

Statement of purpose

St Martins is a registered charity whose mission statement is “To maximise independent living and prevent homelessness by offering specialist housing, support, and care to the most vulnerable. We enhance understanding and compassion towards homeless people in our community through education and advocacy”.

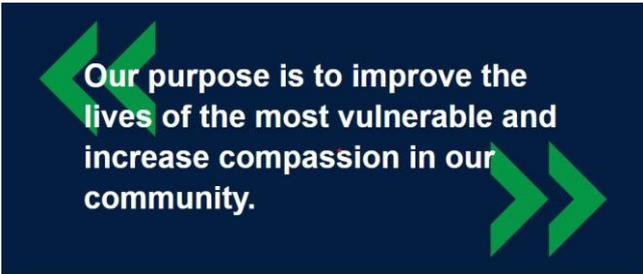
Highwater House is part of a family of St Martins services serving the needs of people experiencing homelessness, mental health issues, and problematic substance use.

We specialise in working with people with a dual diagnosis - that is, both mental illness and problematic substance use – and the social and emotional disruption this often brings. Our goal is to provide a trustable space which helps people feel safe enough to enact positive change in their lives.

To do so, Highwater House uses the [Psychologically Informed Environment \(PIE\)](#) approach to support our residents. We recognise that *connection* and *community* are key to aiding people’s recovery – building reliable relationships is at the heart of our care delivery.

At Highwater House, using a trauma-informed lens, we understand that people’s complex behaviours are driven by past experiences, and strive to provide a considerate, warm, and understanding environment – one which celebrates difference, promotes change, and is person-led.

Highwater House is a registered care home and is regulated by the Care Quality Commission. We always uphold the St Martins values of being tenacious, open, progressive, and nurturing. We believe we can provide the very best care by working closely with partner services, promoting transparency, sharing learning, and focusing on continuous development.



**Our purpose is to improve the
lives of the most vulnerable and
increase compassion in our
community.**

Provider details –

St Martins Housing

120 Thorpe Road

Norwich

Norfolk

NR1 1R

Tel: 01603 667706 Email: enquires@stmartinshousing.org.uk

Registered No: 2390375 Charity No: 802013

CQC Provider ID: 1-101667199 Nominated individual: Angela Herbert

The Services We Provide

- 24-hour 22 bed residential care with en-suite bedrooms
- Adults 18+ with experiences of homelessness, trauma, substance use and mental-health challenges
- A dedicated catering team providing fresh, home-cooked meals
- Communal spaces including dining room, lounges and outside areas
- Daily living support and allocated key worker
- Support to access mental health and health and clinical services
- Collaborative care planning

The team follows a psychologically-informed approach, creating an informal and homely environment. The residents and team share mealtimes and lounges, an approach designed to break down traditional barriers and power structures. Team members regularly go out with residents on both impromptu and structured activities, with an emphasis on 'seizing the day'. Residents have free access to our training and development sister service, Under-1-Roof, located on the same site, where they can join groups as diverse as yoga, karaoke, art, computer skills, and boxercise.

The home emphasises the importance of community as key to supporting individual's stability and recovery. The residents enjoy regular BBQs, parties, and special events which promote inclusion and shared experiences.

Team and Training

The team is made up of -

Registered manager, Deputy, Senior support workers, Support workers, Night staff, catering and domestic workers, and maintenance worker.

Team training and development includes mandatory training in line with Skills for Care, safeguarding, trauma-informed care, PIE, mental-health awareness, harm reduction, and managing complex behaviours. Team members are encouraged to specialise in different areas of care to support the residents' well-being and to develop themselves and the service. All our support workers are trained to level 3 or above.

St Martins has a Human Resource team who support all safe recruitment and employment processes. All team members at Highwater House have been subject to the required employment checks, references and enhanced DBS checks and are supported through regular support and supervision. In 2024, St Martins retained its two-star employer rating following a Sunday Times Best Company (not for profit) survey.

Quality Assurance and Governance

We use audits, feedback, supervision, incident reviews, and multi-agency collaboration to ensure high standards are always upheld. St Martins' senior team includes Head of Property, a safeguarding lead, and Directors of Care and HR. Team members are encouraged to develop 'lead' areas, including Health and Safety, IPC, Substance use, Resident welfare, Medication and PIE which help highlight and develop key aspects of the home.

Referral Route

Every resident living at Highwater House is funded through Norfolk social services. To move in, a person will have an allocated social worker who undertakes a Care Act and risk assessment to assess suitability and need. Their placement is agreed by Norfolk County Council's mental health funding panel, before being referred to the manager for a second assessment process. Potential residents are invited to the service for a home introduction and meeting with the manager to assure a person-led approach, and to ensure the person is a good fit for the home's community. Finally, a move-in date is agreed. It is also possible for potential residents to have trial days or nights at the home to help alleviate any anxieties about moving in.



Location details -

Highwater House

104 Westwick Street

Norwich

NR2 4SZ

Tel: 01603 766627 Email: Highwater@stmartinshousing.org.uk

CQC location ID: 1-119736051

Registered Manager: Iain Boag Email: iain.boag@stmartinshousing.org.uk

Reviewed and updated by: Iain Boag, Registered Manager, 17.12.25