



# Support to Live



## About

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.**





# The Service

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Having support from Croydon Mencap means the person being supported and their family take the lead what is provided, when, and by whom. Support can be flexible as life circumstances change, with the focus of the support adapting as new needs emerge, and as outcomes become achieved, etc. This relationship between Croydon Mencap and family is one of trust, transparency, and flexibility. Croydon Mencap can receive your budget, account for all spending and help you budget for what you need.

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

A photograph of a woman with dark hair, wearing a light blue t-shirt, lying on her back. She is looking upwards and sticking her tongue out playfully. Her arms are raised, and she appears to be in a relaxed or playful pose. The background is dark and out of focus.

**We have really good communication tools to help us deliver excellent support for example 'Log My Care' where families can keep up to date with daily activities where agreed.**



# The Steps

1. Look at your available council or NHS funded 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 providing support workers and linking up with other activities going on in the borough, helping you co-ordinate health appointments, work experience.
- Croydon Mencap using your budget to buy care from another provider chosen by the individual and their family.
- Purchasing and arranging things, like swimming lessons, activities classes.





# 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.





# Frequently Asked Questions

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## **Question:**

Do you support people with challenging behaviour?

## **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.

## **Question:**

Do your staff provide personal care?

## **Answer:**

We are currently only providing non-regulated support (non-personal care) as we are not registered with CQC. 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 Information

Good nutrition sits at the heart of overall wellbeing, so we actively help adults with learning disabilities—and the staff who support them—to feel confident planning, shopping for and cooking tasty, culturally appropriate meals they can enjoy.

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)





# Other activities at Croydon Mencap

## Monday Night Social Club

Fun social club running most Monday evenings from 6.30pm to 8.30pm. 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)