

[Home](#) > [Residents](#) > [Health and social care](#) > [Social care for adults](#) > [Services we provide](#) > [Extra support](#)

# Extra support service

Last Modified November 24, 2023



The Blackpool extra support service has an excellent reputation of providing care and support to individuals aged 16+ with/without a learning disability to live in their own homes, who may exhibit behaviours that can be considered as challenging and may put themselves or others at risk where specialist support may be required.

The service is managed by a CQC registered manager, a management team and staff team who are available to work over a 24-hour period.

The service adopts the ethos of positive risk management and positive behavioural support, which includes a range of intervention strategies in supporting individuals who challenge services by the behaviour's they may exhibit.

## Support offered

Support offered ranges from a few hours each day to 24-hour intensive support within the individuals' own homes and also on an 'outreach' basis whereby 'targeted support' can be offered. The service aims to support individuals in all aspects of daily living, whilst still promoting independence, choice, control and inclusion through a process of essential lifestyle planning.

As a service we are keen to build a specialist/focused service around the individuals' needs to ensure they reach their full potential. By endeavouring to support an individual to be themselves, grow into their own skin, feel comfortable with their life, and encourage them to move on, gain new experiences and take positive risks ensuring each individual achieves positive outcomes in their lives.

## Our support staff

All our support workers are carefully recruited for their specialist skills, knowledge, life skills and/or experience. All staff are highly trained and receive a robust induction during a probation period and receive training up to level 3 diploma in health and social care. We have our own dedicated training department which enables us to train all support workers to a high standard in line with CQC standards.

The extra support service is regulated and inspected by the Care Quality Commission.



The Phoenix Centre

**CQC overall rating**

**Good** ●

30 January 2019

[See the report >](#)

## Contact

For further enquiries please contact:

Blackpool Council

Municipal Buildings  
Corporation Street  
Blackpool  
FY1 1NF

Information and help

Accessibility  
Contact us  
Data protection and privacy  
Privacy and cookies  
Terms and conditions  
Blackpool Council companies

Find my nearest

Enter your postcode to find your nearest schools, council services and more

search

Stay upto date

Sign up to our regular newsletters

Follow us

