

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:

'The staff team are so consistent with their approach and the support they offer to my daughter.'

I am doing a lot more than I used to do, my week is busy, I do branching out, house chores, cooking, I see an employment advisor every week, I am so pleased to be here.

'I have been so impressed with the progress that my brother has made, this is down to the support of the staff team.'

'I have made progress within a short time, I am getting there really, thanks to the staff team.'

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:

78, Croydon Road
Penge, London. SE20 7AB

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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Croydon Road

Providing 24 hour intensive short-term rehabilitation for people with mental health needs.

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

CQC overall rating: **Good**

www.community-options.org.uk

Accommodation Based Services

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?

This 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.
- Identifying people's strength and working with them to develop the areas they require improvement.

- 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 their 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 in 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 and increased confidence.

- Contributed and had a voice in the services provided.
- Support to move on to appropriate accommodation within 2 years.

About Croydon 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 staff and have a range 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.

At Croydon Road, staff are dedicated to meeting the support needs of the service users they work with.

Staff have a wide range of interests including, swimming, cooking, pottery, dancing, bingo, church activity, day, trips, gym, parties, reading, bee keeping, sight seeing, gardening, clothes shopping, football, F1 Racing, travelling, watching films, listening to music and beauty treatments.