

Community Options

Flexible Support for People with Mental Health Needs

Community Support Service

Information for people
using the service

**Individual Support for
People with Mental
Health Needs**

What does the Community Support Service offer?

We give support to people who have mental health needs who may be living at home on their own or with family or friends.

Our aims are to enable people who have a mental health need live in the community at their greatest level of independence and to enable people to access a range of community facilities and to promote social inclusion.

The service is available 7 days a week between 7 a.m. and 10 p.m.

Who Provides the Service?

Community Options Ltd. is funded by a combination of Local Authority, Primary Care Trust, NHS Trust and Supporting People to provide this service. All of the Support Time and Recovery Workers you meet are employed by Community Options.

Will there be any charges?

You will not be charged for this service.

The Values of our Service

We operate to the following values:

- Communicating respect by taking users and carers seriously, as credible equals.
- Fully involve services users and carers.
- Using an holistic approach.
- Providing individually tailored services by trained and informed staff.
- Ensuring informed choice.
- Enabling service users and carers to lead valued lives in the community.
- Using language actions and imagery, which promotes positive perceptions.

How we begin to provide your service

We provide the service when we receive a referral from the referring professional who will have discussed with you the service you require as part of your Support Plan.

We will arrange to visit you to talk about the best way we can meet your needs.

This will include:

- any specific requirements you have because of your culture, race, ethnicity, religion, gender, age or sexual identity
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- your wishes about when we provide the service
 - any specific requirements you may have because of your health problems
 - any specific communication requirements you may have.
 - We will also give you information about how we provide the service and about your rights and responsibilities.
 - The information you may need is presented in this leaflet but our staff will happily explain anything further
 - Following this meeting we'll put in writing to you the details of the service we will provide, together with the plan of support.

Your Support Time and Recovery Worker Team

After the visit we'll allocate a team of Support Time and Recovery Workers who can best meet your requirements and preferences.

People who work for Community Options are given an identity badge and they should always carry this with them when

at work.

They will always show this to you when you meet for the first time.

If you're uncertain of someone's identity then you should ask to see their badge, they won't be offended!

Any member of the team will visit you.

The team will consist of 2 to 3 workers if a member of staff is sick or about to take annual leave then other members of the team will inform you.

Standards of Conduct for Support Time and Recovery Workers

Each of our Support Time and Recovery Workers have been interviewed, criminal records checked, provided satisfactory references and attended an induction course and appropriate training for their work.

Our staff are expected to work in a way that is enabling to you, respectful and sensitive to your needs.

This includes:

- respecting your home and your belongings.
 - asking you how you would like to do certain tasks such as where do you like to do your shopping.
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- The Support Time and Recovery Worker will support you in developing skills in areas identified on your Support Plan.

About our Records

Support Time and Recovery Workers will make notes after each visit to provide a record of their work. You can help write or look at this and discuss it with your Support Time and Recovery Worker. These notes are kept with the rest of your notes within the Community Mental Health Team or at the Support Time and Recovery Workers Base.



We will only keep information that is required. If you would like to request access to these notes, please do so in writing to the Service Manager - details can be found on the last page.

When you don't need our service

If you don't need the service for a short time due to a holiday or appointment, then you need to inform Community

Options as soon as possible.

Reviewing the Service we Provide

- Referring professionals are responsible for regularly reviewing the service you receive and this will usually be every 6 months. This gives you opportunities to comment on the service.
- Sometimes after a review there may be changes in your Support Plan.
- At other times if you wish to make changes to your service, you should talk to the person that referred you.
- In addition the review of the service will include discussion about the suitability of the team of Support Time and Recovery Workers working with you.

Withdrawing the Service

There may be certain circumstances under which we need to consider withdrawing the service. For example if Community Options felt the Support Time and Recovery Worker was at risk or if you had been abusive to the Community Support Time and Recovery Worker. You can appeal against this decision to your Care Coordinator or directly to the Service Manager who's details are on the

back page.

Monitoring the Service

From time to time we like to find out what you feel we do well and also ways we can improve the service we provide.

This is confirmed periodically through a Satisfaction survey.

We appreciate your views and welcome any ideas you may have.

Limitations of the Service we can provide

There are certain limits to the Service we can provide and it is important that you're aware of them and the reasons.

- 1 In helping with your money/budgeting, Support Time and Recovery Workers are able to offer advice and guidance but they aren't allowed to handle your money. This is to protect you and the Worker should any financial issues arise.
 - 2 In helping you with your medication, a Support Time and Recovery Worker can remind you to take your medication but they're not allowed to give you the medication. This is because staff are not properly trained to do this and could, therefore, put both you and themselves at risk.
 - 3 Staff are not allowed to hold your keys. This minimises the risk to your property.
 - 4 Under Health and Safety legislation there may be certain tasks that a Support Time and Recovery Worker is unable to carry out. You will be provided with an explanation if this happens.
 - 5 We would not expect Support Time and Recovery Workers to carry out tasks which
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are disrespectful to them.

Abuse

Abuse comes in many different forms; physical, emotional, financial and sexual. Abusers also come in many different forms, for example, family, friends, carers or professionals.

All forms of abuse are taken seriously. If you feel that you have experienced any form of abuse you should tell someone you trust, this may be a member of your family, a friend, an advocate, carer, ST&R worker, another professional or organisation.

Community Options will help you to access the support you require.

If you would like to make a Suggestion or Complaint

Community Options welcomes suggestions and complaints from Service Users because these help us to improve the service we provide. You will have received the complaints leaflet and if you would like any further information then

Community Options have regular open meetings to discuss the Organisation and the services we provide, If you wish to attend any of these you can contact the Service Manager - contact details can be found on the last page.



Our Equal Opportunities Policy

Community Options is committed to a policy of equal opportunities in both the delivery of services and staffing policies.

We aim to ensure that people will not be discriminated against regardless of their disability, faith, gender, race, ethnicity, age or sexual orientation.



Who to Contact in the Organisation

If you have any questions or would like further information you can contact:

**Nathan Pathmanathan
Community Support Service
Manager**

on

Tel: 020 8313 9725

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40a Napier Road
Bromley
BR2 9JA**

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**Amendment date: 09.01.06
Version 3**
