

**Harrogate Stay Well**

**Part of the provision of housing related support services for people experiencing mental health challenges in the Harrogate Borough District**

#### Service Description

www.hortonhousing.co.uk

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# **What is Horton Housing?**

Horton Housing is a voluntary sector, not for profit organisation. We provide a wide range of housing, training and support services across Bradford, Calderdale, Kirklees and North Yorkshire. Harrogate Stay Well is one of the services that we provide.

# **What is Harrogate Stay Well?**

Harrogate Stay Well provides recovery focused, floating support services and temporary supported accommodation for people with mental health challenges across the Harrogate Borough District area. The service provides short-term housing-related support to enable people with mental health challenges to build resilience and sustain their independence in the community.

The temporary supported accommodation comprises eleven one bed, self-contained and fully furnished homes, for people experiencing homelessness or struggling to manage their current tenancies.

# **What do we hope to achieve at Harrogate Stay Well?**

We aim to:

* Support people to stay healthy, safe and well in the community.
* Support people to maintain and remain in their own homes, or facilitate access to appropriate accommodation and assistance to maintain a new home.
* Provide quality advice and assistance that encourages people to develop new and existing skills, and gain confidence in their ability to live independently.
* Provide support to people in the community, to help reduce admissions into hospital or residential care.

Our objectives are to:

* Provide personalised support through co-production. This means working together to achieve your personal goals, prioritising your choices and decisions about your support and life.
* Assist you to feel empowered, by helping you to build on your strengths, skills and knowledge, and develop resilience to make informed decisions.
* Provide holistic support and advice to help you to achieve optimum health, wellbeing, quality of life and independence.
* Provide a flexible service to accommodate your lifestyle choices, and to be responsive during difficult times.
* Develop effective partnerships with housing, financial, and health and wellbeing services, to assist you to sustain independent living.
* Provide support to ensure you feel safe and secure in your home, and free from harm and abuse.

# **What do we hope you achieve at Harrogate Stay Well?**

Your achievements could include that:

* You have improved your ability to manage your mental health and wellbeing.
* You have accessed suitable accommodation, or successfully remained in your own home.
* You have increased your ability to manage a tenancy successfully and live independently.
* You have improved your financial wellbeing through new money management skills.
* You have the ability to keep yourself and your home safe, including protecting yourself from harm and abuse.
* You have established links to services to address wider support needs and meet your aspirations.
* You have established positive relationships with other people or groups within your community.

# **Who is Harrogate Stay Well for?**

Harrogate Stay Well is for you if you are:

* Aged 18 or over, and residing in the Harrogate Borough District of North Yorkshire.
* Identified as having mental health challenges
* Identified as having a housing related support need
* Willing to engage with support to maintain or prevent the loss of your accommodation or to maintain specialist mental health supported accommodation.

We can support single people, couples and families, with or without children.

We support people who may be facing difficulties due to age, substance use, family breakdown or other factors that may affect your ability to maintain your accommodation.

If you have any special needs or requirements, we will see if we can meet them as part of the initial assessment. However, we do not provide a service that includes bathing, cleaning, shopping or other tasks generally referred to as personal care.

There are no blanket exclusions - each referral is considered on an individual basis. Support services are provided to people in line with the service’s Selection and Allocation Policy (copy available on request).

**How we allocate our temporary supported accommodation**

People experiencing homelessness or unable to remain in their home, may require the mental health supported accommodation part of the service. We have a Multi-Agency Allocation Panel to review the assessments, in order to prioritise and offer the most appropriate property and service, for the person.

The Panel consists of representatives from:

* Horton Housing
* North Yorkshire County Council (who fund the scheme)
* The local Community Mental Health Team, and
* Harrogate Borough Council

# **What is it like at Harrogate Stay Well?**

Harrogate Stay Well’s floating support service is a home-based service, which means that we will visit you in your own home. Support sessions generally take place on a weekly basis. The frequency and duration of support sessions may vary, dependant on your personal support needs, situation and preference at the time.

We will meet with you to discuss your goals and areas you would like to improve in your life. We then help you to achieve these goals.

Together we will create a Support and Risk Management Plan to record your goals. The plan is agreed with you and is reviewed regularly. This plan is an important way of setting your goals, working towards achieving them and seeing the progress that you make. You can involve other professionals, family or anyone you wish in your support planning.

The service is available Monday to Friday although there is flexibility to work with you outside of office hours and at weekends.

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 call you back as soon as possible, the telephone number is **07584 015759.**

If you live in our supported accommodation, you will receive the same support as our floating support service (as above) but will also receive support from a dedicated Housing Officer who will work with you to manage your tenancy. You will receive a handbook detailing out of hours services for tenancy related issues including reporting repairs and other property issues.

We will provide support to enable you to become “Tenancy Ready” and liaise with Harrogate Borough Council, local Housing Associations and private landlords to help you move on, in a planned way, from temporary living arrangements to a more independent home.

# **What support does Harrogate Stay Well offer?**

At Harrogate Stay Well, we offer a range of support to help you achieve independent living and improve your mental health and wellbeing. You can choose what areas you would like to receive help with, this can include:

* Helping you to find and apply for appropriate accommodation.
* Helping you to move to, set up and maintain your new home.
* Supporting you to develop the skills to maintain your current home including liaising with your landlord, utility companies, and reporting repair issues.
* Supporting you with assessments for equipment, adaptations or assistive technology, to enable you to live comfortably and more independently in your home.
* Helping you to develop the skills to manage your money such as, budgeting, accessing benefits, and via debt advice or support.
* Assisting you to access specialist health and wellbeing support.
* Providing you with emotional support during stressful times.
* Supporting you to access community activities, training, voluntary opportunities, education and employment.
* Supporting you to keep yourself safe.

# **What other things can Harrogate Stay Well help with?**

We can help you to:

* Make and attend appointments.
* Deal with letters, bills or other important documents.
* Make or keep contact with friends, family and the wider community.
* Access specialist services. This could include referrals to befriending schemes, alcohol or drug support, or homecare services.
* Pursue your cultural, religious and lifestyle requirements.
* Deal with incidents of anti-social behaviour, discrimination, hate crimes, safeguarding matters, or domestic disturbances.
* Access information on a range of organisations and services.

# **What can you expect from Harrogate Stay Well?**

* You will be treated with dignity and respect, and without discrimination.
* You will have the right to privacy, and we will explain how we protect, store and use your personal information, and your right to access it.
* You 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.
* You have the right to complain about any aspect of our service if you are unhappy or have concerns. We will listen, take your complaint seriously, and take action where things have gone wrong. A summary of our complaints procedure is available on our website, and the full policy is available on request.
* We will give you a handbook setting out your rights, summaries of key procedures, helpful tenancy advice, how to access full policies and procedures and how you can have a say in the way the service is run.
* If you live in our temporary supported accommodation, you will receive an Assured Shorthold Tenancy Agreement, your own keys and be free to come and go as you please with your privacy respected.

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 any of our policies please ask. If you have a problem please tell us.

These are your rights.

|  |  |
| --- | --- |
|   | We have signed up to the Together with Tenants Charter. This means we want to make sure that:* You are safe and listened to
* You can help shape our services if you want to
* The homes we provide are good quality
* When things go wrong, it is easy for you to tell us or make a complaint and we will sort it out quickly

Our commitment applies to everyone using our services, regardless of whether they live in our accommodation or are using any other Horton service. |

# **How can you contribute?**

We want your experience with Harrogate Stay Well to be positive and successful. This is how you can help with this:

* Meet with your support worker on a regular basis.
* Play an active role in developing your Support and Risk Management Plan.
* Identify the goals you wish to achieve.
* Agree the actions or steps that you need to take to achieve your goals.
* Work in a positive way towards completing the actions to achieve your goals.
* Always communicate honestly about how you feel your support is progressing.

We realise that everyone has their own skills and capabilities to make progress in achieving their goals. We will work with you in the way that helps you to feel comfortable to ensure you have the best possible chance of success. We always make the process as friendly and welcoming as possible.

If you live in our supported accommodation, you will have some responsibilities within your tenancy agreement. We will help you to understand and follow these.

Harrogate Stay Well staff ask you to treat us with the same respect and courtesy that we provide to you.

Harrogate Stay Well reserves the right to withdraw support if staff are subject to threatening, intimidating or violent behaviour.

# **How much does it cost?**

You will not be charged for the floating support service provided by Harrogate Stay Well.

If you are going to live in our supported accommodation, we will explain the costs to you before you move in, and we can support you to budget and make payments.

# **How can you apply for Harrogate Stay Well?**

**Referral**

You can refer yourself directly to the service, or a representative can make a referral on your behalf. For example, a health professional, family member or any other person involved in supporting you.

We will ask for brief details of your support needs and aspirations. We will offer you an assessment date, which will be within one week of the referral.

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

|  |  |
| --- | --- |
| **Telephone**  | **07584 015759** |
| **Email** | harrogatestaywell@hortonhousing.co.uk  |
| **Postal address** | Harrogate Stay WellHorton Housing AssociationCommunity House46-50 East ParadeHarrogateHG1 5RR |

**Assessment**

This is a friendly discussion. It is a chance for you to tell us in more detail, what your needs and aspirations are, and to see if we can help you to achieve them, or not. It is also an opportunity for you to find out more about the service and decide whether you think it is suitable for you.

The assessment can take place in your own home, at our office or at a mutually agreed venue. You are welcome to have a person of your choice with you for support or to help you with the discussion. This usually takes around 1 hour, but this is flexible, dependent on how much and what details you wish to share with us.

Following the assessment, we will write to you within one week to let you know the outcome.

* If we can help you, and a space is available, we will confirm this 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 there is no space available, 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 in need. When we have a vacancy, we will contact you again to check that you still require support, and if so inform you of your support worker’s name and agree with you the date of your first visit.
* If we feel the scheme is not suitable to help you with 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 communicate with you via your preferred method such as, telephone call, text or email. We will also follow up formally in writing. We can also keep other people informed if you ask us to.

If you are unhappy with a decision we have made, you can appeal against the decision. You can follow our Appeals Procedure to do this. Please contact the service, and we will explain what to do and help you with the process.

**What is important to us about how we run Harrogate Stay Well?**

**The values that support our work**

We ensure that people receive respect and dignity, and we promote people’s independence, choice and control over their lives.

We encourage your full involvement in all aspects of your support to achieve independent living. We work in partnership with other agencies to provide co-ordinated support to enhance all aspects of your wellbeing and lifestyle choices.

Empowerment is an important part of how we work. By empowerment, we mean that you have the information, freedom and confidence to make your own choices and achieve your own goals. This includes that you are listened to, understood, and responded to.

We ensure all decisions about your support and life are yours to make. We work alongside you to ensure you have access to information and understand the options available to you. This will help you to make the best decisions to achieve personal goals, independent living, self-development and an improved mental health and wellbeing.

# **Equality, Diversity and Inclusion - what we believe**

Horton Housing aims to provide equal, fair access and provision of services to all people. 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 are welcoming, understanding and sensitive to the diverse range of people and communities we work with.

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

We want all of our services to continue to improve. We will make sure this happens by:

* Meeting set standards from our funding bodies and following good practice guidance.
* Working within the law, embedding regulations into our policies and procedures.
* Asking you to have your say in how our services are run; and changing and developing our services, and written information, in response to your feedback.
* Looking at whether our services have achieved what they set out to do.
* Checking that the work we do, is done in the right way.

**If you would like any more information, please contact us.** **If you would like information in another language or format, please ask us.**

Urdu



Punjabi



Farsi



Bengali



Arabic



Hindi



Gujarati



French



Turkish



Swahili



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Horton Housing Association is charitable and is registered society under the Co-operative and Community Benefits Societies Act 2014, registration number 25057R.