

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.

To find out more or ask a question about Individual Service Funds, get in touch with Ambient.

Telephone us: **020 8502 3933**

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

Mark Hooper - London & SE Regional Manager
07921 099569

Carolyn Haider - Manager, Short Breaks & Day Service
01322 332840

Philippa Jones - Support Manager
07904 658851

Head Office & Registered Address:
Ambient Support, Unit 9, Bourne Court, Unity
Trading Estae, Southend Road Woodford
Green, Essex. IG8 8HD
Telephone: 020 8502 3933
Email: hello@ambient.org.uk
Website: www.ambient.org.uk

ISF_LD0420

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 Individual Service Funds



**Providing choice
and control for people with
a learning disability**

www.ambient.org.uk

What is an Individual Service Fund (ISF)?



An Individual Service Fund (ISF) is where a person is able to choose a provider to manage their personal budget.

The provider that is chosen uses the ISF to arrange services and support tailored to that person's individual

wishes and needs. It means that the person supported does not have to worry about managing the money side of things themselves. This means that there is a flexible and transparent approach to support. The provider is fully accountable for the handling of the fund to the individual or family.

Why use an ISF?

Using an ISF means that decisions can be made easily and opportunities taken up as soon as they occur. This is because 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 all parties are clear on their rights, roles and responsibilities at the outset.

Who are they for?

Individual Service Funds are available for people aged 18+ that have a learning disability.



What services can Ambient provide?

The Ambient Way means we provide personalised support to people. Using an ISF means we work in partnership with the person to respect their needs and wishes.

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



For our Supported Living and Outreach services, we carry out a specific personal assessment and then tailor a Job Description based on this.

People that use services are fully involved in the recruitment and interviewing processes. We also help to set up bank accounts and provide Easy Read documentation and statements to aid transparency and understanding about the ISF.

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

