

## 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:

*'I have lived at Hillcroome for 9 ½ months... staff are skillful and knowledgeable and provide excellent support. The facilities are second to none. Service users are friendly and we are like one big family.'*

*'Hillcroome has been one of the best places I have lived at since becoming unwell. The staff always make time for me to talk about my problems and treat me with respect and dignity.'*

## 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



## Hillcroome

Providing **24 hour supported living** for people with mental health needs

*'Hillcroome has been one of the best places I have lived...'*

Inspected and rated

Good

CareQuality  
Commission

[www.ambient.org.uk](http://www.ambient.org.uk)

## About Hillcroome

Hillcroome Road is a short term, intensive recovery and rehabilitation project for 11 adults. We provide 24 hour support for people with mental health and complex needs.

The aim is to work with people for a short period of time to enable them to move on to more independent living.

The accommodation consists of 11 bedrooms on 3 floors. On the ground floor there is a studio flat and bedsit. On the first floor there are 6 fully furnished bedrooms. The top floor has been converted into a self-contained flat that consists of 3 fully furnished bedrooms.

Hillcroome Rd is in a quiet residential street, situated not far from Sutton and Carshalton Beeches Train station. It has good access to Sutton Town centre and has easy public transport links to Belmont, Croydon, Wimbledon, Cheam, Tooting and London.

## Who is the service for?

This service is for people with severe and enduring mental health problems with complex needs including dual diagnosis and personality disorders.

## What we can do

**The Ambient Way** means our dedicated team of workers provide personalised support, to fit in with each individual's needs and lifestyle.

Our workers can assess needs, identify goals and support people to achieve these.

Individuals choose a keyworker from our staff team and have regular one to one meetings with this person to create their support plans. These plans are used to inform how much individual support time is required and can be stepped up or down as people progress on their recovery journey.

They help people develop effective coping strategies for mental health and wellbeing.

They can provide practical support with daily living and life skills including budgeting and finances.

People are supported to develop links in the local community and engage in meaningful activities.

People are also supported 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 and greater independence.
- Better understanding of their own recovery and coping strategies for managing their wellbeing.
- Improvements 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 more independent accommodation.

## About Hillcroome 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.

Our workers have a range of interests to share including: Music, gardening, art, sport, photography, travel, cooking and baking.

Staff have a wide range of skills in mental health and recovery including:

- Crisis management
- Motivational interviewing
- Specialist working with people with alcohol and substance misuse and personality disorders
- Cognitive behaviour approaches
- Training and approaches in Recovery and Person Centered Planning
- Use of the Recovery Star to promote greater independence for people
- Risk assessing and risk management