

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:

'Thank very much indeed for your kindness and compassion and time in my care.'

'Extremely helpful, friendly, professional and genuine caring staff.'

'Croydon Road has offered me security, stability and safety.'

'Since living at Croydon Road I have been given the freedom to be able to do what I like to do, staff are supportive and listen to me when I need them to.'

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

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ambient
Passionate About People



Croydon Road, Penge

Providing 24 hour continuing rehabilitation for people with mental health needs



www.ambient.org.uk

About Croydon Road

78 Croydon Road, is an **Intensive Rehabilitation & Recovery Registered Care home**.

It supports up to **7 people** in a shared environment. Each person has their own room and shares the communal areas. It is situated in a **central location in Penge** and has good access to local community facilities and 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 Croydon Road Staff

Staff provide 24-hour support with sleep-in staff. Staff have a variety of skills such as: empathic listening, effective communication, creativity, team working, working in partnership with others, supporting people, caring, patience, dependability, written communication, Action Planning, motivation, empowerment and building positive relationships with service users.



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.