England.

If you're interested in partnering with us, we would love to hear from you.

WHY WORK WITH US?

- We have a strong track record across a broad range of care and support areas
- We're not just a landlord, but offer a full range of services, meaning an effective and efficient procurement process for our partners
- We invest in our people, offering excellent training and support to ensure the high quality of our services
- We offer a range of dedicated and specialist functions including housing, care, support, activities and catering for people with wide-ranging needs.
- We own our buildings, giving us greater control and flexibility with how they are used.

We build strong partnerships with residents, local councils and local businesses to ensure we deliver an outstanding support service for vulnerable people in the community.

We're able to offer a range of best practice options and choices to local authorities.

Our services deliver high levels of customer satisfaction and value for money. Using our in-house knowledge and expertise, we deliver care and support outcomes that are of the best quality.

CONTACT US

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JOIN OUR TEAM

We are always looking for dedicated and passionate people to join our Care and Support team in a variety of roles.

Visit a2dominiongroup.co.uk/careers or send your CV to recruitment@a2dominion.co.uk to find out how you can help us make a difference in someone's life.



A2Dominion Housing Group Ltd

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