



FOR FAMILIES · 2026

A safe place to *begin again.*

A guide for families, partners, and loved ones, covering the homes, the team, the activities, and the everyday life of someone receiving support from Diverse Services in West London.

FOUNDED

2022 · West London

OUR HOMES

16 across 4 boroughs

SUPPORT

24 hours, every day

PROMISE

A real home, real care

A note from *Sukhbir*, our founder.

Welcome



Sukhbir Singh

FOUNDER ·
MANAGING DIRECTOR

If you are reading this, you are most likely thinking about a loved one (a son, a daughter, a sister, a brother, a partner) and wondering whether the place they are about to move into is going to look after them properly.

I founded Diverse Services in 2022 after twelve years working in care services across West London. I am of South Asian descent, and I saw first-hand how much harder it can be for families from minority communities to talk about mental health, to ask for help, and to find services that understand them. Diverse Services was created to support all vulnerable people, regardless of background, and to help reduce the silence and stigma that so often surround mental illness.

Our work is to make support accessible. That means creating homes that feel like homes. It means a team that knows your loved one as a person and not as a diagnosis. It means listening to you, the family, because you know them best. And it means being honest about what we can and cannot do.

Please feel free to contact me directly if there is anything you'd like to ask. We welcome family visits, family meetings, and family involvement at every stage of the support we provide.

“ Diverse were always supportive, understanding, and did their best to accommodate my varying needs. Most importantly, Diverse were consistently in my corner, letting me know I had a place to call home.

— A service user, in their own words

Six promises we make to every family whose loved one comes to *live with us*.

Our promises

— 01

A real home

Not an institution. Their own bedroom, their own things, a kitchen they can use, a garden where there is one.

— 02

Round-the-clock support

Trained staff on-site, 24 hours a day. An on-call manager reachable at any time, every day of the year.

— 03

A team that knows them

A named keyworker who holds their plan, knows their preferences, and is your first point of contact.

— 04

Something to do every day

Cooking, art, music, gardening, outings, celebrations. A weekly programme designed to rebuild confidence and connection.

— 05

Your voice in the plan

Where they consent, we welcome family into their support. We listen to what you know about them.

— 06

A path forward

Our goal is not to keep them. It is to help them rebuild a life. Independence, where they want it, is the destination.



Glimpses of daily life

Artwork from the Art Group · cheese scones from the Baking Group at Oak Tree House · pumpkin carving at Aspen House · and Buddy, our therapy dog.

Sixteen homes across West London, every one built for *this kind of care*.

The homes

Our homes are residential houses, on residential streets, not converted institutions. We have chosen each one carefully and fitted it out specifically for supported living, to a single quality standard.

Your loved one will have their own self-contained 1-bedroom flat — with their own en-suite bathroom, their own double bed, and their own fully-equipped kitchen. Their own front door, their own space, their own privacy.

Every home has trained staff on-site twenty-four hours a day, keyless entry and CCTV for safety, fire safety to commissioner standards, and free WIFI throughout so they can keep in touch with you. Most properties also have communal lounges and gardens for cooking groups and shared meals.

Hillingdon

3 HOMES · ALL-MALE 24HR OPENING 2026

Glenwood Villas · male Greatfields · 18–25 mixed
Goshawk Road

Ealing

3 HOMES

Dawn House · mixed Oak Grove · male
Oak Tree House · female

Hounslow

3 HOMES · ALL-FEMALE 24HR OPENING 2026

Aspen House · mixed Birchwood House · mixed
Rosewood House · mixed

Hammersmith & Fulham

7 HOMES · FORENSIC MALE SERVICE OPENING 2026

Cedar Ridge · male Daya House · female
Foxglove · female Maple House · male
The Old Oak House · mixed Willow House · male
Wulfstan · female

— A special home

Foxglove · women only

Foxglove is our all-female 24-hour supported home in Hammersmith. A dedicated, women-only space designed to feel safe, calm, and free of the pressures of mixed-gender environments. For many women, that single thing makes the difference.

Everyday life

What does a week with Diverse Services *look like?*

Recovery isn't a single conversation in a clinical room. It's the quiet work of small, repeated, ordinary things: a shared breakfast, a finished painting, a Tuesday walk. Here's what a typical week looks like across our homes.

Mornings

Breakfast Group

Shared, unhurried breakfasts that anchor the day. For many of our residents, sitting down to eat with other people is itself part of the recovery.

Weekly

Baking Group

Cheese scones, gingerbread, cakes for birthdays, and even doggie cakes for Buddy. Cooking together is one of the simplest ways we rebuild confidence and skills for independent living.

Weekly

Art Group

A creative space where residents work on personal projects and seasonal artwork (Christmas, Diwali, Halloween) at their own pace. Finishing a piece is its own kind of healing.

Weekly

Nutrition & Cooking

Sessions led by our in-house nutritionist on building healthy meals, understanding how food affects mood, and learning to cook for yourself.

Evenings

Movie & Board Games

Quieter group activities for residents who find evenings difficult. Connection without pressure.

Throughout

Diverse Empowerment Project

Peer-led sessions designed and facilitated by service users themselves, from CV writing to recreation. Our way of putting voice and choice into the weekly programme.



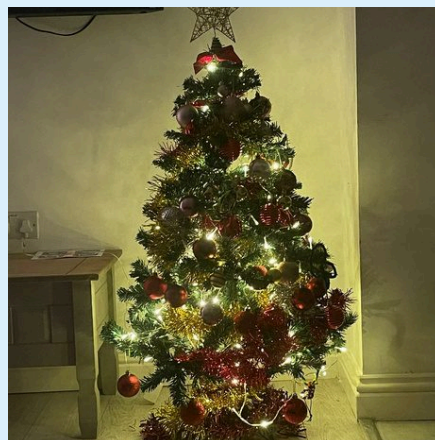
Birthdays, festivals, and everyday moments that make a year.

Celebrations

For people who have spent years inside services that didn't celebrate them, marking these moments matters. We celebrate every birthday across our homes, with cake, decorations, and the people who matter to them. Even Buddy, our therapy dog, gets his own cake.



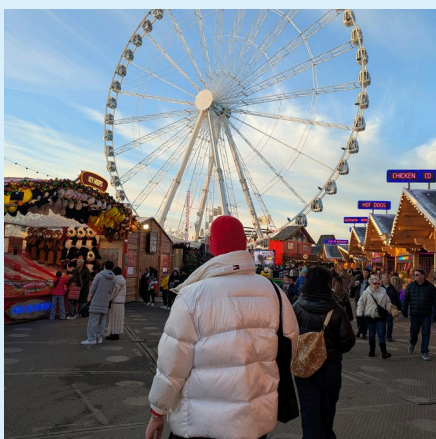
Halloween · pumpkin carving and parties across Aspen House



Christmas · trees, jumper days, shared meals across every home



Christmas Jumper Day · across the service, hot food, festive cheer



Winter Wonderland · annual visit, ice skating, big wheel, fun



Outings · Christmas markets, lunches, conventions, theatres



Buddy · our therapy dog, with his own birthday cake from the Baking Group

A note from
Natasha

"The past few months have been full of creativity, connection, and shared moments. Halloween, Diwali, Christmas, Winter Wonderland. These moments, big and small, help create a strong sense of belonging and togetherness."

— Natasha, Activities Coordinator

The people who will care for your loved one, every *day*.

The team

Our team is what makes our homes work. We employ a wide range of skilled professionals, all under one organisation, so the people supporting your loved one work together, not in silos.

<p>Their Keyworker A named member of staff who knows your loved one well: their plan, their preferences, their progress. Your first point of contact.</p>	<p>Support Staff On-site twenty-four hours a day, every day of the year. Trained in safeguarding, mental health awareness, medication, and first aid.</p>	<p>Service Manager The senior member of staff who looks after the home day-to-day, and who you can speak to if you have questions or concerns.</p>
<p>Psychology Lead A qualified psychologist providing clinical input across all of our services, alongside Assistant Psychologists who work directly with residents.</p>	<p>Nutritionist An in-house nutritionist who works with residents on diet, cooking skills, and the link between food and mental health.</p>	<p>Activities Coordinator Natasha, who designs the weekly programme of groups, outings, and celebrations across all of our homes.</p>
<p>On-call Manager A senior manager is reachable around the clock for any urgent matter, every day of the year, no exceptions.</p>	<p>Maintenance Manager Responsible for keeping the homes in good condition and making sure repairs happen quickly when they're needed.</p>	<p>Buddy Our therapy dog. Not staff, but absolutely part of the team. A regular calming presence and a celebrant of birthdays.</p>

Every member of our frontline team completes mandatory training in safeguarding, mental capacity, mental health awareness, equality and diversity, health and safety, and care planning, with refresher training each year.

The journey from first conversation to *settled life*.

How it works

1

Get in touch

A referral can come from a social worker, a community mental health team, a hospital discharge co-ordinator, or sometimes directly from a family. You can email us at any time and we'll explain the next steps.

2

Assessment & match

We take time to understand your loved one: their history, their hopes, their preferences, what they're worried about. We then match them to the most suitable home and the right level of support, and we'll be honest if we don't think we're the right service for them.

3

Move-in & settling

A safe place to live, a named keyworker, and a personalised support plan. The first weeks focus on settling in, letting them get comfortable, meet other residents, and find their feet at their own pace.

4

Recovery & the path forward

With ongoing care, structured activity, and the consistency of a team that knows them, your loved one builds confidence and life skills. Where they want it, the goal is greater independence: supported tenancy, training, employment, family life.

How we work with you

— For families

Where your loved one consents, we welcome family involvement at every stage. That means structured family meetings, support-plan reviews you can attend, and a clear line of communication via their keyworker. If they have not given consent, we cannot share their information, but we can still listen to your concerns and ensure they know you are thinking of them.



— WE'RE HERE TO TALK

Get in touch. Come and *visit*. Ask us anything.

The best way to feel reassured about a home for a loved one is to come and see it. We welcome families to visit our properties, meet the team, and discuss what life there is really like. Email us and we will arrange a time that works for you.

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— OUR PROMISE

Making support accessible for all.

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