



North Staffs Mind — Housing Service

Overview

North Staffs Mind's Housing Service exists to provide supported housing for people with mental health problems. One of the core values that forms the organisations work is that it supports recovery and independence and to this end is committed to customers moving forward in their lives.

Our aim is to work with our customers and alongside other voluntary and statutory agencies to provide the highest quality of life and the greatest degree of independence that is attainable.

North Staffs Mind is a proactive provider within the Destination: Home Partnership. Through the partnership we offer 62 units of support in 2 formats – Housing (46) and Floating Support (16). The housing is split into the complex, 2 shared properties and single occupancy flats. The flats are in the Burslem, Tunstall, Sneyd Green and Longton areas. Floating Support is offered to customers who may have moved on from our supported accommodation and into their own independent accommodation. Customers who have tenancies with other providers, including those within D:H and require input from staff trained in mental health support.

Properties on the complex are designed to house individuals who are deemed less independent and require daily support from staff. Lyndhurst St and Queens Ave currently have customers who also have daily support. Support areas include; motivation and taking responsibility, self-care and living skills, managing money, social networks and relationships, drug and alcohol misuse, physical health, emotional and mental health, meaningful use of time, managing tenancy and accommodation and offending. Through designing and achieving goals on their Star Plan the customer will be offered a move on within our less supported accommodation.

Move on from shared properties into our single occupancy flats is seen as the next step into full independence. Here the customer will have staff contact once a week where work will continue via the Star Plan. There is the option available in these properties to offer more support in times of crisis.

The final stage in someone's journey through housing is their own tenancy. Floating Support would be considered and offered for a brief period to ensure that all utilities are set up and the customer feels confident to maintain their tenancy.

The Housing Team includes a Housing Services Manager, Housing Co Ordinator, Gateway Co Ordinator and 6 Support Workers. Our staff have a wealth of knowledge and experience of delivering supported housing to this client group.

Referrals into the Service

All referrals come through The Gateway Team based at the Staffs Housing office in Stoke. The team has 3 coordinators who will complete a referral and risk form and from that information they will be able to assess which provider is suitable for that individual.

Referrals can come via several agencies which include:

- Self-referral
- Adult social services
- Secondary mental health services
- Primary mental health services
- Internal transfer through Destination: Home
- Council – Housing Solutions
- Housing Agencies
- Police/Probation
- Social Services

Eligibility Criteria

Each service user:

- Must have some form of diagnosed mental illness or history of a mental health problem.
- Must be over 18 and will usually be under 65 years of age.
- Must have housing related support needs.

- Must be capable of living independently in the community with minimal assistance be able to budget and look after their own monies and provide themselves with an adequate diet.
- Must be willing to engage with the service and with the support offered and to participate in the production of their own Star paperwork.
- Must have no outstanding housing debt (exceptions may be possible where steps are being taken to reduce the level of arrears).

North Staffs Mind's service is available to anyone with a diagnosed mental health problem, within the age ranges noted above, regardless of gender, race, colour, ethnic or national origin, religious belief, sex or sexual orientation, marital status, HIV antibody status, AIDS, and disability.

In some cases, referrals we receive may not be eligible for our Housing Service e.g., where care rather than support is required. Where we are clearly unable to accept referrals, we will explain why this is the case and we will endeavour to signpost the client to more appropriate services where we are not able to help.

Exclusion Criteria

An individual may not be considered for the service if:

- They have a history of violence, arson, drug, or alcohol misuse and/or there is a perceived risk to the health and safety of support workers or other residents.
- With respect to our group homes the Housing Services Manager feels that the existing equilibrium/dynamic is likely to be unduly disrupted by the admission.
- The type or degree of required intervention is assessed as being incompatible with the funding criteria, skills or capacity or the service.
- Applicants whose primary difficulties are related to substance abuse will not be accepted and it should be noted that the use of, or dealing in, illegal substances on our premises is prohibited.