



Croftdown House

22 Woodfield Hill, Coulsdon, Surrey, CR5 3EN

Tel: 01737 552 100

A large detached house providing support and residential care for adults with mental health and complex needs



- Can accommodate up to ten service users (male or female).
- Focuses on independence and empowering service users to make decisions and choices.
- Individualised support and care plans that reflect an individual's needs, hopes aspirations and goals.
- 24 hours staff support.
- Therapeutic leisure activities including cookery, swimming, outings and short holidays.



Located in Coulsdon, Surrey, Croftdown House provides a 24-hour residential care support for up to ten individuals aged 18-65 years with mental health needs, challenging behaviour and complex needs.

A key ethos of the home is to promote the independence of the individuals who use the service by empowering them with skills and choice whilst at the same time involving them to make decisions which affect their service, rights and the environment.

Croftdown House provides an environment where social integration is encouraged and the individuals who use the service are able to recover in a safe and comfortable setting.

Each bedroom is tastefully decorated. Service users are encouraged to personalise their bedrooms with their personal possession if they wish. Most bedrooms possess en-suite facilities e.g. shower cubicles, toilet etc.





Each individual's needs and interests are carefully assessed prior to admission. Once they have moved to the site, individual support plans are developed and reviewed on a regular basis with the service user's involvement. Service users are encouraged and fully included in the decision making process of the day to day running of the home via Resident meetings, questionnaires, resident surveys and one-to-one sessions with their keyworker.

Each service user has their own experienced keyworker who is responsible for the needs of the individual as well as co-ordinating the overall structure of their support. Croftdown House has a large back garden where a range of outdoor activities can be held including sports, BBQ and other extra-curricular activities.



The home is easily accessible with easy bus routes and connections to the local community. The home is less than 1 mile from Coulsdon South British rail station which takes you into South and Central London.

Central Croydon has a multitude of shops, cafes and other amenities for service users to enjoy.

Service users also have access to Croydon College amongst other adult learning centres which offer a range of courses including independent living skills, cookery, photography, IT, gardening as well as other leisure activities.



Positive outcomes

Croftdown House delivers an outcome based support and rehabilitation to those who often find it difficult to engage in therapeutic activities. Service users are encouraged to take active role in deciding how they structure their day and are supported by staff as necessary.

Our care homes within Supreme Homes strive to surpass prerequisite standards of care and support to residents. We aim to continually develop and improve our services in order to keep up with the standards and maintain quality of care provided.

It is our aim to meet the rehabilitative and health needs of each service user and in doing this, respect their dignity and privacy.

We acknowledge and recognise that each service user should be treated as an individual in their own right with their own specific and often complex needs.

Our goal is to support the service user by offering a range of support needed to enable the individual to work towards achieving the most positive outcome for them. This could be improved independence, personal confidence or gaining employment.





Referrals

At Croftdown House, we welcome referrals from all areas of mental health care and are committed to making the referral process as unobtrusive and stress free as possible.

The referral process is responsive and easy to use with a direct line to our dedicated referral team.

Following a referral being made, a senior member of our multi-disciplinary team will arrange and aim to carry out a full assessment within 48 hours at a venue and time that suits the service user.

Once completed, the case is reviewed and if suitable a placement offered and a full breakdown of costs supplied to the referral agency within 48 hours.

Once the placement is agreed we will work closely with the individuals and their care team to ensure a smooth transition.

Prior to admission, an initial visit is welcomed and can be arranged for the service user, care professional and/or family members to visit the site.

Key features of the staff support available at this site will be:-

- Education Support
- Employment Support
- Development of Daily Living Skills
- Budgeting Skills
- Social Activities in the Community
- Leisure Activities in the Community
- Support with Physical Health and Well-being
- And any other identified need

We encourage service user involvement in the development of their care and will actively support residents to reach their potential.

SUPREME HOMES

Achieving Independent Living Through Quality Care



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