

Mental Health
Services & Support

ambient
Passionate About People



**Supporting
people to
live a full and
meaningful life**



Hello and welcome to **Ambient**

This guide tells you more about the Mental Health services we offer and how you can get involved – whether that's participating, using or purchasing a service.

But first, here's a bit about us.

Who are we?



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.

The Ambient *Way*

Supporting people to live a full and meaningful life

Passionate about people

We believe that everyone is unique and deserves to live a full and meaningful life in their community – regardless of age, health or disability. And it's the mission of everyone at Ambient to provide the person-centred support that every individual needs to do just that.

Passionate about our staff

Our staff are at the heart of everything we do. They are what make us great, every single day.

We follow a values-based approach to recruitment that also involves the people we support. This helps us find the right blend of experience, skills and outlook in our staff. Once they join us, they go on to benefit from a full training and development programme that reflects the specialist care and support we offer.

Most importantly, our teams embrace Ambient's values and have a flexible and positive approach that is respectful and sensitive to those they support.

Passionate about our values



For people to reach their full potential, they need the right support driven by the right values. The Ambient 5i values guide our approach, govern our actions and help us measure our successes.



impact
We make a positive difference to people's lives, enabling greater independence, improved wellbeing, better outcomes and increased choice.



innovative
We embrace a culture for change that strives for continuous reflection, improvement and achievement of excellence.



inspirational
We promote imagination and positivity, motivating our staff and the people we support.



inclusive
We positively welcome diversity of background, ethnicity, skills, talents and contributions from everyone.



integrity
We respect all people as individuals and treat them with compassion and consideration. In all our dealings we are open, honest, accountable and transparent.

Passionate about our approach

Our approach to support is based on best practice and achieving the right outcomes for each individual person. We may choose to use a range of differing approaches and tools dependent on their personal needs, health condition and the support they require, including:

> Person-centred support

We work closely with people to plan their care and support to meet their unique needs. We also help them develop the knowledge and confidence to make informed decisions about their own lives.

> Strengths-based support

We recognise that everyone has their own skills, knowledge and life experiences. We work together to build on their strengths and help them to become co-producers of their own support, concentrating on what's strong, rather than what's wrong.

> Recovery

A combination of techniques including mindfulness, motivational interviews and coaching, supporting each person's potential for wellbeing and recovery as their own personal journey rather than a set outcome.

> Positive behaviour support

Support is built on a psychological understanding of why people behave, react and respond in certain ways. We follow an evidence-based approach to make sure the right help is given at the right time and supports both personal development and the learning of new skills.



Passionate about quality and involvement

We are determined that all of Ambient's services are the very best they can be, delivered in the most effective way possible.

We measure the impact that we have on the people who use our services, the wider community in which services are delivered and the staff teams that deliver them.

As part of our commitment to quality we capture these impacts in a variety of ways:

- An annual Service User Survey.
- Comprehensive audits of services.
- Client case studies.
- An annual Staff Satisfaction Survey.
- A continuous open complaints, suggestions and feedback procedure in all services.

Armed with comprehensive feedback, we pro-actively adapt and develop our services in direct response to the needs of the people who work within them or receive support from them. We are also keen to initiate more formal co-production opportunities so that people who use services can shape how the charity will look in the future.

Ambient has a team of Quality Checkers who are trained to monitor the quality of our services. They have expert understanding because they either receive support themselves, or have family members who do. Their feedback is a vital measure of the effectiveness of our services.

Involvement is equally important. Every person who engages with us has the chance to participate in their care in a way that makes sense to them. Our Involvement Strategy is based on direct feedback from the people using our services. It outlines:

- What people have told us they wish to be involved and have a say in.
- How they would like to have their say.
- What would make it easier for them to do so.
- What the plan is and how we can be sure it works.

Supporting
a person's
potential for
wellbeing and
recovery



Mental Health Services & Support

Our Mental Health services can be delivered in a range of settings, from 24-hour intensive support, through to a flexible needs-based approach in the community.

Our specialist team includes Support Workers, Support Time Recovery Workers, Vocational Workers, an Occupational Therapy Team, and a Wellbeing Advisor.

Our service model is the 'whole person wellbeing model'- a personalised approach that considers all aspects of the person's individuality. We use the Recovery approach and tools such as the Recovery Star to engage with people in a strengths-based way.

Mental Health Services & Support

Accommodation-Based Services

Our accommodation-based services are a vital part of helping us support people to manage their mental wellbeing and live meaningful lives in the community. It is our aim that people who use our services:

- Have more choice, responsibility and control over their lives.
- Increase their confidence and independence.
- Gain a better understanding of their own recovery and coping strategies for managing their wellbeing.
- Know more about the opportunities available to them in the wider community.
- Enjoy a valued social role and the opportunity to contribute, have a say and be involved in the services provided.

Registered Residential Care Homes

We work with people in a number of different ways to offer:

Intensive Rehabilitation and Recovery

For people who have severe and enduring mental health problems and complex needs, including dual diagnosis (mental health and concurrent alcohol and/or substance use needs).

Continuing Rehabilitation and Recovery

Continuing support for people with severe and enduring mental health problems and complex needs, including dual diagnosis.

Continuing Rehabilitation and Recovery Supporting Older Adults

Working with older adults where moving on is not a specification of the service. But clients are encouraged and supported to do so if they can.



Supported Living

Our Supported Living projects can provide person-centred support 24 hours a day, 365 days a year. The expectation is that people will move on from these services within 2 years. Support is needs-led and can be increased and decreased as required.

When people move on, we may continue to support them on their recovery and wellbeing journey through our Shared Housing or Community Support Services.



Shared Housing

This range of projects provides people with independent living in shared houses.

Many of the properties within our Shared Housing services are also managed by our Housing Management partner, Amber Housing. This means tenants benefit from a joined-up approach with colleagues who have expert knowledge of how to help people manage their tenancies whilst living with mental health needs.



Independent Living

Through our Floating Support, we provide assistance commissioned by a local authority or paid through Personal Budgets to a number of people living with a mental health need.

The aim is to ensure that people live as independently as possible in their community.

“

In my previous placement they did everything for me... I would not go out as I was too scared. Since moving here I have become more independent and do lots of things for myself with staff support and encouragement. I go out to the shops and do my shopping as I am not scared any more.

”

User of Ambient Mental Health services

Making an impact

Developing a personalised recovery promoting service

Working in partnership with Local Authority Commissioners in a London Borough, Ambient's Mental Health team identified a need to move people from long-term residential care into a more independent support setting. We wanted to create a solution that would give people more freedom, choice and control over their lives.

Description of Service

Shared Housing with personalised hours of support covering 24 hours a day.

Previous Support

Long-term 24-hour residential care.

No of Service Users - 5

Issues

- Severe and enduring mental health needs.
- Complex needs including substance misuse.
- Reduced skills around daily living.
- Socially isolated.
- Limited engagement with meaningful activities.



“ Positive and trusting relationships have been built with staff to enable people to explore opportunities, engage with new experiences and progress on their journey of recovery towards a more independent life.

Ambient Mental Health
Operations Manager



Measuring success through the 5i values

Inspiration

In partnership with the local authority, Ambient sourced a suitable property and worked in conjunction with the landlord, our skilled staff team and prospective tenants to organise and furnish the house and develop the service together.

Inclusivity

Service users were given a supported planning package that included a range of person-centred tools, tailored to meet their individual needs. The package included the Recovery Star as an engagement and goal-setting tool. They were also involved in choosing their own Key Workers.

Innovation

Each person supported had an Occupational Therapy assessment, which enabled us to identify personal graded goals and evidence-based interventions.

Integrity

Staff worked to build good relationships with everyone at the service, which enabled the people supported to work towards their own personal life goals.

Impact

Before moving into this new service, the people supported had reduced motivation in daily living skills and some presented with self-neglect. All had limited engagement with meaningful activities or structured routine. Building strong and trusting relationships between tenants and Ambient staff has had a massively positive impact on both the physical and mental wellbeing of those being supported.

“ Staff have developed rapport with clients and supported them to have more choice and control over their support and their living environment. They have improved physical and mental wellbeing.

Ambient Occupational
Therapy Assistant



A new modern service for a new decade

We supported people through a range of recovery focussed interventions to:

- Manage their wellbeing.
- Take personal responsibility for managing their tenancy, including managing rent, bills and personal finances.
- Manage their personal space and home environment.
- Connect with the wider community and develop social networks.
- Engage with others and develop meaningful activities and structured routines.

More importantly, those living at the service are now:

- Developing improved strategies to manage their wellbeing.
- Increasing structure and routine in their daily lives.
- Enjoying more independence with daily living skills.
- Developing increased motivation and confidence.
- Actively participating in their community.

Outcomes

The move from long-term high-dependency residential care has enabled the people supported to benefit from a personalised package of care based on their individual needs and goals.

There has also been significant financial benefit for those funding the support, with a cost saving amounting to approximately £600 per week per person:

24-hour residential care

- £1,000 per week, per service user.

Supported Living Service

- £400 per week, per service user based on 21 hours of personalised support per week.

Floating Support in the Community

We offer floating support to people living in the community to help improve their mental and emotional wellbeing, and to address associated difficulties such as substance misuse, social isolation, homelessness and family breakdowns. It is our aim that people who use our services:

- Have more choice, responsibility and control over their lives.
- Increase their confidence and independence.
- Gain a better understanding of their own recovery and coping strategies for managing their wellbeing.
- Know more about the opportunities available to them in the wider community.
- Enjoy a valued social role and the opportunity to contribute and have a say in the services provided.
- Are aware of the various community facilities and activities and are encouraged to participate.

Floating Support Services are delivered by Support Time and Recovery (STR) Workers who are available from 7am to 10pm, 365 days a year. They provide:

- Short-term intervention and signposting.
- Intensive and higher level support.
- Optional on-call service available.

Community Engagement and Inclusion Services

An incredibly important part of our offering, Ambient's Community Engagement & Inclusion Services adds flavour and colour to people's lives, helping to reduce the stigma and isolation of mental ill health.

The projects allow people to participate in meaningful and enjoyable activities, often together with friends and family, to boost confidence and to help build social and support networks. People who take part can expect to:

- Learn new skills and access training opportunities where appropriate.
- Build social networks and decrease feelings of social isolation.
- Have their voice heard and help to shape and plan the delivery of Ambient's Mental Health services.
- Gain support to join, or even start, a service user-led group.

Current projects include

The Ambient Creative Arts Project

Our creative arts project allows people to explore their potential and creativity through the medium of ceramics. The project is for anyone who feels that they would benefit from exploring their creativity in a supportive and friendly environment.

Singing for Wellbeing

We partner with Harmony, a Bromley-based 'singing for wellbeing' group open to people who use mental health services, their families and friends.

The Ambient Horticultural Project

Our horticulture project supports wellbeing by getting people involved in delivering gardening services across South East London. Individuals volunteering for the project are welcomed into a relaxed, informal and supportive work environment.

They are able to learn new gardening and horticulture skills which may assist them in returning to work or gaining future employment.



Creative Arts
Project

Purchasing Ambient's Services

Whether you're commissioning health and wellbeing services or paying privately, our team of specialist staff, including Occupational Therapists and Assistants, can work with you to create and deliver the right support for your needs.

Our staff have extensive experience and knowledge covering a wide range of specialisms, including:

- Hoarding.
- Older Adults.
- Dual Diagnosis.
- Personality Disorders.
- Learning Disability and Mental Health.
- Complex, Severe and Enduring Mental Health Needs.
- Associated physical needs including Diabetes, Chronic Obstructive Pulmonary Disease (COPD) and mobility issues.

To talk to us about what you need and how we can help, please get in touch.

 **020 8313 9725**

 **hello@ambient.org.uk**

Support us

Ambient Support is a registered UK charity and there are lots of ways you can get involved and support us.

Make a donation

Visit ambient.org.uk to make a donation online or send a cheque to us at Ambient Support, Unit 9, Bourne Court, Unity Trading Estate, Southend Road, Woodford Green, Essex IG8 8HD.

Make a regular donation

Regular donations, no matter how small, can have a huge impact. They help us to plan and develop new services, knowing we will have the funds to deliver them. We also participate in the Gift Aid scheme, which makes regular donations even more valuable. Call us or use the donate button on ambient.org.uk.

Corporate partnership

Partnering with Ambient can enhance your brand values and help you in the delivery of corporate social responsibility. Call us to discuss how we can work together.

Leave a legacy

Legacies to Ambient can be a life-changing gift. If you are considering leaving a gift, please contact us.

Volunteer

Volunteers are an incredibly important part of our charity and volunteering is both rewarding and fulfilling. If you would like to become a part of the Ambient team, please call or email to find out more.

Get in touch!

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