

PLATFORM



RM

Support Services



HeathWay

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ABOUT THE HOUSE

Heathway is a 4 bedroom supported accommodation for people suffering from mental health issues. The house is located in the Dagenham area of Essex and within walking distance of Heathway tube station.

All service users are provided with individual keys to their bedroom and the front door of the house.

The house is fully equipped with a homely function able kitchen, lounge with coloured TV, Hi-Fi system and DVD player for the entertainment of all service users.

The dining is well laid out within the open plan kitchen encouraging service users to socialise and develop community spirit.

All bedrooms are spacious and fully furnished with the toilet, bath and shower close by. For convenience, there is a ground floor toilet and shower to cater for more than one service user at any one time.

Walton House has a spacious garden where service users can enjoy outdoor activities or just to relax in the summer.

Our Aims and Objectives of the service

- We aim to provide a person centred care support for all our service users by ensuring that all supports given are client lead,
- We will promote social inclusion in service users with history of Severe and Enduring Mental Health problems.
- We will support our service users in maintaining stability in their mental health and reduce hospital admission where possible.
- We will assist with accessing education/training/ meaningful occupations as required by our service users.

Our desired outcomes of service

- For service users to become fully independent and be able to move on into independent living.
- For service users to be mentally stable and reduce hospital admission

BED ROOM



All of our bedrooms are furnished with Bed, Wardrobe, Lockable drawer chests, personal refrigerator and a Chair.

THE LOUNGE



The lounge area is set up to provide a homely feeling for servicer's user to be able to meet with friends and families or simply to enjoy being at home.

THE KITCHEN



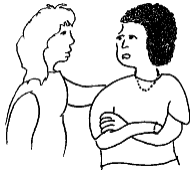
The kitchen is modern and has all homely comfort for our service users that stimulate good cooking experience.

SUPPORTING PEOPLE

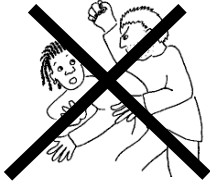
These are the things you should expect your support service to do for you.



We will make sure you have a Support Plan. We will agree with you the support you need and we will write that down on the Plan.



We will make sure that both you and your support staff are safe at all times.



We will make sure you are not hurt, bullied or harmed in any way in your home.



Support is provided by Qualified/ experienced manager and support workers who have worked with complex needs clients, who have multiple needs and Dual Diagnosis. They are committed and sensitive to individual client' needs. We have good relationships with other professionals



You will have good information to help you make choices and decisions and to tell us what you want.



You will have a say in the way our service is planned and run.



You will be supported to make friends, have relationships, and to be included in the community.



You will be able to talk about personal and private things with your support worker without him or her telling anyone else, unless you agree.



Your home is your home and we will respect that.



We will explain to you how to complain if things are not going well with the service.



We will tell you how our support service works and what you can expect from us.



Our service will be checked regularly to make sure it is giving you what you need in the right way.

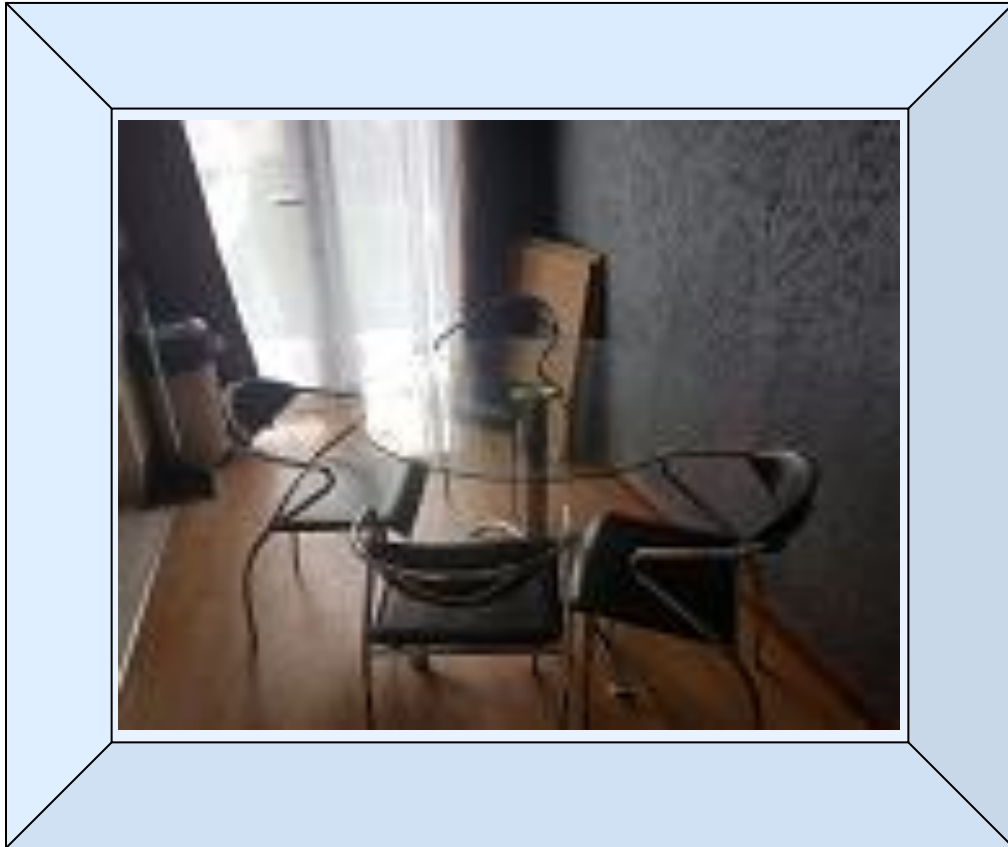


We will make sure our service is well managed and stays within the law.



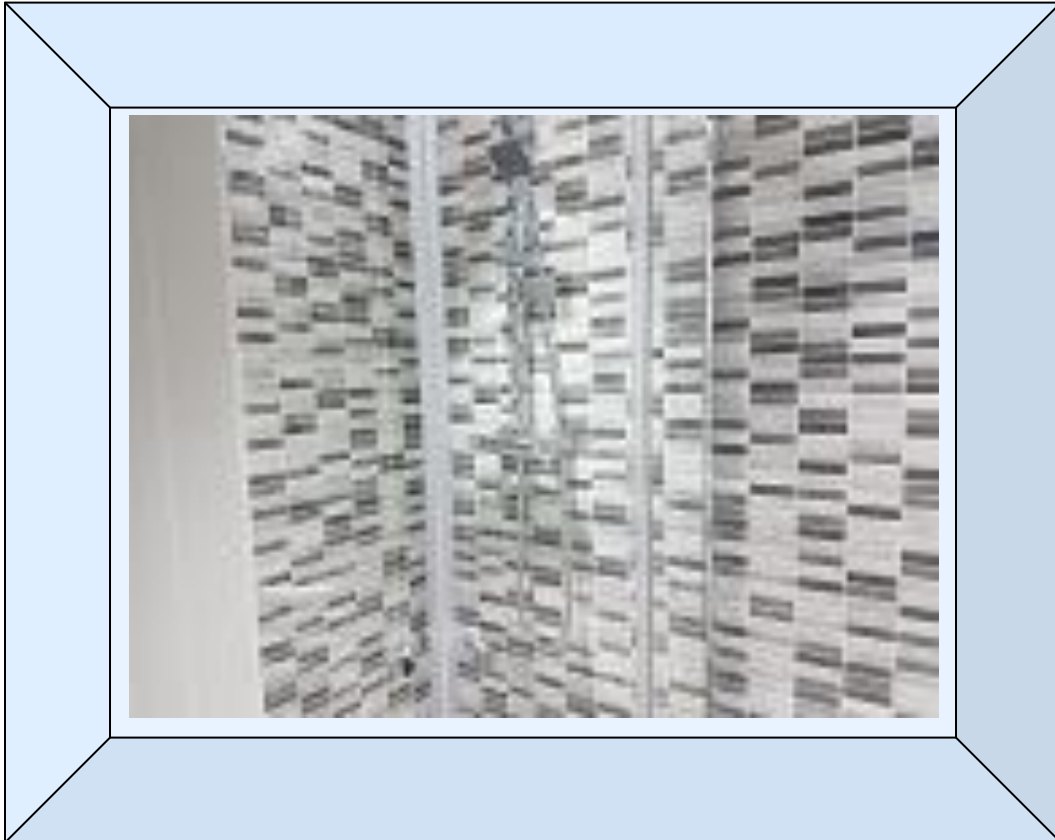
We will always be looking at our service to make sure it is working in the best way for you and us.

THE DINNING ROOM



The dinning room is a well decorated space that encourages socialising with other people.

THE BATH ROOM



Our bathrooms/ shower are well decorated and encourage good personal hygiene for our service users.

THE GARDEN



Our garden is spacious and well maintained for our service users to enjoy themselves during the summer.

OUR SERVICES

- Platform Support Services provides one to one support to service users with severe and enduring mental health problems in a homely environment.
- The Service is provided 24hours a day; staffs are available on-site between 08:00-20:00hrs Monday- Sunday including Bank holidays. There is an On-call manager outside of these hours, and a sleep-over staff.
- Care is provided to individual service user according to their needs taking into account their gender, religious beliefs, cultural background, sexual orientation or disabilities.
- Medication of Service Users are supervised by staff and monitored for compliance and side effects.
- Service users are supervised in undertaking activities of daily living skills to empower them in order to achieve their optimum level of functioning and prepare them for independent living.
- Service users are treated with respect; protect their dignity, given independent and choices so that they can live a fulfilled life. They will be provided with required support to develop their self-esteem through empowerment.
- We work in partnership with the Community Mental Health Team and community specialist Team in care provision; attend and participate in CPA and review meetings in the community and hospital when required.
- We assist Service Users with budgeting of their money, shopping and supervised in planning and preparation of meal when required, and provide regular reports to the team on the progress of service users.
- Key working sessions and Support Plan will be offered and agreed on an individual basis and will be reviewed as required.
- We offer support to access services(GP, mental health services, social services, drug and alcohol services, education, training), benefits, budgeting and managing debts/bills, access to work and the development of independent living skills(including move on to independent housing such as council flat).
- Service users are encouraged to maintain their individuality and follow their chosen life style.

Service Users Rights and Responsibilities

- A statement of customer rights and responsibilities, in the form of a customer charter is attached.

Referral, Assessment and Allocation Procedures

Referral Route

- Referrals for the service are made by the following approved referral agencies: Newham Centre for Mental Health
- Community Mental Health Teams.
- Community specialist Team.

Notification of Vacancies

- The manager will be responsible for informing referral agencies of potential vacancies and liaising with them to ensure referrals are received

Information required from referral agencies

- Completed referral form
- Completed risk assessment
- Recent CPA
- Mental health summary reports/review/progress
- Others as required

Referral Criteria

- Referral agencies will be required to provide a completed referral form and risk assessment. They will also be required to ensure client has ID and is able to access benefits as required, including right to remain/stay in the UK and is able to access public funds. Further information will be required on a case by case basis e.g. police/probation/medical reports and information.

Exclusions

- Platform will retain the right to refuse any applicant. General exclusions will be those who have a history of Arson and those who we feel have support needs that we are unable to meet.

Interview and Assessment

- All referrals will initially be assessed jointly by the manager of Platform and the referring agencies.
- The assessment interview will take 1-2 hours

- Platform will interview within 5 days of accepting referral following the initial joint assessment
- The referral agency and the service user will be notified of outcome of assessment/interview within 7 days of assessment.
- If 2 or more referrals are received for 1 vacancy they are allocated on support need priority

Support Planning

- A service user's support plan is developed using the information gathered on the joint assessment form. The support worker and the service user will evaluate the areas in which support needs are identified and agree an action plan for meeting those needs.
- Service users will be enabled to make their own decisions and set their own goals. The support worker will assist them in looking at the implications and risks of their goals or the steps they may need to take to achieve them.

Reviewing Support Plans

- Support plans will be reviewed at an agreed interval by all professionals involved in the care of the service users. In addition, a review can be requested at any time by the service user. A change in the circumstances or needs of a service user should also result in a review taking place.
- The categories in which service users are assessed and support is offered are below:

Accommodation	Mental Health	Leisure and Recreation
Basic Skills	Physical Health	Employment and Training
Self Care/life skills	Drug and Alcohol issues	Personal/Cultural Identity
Move on	Personal Safety	Social Contact with family
Budgeting and Debt	Identification/Benefits	Other relationships
Legal Issues	Criminal/Forensic History	

Platform's Policies

Service User Involvement

- Platform is committed to providing quality services that place service user involvement at the core of the business, Platform aims to provide opportunities to enable service users to participate in the planning, development and running of services. This will be achieved through the following initiatives, among others:
 - Local Service User Involvement plans for the service delivery.
 - Local Service User meetings

- Service User Policy Focus Group to discuss new and revised operational policies and procedures
- Bi-annual Customer Satisfaction Survey
- Service User exit interviews
- Complaints and comments system

Complaints and Comments

- All Platform service users will have access to the complaints procedure. Complaints Policy and Procedure will be displayed on the communal notice board and included in Customer Welcome Packs.

Policies and Procedures

- Platform will maintain a comprehensive set of policies and procedures which will be reviewed on a rolling basis. The policies will be contained within three separate manuals, the Housing and Care Policies and Procedures Manual, the Employee Handbook, and the Health and Safety Manual.

Quality Assurance and performance indicators

- Platform will be committed to ensuring that its services are of a high quality and are fully monitored, reviewed and evaluated. This will be achieved through a comprehensive internal quality assessment system including:
 - Annual audits by independent inspectors
 - Establishment of performance indicators and regular reporting of performance standards to funders and users of the service
 - Regular supervision and appraisal of all staff
 - A comprehensive training programme for all staff
 - Quality Assessment Framework to self assess standards

Platform will be committed to continuously improving and will therefore, strive to achieve the highest performance levels in all parts of its services.

Platform will collect data on:

- Evidence of stability in service users' mental health
- Evidence of increased health/social gains
- Achievement of agreed goals/expectations from support plans
- Clients' feedback

House Rules

Service User participation



Service User Meeting will take place monthly and an adequate notice will be given to all prior to this. As a resident, you are advised to attend meetings because:

- Any changes to services offered will affect the lives of residents in the House
- This is a place for you to speak out your views on what happens in your home
- Copies of previous minutes are kept in the communal room

You can join the consultation group that meet with the staff whenever there is a change to the procedure. Get more information from staff

Policy on Guest

As all residents of Heathway have Assured Short hold / long hold tenancies:

- Residents have the right to have any guest they wish to visit them in their house; staffs need to be informed prior to the visit.[24HRS] before the visit.
- Residents are responsible for the behaviour of their guest at all times.
- Visitors will not be permitted to stay over night in the house.
- Visitors are not allowed to use other resident's things without their permission.
- Visitors are not to be left on their own in the premises.
- Visitors to the house are expected to behave within the accepted boundaries of proper and polite behaviour. Platform Support Services reserves the right to ask visitors to leave the premises.
- All guests will have to leave the house by 9pm.