

## How to access the service

The service can be accessed via a health professional such as a care coordinator or social worker.

## Get in touch with us

 020 8313 9725

 hello@ambient.org.uk

## People who use our services have said:

‘Staff have a caring nature and always have time to talk to me.’

‘Excellent care at Albemarle Road.’

‘Staff always go beyond the call of duty to support me and they promote my independence.’



## About Us

Ambient Support is a registered UK charity with over 30 years' experience in providing care and support services for older people, people with a mental health need and people with a learning disability.

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.

### Our way is **The Ambient Way**

Watch the video to learn more



SCAN HERE

### Find us on social media



@AmbientSupport

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

Registered and licensed by the Care Quality Commission (Provider ID: 1-102643235). Ambient Support Limited is a Company Limited by Guarantee. Registered in England & Wales. Company Registration number: 07211819. Registered Charity number: 1135353  
Albemarle Road MH trifold leaflet | Version 1023

**ambient**  
Passionate About People



## Albemarle Road, Beckenham

Providing 24 hour continuing rehabilitation for people with mental health needs

Inspected and rated

Good



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

## About Albemarle Road

Albemarle Road is a **Continuing Rehabilitation and Recovery Registered 24 hour care home** for seven adults with mental health needs.

Each person has their own room and shares communal areas and facilities. Albemarle is located in a **quiet residential suburb** of Beckenham close to the railway station and easy access to community facilities & public transport.

## Who is the service for?

The 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).

## About Albemarle Road 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.



Staff are skilled to support people with a range of needs and goals, including:

- First aid, food hygiene, and health and safety
- Entertaining people, organising internal/external activities
- Counselling and listening skills
- Good budgeting and communications skills

## What we can do

The **Ambient Way** means that we provide 24-hour flexible staffing to provide person-centred support. We:

- 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.



## What people can expect from the service

People who use this service 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.
- **Increased** confidence.
- **Contributed** and had a voice in the services provided.
- **Support** to move on to more appropriate accommodation.