



Omnia Statement of Purpose 2018

As required under Regulation 12 of
The Care Quality Commission (Registration) Regulations 2009

Our Aims

- To offer an effective rehabilitation service specifically designed to maximise individual potential for independent living
- To ensure equity and respect for individuals.

Our objectives

- To promote individual autonomy and choice whilst recognising the individual's ability and potential for personal development and to be aware of the social barriers which impede this.
- To respect individuality and diversity, including age, ethnicity and culture, promoting quality of opportunity and protecting from discrimination, and to ensure individuals privacy and dignity are respected.
- To ensure that individuals receive all entitlements associated with citizenship under UK law, The Equality Act 2010 and any other relevant legislation
- To support individuals to understand and implement the principles of recovery in relation to their own experiences and life
- To promote physical, emotional and spiritual wellbeing and to promote social and economic inclusion and participation in community life
- To enable individuals to maximise their potential for independent living and a satisfying quality of life.

Services provided within the Regulated Activity

Omnia is a residential, recovery-focused rehabilitation service with accommodation for fifteen people managing mental health problems. The framework for Omnia is built around recovery and trauma informed care which works to strengthen an individual's understanding of their diagnosis and associated experiences whilst fostering a sense of control and empowerment. Peer Support Workers, Recovery Coaches and an individual's wider care team support them to help make sense of their experiences so they can build a meaningful life irrespective of the presence of symptoms. Ultimately Omnia

Norwich and Central Norfolk Mind is a Company Limited by Guarantee No. 05729028 and a Registered Charity No. 1118449

The Regulated Activity is located at:- Omnia

50 Sale Road
Norwich
Norfolk
NR7 9TP
01603 435621

The Registered Manager is:- Sonja Chilvers who is contactable at the above address. Her email address is headofrecovery@norwichmind.org.uk

The Service Manager is:- Karen Flinn who is contactable on 01603 435621. Her email address is omniamanager@norwichmind.org.uk

If a person is not happy with the service they receive or they wish to make a complaint they can do this by speaking to the Registered Manager, Sonja Chilvers, or Amanda Hedley, the Chief Executive of Norwich Mind. Alternatively you can talk directly to the Care Quality Commission (CQC).

Their address is:

CQC National Customer Service Centre
Citygate
Gallowgate
Newcastle upon Tyne
NE1 4PA