



Social
Interest
Group

Penrose

Penrose Community Care and Support

Expert floating support at home





About us

Penrose Community Care and Support, was launched in 2017 as a response to bed blocking and the rising numbers of people relapsing and/or returning to hospital soon after discharge. Our mission is to deliver high-quality support to enable safe discharge from hospital, greatly reduce readmission and relieve pressure on the NHS and emergency services.

Over the years, we have built on that foundation and grown into a successful provider of domiciliary care as well as a specialist provider of assertive outreach. We work with people that are hard to engage, are susceptible to exploitation, isolation and self-neglect, experiencing crisis, are at risk of losing their tenancies, and are consistently displaying behaviours that are anti-social and challenging.

We have a proven track record in reducing relapse, readmission and disengagement with services, by offering skilled and compassionate home and community support.

We provide support workers who are well-trained to manage any situation and who have the tenacity and resilience to keep pushing forward. We consistently deliver reliability and structure, guiding people through internal and external complexities to an outcome they desire whether that be full independence or an optimisation of their lives.

We know the level of need that exists, and are working with local authorities, the NHS and other social care providers to be a part of the solution and continue to fulfill our ongoing mission.

What our partners say

“Your staff have prevented dozens of unnecessary ambulance call-outs”

Lewisham CMHT

“We have never seen J so busy and engaged in his community”

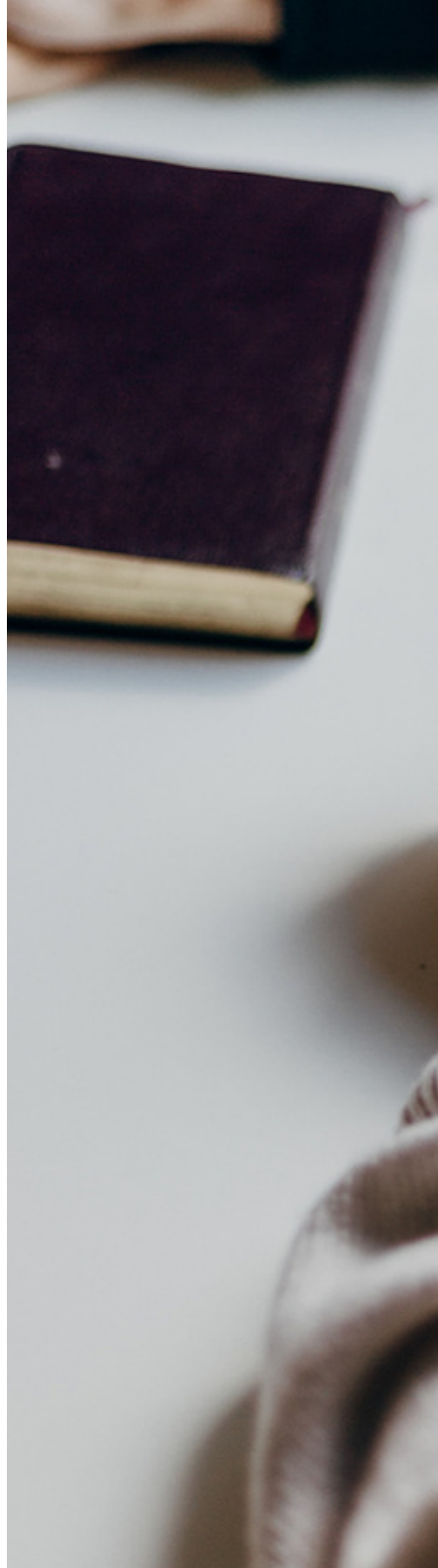
**Sheltered accommodation
New Cross**

“This is the longest time D has been away from hospital, thanks to your support”

Lambeth CMHT

What we offer

- Monitoring of mental and physical well-being
- Relapse prevention and early intervention
- Daily living skills – support in learning and developing a sense of structure and routine in daily living
- Medication support
- Teaching strategies that prevent self neglect and promote independence
- Practical financial advice and benefit support
- Liaising with health services
- Support to find activities which help to avoid isolation
- Help into education, employment or training
- Tenancy sustainment and advocacy for housing-related problems
- Signposting to personal or cultural resources
- Social support and community participation
- Assistance with referrals to counselling or external support as required
- Help with booking appointments and form-filling
- Support to engage in local, structured activities
- Signposting and management of substance misuse
- Telephone support as appropriate
- Support to attend key work sessions and clinical meetings
- Support with CPA reviews and meetings with mental health practitioners
- Attendance at appointments/medical reviews
- Assistance with shopping and domestic responsibilities
- Social prescribing including sports and community activities





Our staff

Our diverse workforce enables us to match cultural and social needs.

All staff have enhanced DBS checks and have the necessary training, knowledge and commitment to deliver a high-quality service. They hold nationally recognised care certificates and have experience in supporting people within their homes and working with people with mental and physical health needs.

Staff demonstrate a proactive approach to support and have the skills and commitment to engage people who may be wary or mistrustful or otherwise reluctant to engage with support. We apply a consistent approach so that people can build long-term and meaningful therapeutic relationships with their support workers.

Our support workers are monitored through a real-time system which gives immediate updates to the Care Management Team. It can produce digital MAR sheets and ensures the staff have the most current information about the needs of the individuals they support.



Our approach

We deliver support services to people experiencing multiple mental and physical challenges within their own homes or in the community.

We offer daily or weekly visits at times that suit the individual. We are experts in all areas of care and support but specialise in supporting those at risk of relapse, experiencing psychosis, displaying behaviours that challenge, and/or have a forensic history.

We have great success supporting those who other support providers find difficult to work with. If you work with individuals that continually challenge their existing provider then please give us a call.

Can we help?

Our service operates year-round 24/7 with the majority of care hours delivered between 8:00 am – 9:30 pm. Our minimum support session is one hour.

The person receiving support must:

- Be aged 18 years and over
- Require support in their home or in the community
- Have needs appropriate for receiving floating support

We work directly with people utilising direct payments, as well as through referrals from medical professionals, adult social care teams, discharge teams, community mental health, and rehabilitation teams.



Carers and other professionals

We work closely with carers, social, health and other professionals to ensure we support and complement the Care Programme Approach. With a minimum fortnightly contact, usually by email, to inform them of progress and understand any well-being concerns and additional support required.

Carers are welcome to be involved in recovery planning and all aspects of our support.

Get in touch

SIG Penrose Community Care & Support

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Enquiries Email: pccs@socialinterestgroup.org.uk

Penrose Charity no. 01151455 | Penrose Company no. 8466743

Penrose is part of Social Interest Group. We believe good care and support improve lives. Our mission is to empower people who are marginalised by building powerful partnerships and creative solutions that bridge gaps in provision and aid recovery, reablement and resettlement.



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www.socialinterestgroup.org.uk

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Penrose Equinox

Pathways to
Independence

SIG Housing Trust Safe Ground