



## Selby STAY Well

*Part of North Yorkshire's support service for people with low-level mental health problems*

**Housing-Related Support for People with Mental Health Issues Living in the Selby District of North Yorkshire**

[www.hortonhousing.co.uk](http://www.hortonhousing.co.uk)



## Table of Contents

What is Horton Housing? .....	3
What is Selby STAY Well?.....	3
What do we hope to achieve at Selby STAY Well? .....	3
Who is Selby STAY Well for? .....	4
What's it like at Selby STAY Well?.....	5
What support does Selby STAY Well offer?.....	5
What other things can Selby STAY Well help with? .....	6
What can clients expect from Selby STAY Well? .....	6
What is expected of clients? .....	7
How much does it cost?.....	8
How can people apply to come to Selby STAY Well? .....	8
What's important to us about how we run Selby STAY Well? .....	9
Equality and diversity - what we believe .....	9
How do we check the quality of our services? .....	9

## **What is Horton Housing?**

Horton Housing is a voluntary sector, not for profit organisation. At Horton we aim to meet the housing and support needs of some of the most socially excluded and vulnerable people in our community. To achieve this we have developed a range of services to offer both quality and choice. Selby STAY Well is one of the services that we provide.

## **What is Selby STAY Well?**

Selby STAY Well is a floating support service for people with mental health issues living in the Selby District of North Yorkshire, who are in need of housing-related or other support to maximise and sustain their independence in the community, and to achieve their rehabilitation and recovery goals. We offer one-to-one support as well as a series of drop-ins.

Selby STAY Well is commissioned by North Yorkshire County Council.

The service is short-term, which means support is offered for a maximum of two years.

## **What do we hope to achieve at Selby STAY Well?**

### **Our aims are:**

- To provide a high quality support service to people with mental health issues, which is responsive to their needs, circumstances and aspirations, in order to maximise and sustain independence.
- To support and encourage clients to develop existing skills and gain confidence in their ability to manage their own homes independently.
- To support and encourage clients to achieve their rehabilitation and recovery goals, in turn maximising people's independence and minimising continuing dependency on services.

### **Our objectives are:**

- To work with people referred to the service to assess their support needs and draw up agreed plans of support tailored to their individual needs and circumstances.
- To work with clients to enable them to gain confidence and develop the skills required to live independently, and work towards their own recovery.
- To identify and liaise with additional sources of support that may be able to assist the client, and make referrals or assist the client to access other relevant agencies, such as housing providers, CPNs, GP/health services, training providers, DWP and other statutory and voluntary agencies.
- To contact or make referrals to other services where there is concern for the well being of the client or others.
- To empower our clients by actively encouraging participation in developing and achieving their long-term goals.

- To liaise closely with housing providers, and support our clients to resolve any tenancy-related problems in a timely and positive manner.
- To monitor and evaluate service provision.

### **Our intended outcomes for clients are:**

- Improved health and wellbeing.
- Increased safety in the community.
- Reduced need for statutory care, including hospital or residential care.
- Reduced homelessness and incidences of repeat homelessness.
- Access to suitable accommodation.
- Increased ability to manage a tenancy successfully and live independently.
- Minimised risk of abandoned or failed tenancies.
- Links to specialist and statutory services to address complex and multiple support needs.
- Reduction in harm associated with alcohol and substance misuse.
- Maximised income through welfare benefit and debt counselling advice, and through improved money management skills.
- Support networks having been explored and established.
- Education, employment and training options having been examined as part of an individual's support plan.
- Less involvement with the criminal justice system.
- Reduced incidences of anti-social behaviour.
- Reduced incidences of harassment or abuse.

### **Who is Selby STAY Well for?**

Selby STAY Well is for you if you meet the following criteria:

- Aged 18 or over, and living in the Selby District of North Yorkshire.
- Have low-level mental health issues and support needs.
- In need of housing-related or other support to enable you to move towards or continue in independent living. (You may be vulnerable as a result of age, mental illness, substance misuse, family breakdown or another factor that is affecting your ability to maintain your accommodation)

Selby STAY Well can support single people, couples and families, with or without children.

Where there are more people who need the service than there are vacancies, priority is given to the person assessed as most vulnerable, and/or most at risk. This could mean the person closest to eviction or who is in crisis, or can be clearly identified as vulnerable or whose child is considered most vulnerable. Where people are assessed as having equal priority the place will be offered to the person who has been on the waiting list the longest from the point of their initial referral. This is in line with our Selection & Allocation Policy, which is available on request.

If you have any special requirements or needs we will see if we can meet them as part of the initial assessment.

We do not provide a service that includes bathing, cleaning, shopping or other tasks generally referred to as "personal care".

## **What's it like at Selby STAY Well?**

Selby STAY Well is a home-based service, which means that a support worker will visit you in your own home. Support sessions generally take place on a weekly basis and last up to two hours. The frequency and duration of support sessions, however, may vary, as we recognise that support needs vary from person to person.

Clients have a full needs and risk assessment, before they are accepted onto the scheme. Clients are also asked to sign a Client Agreement before support starts. A support and risk management plan is agreed with both support worker and client and this is reviewed regularly. This is an important way of setting out goals, working towards achieving them and being able to see progress made. You can involve carers, other professionals or anyone you wish in your support planning.

The service is available between 9am and 5pm, Monday to Friday. If support is necessary outside these hours, it will be considered on an individual basis.

Clients also have access to our drop-ins. Please see our leaflet for your local drop-in.

We also have a telephone advice line, which is available at any time of day, to text or leave a voicemail. A support worker will contact you back the next working day. The telephone number is 07932 644973.

The drop-ins and telephone advice line are open to anyone in the Selby District requiring one-off housing-related support, including previous and current clients, and those on the waiting list. No appointment is necessary.

## **What support does Selby STAY Well offer?**

Support is tailored to individual needs. Staff and clients work this out together. We call this "needs assessment and support planning".

At Selby STAY Well, we offer a range of support services that can include the following:

- Accessing appropriate accommodation.
- Assistance in setting up and maintaining a home or tenancy, including furnishing your home (via the Local Assistance Fund and other grants).
- Assistance with moving into your home.
- Assistance with securing Housing Benefit and maximising welfare benefits entitlements.

- Assistance with reducing rent arrears and debts.
- Developing confidence around budgeting and domestic skills.
- Assistance with establishing personal safety and security.
- Advocacy and liaison with landlords, utility services and/or other relevant agencies.
- Advice with issues around home maintenance and self care.
- Encouragement and support to undertake actions to improve health and wellbeing.
- Identifying appropriate agencies to provide specialist support or healthcare, and assisting with access to these.
- Emotional support during stressful times to try and prevent loss of accommodation through inability to cope.
- Encouragement to become more widely involved in community activities and to establish and maintain support networks where appropriate.
- Encouragement and support to access education, employment and training.

## **What other things can Selby STAY Well help with?**

We can help with supporting you to attend appointments.

We can help you to make or keep contacts with friends, family and the community if you wish. We can help with things like accessing day centres and community organisations or education classes and employment training.

If you have specific needs, we can also refer you to other services. This will depend upon your circumstances but could include, for example, referrals to befriending schemes, debt or money advice services, drug counselling services or homecare services.

We will also consider any cultural or religious needs that you may have and we will try to put you in touch with other organisations that help people who experience discrimination. We can provide information on a range of organisations and services.

## **What can clients expect from Selby STAY Well?**

- You will be offered a full needs and risk assessment following referral to our service.
- You will have your own designated support worker.
- You will have a support plan, agreed between you and your support worker, including the goals you want to achieve.
- Your needs and support plan will be reviewed at least every six weeks or at such time as your needs change significantly.
- You can ask for your support plan to be reviewed at any time if you think your needs have developed or changed in any way.
- You can involve a carer, friend, family member or other professional in drawing up your support plan if you wish.
- You can disagree with any needs assessment or support plans, and will be given information about how to appeal against any decisions made with regard to your support.

- If we have to cancel an appointment we will offer you a new appointment within seven days. You should not have your appointment cancelled more than once. If you do not keep an appointment your support worker will try to rearrange the meeting within the same period.
- All clients have the right to confidentiality and privacy, and we will explain our Confidentiality Policy to you.
- All clients will be treated with dignity and respect, and without discrimination.
- All clients will be referred to other agencies for support where we cannot offer assistance.
- All clients have the right to see any written information with regard to yourself subject to our Confidentiality Policy.
- All clients will be consulted about the service we provide and any changes that we propose.
- We will ask you to give us feedback about the service we provide.
- All clients will be given the opportunity to receive information about the cultural and religious resources available in the area.
- All clients will be advised about your right to complain about any aspect of our service. Our complaints procedure is available on our website, and available on request.
- We will give you a handbook setting out your rights, how to get copies of our policies and procedures and how you can have a say in the way the service is run.

We have policies and procedures to make sure that our staff are well trained and professional, so that they provide a good service and you are safe in their care. If you want to see a copy of any of our policies please ask. Or if you have a problem please tell us.

These are your rights.

## **What is expected of clients?**

You also have some responsibilities.

Clients are expected to meet with their support worker on a regular basis in order to:

- Play an active role in the development of their support plan.
- Identify the goals to be achieved.
- Agree the actions that need to be put in place to achieve the support plan goals and work in a positive way towards achieving them.

We realise that each client will have his or her own skills and capabilities in doing this and aim to make the process as friendly and welcoming as possible.

Selby STAY Well reserves the right to withdraw the support if any staff are subject to threats or acts of violence or behaviour that could be considered as threatening or intimidating.

## How much does it cost?

You will not be charged for the service provided by Selby STAY Well.

## How can people apply to come to Selby STAY Well?

You can refer yourself directly to the service, or a referral can be made on your behalf by a representative, for example a social worker, landlord (including a housing association) Community Psychiatric Nurse, advice agency or any other party involved in supporting you.

You can contact us to make a referral in the following ways:

In writing at:	Room 8, First Floor Community House Portholme Road Selby YO8 4QQ
In person at:	Any of the drop-ins listed on our poster
Telephone	01757 241051
E-mail:	<a href="mailto:selbystaywell@hortonhousing.co.uk">selbystaywell@hortonhousing.co.uk</a>
Website:	<a href="http://www.hortonhousing.co.uk">http://www.hortonhousing.co.uk</a>

On referral we will ask for brief details of your support needs. We will offer you an assessment date, which will be within a week from referral. This will be confirmed in writing. The assessment is for us to find out more about your needs and whether or not we can meet them. It is also an opportunity for you to find out more about the service and decide whether you would like to take it up.

The assessment will take place in your own home or at a mutually agreed venue. It will be carried out by two members of staff and will take about an hour. You are welcome to have a person of your own choice with you during the assessment.

Following assessment, we will write to you within one week to let you know the outcome. If you are accepted, and a vacancy exists on the scheme, we will confirm this in writing and tell you the name of your support worker. Support will start at that point and the first visit will take place within a week.

If the scheme is full, we will offer you a place on the waiting list. The waiting list is reviewed regularly and priority is given to the person assessed as most vulnerable. When we have a vacancy, we will contact you again to check you still require support, and if so inform you of your support worker's name and the date of your first visit. This will also be confirmed in



writing. You can access our drop-in services whilst on the waiting list for a dedicated support worker.

If we feel the scheme is not suitable for your needs, we will explain the reasons for this and make every effort to find a suitable alternative service for you and, with your permission, refer you to that service.

We will keep other people informed if you wish us to.

If you wish to appeal against a decision, you can follow our Appeals Procedure. Please contact the scheme manager, as above, who will explain what to do.

## **What's important to us about how we run Selby STAY Well?**

### **The values that support our work**

We want to make sure that clients have as much respect, dignity, independence, choice and control over their own lives as possible.

At the Selby STAY Well we strive to prevent homelessness and reduce the harm associated with drug and alcohol use by offering high quality client-centred support to vulnerable people.

We promote client involvement in all aspects of support and independent living. We work in partnership with other agencies to enhance all aspects of our clients' wellbeing and address housing issues relating to their substance use, mental health and anti-social behaviour.

Empowerment is an important part of how we work. By empowerment, we mean having the information, freedom and confidence to make your own choices and achieve your own goals, being listened to and being responded to based on what you have said.

We try to make sure this happens by working closely alongside clients to achieve positive outcomes but with the emphasis remaining on self-development. Alongside support needs and goals our support plan asks who is responsible for the tasks identified. We feel that you should be in this position wherever possible and that this helps to keep you at the centre of the support planning process. We work in this way because we want you to take control of your life and become confident about decisions that affect your future.

### **Equality and diversity - what we believe**

Horton Housing aims to provide equal, fair access and provision of service to all applicants and clients. We aim to eradicate discrimination and unfairness on any grounds including:

- Age
- Disability
- Gender reassignment
- Marriage and civil partnership

- Pregnancy and maternity
- Race
- Religion and belief
- Sex
- Sexual orientation

We are committed to developing an organisational culture which values people from all sections of society and the contribution that each individual can make.

We recruit and train staff to make sure that they understand and are sensitive to particular needs of clients from minority ethnic communities and other disadvantaged groups.

## **How do we check the quality of our services?**

We want all of our services to get better and better. We will make sure this happens by:

- Meeting set standards (called the Quality Assessment Framework);
- Giving clients a say in how our services are run;
- Looking at whether our services have achieved what they set out to do;
- Checking that the right things are done in the right way; and
- Changing our services and written information in response to feedback and as clients' needs and goals change.

***If you would like more information, please contact us at the scheme address detailed previously.***

If you would like information in another language or format, please ask us.

Urdu

اگر آپ کو معلومات کسی دیگر زبان یا دیگر شکل میں درکار ہوں تو براۓ مہربانی ہم سے پوچھیے۔

Punjabi

ਜੇ ਇਹ ਜਾਣਕਾਰੀ ਤੁਹਾਨੂੰ ਕਿਸੇ ਹੋਰ ਭਾਸ਼ਾ ਵਿਚ ਜਾਂ ਕਿਸੇ ਹੋਰ ਰੂਪ ਵਿਚ ਚਾਹੀਦੀ, ਤਾਂ ਇਹ ਸਾਥੋਂ ਮੰਗ ਲਓ।

Farsi

اگر این اطلاعات را به زبانی دیگر و یا در فرمتی دیگر میخواست لطفاً از ما درخواست کنید

Bengali

যদি আপনি এই ডকুমেন্ট অন্য ভাষায় বা ফরমেটে চান, তাহলে দয়া করে আমাদেরকে বলুন।

Arabic

إذا أردت المعلومات بلغة أخرى أو بطريقة أخرى، نرجو أن تطلب ذلك منا.

Hindi

यदि आपको सूचना किसी अन्य भाषा या अन्य रूप में चाहिये तो कृपया हमसे कहे

Gujarati

જો તમને માહિતી બીજી ભાષા અથવા રચનામાં જોઈતી હોય તો, કૃપા કરી અમને વિનંતી કરો.

French

Si vous souhaitez des informations dans une autre langue ou sous un autre format, veuillez nous le demander.

Turkish

Türkçe bilgi almak istiyorsanız, bize başvurabilirsiniz.

Swahili

Kama utahitaji taarifa katika lugha nyingine au mtindo mwingine, tafadhali tuambie.

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Co-operative and Community Benefits Societies Act 2014

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