

Learning Disability
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 Learning Disability 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

5i

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.

**Active Support
helps people
gain skills
and builds
confidence**



Learning Disability Services & Support

Our Learning Disability services range from residential care homes through to supported living, short breaks, respite and day services. We also help young people, and their families, transition from children's services to adult support settings.

We are committed to providing person-centred, responsive support to people with learning disabilities, following an 'Active Support' approach that helps people gain skills, confidence and control of their lives.

Our staff teams are all trained in Positive Behaviour Support (PBS) so that we can understand people better and give the right support at the right time. PBS is about improving quality of life and it's particularly useful in helping people with more complex needs who may display behaviours that concern.

We deliver a full programme of PBS training for staff at all levels in conjunction with the British Institute of Learning Disabilities (BILD).

Learning Disability Services & Support

Supported Living

Our supported living services enable people to live as independently as possible in a home of their own. This usually means a small group of people sharing a house with their own secure tenancy, with care and support tailored to meet their individual needs.

One of our priorities is to make sure each person we support is matched with staff they can relate to, so we involve them in the selection process in a way they feel comfortable. This ranges from being part of a recruitment panel to meeting potential staff over a coffee in an informal environment.

Transition Services

The transition into adulthood for a young person with a learning disability is a big step – and one of our specialist areas. We help each young person find accommodation that meets their individual needs and tailor our services around them as they move into adulthood.

Using a range of support strategies, we help young people increase their independence, self care and daily living skills. We work with them to build self-esteem and confidence so that they have more choice and control over their own lives, as well as helping them fulfil goals and aspirations.

Registered Residential Care Homes and Care Homes with Nursing

When a higher level of care is needed, we can offer support in one of our residential care homes, which are still very much part of the local community. We can also provide specialist nursing care for those who have complex health needs as well as learning disabilities.

We make sure that the person we support, and their family, are involved in creating a support plan tailored to help them achieve their individual goals and ambitions. Often people will move on from our registered homes into more independent supported living settings.

Ambient is an active supporter of the **NHS STOMP** programme and aim to help reduce the use of psychotropic medication for people with learning disabilities and/or autism.



Learning Disability Services & Support

Short Breaks, Respite and Day Services, and Activities

Everyone enjoys a short break or a day out from time to time. At Ambient, we have a range of services to provide care and support on a short-term basis for people with learning disabilities, including those with complex needs and physical disabilities.

When people join us for a break – even if it’s just for a day – there are plenty of fun and stimulating activities for them to choose from and family and carers can be sure that those we look after are safe and well cared for.



Flexible Residential Short Breaks

Guests can come for a single night or stay for a couple of weeks.



Themed Residential Weekend or Week-Long Breaks

Geared towards either younger or older people, with events and activities to suit.



Accompanying Support

Enables people who need support to go on holiday independently.



Outreach Service

Supporting people in their own homes or out and about.



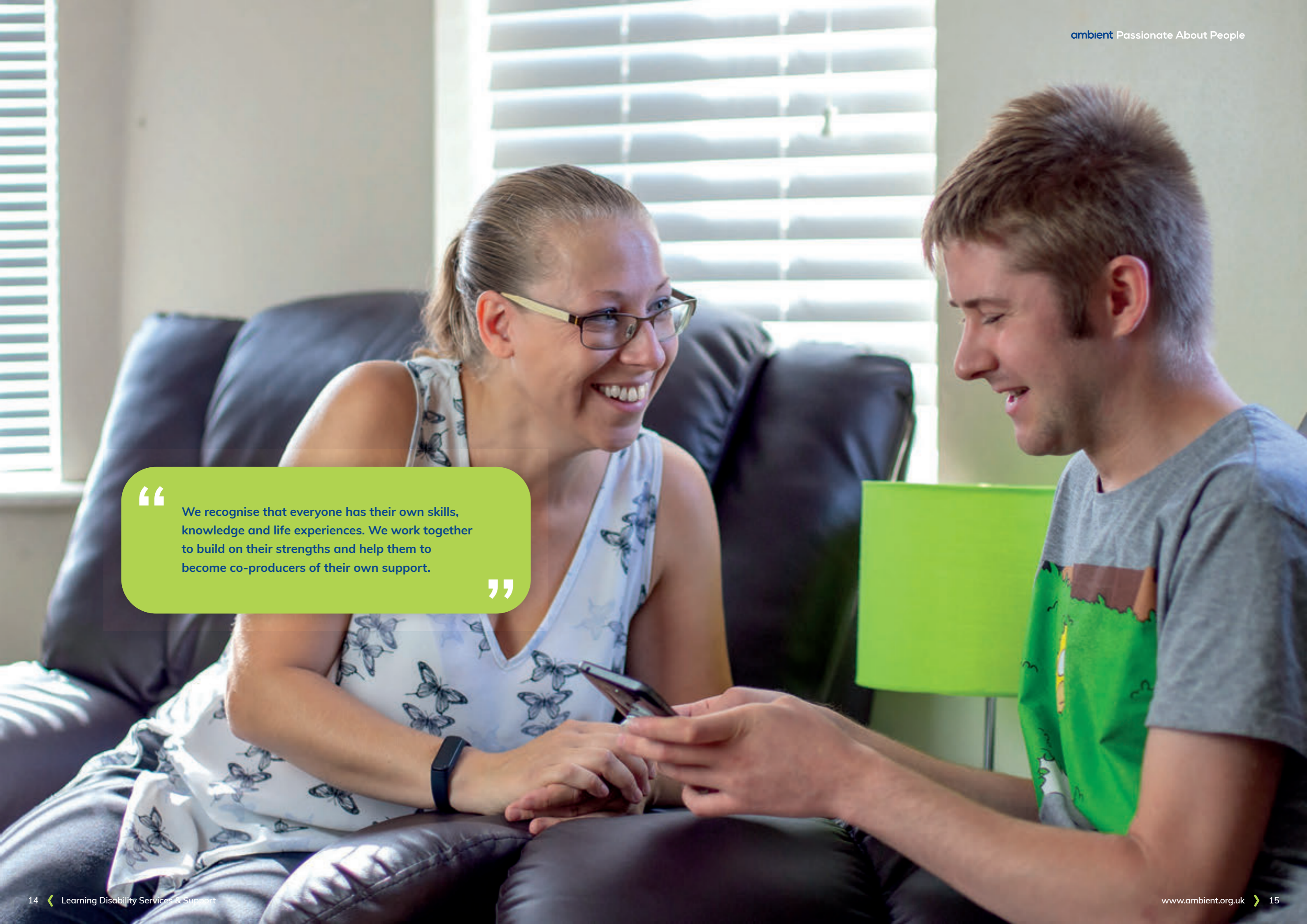
Educational Support

Enables people to attend college, further education or training to develop new skills.



Drop-In Day/Evening Service

Offers a varied programme of activities, including craft sessions, sports and day trips.



“

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.

”

➤ Making an impact

Enabling a smooth transition into a new supported living service

Working as a team to develop a personalised service.

When the right people work together, wonderful things can happen. This was the case with a service developed in South London.

Working in partnership with a family, a specialist housing association and the local council, Ambient developed a service that would enable a small group of young people with learning disabilities to live more independently in a home specifically designed to meet their needs.

Description of Service

Supported Living

Previous Support

A number of care settings including emergency placements.

No of Service Users - 5

Issues

- Down's Syndrome
- Epilepsy
- Autism

Measuring success through the 5i values

Inspiration

The family of a young woman with learning disabilities wanted their daughter to be able to live as independently as possible, in a home where she would be comfortable and safe long-term, having previously been in an emergency placement.

After the Ambient team had been approached by the family for help, they had to think creatively about how the right assets and resources could be harnessed together to bring about a positive outcome for all concerned.

Innovation

Working together, the team from Ambient and a housing association specialising in accommodation for people with learning disabilities, developed a service model to give this family and several other individuals the long-term security they wanted combined with the right environment they needed to flourish.

A suitable property was found and the interior was developed around each of the residents' personal needs. Storage and lighting, for example, were carefully designed to be unobtrusive and specific colours were chosen to help residents feel calm, relaxed and at home.

Inclusivity

Ambient fully involved the residents and their families to write job descriptions, recruit staff and take part in the interview process. Residents were also involved in choosing the furnishings and colours to personalise their own rooms and communal areas.

Integrity

Many people with autism find change tremendously difficult. All transitions at the new service were done gently and at a pace each resident could cope with.

The families and residents were engaged and involved at every stage of the transition and move into their new home. Relationships and trust were built slowly and surely between staff and residents, ensuring the transition reduced anxieties and stress for everyone involved.

Impact

The residents are extremely happy in their new home but, ironically, rarely there – they are busy taking part in activities in the community, going on shopping trips and generally enjoying life to the full!

“ This is my home I feel safe. The staff are very nice. They help me do my shopping and cooking.

Resident ”



“ I do not worry about my daughter anymore. I know she is safe and happy.

Father of resident

I can go on holiday now knowing my son is well cared for and having a good life.

Mother of resident ”

Outcomes

The move into a home and service designed specifically to meet their individual needs has enabled the people supported to enjoy a newfound confidence in life.

The transition process from alternate care settings into the new supported living service was phased and managed to ensure any anxieties and distress were minimised for everyone involved.

They spend a great deal of time out in the community, knowing that they have a safe and comfortable space to come home to at the end of the day.

Ambient staff working with each person in a strengths-based way has increased the self-esteem and wellbeing of residents, meaning they have increased independence, choice and control.


Purchasing **Ambient's Services**

Whether you're commissioning our 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:

- Autism and Asperger's.
- Older adults with learning disabilities.
- Dual diagnosis (learning disability and mental ill health).
- Additional physical needs (e.g. sensory loss and Cerebral Palsy).
- Associated conditions such as epilepsy and diabetes, and rarer conditions such as Pica and Prader-Willi Syndrome.

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 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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