

## 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:

‘Support workers have given me great encouragement and insightful, positive input.’

‘Staff are very helpful and supportive... they treat me as an important human being.’

‘...Staff are well informed about my problems and are helpful. They discuss things with me and respect my opinions and look after me ...’

‘The support has been extremely helpful to my recovery, I don’t think I could have got as far as I have without it.’

## 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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Stafford House MH trifold leaflet | Version 1123

**ambient**  
Passionate About People



## Stafford House, Penge

Individual support for people with **mental health needs**

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

## About Stafford House Support Service

Stafford House consists of 13 self contained studios and one bedroom flats in the Penge area of the London Borough of Bromley. The service provides **step down accommodation for people with mental health needs.**

The service will initially be staffed 24 hours a day to be able to ensure the service is delivered in a safe way whilst supporting people's individual journey's to independence. In addition the use of assistive technology to support a needs led service delivery.

Ambient staff will provide core and 1-1 support to tenants from 0900-2200 daily, with a waking night/concierge service in place overnight for up to six months.

## Who is the service for?

**This service is for people:**

- With mental health needs who are in higher support settings who could benefit from step down accommodation as a stepping stone to independence in a supported and managed way.
- Who need support with tenancy sustainment and home management and who may be able to develop skills with 1:1 support.
- Who may benefit from developing mental health self-management strategies.



## What we can do

**The Ambient Way** means we help people to maximise independence and lead a valued life within their local community. We use the recovery approach and personalised support to aid and support wellbeing.

That support is provided by a team of Housing Support workers. **Within the core hours they assist with:**

- Tenancy management
- Living safely in the community
- Financial skills and bills management,
- Support plan development
- Structure and routine planning
- Medication support

They can assist with everyday activities such as daily living skills, attending appointments. They also signpost to enable people to take part in social, community groups and meaningful activities.

**Housing Support workers are skilled to support people with a range of needs and goals, including:**

- Housing Management
- Person Centred Planning & Recovery Star
- Independent living skills
- Medication Management
- Alcohol and substance misuse issues
- Trauma informed support
- Welfare and benefits advice
- Safeguarding

## 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.

## The role of Occupational Therapy

Our in house OT service work with our teams and tenants and focus on intensive support to aid and improve:

- Communication & Interaction skills
- Motivation
- Balanced and manageable routine
- Engagement in meaningful life roles and activities
- Explore vocational opportunities and support interventions for move on

