

Older People's  
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 services we offer for Older People 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.

The people  
in our homes  
enjoy a life filled  
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laughter



## Services & Support for Older People

Our services for older people range from fully supported 24-hour residential care, through to care with nursing, day services, respite care, end of life care and housing with additional care for those who are more independent (often known as Extra Care).

Those we care for who are living with conditions such as dementia and Alzheimer's are supported within a specially designed framework of care called 'Lives Well'. It's designed to make sure the people in our homes enjoy a life filled with love and laughter and that they are involved, active and engaged whenever possible. Staff are encouraged to be activity focused rather than task focused, to help people lead as full and happy a life as possible.



# Services & Support for Older People



## Registered Residential Care Homes and Care Homes with Nursing

Making the transition from independent living into a care setting can be unsettling – both for residents and for their families. To make it as easy as possible for everyone, our professionally trained staff are there to offer their support 24 hours a day, 7 days a week.

Our care homes are all warm and welcoming, with a 'home away from home' atmosphere. Rooms can be personalised by residents to help them feel more comfortable, most are en-suite and we also have accommodation suitable for couples. As well as having privacy, our residents can enjoy the company of others through a wide variety of in-house activities, exercise classes and day trips out and about in the community.

Some of our homes are especially suited to caring for people living with dementia and Alzheimer's. The staff in these homes are trained to levels 2 and 3 in Regulated Quality Framework (RQF) standards in Dementia Care & Awareness. Our teams also offer training, advice and support to friends and family of residents living with these conditions.

## Respite Care

Families and carers of older people need to be able to enjoy a break now and then, knowing that those they look after will be safe and well cared for while they are away.

Our staff teams welcome temporary guests into our homes, who all find themselves enjoying the facilities, activities and events alongside our permanent residents. Many return as regular visitors and come back time and time again to visit us.

## End of Life Care

Ambient's staff in our older adult services are especially skilled in supporting both the individual and their families through end of life care.

Our staff teams are experienced in providing the best end of life support, helping people live as comfortably as possible during the last weeks or months of their lives. We work closely with our residents, their families and health care professionals to develop a plan of care that reflects their wishes and preferences, and ensures they are treated with the utmost dignity and respect.

We are also highly skilled in supporting the families and friends of those we care for through these difficult circumstances.

## Extra Care Services

Ambient offers housing and extra care services for older people who can live independently but may need a few hours of care and support each week. Extra care provides:

- Self-contained accommodation designed to offer independence and safety.
- Planned care and support in a person's own home.
- 24-hour scheduled care, domestic support and alarm system.
- Help to arrange assisted technologies for frail or disabled residents.
- Onsite staff who provide individual assessed care.
- Communal facilities and social activities.

Residents who live in our extra care apartments can apply for support via local adult social care services or can pay privately. The apartments are developed in partnership with a housing association which acts as landlord, while Ambient provides the required day-to-day care and support to people.

## Day Services

Many of our care settings act as hubs for day centres and activity day services, where day guests can join in with a host of events. It's a great chance for people to make new friends or meet up with old ones in a friendly and supportive environment.

As well as socialising, guests can enjoy some gentle exercise to improve mobility, flexibility and general wellbeing. There are even opportunities to learn new skills and explore creativity with arts, crafts and music sessions.

## Discharge to Assess

Ambient has the capability to provide commissioned discharge to assess services offering individual support to people who have just left hospital. These can take place either in our residential care homes, or in our self-contained extra care apartments where we can assess people in a real home environment. Support needs and progress are carefully monitored to assess and maximise people's ability to return to their own homes, or if this is not possible, to move on to more suitable accommodation.

## ➤ *Making an impact*

# A framework for Living Well with Dementia

At Ambient, we are determined that the people living in our homes enjoy a life filled with love and laughter. And that they feel involved and actively engaged in activities that will help them lead lives that are as fulfilling, enabled and happy as possible.

Those we care for living with conditions such as dementia and Alzheimer's, are supported within a framework of care standards we have developed called 'Lives Well.'

The 'Lives Well' approach is based on the 5i values that underpin everything we do: Inclusivity, Innovation, Impact, Inspiration and Integrity. It also extends to families, friends, outside professionals and those in the wider community – ensuring the best possible collaboration and care for every individual.



“ Mum really appreciates the weekly visit of the hairdressers and often takes part in arranged activities and outings. I visit often and am always welcomed and the home is bright, clean and warm.

Family member of Resident

”

## The Lives Well Framework

### L is for Love and Laughter

Every life should be filled with love and laughter. Our homes are warm and welcoming, staff wear their own clothes, meals are sociable occasions, days are filled with activities, music and arts designed to engage people at all stages of dementia, and events are celebrated with the wider community.

### I is for Inclusion

Residents are actively involved in the day-to-day running of their home wherever possible. They choose menus, activities and how their home looks. They help with tasks if they want to, and their opinions are sought on issues like staff recruitment and appraisals. All religions, cultures and lifestyles are welcomed and included.

### V is for Values

It is vital that all of our values are measured and met. Levels of wellbeing are monitored constantly. Homes have 'dementia champions' to promote value-based, person-centred dementia care. Strengths-based care plans identify what is important to and for our residents, with activity profiling and cognitive assessments completed for every person. Staff and key workers are carefully matched with residents, and life story work is an ongoing practice that is actively used in day-to-day care.

### E is for Environment

First and foremost, our homes should feel like home. But they're also designed to create the best possible environment for those living with dementia. Areas have appropriate themes and objects to help orientation. Clear signage helps people find their way around, while contrasting yet familiar décor helps them feel at home. Maximised access and active encouragement to use outside space aids sensory and physical stimulation, while other sensory stimulation is visible and available in shared spaces. Regular audits are carried out to make sure the environment reflects the realities of our residents.

### S is for Staff and Support

Our staff are at the heart of everything we do and training is paramount. All staff are trained in dementia and awareness, with learning competencies followed up in regular supervisions. Families are offered support, guidance and training, and are encouraged to be part of care planning where possible.

“ My mother-in-law, who has dementia, was warmly welcomed at the door and from that moment she has had excellent care and the difference it has made is remarkable. She is eating well and looks a totally different person. All the family are grateful knowing she is well looked after and safe.

Family member of Resident

”

➤ The 'Lives Well' Framework is there to provide a measurable standard of quality and excellence to those who commission our services, as well as those who use them.



## Purchasing **Ambient's Services**

Whether you're commissioning our Older People's services or paying privately, our team of specialist staff 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:

- Older Adults Residential Care.
- Dementia and Alzheimer's.
- End of Life Care.
- Respite & Short Breaks.
- Long term health conditions, including physical needs.
- Discharge to Assess.

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

 **020 8502 3933**

 **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](https://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](https://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!

 **020 8502 3933**

 **hello@ambient.org.uk**







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



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**bild** | Membership



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