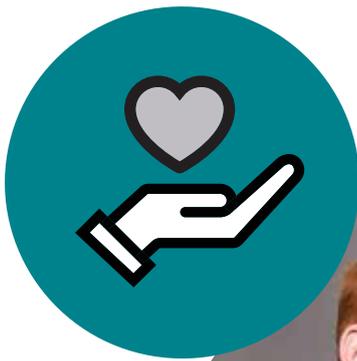




Our mental health services

Safe and progressive care services for people experiencing mental health crisis or emotional distress.





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What makes Home Group different?

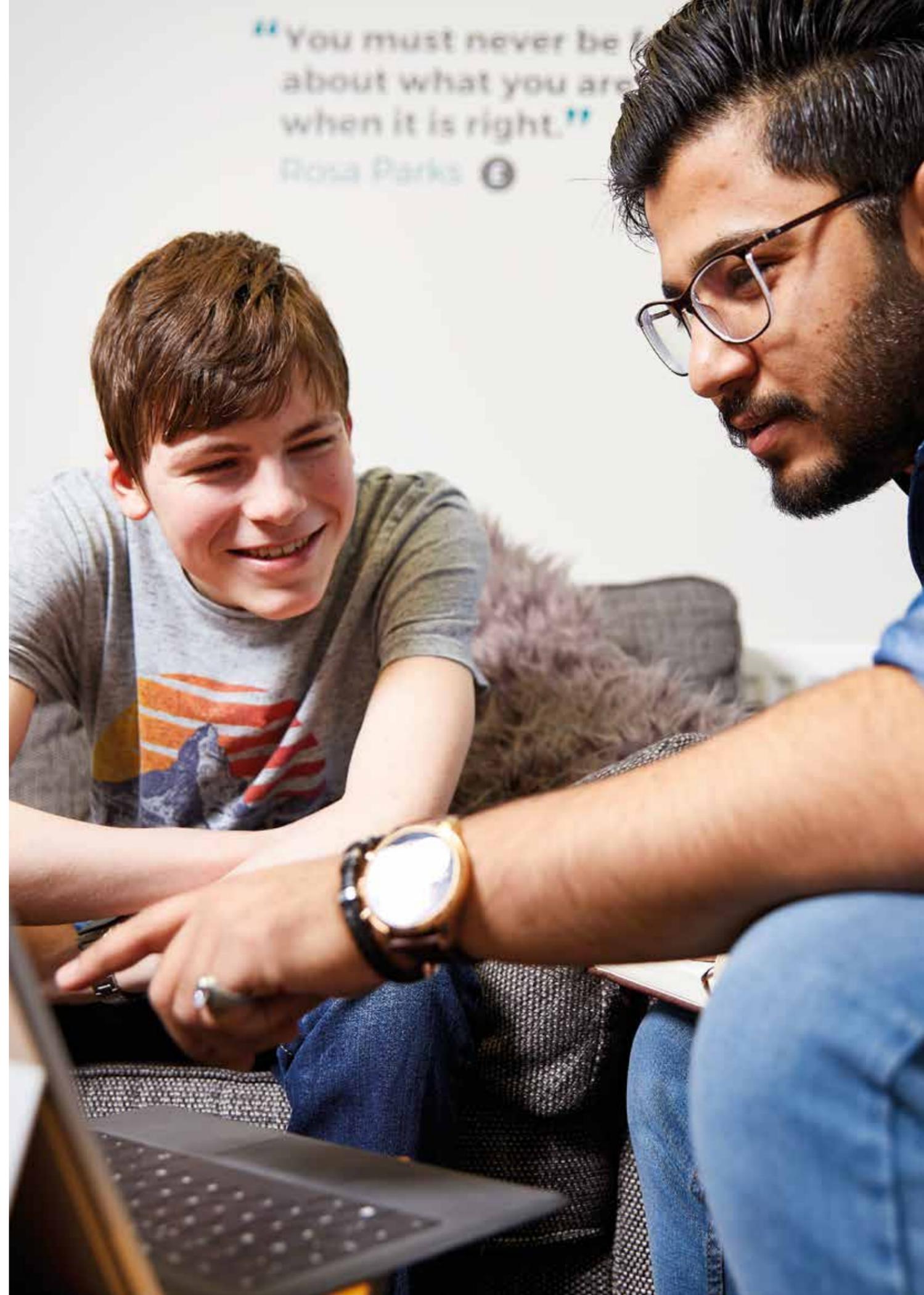
Home Group is a registered charity providing a unique mix of health, social care and housing services. As a large housing provider, we have a wealth of expertise and deliver a wide range of specialist and support services to people with complex health and social care needs.

We recognise the diverse needs in communities. We have a team of specialists and clinicians who can work with you to support your commitment to improving health and wellbeing through innovative new models of care.

Our design philosophy

Home Group is an experienced developer of high quality, bespoke homes. We work in partnership with our customers, their carers and families, commissioners and health and care professionals during our initial design phase. As a national housing provider, we have the ability and resources to acquire or develop property in the specific geographical locations people want to live. This brings people close to community based healthcare and social services, their families and networks, enabling people to be part of a community and equal citizens.

We do not replicate the institutional or clinically orientated environments but create joyful, lively and characterful places people want to live.



Our LIFE support practice model

LIFE stands for Living Independently, Feeling Enabled.

This provides a framework for our support teams to work within, with clear principles and domains which structure support and enable customers to achieve their best life. The model has been developed with input from the British Institute

of Learning Disabilities, the Tizard Institute, Imosphere and a range of clinicians. The LIFE model draws on a number of specific and complimentary approaches that the team reference and use as detailed below.



There are three principles that describe how we work with our customers:

Psychologically informed practice:

Our psychologically informed services focus on improving emotional and psychological wellbeing of our customers, taking in to account their psychological needs to deliver emotional health.

We understand that many customers with complex needs have experiences in their history, may have experienced trauma and frustrations that contribute to developing behaviours of concern. We respond with empathy not judgement and understand behaviour as communication. We have embedded a psychological model that is based on cognitive behavioral therapy which helps our colleagues and customers understand what they have been through and this relates to what they are thinking, feeling and doing. We employ skilled and experienced practitioners and psychologists to advise and support the teams. We tailor how we work, the environment and our service to provide support that suits our customers best.

We put every customer in the driving seat of their support. Our support teams work with the customer to maximise their choice and control. All decisions about care are made in partnership with customers and their families.

Person centred:

Our support is led by our customers and their choices. We work with each person and their team to identify what matters to them and their aspirations, this drives how and what we do.

Support is structured and delivers meaningful engagement with activities and everyday tasks. We support customers to work towards their own journey of recovery, to help them to find purpose and to empower them to take charge of their lives while making strong connections in their local communities.

Support teams are trained in 'SPELL', encouraging structure, empathy and hope as fundamental to our person centred support.

Strengths based:

We look for what is strong and not wrong with people and build on their skills. We identify, recognise and celebrate the unique gifts, talents and resources each customer brings. We provide graded support, enough to enable the customer to extend their world and take positive risks. We call this scaffolding and this can fall away as people grow and develop or be quickly built for days when this is needed.

In line with the premises of 'Active Support', we treat every moment as an opportunity to increase someone's skills or confidence. By being strengths based and focussing on what people can do it enables people to build a positive self-image and doesn't reinforce negatives by constant reference to deficits and faults.

Our team

We have a flexible approach to developing support teams across the country to reflect the needs of the customer, commissioning environments and local structures.

In addition to recruiting high class support teams, we also employ clinicians both centrally (our virtual clinical team) and locally if this is required. This enables us to have a multi-disciplinary team in house. This provides our colleagues with reflective practice and on-going assessment and team training on person centred interventions and approaches developed to respond specifically to the individual.

We employ:

Psychologists: to provide assessment and guide interventions, enabling our support teams to respond to the complex interaction of mental health issues, learning disabilities and other developmental delays. Psychologists

provide reflective practice sessions for the team and may lead on psychologically informed practice

Occupational therapists: to lead on our 'Active Support' approach and skills development, supporting teams to enable customers to participate in all aspects of their lives. Our Occupational therapists support the team to understand and work with our customers to achieve their goals and aspirations.

Nurses: to support our teams by using their in-depth knowledge of conditions and treatments to provide in-house expert clinical advice and guidance along with coaching and mentoring our staff to work in a more clinically informed way.



Quality frameworks

Outcomes are very important to us and if we do not achieve the results that matter to people we have not achieved our primary purpose. To measure and monitor our success we use these approaches.

Outputs: These are the objective observations on how many times we have achieved things. We use the 'Guernsey Community Participation and Leisure Assessment' to count how many times customer get to access the community and engage in the things that make them happy. We also count health outputs and assess improvement in skills.

Feedback: We have engaged with a specialist organisation called Revealing Reality who are developing a tool for us modelled around the 'REACH' standards of:

- Self determination
- Inclusion
- Person centred care.

The tool will provide a mix of observation and interviews with customers and their family to give us feedback on their experience of our services assessed against these standards.

We are committed to the Driving Up Quality Initiative, Restraint Reduction Network, 'STOMP' campaign, Health Charter and 'REACH' principles. We have embedded these standards into our practice and have a systematic approach to recording, monitoring and reporting progress against the standards. We have an agreed audit schedule overseen by our clinical governance committee who are responsible for embedding continued improvement into our services.

Our step up service

Who is this service suitable for?

People with a mental health conditions who need intensive interventions but do not need to be admitted to hospital.

What do we offer?

Our mental health step up service is for NHS and local government partners who need safe and progressive care services for people with mental health conditions who need intensive interventions without the need to be admitted to hospital.

The Home Group step up service uniquely provides accommodation, care and support that delivers cost savings and improved resilience and wellbeing outcomes.

Unlike other care providers that simply encourage dependence, we use a recovery approach to deliver a safe and homely environment for people to stabilise, prevent hospital admission and enable a return home.

Key benefits

- Cost savings to commissioners
- Prevention of unnecessary hospital admissions
- A recovery focused approach that empowers our customers
- Improved patient flow
- Robust management of risk factors, crisis resolution.
- Reduced relapse prevention and avoidable crises.
- Improved customer health and wellbeing.
- Group home' environment with some shared facilities to enable social inclusion, peer support and therapeutic activity.
- Short-term occupancy - between 1 and 12 weeks depending on customer and commissioner requirements.
- Up to 12 units, depending on commissioner requirements and nature of the service - most crisis provision is significantly smaller at around 4-5 units due to level of need.
- CQC registered

Our step down service

Who is this service suitable for?

People with mental health ill conditions who would benefit from an alternative to in-patient care.

What do we offer?

Our step down service offers a reablement service, focused on the transition of people with mental health conditions from high support environments back to community based care. Step down care supports the individual to develop and relearn skills to improve engagement, self management and resilience.

Our expertise in delivering reablement focused services and developing brilliant partnerships puts people first to deliver real and sustainable outcomes.



Key benefits

- Cost savings to commissioners compared with hospital placements saving around £1,560 per week compared to residential care costs
- Improved health and wellbeing, generating wider savings to the NHS through reduced unnecessary GP visits and hospital admissions
- Reduction in the length of hospital stay
- Improved outcomes
- Reduction of risk factors such as relapse, offending, long term institutionalisation
- Increased coping skills and resilience through high quality social and support networks through greater self awareness and education together with support provided by our colleagues through a psychologically informed approach.

Our young people's service

Who is this service suitable for?

16-25 year olds with complex mental health needs.

What do we offer?

A service within a wider supported housing model including a variety of provisions based on individual customer need.

Key benefits

- Access to a team of support workers and in-house clinicians
- Self-contained and shared accommodation, including where appropriate dispersed properties
- A service delivered through a psychologically informed environment
- A therapeutic environment with a recovery focus
- Partnership working to address multiple support needs
- Customer involvement, giving young people the choice and control to determine how their support is delivered
- The adoption of psychologically informed practice, providing recovery orientated spaces and delivering choice and control for young people.
- In house clinicians that will work with customers, colleagues and partners such as community mental health teams so ensure the seamless delivery of support and interventions to enable the customer to develop their own recovery journey.

A supportive environment for young people to develop independent living skills and gain confidence.



Your options for a Home Group mental health service

Each service that we develop is done in collaboration with our partners. It can be as bespoke as you need it to be, but may include the following:

- A safe and therapeutic environment for patients to build coping skills and prepare for greater independence, with the specialist support of community based clinical and housing colleagues.**
- High quality care and support assessments, delivered through our 'Creating Wellbeing' support package, including: person centred planning; recovery focus; and a strengths-based approach.**
- Health integration – our clinical services can support improved health outcomes, addressing inequalities and enabling access to mainstream services. We can deliver annual health checks and monitor clinical indicators to enable early intervention.**
- Coordination of multidisciplinary interventions to ensure customers can navigate the complex health and social care systems, preventing crises and unnecessary deterioration of health.**
- Assistive technology to support the development of greater independence.**
- CQC compliance ratings of 'good' and a clinical practice team with embedded clinical and information governance frameworks.**

Home Group in action

Case Study: Beech Range, Manchester

Mental health, step down service.

Home Groups Beech Range service has recently received an extremely positive independent evaluation from Greater Manchester Mental Health Foundation Trust (GMMH). The results include brilliant feedback from customers and on the impact the scheme has had on improved patient flow for the Trust with resulting cost savings.

Beech Range is a Mental Health Step Down service delivered by Home Group in partnership with GMMH. The service was introduced in July 2018 to provide a community based short stay of up to 12-weeks giving an alternative and less restrictive environment for customers who are medically optimised but not yet able to go home. The CQC registered service forms a critical part of the acute care pathway whilst increasing capacity and flow within Manchester's acute wards and reducing the need for an out of area placements.

As part of the initial 12 month pilot it was agreed that an evaluation of the impact of Beech Range would be completed by GMMH. The authors included psychology leads in the rehabilitation division plus senior operational staff at the trust.



Customer feedback included:

- An increased sense of independence and confidence, as well as the support from staff who were seen as helpful and available.
- Customers welcomed the quiet and less restrictive environment of hospital with access to the kitchen at all times and the open door policy from colleagues.

Generally care co-ordinators and other GMMH staff reported positive experiences of Beech Range and the support and good practical assistance provided to help move people on.

GMMH data suggested that the flow created by the addition of the step down beds provided an opportunity to reduce the numbers of service users in out of area placements (OAPs) as well as preventing others being placed in an OAP by creating capacity within the trust acute inpatient units. Beech Range also provided a less restrictive option to support bed management and in turn improved customer experience and outcomes as a result.

The service attained a 75% positive move on for customers during the evaluation period. The evaluation shows that both GMMH and Home Group colleagues expressed positive views of the service and feel it is seen as a welcome addition to the patient offer in Manchester offering extra capacity to a currently pressured pathway.

The results of the evaluation report reflect the collaboration and partnership working between GMMH and Home Group.

The average nightly cost of a bed at Beech Range provides a 69% reduction to the trust compared to GMMH acute beds and a 79% reduction compared to independent sector acute beds. Taking into account occupancy levels during the evaluation period, actual savings to GMMH compared to independent sector beds is 49%.



Home Group in action

Case Study: Gateshead Young People' service

Our person centred approach to young people's mental health

The service provides 21 units of accommodation with 24-7 support for 16-25 year olds with mental health and complex needs in Gateshead.

This service operates within a wider supported housing model to include a variety of linked provision based on need and offering different levels of intervention for 16-25 year olds with mental health and complex needs.

It provides customers with access to our team of support workers, in-house occupational therapist and clinical psychologist and will provide a supportive environment for young people to develop independent living skills and gain confidence.

This accommodation based service offers self-contained and shared accommodation and operates over two main sites and also offers dispersed properties for move-on accommodation all of which are located in Gateshead.

This managed service will be delivered through a psychologically informed environment.

A number of key features offer a pathway to recovery and independence including:

- A therapeutic environment with a recovery focus that recognises trauma, including access to supportive key working and clinical interventions, to address past and current experiences.



- Partnership working to address multiple support needs: working with a range of partners, including substance misuse services.
- Customer involvement: young people have choice and control to determine how their support is delivered.
- Peer support: Support from others who have been through similar experiences.

The service will adopt Psychologically Informed Practice (PIP), providing recovery orientated spaces and delivering choice and control for young people.

A clinical psychologist and occupational therapist provide individual and group health care within this service.

Our clinical psychologist offers individual and group reflective practice sessions with frontline staff, training, mentoring and debriefs following incidents.



They will upskill staff, improving the quality of support planning, assessments and reviews, with greater awareness of PIP and Trauma, as well as supporting the development of individual strategies with each young person.

Varying psychological models will be available wherever there is evidence of traumatic memories or other adverse life events and where the young person has the emotional resources to engage.

Psychoeducation and cognitive behavioural therapy will offer broad range of activities that combine education, counselling and supportive interventions.

Our occupational therapist will help young people to identify the things they want and need to do in their lives. This will also include identifying areas where skills development is needed, training and employment opportunities and social activities to support the young person to integrate into the community.

Home Group in action

Case Study: Natalie House, Southampton.

Supported housing for people with mental health diagnosis

Natalie House is a residential care home in the centre of Southampton offering 24-hour support for people with mental health diagnoses. We provide person centred support to clients for a year enabling them to learn and develop life skills and manage their individual person centred recovery. The aim is for residents to move on to more independent living with ongoing four week tailored support from the team. Natalie House adopts a whole person approach in new models of care and is leading the way for future recovery services.

Natalie House contains ten spacious furnished single rooms, each with an en-suite bathroom and shower. Shared communal facilities include a laundry room with washing machine and tumble drier, a television lounge, a quiet lounge/games room with computers, a kitchen and dining area, and an enclosed garden.

The service is staffed 24 hours a day, 7 days a week, so clients have access to staff support throughout the day and night. Clients meet regularly with their allocated colleagues and are consulted frequently about the service they receive in order to meet their needs. Colleagues receive regular training, our service is monitored and audited by our Home Group compliance team, the Care Quality Commission and local commissioners.

Clients can choose to participate in daily activities, with staff on hand to lend support. Planned activities include cooking, gardening, arts and crafts, mindfulness, quiz nights, and coffee mornings. Activities are chosen in consultation with clients.

Natalie House supports single people aged 18-55 who have a mental health diagnosis. Applicants must be in need of housing and intense support, have a Southampton connection, and be willing to engage with their recovery. Referrals are made by care coordinators through Gateway Housing Panel. Applications are assessed using Homegroup's equal opportunities policy, risk assessment, and eligibility criteria. Prospective clients receive information about the service and visit several times before moving in.

“Natalie House is a safe & secure environment and my recovery has been helped by the friendly and supportive staff.”

Rebekah



Home Group in action

Case Study: Northumberland supported accommodation

Specialist mental health supported accommodation

Our person centered service provides 37 units of accommodation for customers aged 16+ with complex mental health needs and/ or dual diagnosis.

We have a dedicated mental health nurse embedded within the service who supports the team with clinical expertise, provides reflective practice and is integral to the liaison with other outside clinical services such as inpatient wards and community mental health teams.

We provide a total of 37 units of high standard accommodation for customers requiring specialist mental health support and accommodation.

Our accommodation consists of:

Edendale House (10 units)

- Two single self contained units
- Four two bedroom shared flats

This is a secure building with 24/7 staffing, CCTV in communal areas and access to support at all times.

Greenside House (12 Units)

- Six two bedroom shared houses

Gated community, CCTV coverage in communal areas and a regular staff presence.



Dispersed Properties

Fifteen dispersed properties including:

- Single one bedroom flats
- Shared two bedroom houses
- Single tenancy two bedroom houses.

We provide all furniture and white goods for our properties. Where possible customers are encouraged to influence the decoration, furniture and soft furnishings in their home.

Tenancy management

All customers who are accommodated with our service will receive a standard licence agreement or assured shorthold tenancy agreement. We have a dedicated housing team committed to assist in all aspects of tenancy management outside of the support agreement.

Customers can access tenancy management assistance 24/7 including emergency assistance between the hours of 8.30pm and 8am.

Case Study: Aviary House, Birmingham

Aviary House is an supported living service for people with mental health needs and is one of the few resources in the Solihull area that provides 24 hour support to clients. Aviary House is based in Smith's Wood in North Solihull and offers long-term placements to 28 clients at a time. The service is funded by Solihull Metropolitan Borough Council and Birmingham and Solihull Mental Health NHS Foundation Trust.

The key aims of the service are to provide accommodation and support to adults with a history of severe and enduring mental health needs and to create a friendly, safe and supportive environment in which people can

develop and improve their skills to live more independently. Aviary House also offers a respite care service for short stay clients.

Aviary House also has four beds that are registered by the Care Quality Commission (CQC) to provide both step up and step down services. Our team work closely with their local mental health trust commissioners and local partners to support their customers and to prevent admissions and keep customers in the community.

The service was recently shortlisted for two Solihull Together awards, with a win in one category, and it has been awarded a Good rating across all five standards by the CQC.



Using technology

Home Group is currently assessing a range of assistive technologies, including products, equipment and systems that support individuals to maintain or improve their independence, health and wellbeing.

The intention is to identify those technologies that will enable the organisation to design and build better homes, and to enable it to provide support in a way that promotes independence for those people living in our homes.

To be able to practically test a range of assistive technologies, Home Group will be installing a range of technologies in a modular home at Gateshead Innovation Village.

We will be using the home as test site to decide the technology needs to be integrated into the fabric of the building, as well as testing existing and emerging assistive technologies.

Our test home will be supported by a full time researcher from Northumbria University, and with the input of senior professors, will deliver some clear findings and recommendations for Home Group.

Possible assistive technology

Housing

- Heating control
- Utility meter reading
- Gas / carbon monoxide monitoring
- Digital tenancy

Support

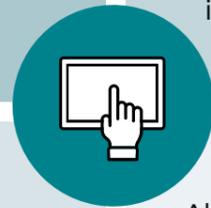
- Remote concierge
- Electronic support planning
- Remote CCTV
- Door entry system, including facial recognition

Health

- Medication alerts
- Fall monitor
- Medication monitoring
- Meal reminder

Colleagues

- Ability to remotely monitor and control access to property
- Online care and support plans



Find out more at homegroup.org.uk/gatesheadinnovationvillage

“I feel like the support service has helped me to access mental health services. Accessing Citizens Advice and connecting with the jobcentre. The service doesn't pressurise me and I feel comfortable enough to say. Since I've started it feels like I've got back up instead of just me against the world, the service understands me. It actually feels like the service wants to help me and not just do a job.”

Home Group customer

“When I was referred by the council to Home Group I did not realise all the help and support I would get in my new accommodation – great, thank you guys!”

Home Group customer

“A flexible approach to working with clients that recognises the complex and often interrelated nature of many of their problems.”

NHS Commissioner

“Really makes a difference and the fact that I am alive is a reflection of the support provided. I feel I would be in hospital without the support and it enables me to remain in the community.”

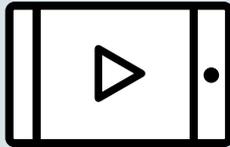
Home Group customer

“The service provides a unique and important addition to the range of community mental health services across the county, and... meets a significant need that would otherwise be unmet.”

NHS Commissioner

To find out more about our new models of care services:

- Mental health step up and step down
- Learning disability and autism support services
- Community wellbeing
- Intermediate care.



Download brochures
about each of our
services

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