



BRAMSHURST
OUTREACH
SUPPORT SERVICE
WORKING WITH YOU

Our Mission

We are a London Borough of Camden Outreach Support Service under the In-House Provider Services. We are a Care Quality Commission regulated provider.

We provide a wraparound approach to supporting adults holistically in their homes and in their local communities.

Our support is delivered by well trained and experienced supported coordinators who work alongside Social Work teams and other health professionals.

We are committed to working with Camden residents to deliver co-produced support plans focused on outcomes based on their own aspirations and assessed needs.

Our Service Delivery Structure

- Managers
- Senior Support Coordinators
- Shift Leaders and Deputies
- Lead Coordinators (Key-workers).



Our Promise

- To provide a holistic outreach support service to adults with disabilities and other related complexities in their homes and local communities.
- To assist individuals in gaining or maintaining independent or semi-independent skills.
- To cater to people who need a flexible person-centered support arrangement to suit their desires and aspirations.
- To provide medication and health related appointments support.
- To provide support with making nutritious meals and drinks choices as per people's and cultural needs.
- To support people with social engagements.



Pre-Support Visits

In the days leading up to the service engagement, a designated support coordinator will contact the person to check in and prepare for the home visit.

The purpose of this call is to maintain regular communication, maintaining a trusting relationship, monitoring the person's wellbeing, and identifying any changes in their physical or mental health.



The Process

How do I start using the service at Bramshurst?

- The person's support needs at home are identified by a Social Worker.
- Social Work team assess needs, and identify Bramshurst as the right placement, and a referral is made.
- Bramshurst makes an assessment and accepts the placement if it can meet the person's needs.
- Bramshurst, the person, their advocates, and the allocated social worker, work towards the start of provision. This process includes support planning and 'meet and greet' visits, also known as Tea Visits.
- Support delivery starts when both the person and Bramshurst are ready.
- Once the working relationship begins, the person can directly contact Bramshurst or their designated Key-worker to discuss any aspects of their support plan.



During the Support Sessions

- Your choices around the support you want us to provide will be respected.
- We will work with you, following your lead on how best to meet your needs, ensuring the way you want to be supported is at the heart of your support plan.
- Together, we will identify your priorities and determine the best approach to achieve them.
- We will support you with your personal care needs as required, in accordance with your support plan.
- We will work closely with your social work team to ensure that your support plan is fully implemented.

Bramshurst Outreach Support

Bramshurst Outreach Support Service also known as Physical Disabilities Outreach Support Service is a CQC-registered service run by the London Borough of Camden.

Initially established in the 2000s, the service was known as the 80 Warden Road and 10 Bramshurst Support Services. It was renamed the Physical Disabilities Outreach Service in 2011 when it first began delivering outreach support.

Contact

Service mobile number: **07771 806530**

Manager's mobile: **07771 666871**

Bramshurstoutreachreferrals@camden.gov.uk