

# Deepdene House

A modern community based specialist service for adults  
with complex and difficult to manage mental health needs

# DeepdeneCare



Delivering outcomes based support and rehabilitation to those often reluctant to engage in therapeutic programs, Deepdene House is a progressive and vibrant service at the heart of the community.



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# Deepdene House

Deepdene House is a specialised service for 20 adults experiencing high and complex mental health needs, who are often difficult to engage with and require intensive support and interaction. Located at the hub of the community in Streatham, South London, Deepdene House offers access to a variety of local services and amenities as well as all the benefits of a central London location.

Deepdene Care, an established national mental healthcare provider, has operated the service since its formation in 1987 and has continued to build on the reputation of Deepdene House. With services now operating throughout the UK, Deepdene Care has developed strong and stable compliance, governance and central support frameworks which Deepdene House benefits from.

Those living at Deepdene House often exhibit high and complex mental health needs including severe and enduring mental illnesses, challenging behaviour, and drug or alcohol dependency. We are well equipped to accommodate those who exhibit behaviours such as self-harm and those with a dual diagnosis.

## Individual care

Following extensive refurbishment in 2010, Deepdene House provides an environment where social integration is encouraged and our service users are able to recover in a safe and modern setting. With the focus on rehabilitation, care and support programs are tailored to take account of individual service users needs and always reflect individual choice. Our excellent community links enable us to maximise opportunities for social inclusion and take advantage of activities offered in the area.

Led by a highly skilled manager, the care team consists of experienced key workers, care support workers and activities staff who provide 24-hour support.

Working to the principles of the recovery model, our service delivery is based upon inclusion and the provision of person-centred care and sensitive treatment for individuals. It is aimed at improving mental and physical health, reducing and eliminating inappropriate behaviour and risks and replacing them with appropriate patterns of coping, problem solving and improved personal and social skills.

We develop partnerships with each individual resident and focus on their recovery through the formulation of individualised pathways of care that focus on their strengths and aspirations, empowering each individual to engage in positive risk taking in their care and rehabilitation program.

## Positive outcomes

We recognise that each resident is an individual in their own right with their own specific and often complex needs. Our goal is to offer the range of support needed to enable the individual to work towards achieving the most positive outcome for them, whether this is a return to independent living and employment, or to a supported environment where they can access all the services the community has to offer.

## **What we offer:**

We offer people over the age of 18 years old a chance to live in a community and take control of their lives through intensive support from our team. We work on the recovery model of care through regular multiagency reviews, involvement of residents, carers and commissioners. The progress is measured through health and social care outcomes, which matter most to residents, carers and regulatory bodies.

## **For our Residents:**

- An opportunity to live in a homely environment and develop independence.
- Staff team who can understand your difficulties, work with you and incorporate your views and wishes when making decisions about you.
- To support you to achieve independence through education, vocational training and voluntary work experience placements.
- Sign posting to advocacy services that will support you to represent your views.
- Professionals who can provide information and support you to manage your mental health problems and difficulties.

## **For Families:**

- A staff team who you can trust and have regular contact with. Consistent group of professionals who are with you throughout the journey of your family member.
- Involvement in your family member's care and all views to be taken on board. Support to maintain and improve the relationship with your family member.
- To support you to understand your family member's difficulties and any treatment that they are receiving.
- Family/Carers are welcome to visit people at the home.
- Feedback questionnaires will be circulated in order to obtain the views from family members.

## **For Commissioners:**

- Bespoke package of care to meet the individuals' complex mental health and social care needs.
- Consistency of care through in house mental health team.
- Experience and expertise of the Specialist Mental health team ensuring reduction in hospital admissions.
- Recovery and Quality assurance through outcomes.
- 24 hours mental health on call to provide crisis management.
- Qualified mental health nurses and staff on site.
- Value for money

# Referrals

At Deepdene Care we welcome referrals from all areas of mental health care and are committed to making this process as unintrusive and stress free as possible.

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

Following a referral a senior member of our multi-disciplinary team will arrange to carry out a full assessment within 24 hours at a time and venue that best suits the individual's need.

After this assessment our multi-disciplinary team will review the case and if suitable a placement offer and full breakdown of costs will be sent to the referring agency within seven working days.

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

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Referral line:  
**0800 313 4774**

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**Creating a relaxing and homely environment for service users.**

- 01. Deepdene House exterior
- 02. Lounge/dining room
- 03. Entrance
- 04. Rear garden
- 05. Bedroom
- 06. Dining room

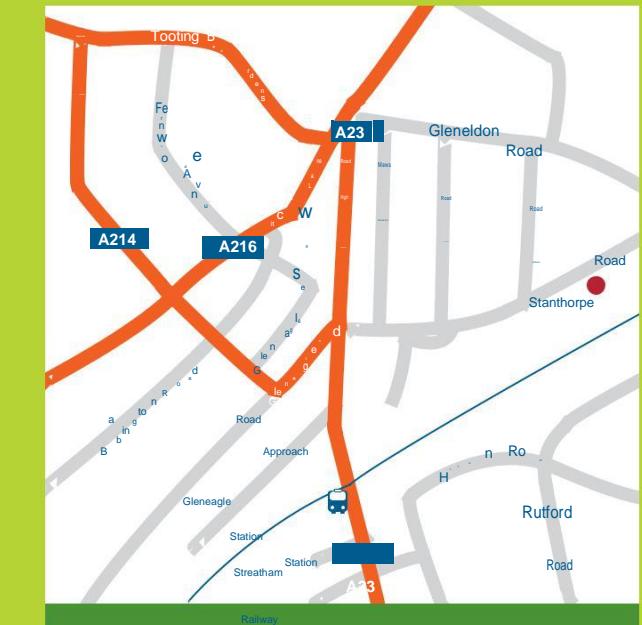
If you would like to arrange  
an informal visit please  
contact us on our referral line:  
**0800 313 4774**

[www.deepdenecare.org](http://www.deepdenecare.org)

## DeepdeneCare

Deepdene House  
55/57 Stanthorpe Road  
Streatham  
London  
SW16 2EA

t: 020 8769 6297 f: 020 8696 6551  
e: [referrals@deepdenecare.com](mailto:referrals@deepdenecare.com)



### How to find Deepdene House:

#### Road:

Deepdene House is located just off the A23 in Streatham and parking is available.

#### Public transport:

Bus routes 57, 109, 133, 159, 249, 250, 315 and 333 all serve the nearby A23, and Streatham railway station is a 5 minute walk away.

# Deepdene House's Referral criteria

✓ ACCEPT	X DO NOT ACCEPT
<ul style="list-style-type: none"> <li>Residents with severe and enduring mental illnesses e.g. personality disorder, schizophrenia, bipolar etc who currently need ongoing extensive support</li> <li>Dual diagnosis</li> </ul>	<ul style="list-style-type: none"> <li>Individuals with no mental health conditions</li> </ul>
<ul style="list-style-type: none"> <li>Past offending behaviour</li> <li>Drug and alcohol misuse</li> <li>Challenging behaviour</li> <li>Mild learning disability</li> <li>Early dementia care</li> <li>Self-harm</li> </ul>	<ul style="list-style-type: none"> <li>Severe mobility issues. We have limited ground floor rooms.</li> <li>We cannot cater for residents <b>with severe physical health issues</b> e.g. severe difficulty walking, washing, requiring intense personal care etc - we focus on mental health support and recovery</li> </ul>
<ul style="list-style-type: none"> <li>Must be engaged with the mental health care team.</li> </ul>	<ul style="list-style-type: none"> <li>Children 0-17 years</li> </ul>
<ul style="list-style-type: none"> <li>Adults: age range 18 +</li> </ul>	
<ul style="list-style-type: none"> <li>Male and female residents</li> </ul>	
<ul style="list-style-type: none"> <li>Serious arson or sexual offences to be considered on a case by case bases</li> </ul>	
<ul style="list-style-type: none"> <li>Residents on CTO / DOLS and other orders/restrictions</li> </ul>	
<ul style="list-style-type: none"> <li>Requiring ONLY prompts or limited personal care e.g. changing pads/clothes/bedding for incontinent residents.</li> </ul>	
<ul style="list-style-type: none"> <li>Individuals requiring ongoing assistance with essential living skills that may be at significant risk of self-neglect or exploitation.</li> </ul>	

# Our other Care Homes' Referral Criteria

Norton Street- Manchester, M16 7GQ	Prema Court- Manchester, M16 7NX	Deepdene Court- West Sussex, BN17 5HS	Woodtown House- Devon, EX39 4PP
<ul style="list-style-type: none"> <li>Stable mental health/substance misuse. We are a step-down facility from residential setting, so a level of independence is required for all residents.</li> <li>Due to service provided over several independent houses a constant staff monitoring is not available</li> </ul>	<ul style="list-style-type: none"> <li>Residents with severe and enduring mental illnesses e.g. personality disorder, schizophrenia, bipolar etc</li> <li>Dual diagnosis</li> </ul>	<ul style="list-style-type: none"> <li>Residents with severe and enduring mental illnesses e.g. personality disorder, schizophrenia, bipolar etc who currently need ongoing extensive support</li> <li>Dual diagnosis</li> </ul>	<ul style="list-style-type: none"> <li>Residents with severe and enduring mental illnesses e.g. personality disorder, schizophrenia, bipolar etc who currently need ongoing extensive support</li> <li>Dual diagnosis</li> </ul>
<ul style="list-style-type: none"> <li>Residents with severe and enduring mental illnesses e.g. personality disorder, schizophrenia, bipolar,</li> <li>dual diagnosis</li> <li>past offending behaviour</li> <li>drug and alcohol misuse (under control)</li> <li>Self-harm (under control)</li> <li>challenging behaviour (under control)</li> </ul>	<ul style="list-style-type: none"> <li>Past offending behaviour</li> <li>Drug and alcohol misuse with a mental health diagnosis</li> <li>Challenging behaviour</li> <li>Self-harm</li> </ul>	<ul style="list-style-type: none"> <li>Past offending behaviour</li> <li>Drug and alcohol misuse with a mental health diagnosis.</li> <li>Challenging behaviour</li> <li>Self-harm</li> </ul>	<ul style="list-style-type: none"> <li>Past offending behaviour</li> <li>Drug and alcohol misuse with a mental health diagnosis.</li> <li>Challenging behaviour</li> <li>Self-harm</li> </ul>
Must be engaged with mental health care team.	Must be engaged with the mental health care team.	Must be engaged with the mental health care team.	Must be engaged with the mental health care team.
Adults - age range 18 +	Adults: age range 18 +	Adults: age range 18 +	Adults: age range 18 +
Male and female residents	Male and female residents	Male and female residents	Male and female residents
Serious arson or sexual offences to be considered on a case by case bases	Serious arson or sexual offences to be considered on a case by case bases	Serious arson or sexual offences to be considered on a case by case bases	Serious arson or sexual offences to be considered on a case by case bases
No CTO/DoLS restrictions	Residents on CTO / DOLS and other orders/restrictions	Residents on CTO / DOLS and other orders/restrictions	Residents on CTO / DOLS and other orders/restrictions
Requiring ONLY prompts or limited personal care e.g. changing pads / clothes / bedding for incontinent residents.	Requiring ONLY prompts or limited personal care e.g. changing pads/clothes/bedding for incontinent residents.	Requiring ONLY prompts or limited personal care e.g. changing pads/clothes/bedding for incontinent residents.	Requiring ONLY prompts or limited personal care e.g. changing pads/clothes/bedding for incontinent residents.
Individuals requiring ongoing assistance with essential living skills who may be at significant risk of self-neglect or exploitation.	Individuals requiring ongoing assistance with essential living skills who may be at significant risk of self-neglect or exploitation.	Individuals requiring ongoing assistance with essential living skills who may be at significant risk of self-neglect or exploitation.	Individuals requiring ongoing assistance with essential living skills who may be at significant risk of self-neglect or exploitation.
			We are a rehab model that looks to help enable people to step down into the community and this will be our ongoing mission.