

Improving lives together

## Specialist residential service with nursing for adults with learning disabilities and complex needs

Toller Road, Leicester

Good

Placements available  
Now taking referrals



Toller Road is an 8 bed specialist residential service, supporting adults with learning disabilities and complex needs, including those with mental health or physical health needs. We can also provide specialist nursing care, with support tailored to individual needs.

We encourage and enable the individuals we support to lead a full and happy life. We work with them to ensure they have more choice and control in their lives. We find out their strengths, abilities and preferences so that the care provided can be as person-centred and meaningful to each individual as possible.



Mixed Gender



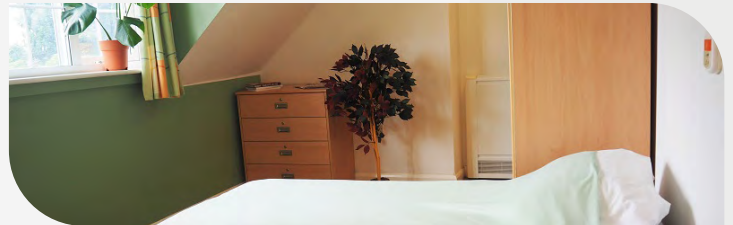
18+ years



8 beds

### Our resident profile:

- > Male and female, aged 18+ years
- > Primary diagnosis of learning disability
- > May have autism
- > May have complex mental and physical health needs
- > May have behaviours that challenge



## Our service at a glance:

Toller Road is in a quiet residential area in Leicester close to the city centre. The service is very close to local amenities with really good bus and rail links nearby.

Each individual that comes to Toller Road is unique in their own way, we ensure that we have a robust transition plan in place so that we can focus on the needs of that individual. The team ensures that the support provided is person-centred to each resident. Everything we do is catered around their needs, whether that be going out on an excursion, visiting their families, attending college or perhaps even making their own cup of tea.

Toller Road is a semi-detached house with its own private garden. Everyone at Toller Road has their own en-suite bedroom and they are encouraged and supported to personalise their rooms. There is a quiet lounge and also an activity lounge for the residents to share. The service also has a life skills kitchen where individuals can plan menus and prepare their own drinks, snacks and meals and do their own laundry too should they wish.



**Local links with charity groups**  
empowering individuals to volunteer

**Easy read and other accessible information**  
is available to all residents

**Regular parties and family visits**  
to celebrate special occasions and birthdays

**100%** of individuals say that staff help them to do things that are important to them and are happy with the activities that they do

Rated 'Good' with the CQC

**A homely environment with 24 hour nursing support**

**Supporting residents on person-centred holidays and trips**

**Regular physical activities, including mindfulness and yoga**

**Activity co-ordinator supports individuals to create their own activity timetable schedules**

**Supporting individuals to enhance their skills and their social circles**

**Our facilities:**

- > Quiet lounge
- > Activity lounge
- > Sensory facilities
- > En-suite bedrooms
- > Assisted bathroom
- > Spacious garden with seating area
- > Activities of Daily Living (ADL) skills kitchen
- > Accessible ground floor bedrooms
- > En suite wet rooms

**Our community links:**

- > Cinema
- > Crazy golf
- > Local parks (Victoria Park and Bradgate Park)
- > Colleges
- > Shops, cafes and restaurants
- > Sports clubs
- > Community gym
- > Physical therapy visits
- > Learning disabilities disco



**Our team:**

- > Registered manager
- > Psychologist
- > Responsible clinician
- > Speech and language therapist
- > Occupational therapist
- > Independent advocate
- > Nurses (RNLD, RMN & RGN)
- > Activity coordinator
- > Support workers
- > House keeper
- > Maintenance operative
- > Chef

**i** For more information or to make a referral please call 0808 164 4450 or email [chcl.referrals@nhs.net](mailto:chcl.referrals@nhs.net)

**Our referral process:**

- 1 Referral made to Cygnet referrals team via 0808 164 4450/[chcl.referrals@nhs.net](mailto:chcl.referrals@nhs.net)
- 2 Assessment arranged and undertaken via our management team
- 3 Feedback provided on whether our service can meet the individual's needs
- 4 Assessment pack formulated including care plans and funding information
- 5 Admission agreed and plans for transition arranged with referring team following confirmation of acceptance of placement

**Where are we?**

**Toller Road**  
13 Toller Road, Stoneygate, Leicestershire LE2 3HP

**Phone**  
0116 270 3118

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