

## 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.

## What people who have used our services with support have said:

*'Thank very much indeed for your kindness and compassion and time in my care.'*

*'Extremely helpful, friendly, professional and genuine caring staff.'*

*'Croydon Road has offered me security, stability and safety.'*

*'Since living at Croydon Road I have been given the freedom to be able to do what I like to do, staff are supportive and listen to me when I need them to.'*

## 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



## Croydon Road

*'Croydon Road has offered me security, stability and safety.'*

Inspected and rated

Good



**www.ambient.org.uk**

## About Croydon Road

78 Croydon Road, is an Intensive Rehabilitation & Recovery Registered Care home.

It supports up to 7 people in a shared environment. Each person has their own room and shares the communal areas.

It is situated in a central location in Penge and has good access to local community facilities and public transport.

## Who is the service for?

This 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 we provide 24-hour flexible staffing to provide person-centred support:

- 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.
- Create an individual support plan with each person, using the recovery star to assess needs, identify goals and ways of achieving these aims.
- Support a person's mental and physical wellbeing.

- Provide practical support with daily living skills.
- Help people to develop/ build on their life skills.
- Help people to develop budgeting skills and manage your own finances.
- Assist people with accessing services available within the Borough.
- Support people to manage their medication.

## Outcomes from the service

**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.
- Valued social role and increased confidence.
- Contributed and had a voice in the services provided.
- Support to move on to appropriate accommodation within 2 years.

## About Croydon Road Staff

Staff provide 24-hour support with sleep-in staff. Staff have a variety of skills such as: empathic listening, effective communication, creativity, team working, working in partnership with others, supporting people, caring, patience, dependability, written communication, Action Planning, motivation, empowerment and building positive relationships with service users.

At Croydon Road, staff are dedicated to meeting the support needs of the service users they work with.

Staff have a wide range of interests including, swimming, cooking, pottery, dancing, bingo, church activity, day, trips, gym, parties, reading, bee keeping, sight seeing, gardening, clothes shopping, football, F1 Racing, travelling, watching films, listening to music and beauty treatments.