

About Us



Community Options was established in 1990 and is a specialist provider of services for people who have mental health needs.

Our Mission

To provide personalised support that enables individuals to lead valued and meaningful lives in the community.

What people who have used the service 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.'

How to access the service

The service can be accessed via a health professional such as a care coordinator. All placements need to be agreed by the Placement Panel.

Once a referral is received, Community Options will arrange to meet with the applicant to do an assessment within 7 working days. The meeting will ascertain if the service offered is what the person wants and to see if it will meet their needs.

Contact us:

33, Albemarle Road
Beckenham, Kent. BR3 5HL
Telephone: 0208 313 9725
Email: enquiry@community-options.org.uk

Community Options is a trading name of Heritage Care Limited.



Registered Office:

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Albemarle Road

Providing 24 hour continuing rehabilitation for people with mental health needs.

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

CQC overall rating:

Good

www.community-options.org.uk

Accommodation Based Services

About Albemarle Road

Albemarle Road is a Continuing Rehabilitation and Recovery Registered 24 hour care home for 7 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 within easy 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).

What we can do

- Provide 24-hour flexible staffing to meet individual needs.
- 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.

Outcomes from the service

People who use these services 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.
- Valued social role.
- Increased confidence.

- Contributed and had a voice in the services provided.
- Support to move on to more appropriate accommodation.

About Albermarle 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 provide 24 hour support with sleep in and they all have their individual interests which include travelling, DIY, gardening, cooking, arts & crafts, bowling, photography, writing and researching family history.

The staff team have varying skills and interests which include:

- First aid, food hygiene, and health and safety
- Good organisational skills
- Entertaining people, organising internal/ external activities
- Counselling and listening skills
- Good budgeting skills
- Good communications skills, very informative and in-depth handover, interpersonal skills.