

Home Support Services Home Heroes

Providing high quality care and support services to people in their own home



About New Outlook

New Outlook has been providing services to visually impaired people for over 170 years. Starting out in 1846 as part of the Birmingham Royal Institute for the Blind (BRIB), we became a standalone housing association in 1997.

Since then, we have gone through several changes to become what we are today – a professional, reliable and committed provider that strives to promote personalised services which support independent living for people with sensory or specialist needs.



What does 'Home Support' mean?

Home support means helping people to achieve their maximum level of independence in their own home, whether it's an hour a week, several visits a day or a 24 hour care package.

Registered with The Care Quality Commission (CQC), and achieving a 'Good' rating in 2016, New Outlook's 'Home Heroes' provide an extensive range of high quality, flexible, responsive and cost effective services in your home to ensure you remain independent.

I am extremely happy with Home Heroes and their commitment to providing a personal service. My wife is treated as an individual, nothing is too much trouble and the carers always give 100%.

John's wife receives support four times a day, seven days a week.



Who we help

- Older People
- People with sensory disabilities
- People with learning disabilities
- People with Acquired Brain Injury
- People with Mental Health issues
- Respite care for carers

We can also provide short-term care and support for:

- When you've been ill or in hospital
- When your PA or carer is ill or on holiday

How we help

Everyday tasks

- Shopping
- Laundry
- Cleaning
- Ironing
- Managing your money
- Preparing and cooking meals

Personal care

- Help in the bathroom
- Dressing
- Help with medication
- Support with eating
- Wake up/tuck in bedtime calls

Social activities

- Accessing social and leisure activities
- Respite support for carers
- Support for holidays



My carers know me well and I them, they treat me as an individual and respect my dignity. I feel safe especially when being transferred using my hoist. It feels like we are a family, nothing is too much trouble.



Jeff - Receives our home support service including help with personal care, medication and shopping.

Payment options

The cost of your care and support package may be paid for by:

- your local social services
- an individual budget from your council
- you or your family

Contact us and we can talk to you and your family about the options available.

Which areas do we cover?



Where are we?

Mill House, Mill Lane, Bromsgrove Street,
Halesowen,
West Midlands,
B63 3JP

Find out more

0121 602 6511
services@newoutlook.org.uk
newoutlook.org.uk

If you are looking for quality services that you can rely on then please contact us today.

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