

About Us

Ambient Support (formerly known as Heritage Care and Community Options) is a registered UK charity with over 25 years' experience in providing care and support services for older people, people with a mental health need and people with a learning disability.

Our wide range of quality specialist services are delivered by our dedicated, professional and passionate staff and our success is built on supporting people to live a full and meaningful life, regardless of age, health or disability.

What to do next?

Staffordshire, Leicestershire, Nottinghamshire, Solihull, and Derby/Derbyshire areas:
Call **Ditta Stokes** on 07889 068438

Lincolnshire area:
Call **Diane Davies** on 07921 099519
Or **Zelma Hutchinson** on 07711 675352

For further support, get in touch with Ambient.

Telephone us: **0208 502 3933**

Email us: **hello@ambient.org.uk**

Head Office & Registered Address:

Ambient Support, Unit 9, Bourne Court, Unity Trading Estate, Southend Road Woodford Green, Essex. IG8 8HD

Telephone: **020 8502 3933**

Email: **hello@ambient.org.uk**

Website: **www.ambient.org.uk**

DP_Lincs_LD0621

Registered and licensed by the Care Quality Commission (Provider ID: 1-102643235). Ambient Support Limited is a Company Limited by Guarantee Registered in England & Wales Registered Charity number: 1135353. Company Registration number: 07211819.

ambient
Passionate About People

Guide to Direct Payments



Providing financial freedom

www.ambient.org.uk

What is a Direct Payment?



A **direct payment** is an amount of money that the Council will pay to you if you are eligible to receive care and support from them.

It allows you to **choose the support you need and control how your support is provided.**

A direct payment means that **your personal budget will be given to you** to arrange and pay for your care and support, instead of the council arranging the service for you.

Why use Direct Payments?

The decision making process is held by the individual and the people closest to them. It also means that there is **chance for flexibility and creativity** in the types of service or support that are provided because people are not tied to contracted services or one type of service or support. It means that **you receive care in the way you choose.**

Who are they for?

To assess whether you are eligible for Council funded support to meet your identified care needs, you will be asked to complete a **financial assessment.**



What services can Ambient provide?

The Ambient Way means we provide person-centred support to people.

Using direct payments means that you can choose exactly how you want to receive support from us.

We can provide support such as: Supported Living Services, Short Breaks & Respite Services, community based support for Day Services, Day-trips and Outreach.



People that use services are fully **involved in the recruitment and interviewing processes** of our service staff.

Outcomes

The outcomes people can expect from our services are:

- Increased independence, choice and control
- Increase in daily living skills and self-care
- Increased self-confidence and self-esteem
- Increased Community and Social engagement
- Increased understanding and management of risks
- Increased physical wellbeing & positive behaviours

