



Adult Social Care

Dorchester & Gillingham, Dorset

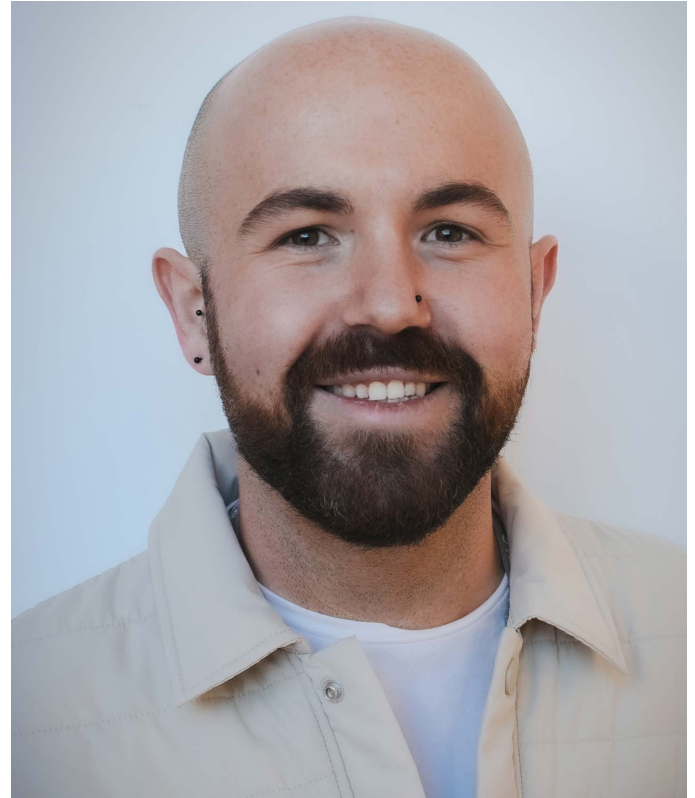
Welcome!

"Welcome to EMA's Adult Social Care. I have the privilege of overseeing our day services in Dorchester and Gillingham, as well as supported living services. It is an exciting time as we begin to transform the day services in both locations, and I am looking forward to developing these into the best services they can be.

I believe strongly that adult day opportunities and supported living should focus on the individual, their needs, wishes and desires for the future. With the aim of providing them with an environment where they can flourish, build meaningful relationships and gain skills that they can take into the future with confidence and independence.

Adult social care services can be a minefield for anyone but for those with additional needs it is important that they are able to feel settled and safe in whichever environment they choose. This starts with a positive transition, which I believe should be tailored to the individual and is something I have successfully implemented across both sites and within our supported living service.

I look forward to welcoming you to our services and the opportunity to extend our offer of quality support."



Craig Hutton

Head of Adult Social Care



About us...

Established in 2015, EMA began as a specialist education provider for young people with special educational needs (SEN), placing them firmly at the heart of shaping their own futures. As our first cohort of students prepared to transition to the next stages of their lives, it became clear that additional support was needed beyond education. This led to the development of EMA's social care services.

In 2022, our supported living services achieved successful registration with the Care Quality Commission (CQC), enabling us to offer comprehensive support, including personal care and medication management. This milestone allowed us to deliver truly person-centred care without reliance on external providers.



Our first CQC inspection in April 2023 resulted in an overall rating of GOOD, as published in June 2023—an achievement we are incredibly proud of, showcasing the positive impact of our support services.

Over the past ten years, EMA has continued to grow. Today, we operate two day provisions, Dorchester & Gillingham, and four supported living services in the Dorchester area, providing high-quality, tailored support. As we look to the future, our ambition is to expand further, extending our commitment to empowering young people across Dorset.

Good





Supported Living

Supported living offers young people the opportunity to experience the independence of having their own home for the first time. Each individual holds their own tenancy within a shared house, providing valuable experiences in managing a household, forming new relationships, and embracing a level of independence that may not have been possible while living at home.

We currently operate four supported living services—three in Moreton and one just outside Dorchester. With plans to expand locally, our aim is to continue providing high-quality support to more young people in the area.

Our supported living team is intentionally small and familiar, fostering strong relationships and trust between individuals and their support staff. The team focuses on empowering individuals to build independence, engage with their local community, and lead fulfilling lives.

We take great pride in maintaining a low staff turnover rate—an achievement in a sector often marked by high turnover. This stability enhances the quality of support we provide and ensures continuity for the young people we serve, reducing unnecessary disruptions in their lives.



Exceptional EMA.

“Finding EMA for E has truly been a blessing, at a time when our family was in crisis and E’s progress at home was stagnant. EMA, from the outset, proved to be exceptional. Kirstie’s attentive approach and thorough guidance during the transition were invaluable. The staff’s unwavering care, patience and deep understanding of E’s needs have been instrumental in his progress. E has formed meaningful bonds with his housemates and now feels a genuine sense of belonging. I can’t thank Craig and his team enough for not only supporting E but the knock on positive effect for our family.”

– Donna (Family Member)

Thank you Bill!

“Just wanted to acknowledge and send thanks to Bill for his care of G over the last 24 hours. From a parent’s perspective he did all the right things which is incredibly reassuring. Good call Bill and thanks!”

– Karen (Parent)

My son is very happy at EMA.

“My son has lived with EMA for nearly 4 years. He is very happy there. Staff are all very good and helpful, I have always found them happy to help with any issues or just for a friendly chat.

Totally utterly love them all, amazing people! The clients at EMA are well cared for and their social outings and skill options are excellent. I am very happy that my son is with EMA as they do the best by each individual.”

– Janet (Parent)

How We Support Independent Living

Each of our supported living services offers shared hours of support tailored to the individual needs of the household members. These hours are determined through personal assessments conducted in partnership with EMA and the funding authority. This shared support provides a foundational level of assistance, which can be supplemented by dedicated one-to-one support for those with more specific needs.

Our goal is to empower individuals to develop essential life skills that will support their journey toward greater independence and a bright future. Key areas of focus include:

- **Cooking**
- **Cleaning**
- **Budget Management**
- **Travel**
- **Safe use of technology**
- **Managing relationships**
- **Accessing the community**

Expanding Into Community Outreach

In addition to our supported living services, EMA is extending its reach through community outreach support. These services provide similar levels of support to individuals living independently in their own homes throughout Dorchester. By leveraging technology, we've integrated out-of-hours on-call systems into clients' homes, ensuring they have access to assistance when needed. Regular support is also offered for daily tasks, community engagement, and participation in social activities, further enhancing their independence and quality of life.



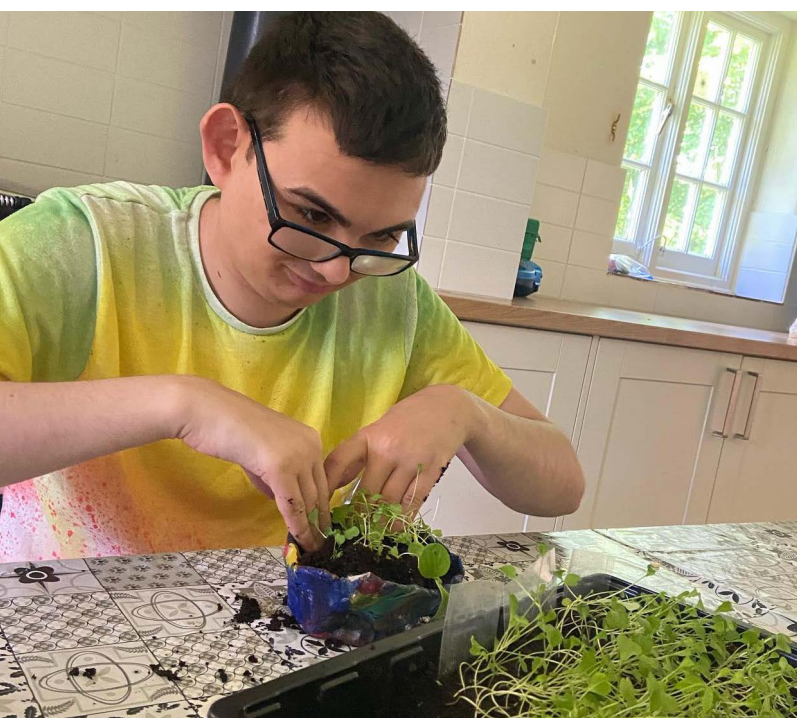
Vibe2Gether

Vibe2gether is our vibrant, inclusive club night created especially for young adults in social care, and it's building to become a much-loved part of the local calendar. Following the success of our first event, Vibe2gether is now a recurring celebration of music, connection and good vibes – offering a safe, welcoming space where everyone can come together, be themselves, and have fun.

Our aim is to provide a true nightclub experience that's fully accessible, thoughtfully designed and focused on the needs of those who often face barriers to social events. With live DJs, brilliant tunes, a friendly atmosphere and lots of space to dance, chill out or just enjoy the night at your own pace, Vibe2gether is all about creating joyful memories in a relaxed and supportive environment.



This event has now become embedded in EMA Social Care's offering, and as we look to take the event across different venues in Weymouth, Dorchester, and Bournemouth, we hope to continue building relationships with community partners, and involve those who use our service in diverse ways - with everything from helping to promote the event, like handing out leaflets, and putting up posters, to even performing at the events themselves - something which has already been happening!



Words From EMA's Dedicated Staff

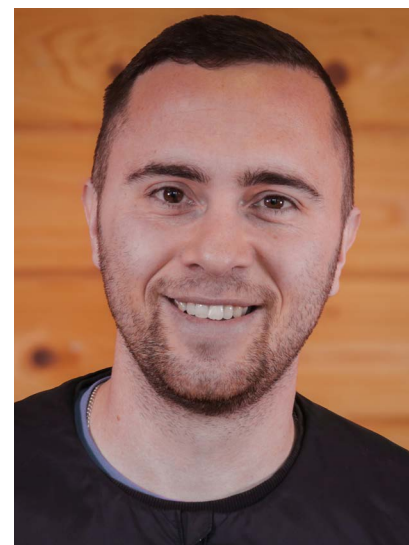


"As the Care Manager for Supported Living at EMA, I am dedicated to creating a supportive and empowering environment where young people can thrive. My role involves overseeing the delivery of high-quality, person-centred care, ensuring each individual's needs and aspirations are met with dignity and respect. By fostering strong relationships with both staff and residents, I aim to promote independence, build life skills, and support individuals in achieving their goals. Together with the team, I am committed to enabling positive outcomes and making a meaningful difference in the lives of those we support."

Kirstie Telfer
Care Manager

"As the Field Care Supervisor at EMA, I play a vital role in ensuring the highest standards of care are delivered across our services. I support and guide our dedicated team of care staff, ensuring they have the support and resources needed to provide person-centred, compassionate support. By working closely with individuals and their families, I help create tailored support plans that promote independence and enhance quality of life. My focus is on maintaining consistency, fostering trust, and ensuring that every individual feels valued and supported in achieving their goals."

Ethan Lister-Smith
Field Care Supervisor





Day Opportunities

EMA's day opportunities offer a service for individuals to attend from 1-5 days per week. The aim being to provide individuals with opportunities they may otherwise have limited access to as well as building necessary life-skills and work-based skills dependent on their own needs, wishes and goals.

Dorchester

Our Dorchester day opportunities service, has recently moved from the village of Moreton into the heart of Dorchester. The service offers various activities to keep individuals engaged. These include; life skills, sailing, boxing, swimming, ball-games, crafts, cooking and days out to various places, which are planned alongside those whom attend to meet their individual interests. We also encourage attendees to partake in enterprise activities in which they are supported to plan, cost and complete a project with the aim of selling items to make a profit and fund further projects.

This is a new element to the service and this year has seen the attendees create their own festive candles and cards which have been in high demand. This allows individuals a purpose to their activity but also a sense of pride in creating something profitable that others can enjoy. We also plan to utilise this new central location to enable further independence to those using the service, including exploring new work experience opportunities with local businesses. Utilising the service as a hub for individuals to begin and end their day, whilst receiving support to gain valuable new skills.



It means the world to me.

"I am very very pleased that with all the worry of these days, L seems to be very very happy, I can't say how much that means to me, and of what value that is to me. It means the world.

Thank you to you all. the care givers and all are just fab."

– Megan (Parent)

Touched by your support.

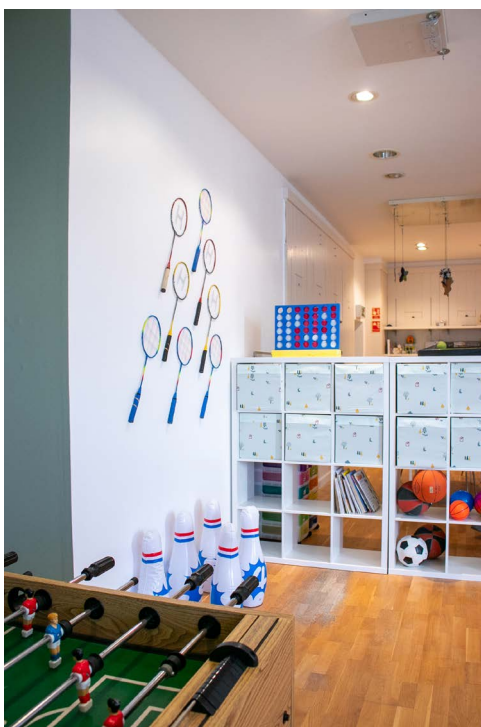
"I have just spoken to Nikki and she wanted me to pass on how amazing you and your team have been since J's father passed away. She loved the flowers and was very touched by the support shown by yourselves"

– Tania (Social Worker)

"Life Skills. Fitness. Community Projects."



“Life Skills. Fitness. Community Projects.”





"As the Day Opportunities Senior in Dorchester, I am committed to leading a vibrant and inclusive environment where individuals can learn, grow, and thrive. My role involves coordinating engaging activities, supporting skill development, and ensuring the day service runs smoothly and effectively. I am excited to have such a great space now available to the young people we support and look forward to all the new opportunities this brings!"

Ant Morris
Day Opportunities Senior

"I provide 1:1 support to individuals within the day opportunities hub in Dorchester. This involves building a strong relationship with individuals, to meet their needs which go beyond that which can be met within shared support. I have been with EMA just under a year and I am enjoying my new role and supporting individuals to integrate with their community."

Millie Telfer
*Social Care
Support Worker*



Gillingham, North Dorset

The Gillingham day opportunities, run from the same site as our education provision, has also recently undergone redevelopment to allow for a larger space and intake of individuals attending. The service offers various activities, similarly to the Dorchester service, there is an aim to build life and independence skills whilst creating a calm and enjoyable environment for all that attend.

We work closely with commissioners and local authority social work teams to ensure that the services continue to positively impact the those attending but also meet the need and demand of the local area.





The Gillingham site is led by Sam Moors who has extensive experience at the location, and in Adult Social Care, even before EMA came along!



Referrals & Funding



The majority of clients will receive funding and support from the local authority or health services, depending on their own individual needs. The first step in being able to access our adult social care services would be to have an assessment from a social worker, who will help to understand your support needs and make recommendations to meet these. Once this has been completed, if the recommendation is for day services, supported living or both. EMA are happy to complete an assessment based on our availability at the time.

The assessment will consist of us meeting with you to further understand your needs and ensure that we can safely meet them, your goals and expectations. We then offer taster sessions and visits to ensure that everyone is happy that the service is suitable for you, before beginning individualised transition work to ensure you are comfortable and settled before using the service either on a day basis or supported living arrangement.



It is important to be mindful that the local authority/ health will wish to remain involved throughout this process to ensure that the service is able to safely meet needs and so that you are able to have the relevant information on all options available to you before deciding. It will then be down to a social worker to request and agree the funding arrangements for your service. We are happy to support with this process and maintain regular contact with yourself and the local authority throughout.

If you are above the financial threshold or in receipt of a direct payment to organise your own support, we are able to make the necessary arrangements directly with you.

Organising social care services can be a worrying and challenging time and we are happy to offer support and guidance throughout. If you have any questions about the referral and funding process, please don't hesitate to contact us.

Meet the Adult Social Care Safeguarding Team



Craig Hutton
Adult Safeguarding Lead



Kirstie Telfer
Care Manager
Deputy Safeguarding Lead
Dorchester



Ethan Lister-Smith
Field Care Supervisor
Deputy Safeguarding Lead
Dorchester



Sam Moors
Day Service Senior
Deputy Adult Safeguarding Lead
Gillingham



Bill Cramb
Senior Support Worker
Mallard House & Down End



Kat Fenton
Senior Support Worker
Teal House & Bakery Cottage



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