



Horton Wellbeing Café

Providing information and advice, low level practical support, self-care and life skills, and social inclusion activities

For people with concerns about mental health and wellbeing, including family members and carers

www.hortonhousing.co.uk



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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. Horton Wellbeing Café is one of the services that we provide.

What is Horton Wellbeing Café?

This is a series of wellbeing cafés, across the Selby District of North Yorkshire. In Selby District, the cafes run regularly in Selby Town, Sherburn, Tadcaster, Riccall and Eggborough.

The cafes are aimed at anyone, aged 18 and over, who has mental health issues or concerns, as well as family members and carers of anyone with mental health issues or concerns.

The cafés include a range of provision including:

- Information, advice and signposting
- Practical support and brief interventions
- Support with self-care and life skills
- Social and peer support

The cafés are based in existing community buildings, including Local Authority Community Centres and Village Halls.

This project is funded by North Yorkshire County Council.

What do we hope to achieve at Horton Wellbeing Café?

Our main aims are:

- To provide easy-access activities and support in a café-style atmosphere, offering clients the time to relax, enjoy light refreshments, and to reflect and share experiences with both peers and professionals.
- To run the Café with an ethos that facilitates peer support amongst clients accessing the services.
- To improve mental health and well-being for all clients, thereby preventing the need to access other services.

Our objectives are:

- To act as a local point of contact for people with mental health issues or concerns, and their carers and family members.

- To provide access to a range of brief interventions and practical support, including benefits and housing support.
- To identify and offer a range of activities and informal learning opportunities to support self-care and development of life skills.
- To enable and empower individuals to participate in their local community, and to promote social integration.
- To support and facilitate access to employment, training, education and volunteering.
- To raise awareness of and improve access to existing support, services and facilities.
- To support public awareness of mental health issues, including through national and local campaigns, and training.

Our intended outcomes for clients are:

- Improved health and well-being.
- Reduced social isolation, and increased support networks having been explored and established.
- Increased independence and reduced reliance on services.
- Increased awareness of and engagement with other services and community facilities to support better management of mental health and well-being.
- Reduced fear and increased awareness of abuse, and how to stay safe.
- Improved confidence and self-esteem.
- Improved quality of life.
- Increased participation in leisure activities, informal learning, work-like activities and volunteering.
- Increased employability and access to paid work.

Who is Horton Wellbeing Café for?

The Cafés are for people living in the Selby District of North Yorkshire.

They are aimed at **adults aged 18 and over who have mental health issues or concerns, and their family members and carers.** The Cafes are for anyone at risk of developing mental health issues, as well as those who have existing mental health issues.

All of the venues are wheelchair accessible. Unfortunately, we are not staffed to provide personal care. You are welcome to bring a carer or support worker. No one will be unreasonably excluded from accessing the service.

What's on offer at Horton Wellbeing Café?

The Cafés run as follows:

- **Selby Town** – Coultish Centre, Charles Street, YO8 4DA – **Wednesday 2 – 4pm**
- **Selby Town** – Cunliffe Centre, Petrie Avenue, Selby, YO8 8DJ – **Tuesday 2 – 4pm**
- **Tadcaster** – Calcaria House, Windmill Rise, LS25 9HR – **Tuesday 10am – 12pm; Fortnightly**
- **Sherburn** – Harold Mills House, North Crescent, Sherburn-In-Elmet, LS25 6DD – **Wednesday 10am – 12pm; Fortnightly**
- **Riccall** – Riccall Regen Centre, Landing Lane, Riccall, YO19 6PW – **Tuesday 10am – 12pm; Fortnightly**
- **Eggborough** - Methodist Church, Selby Road, DN14 0LP – **Wednesday 10am – 12pm; Fortnightly**

Please also see our leaflets and posters for Pop-Up Events in rural areas of Selby, advertised locally.

We have an open-door policy, which means you can come in any time we are open. You are welcome to call in socially for refreshments and a chat. Informal activities, such as quizzes, games and arts & crafts, are available at all cafes.

We also offer a structured programme of activities, delivered in partnership with a range of local services, for example:

Self-Care/Life Skills Sessions

- Emotional Resilience
- Happiness
- Grounding Relaxation
- Laughter Yoga
- Confidence Building
- Assertiveness

Practical/Advice Sessions

- Debt/Money Management
- Benefits Advice
- Health Advice

- Personal Safety
- Housing Advice
- Healthy Eating

What other things can Horton Wellbeing Café help with?

Although there is a monthly structured programme of activities, brief practical interventions will also be provided where needed. This could include:

- Help to read and understand letters.
- Help to fill in forms.
- Help to contact other relevant agencies.
- Advice with issues around home maintenance and self care.
- Identifying appropriate agencies to provide specialist support or healthcare, and assisting with access to these.

We will provide information about other specialist services, and make referrals for anyone who needs this support.

What can clients expect from Horton Wellbeing Café?

- A warm, friendly atmosphere.
- You can bring a carer, friend, family member or other professional to our Wellbeing Cafés.
- You have the right to confidentiality and privacy, and we will explain our Confidentiality Policy to you.
- You will be treated with dignity and respect, and without discrimination.
- You will be referred to other agencies for support where we cannot offer assistance.
- You have the right to see any written information with regard to yourself, subject to our Confidentiality Policy.
- You will have the opportunity to volunteer within Horton Wellbeing Café and/or to be a “Client Champion”, representing the views of others on our Steering Group. We will ask you to give us feedback about Horton Wellbeing Café, and use this to improve and shape our services.
- We will make information available about the cultural and religious resources in the area.
- You 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 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?

Horton Wellbeing Café aims to be a safe and welcoming place for everyone. We ask that you treat people using, visiting or working in the Wellbeing Cafés with respect for their individuality and human rights.

We expect everyone to refrain from causing harm or risk to anyone else. Please make sure you know where the fire exits are. If you have any concerns about health and safety, please raise them with staff.

We reserve the right to exclude individuals 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 Horton Wellbeing Café. Tea, coffee and soft drinks will be provided free of charge. On occasion, we may charge a small fee for meals, when provided.

How can people access Horton Wellbeing Café?

The service is open access so if you meet the criterion above and you need the support and services available, you can drop in when the Wellbeing Cafés are open. You can also be referred by a representative, such as a Social Worker or other Key Worker, or Carer. When you first come to the Café, we will ask you some informal questions to see what you support you need, and what you are hoping to achieve and would like to take part in. We will also identify any risks and barriers to accessing support.

If you would like any further information, you can contact us:

In writing:

Horton Wellbeing Café
Community House
Portholme Road
Selby
YO8 4QQ

Telephone

07584015792

E-mail:

wellbeingcafe@hortonhousing.co.uk

Website:

<http://www.hortonhousing.co.uk>

What's important to us about how we run Horton Wellbeing Café?

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 Wellbeing Café we strive to reduce isolation, increase independence and improve health and well-being by offering high quality client-centred support to vulnerable people.

We promote client involvement in all aspects of our work. We work in partnership with other agencies to enhance all aspects of our clients' well-being.

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. 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 services 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;
- 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 any more information, please contact us at the Horton Wellbeing Café 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 برائے مہربانی ہم سے پوچھئے۔

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 میخواهید 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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A Charitable Association