



# Support to Live



## About the Service

No two people have the same desires, expectations, experiences, or needs.

Croydon Mencap offers bespoke tailored support to individuals with a learning disability and their families, so that they can safely live the life they choose and keep healthy and happy.





# Paying for the support

Are you eligible for funding for your care and support from the Council or NHS?\*

There are options

## Managed Budget

The Council or NHS can pay for the support you need from your allocated Personal Budget. This is called a Council or NHS Managed Budget.

## Direct Payments

The council or NHS can pay your Personal Budget to you as a 'Direct Payment'.

You can pay for the care and support you need.

## Individual Service Fund

The Council or NHS, or yourself transfer your budget to a service provider, like Croydon Mencap.

We can 'hold' your budget and pay for the care and support you need as guided by you.

\* if you are not sure give us a call: 0208 684 5890 or email: [info@croydonmencap.org.uk](mailto:info@croydonmencap.org.uk)





# The Service

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Having 1 to 1 support from Croydon Mencap means that you can take the lead on what support is provided, when, and by whom. We also have lots of other interesting activities which are funded and free to use as part of our community of support.

We are in the process of registering with the CQC. Until then we are unable to provide personal care, however, we can work with our partners who are CQC registered to provide this until our registration is complete.

The relationship between Croydon Mencap, you and your family is one of trust, transparency, and flexibility. Croydon Mencap can receive your social care budget on your behalf, account for all the spending and help you budget for the support you need. Or alternatively we can be paid directly by social services or yourself.

We will have a chat to you about what type of support you need, when you need it and can let you know how much it will cost. Hourly rates typically range from: £20 p/h - £24 p/h.

We can work with you and your family to recruit the right support workers / Personal Assistants for you.

We are also a trusted Care Partner with Zetetic Housing Charity, and can support you together, if you need to find a home to live in too.

Individuals with Learning Disabilities and their families can have as much or as little involvement as they want, including being part of the recruitment process, access to any online support records and regular meetings with the co-ordinator.

We are a learning disability charity but will consider supporting individuals with complex Autism without a learning disability if no alternative provision is available



# The Steps

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1. Look at your available Budget
2. Sit and listen to you and your existing circle of support (where agreed), which could include family, friends, and social workers - to work out what is working and not working and go from there.
3. Develop a plan with all parties that fits with the available budget.
4. Give it a go, continuously learn, develop, and adapt together.

This might involve:

- Croydon Mencap recruiting your support workers. We can also link you up with other activities going on in the borough as well as helping you to co-ordinate health appointments, work experience.
- Purchasing and arranging things, such as swimming lessons, activities and classes.
- Holidays and travelling abroad.





# The Service

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## **Adventurous**

there for the rollercoaster of life – the ups and downs



## **Friendly support team**

wants to be with the person and enjoys their company



## **Encouraging**

supportive and encourages a person to think about what more is possible



## **Supportive of relationships**

upholds people's rights to love and relationships, e.g. partners, friends, family



## **Connecting**

encouraging community and social connections



## **Advocating**

listening to and standing alongside a person to make sure their voice is heard



## **Respectful**

good at recognising the person as an individual and actively listens to their opinion



## **Resourceful**

supportive of the person to make the most of all the resources around them – community, friends, paid support, etc.





# Other Information

Promoting good health and wellbeing sits at the heart of good support, so we actively help adults with learning disabilities—and the staff who support them—to feel confident planning healthy activities, shopping for and cooking tasty, culturally appropriate meals they can enjoy. We can help cater to those with who have issues around food such as food avoidance issues, safe foods, restricted diets etc

We also place real importance on staying connected beyond our own service. Together, we look for engaging activities and social meet-ups with other charities and community groups, and we encourage regular time with family and friends. In this way, we strengthen existing relationships and help everyone build a wider circle of support and friendship.

“Croydon Mencap provides families with choice, control, and flexibility without the burden of having to manage their own support budget and recruit and manage their own staff.”



Phone: 0208 684 5890



Email:  
[info@croydonmencap.org.uk](mailto:info@croydonmencap.org.uk)





# Frequently Asked Questions

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## Question:

Do you support people with behaviour that can challenge?

## Answer:

Croydon Mencap believe that behaviour seen and described as challenging, is related to poor support and lack of skills and so therefore individuals are communicating in disruptive ways as their needs are not being met. Our staff are all trained in 'Positive Behaviour Support' and we work closely with the Croydon NHS Community Learning Disability Team. We can also consult with specific clinicians where necessary.

## Question:

Do your staff provide personal care?

## Answer:

We are currently only providing non-regulated support (non-personal care) as we are currently working towards CQC Registration. In the meantime, if personal care is required we can subcontract a care provider who is CQC registered to support those needs.

## Question:

What training does your support team receive?

## Answer:

Our staff are fully trained in Person Centred Care, Safeguarding, Working with Families, Active Support, Abuse Prevention, Positive Behaviour Support, First Aid, Health and Safety, and much more. We use a training provider called Open Future Learning as well as commissioning further training with local and national providers.





# Other activities at Croydon Mencap

## Monday Night Social Club

Fun social club running most Monday evenings from 6pm to 8pm. Contact Liz for more information.



07718 494 636



[liz@croydonmencap.org.uk](mailto:liz@croydonmencap.org.uk)

## Out & About

Varied evening and weekend group activities and events. Contact Emily for more information.



07784 979 340



[emily@croydonmencap.org.uk](mailto:emily@croydonmencap.org.uk)

## The Saturday Club

Great activities at this club on two Saturdays a month from 10am to 2pm. Contact Rory for more information.



07718 494 614



[rory@croydonmencap.org.uk](mailto:rory@croydonmencap.org.uk)

## Volunteering Buddies

Matching volunteers with buddies who support them into their chosen volunteer role. Contact Gifty for more information.



07923 173 005



[gifty@croydonmencap.org.uk](mailto:gifty@croydonmencap.org.uk)