

MENTAL HEALTH CONCERN
Supported Housing



STATEMENT OF PURPOSE

SUPPORTED HOUSING

SUPPORTED HOUSING

237, Salters Road
Gosforth
Newcastle upon Tyne
NE3 4HL

TEL: 0191 285 5047
FAX: 0191 285 5132

REGISTERED PROVIDER

MENTAL HEALTH CONCERN

Buttress House
36 Brenkley Way
Seaton Burn
Newcastle upon Tyne
NE13 6DR

TEL: 0191 2170377
FAX: 0191 2170350

admin@mentalhealthconcern.org

www.mentalhealthconcern.org

MENTAL HEALTH CONCERN
Supported Housing

| | |
|-------------------------------|--------------------------------|
| REGISTERED PROVIDER: | Mental Health Concern |
| REGISTERED PROPRIETOR: | Brendan Hill (Chief Executive) |
| MANAGER: | Alan Thompson |

INTRODUCTION

'Supported Housing' is managed by Mental Health Concern, a registered charity which runs nursing support units and dispersed housing with support across Newcastle and Gateshead.

The service was established in 1997 and provides housing and support for people with severe and enduring mental health problems of all ages.

ACCOMMODATION

Supported Housing consists of a wide range of properties providing a variety of ordinary living accommodation.

- **Shared Living:** Each tenant has their own bedroom and shares the rest of the house with one or two other people.
- **Individual Accommodation:** is offered both in terms of flats and houses and offers a high degree of independence, but with the same level of staff support as in shared living.

All of the properties are furnished, decorated and maintained to a high standard. Tenants are encouraged to select furniture and décor to their own individual tastes.

Gas, electricity and other household services are included in the weekly rent and regular maintenance and safety checks on systems and appliances are carried out to ensure a safe environment is maintained.

Tenants initially enter into a six monthly 'tenancy agreement'; thereafter reviewed annually and a support agreement which highlights both tenants and landlord/support providers responsibilities.

PHILOSOPHY/AIMS

MHC CLINICAL MISSION STATEMENT:

Continually working towards Ordinary Lives for people affected by complex and enduring mental health problems.

Supported Housing overall aims:

- To provide high quality and well maintained housing
- To provide 'ordinary' living and opportunities for independence.
- To deliver a caring and professional service based on listening to our tenants needs.
- To provide expertise in Mental Health Support. The service is tailored to suit the individual changing needs of people with enduring and mental health problems. It offers structured programs of support that will lead to self development and greater independence within or without our service.

SEVEN PRINCIPLES

Support is based upon seven key principles (as identified in our mission statement). They are:

- **Rights**
The ethical and legal entitlements of tenants should be safeguarded.
- **Choice**
Tenants should have the opportunity to select independently or with support from a range of options.
- **Privacy**
Tenants have the right to be alone or undisturbed and free from intrusion or public attention to their affairs.
- **Dignity**
Tenants should be valued as individuals regardless of their circumstances with respect shown for their uniqueness and their personal needs.
- **Fulfilment**
Tenants should have the opportunity to lead fulfilling lives, in which personal aspirations and abilities can be realised.
- **Citizenship**
Tenants should have full access to, and be enabled to participate in the life of the community at large and, in particular, the community local to their home. Opportunities will be created to enable them to extend their lives beyond their home.
- **Independence**
Tenants should be given the opportunities to think and act without reference to another person even when this incurs a degree of calculated risk.

MENTAL HEALTH CONCERN
Supported Housing

SERVICE USER INVOLVEMENT

As well as being actively involved in their own support, tenants are also encouraged / given the opportunity to attend / facilitate regular service user meetings to discuss aspects and views about the accommodation they live in and play a role in decision making within the service.

Tenant questionnaires are also available for completion where tenants can comment on the standard of the service provided and give ideas for change.

Opportunities to be involved in the staff recruitment and selection process are also available as well as discussing policy formation for those tenants who are interested.

The outcomes from the above are shared throughout the organisation via various forums.

RISK TAKING

As an organisation, Mental Health Concern believes that positive community care which recognises and respects the human and civil rights of people struggling with mental illness will unavoidably carry with it elements of risk. (Over) protecting clients from the hazards of daily living prevents them experiencing the risk taking which is essential for human growth and development.

Staff and tenants within the service will be involved in a process of clinical risk assessment (Guided by MHC Clinical Risk Statement) to maintain independence and promote self development where possible.

MENTAL HEALTH CONCERN
Supported Housing

ORGANISATION OF SUPPORT

Each tenant will have a designated Keyworker (a registered mental health nurse) and co-worker who they can work alongside to devise a support plan. This plan should aim at enabling the tenant to maintain his/her tenancy in the community; enhancing their quality of life and fulfil their potential.

Tenants will have access to approximately 10 hours support time per week as agreed in the individual support plan with additional hours as required for specific needs / crisis. They will also have access to mental health nurse input & advice as agreed. An 'on call' service operated out of hours weekdays and 24 hours at weekends where tenants can contact a mental health nurse in an emergency / crisis situation for advice.

Support plans will be reviewed on a regular basis by the multi-disciplinary team at care co-ordination meetings which tenants are encouraged to attend. Each tenant will be registered with a GP and Psychiatric care provided by a consultant psychiatrist where appropriate. Other professionals such as social workers, physiotherapists, speech therapists, counsellors, dieticians may also be accessed and involved in the individuals care when and where required.

Tenants are also encouraged to register with local dentists, chiropodist, optician etc.

REFERRALS

Referrals to Supported Housing are welcome from a variety of sources, including the individual themselves as well as both statutory and voluntary mental health services. A referral pack and further information is available from Mental Health Concern, contact address given at the front of this document.

Upon referral the Supported Housing manager will visit the referrer and the individual referred to further assess the persons housing and support needs.

Suitable referrals will then be assisted by the Supported Housing team into appropriate accommodation with an agreed support package.

Certain individuals may have the opportunity to utilise a 24 hour nursing support unit as a preparatory step and assessment period, prior to a move to the Supported Housing service.

MENTAL HEALTH CONCERN
Supported Housing

STAFFING

Supported Housing consists of a Manager who is a Registered Mental Health Nurse and has many years experience in community mental health work. The manager is supported by a full time community mental health nurse / Keyworker and three Support Workers who have a wide range of specialist knowledge, training and experience in this field.

Staff all receive regular individual and team supervision and appraisal from the RMN's and attend relevant and statutory training courses. Staff tend to work between the hours of 9-5 over a seven day service but this can vary to suit individual tenant needs.

FUNDING

The cost of the service is funded by two different departments:

- Accommodation charges are generally paid for by the Local Authority's Housing Benefit Department (Depending on the financial circumstances)
- Support charges are generally paid for by the Local Authorities 'Supporting People' Department who work in conjunction with MHC supported Housing to carry out service reviews, monitor performance and ensure quality and 'best value' service.

MENTAL HEALTH CONCERN
Supported Housing

APPOINTEESHIP

A supported housing tenant has the opportunity to access an 'appointeeship' service to assist them with their financial management when necessary. In these circumstances MHC can operate as the persons 'appointee' to ensure optimal management of their finances. This includes management of the tenants benefit claims; utility bill payment and claims for rent and support charges.

This process can empower individuals who find financial management stressful by taking on some responsibility, yet allowing them full knowledge and access to all information regarding claims, payments etc made on their behalf.

MENTAL HEALTH CONCERN
Supported Housing

| | |
|-------------------------|--|
| PARTNERSHIP WORK | WORK WITH ENTERPRISE 5 HOUSING ASSOCIATION & LEVELS OF SUPPORT |
|-------------------------|--|

Mental Health Concern recognise the importance of partnership working with other agencies, in line with community care policy.

MHC Supported Housing have teamed up with E5 Mental Health Services in a collaborative venture to provide supported housing for people with mental health problems who live in Newcastle Area 3 (North).

Accommodation consists of six one bed roomed flats (Newcastle North).

LEVELS OF SUPPORT

The partnership project offers two broad levels of support ‘High’ level support offered by Mental Health Concern and ‘Low’ level support offered by Enterprise 5 Mental Health Services (see below).

Each support package would be tailored to the individuals needs and would allow flexibility for transition from high level support to low level support and vice versa. The support service provided is able to ‘move around’ the tenant without the need for the tenant to move/change accommodation.

Both MHC and E5 will maintain effective links with existing teams involved in the tenants care package.

| LOW LEVEL SUPPORT | HIGH LEVEL SUPPORT |
|---|---|
| E5 Led | MHC Led |
| <ul style="list-style-type: none"> • Access from 1-8 hours support per week from E5 team Monday to Friday (plus additional in times of increased need) • Out of hours ‘on call’ | <ul style="list-style-type: none"> • Access to 10 hours support per week from MHC team. 7 days per week service (plus additional hours as required in crisis) • Service supervised by RMN • RMN out of hours ‘on call’ • Appointeeship system available for tenants where appropriate |

MENTAL HEALTH CONCERN
Supported Housing

PRIORITY SYSTEMS – REFERRALS

A three tier priority system operates in North Newcastle due to demand for placements.

Priority 1: A person living in Area 3 catchments area.

Priority 2: A person who has a family or carer who offers support and has a local (Area 3) connection.

Priority 3: A person who is currently inpatient at St Nicholas Hospital; has been for more than two years, and would have applied to be re-housed in the Gosforth area.

For further information regarding the partnership project in Gosforth North contact:

E5 – Mental Health Manager (0191) 242 7072

MHC – Alan Thompson: Supported Housing Manager (0191) 2855047