

How to access the service

The service can be accessed via a health professional such as a care coordinator or social worker.

Contact us

Ambient Support, Regional Office,
2a Fielding Lane, Bromley, BR2 9FL

Telephone: **020 8313 9725**

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

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.

At Ambient Support we believe:

That everyone is unique and they should be able to lead valued lives in their communities, treated with dignity and respect no matter their age, health condition or disability.

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**

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ambient

Passionate About People



Albemarle Road

Providing **24 hour continuing rehabilitation** for people with mental health needs

'Staff have a caring nature and always have time to talk to me.'

Inspected and rated

Good



www.ambient.org.uk

About Albemarle Road

Albemarle Road is a Continuing Rehabilitation and Recovery Registered 24 hour care home for seven adults with mental health needs.

Each person has their own room and shares communal areas and facilities.

Albemarle is located in a quiet residential suburb of Beckenham close to the railway station and easy access to community facilities & public transport.

Who is the service for?

The service is for people with severe and enduring mental health problems with complex needs including dual diagnosis (mental health needs and concurrent alcohol or drug use issues).

What we can do

The Ambient Way means that we provide 24-hour flexible staffing to provide person-centred support:

- We allocate each person a keyworker who has regular one to one meetings with the person where they can discuss any issues or concerns they may have.
- We can create an individual support plan with each person, using the recovery star to assess needs, identify goals and ways of achieving these aims.
- We support a person's mental and physical wellbeing.

- We provide practical support with daily living skills.
- We help people to develop/ build on their life skills.
- We help people to develop budgeting skills and manage your own finances.
- We assist people with accessing services available within the Borough.
- We support people to manage their medication.

About Albemarle Road Staff

We have a dedicated team of Project Workers including an Occupational Therapy Assistant (OTA).

The OTA provides evidence based interventions in areas including: motivation, life skills and communication to support positive outcomes.

Staff provide 24 hour support with sleep in and they all have their individual interests which include travelling, DIY, gardening, cooking, arts & crafts, bowling, photography, writing and researching family history.

Staff are skilled to support people with a range of needs and goals, including:

- First aid, food hygiene, and health and safety
- Entertaining people, organising internal/ external activities
- Counselling and listening skills
- Good budgeting and communications skills.

Outcomes from the service

People who use these services can expect to have:

- People who use these services can expect to have:
- More choice, responsibility and control over their lives.
- Greater independence all areas of their lives.
- Better understanding of their own recovery.
- Coping strategies for managing their wellbeing.
- Increase in their general wellbeing.
- Increased knowledge of the opportunities available to them in the wider community.
- Increased confidence.
- Contributed and had a voice in the services provided.
- Support to move on to more appropriate accommodation.