



Service Description

Service User Group Adult mental health

Service Objectives

To keep service users well & living in the community through a planned & comprehensive care package which focuses on the Recovery Model and emphasises the individual's potential & genuine capability for progress & growth. We also aim to be cost effective to referrers by offering a variety of care packages catering for different levels of need along with move on flats to eligible service users who require low packages of care. Where appropriate, care is successfully reduced over time resulting in total independence for some service users. Move on (to supported flats or total independence) is encouraged and regularly reviewed while at the service.

We look to reduce any unnecessary reliance on residential/24 hr care, minimise hospital stays/prevent hospitalisation (through early intervention), maximise independence, develop key skills & coping strategies, promote social inclusion & build a sustainable sense of positive hope for the future. Keystones staff have a clear understanding of mental health issues and through methods of positive reinforcement, motivation, creativity and self determination service users are encouraged to reach their full potential. Service user participation, inclusion and empowerment are fundamental to our philosophy of support/care.

Service Description

A team of experienced and well qualified staff deliver a comprehensive, planned and structured package of support/care. This will include one-to-one keyworker and therapeutic sessions concentrating on the needs identified in the care plan & regular internal reviews, daily monitoring of mental health, monitoring of medication and individual emotional support. Through use of verified Worksheets, Internal Reviews and Weekly Planners service users engage in the chosen structured activities. Staff place emphasis on teaching and developing the independent living skills required for move on. This can include budgeting, cooking, shopping, activities as well as encourage and assist

in education/employment and involvement in external agencies, placing focus on social inclusion and the Recovery Model.

The service also offers several groups run and organized by staff (eg; Badminton Group, Gym/swimming/cycling groups, Walking Group, Art/photography/woodwork workshop, Drama Group, Creative Writing, Internet Library, Resident Rep Meetings and various day trips etc.

Type of Service

The service provides a package of *high quality shared or single unit accommodation, housing management and Support/Care.*

For service users on high to medium care packages the support/care is provided between the hours of 10am until 6 pm Mon-Fri with floating support during weekends and bank holidays. Those on low to medium packages (including move on flats) care is provided within these hours on agreed weekly days suitable to the service user.

There is a 24 hour emergency Call Out service for Care emergencies and a 24 hour emergency Call Out service for security emergencies (also accessible for those in flats), along with nightly security visits. Keystones have found the level of support/care to be very sufficient for higher needs service users accustomed to residential/24 hr care as well as those requiring lower support packages at reduced rate, and our success with both client groups have reflected this.

Keystones flats are high specification one or two bedroom properties and care is reduced over time (if appropriate) to encourage greater independence & cost effectiveness to referrers. The transition from higher support to lower support is well planned and regularly reviewed while at the service.

Referral and Admission

Referral is normally via a Care coordinator or a Health Service representative and care funding met by the relevant social services team (*however private referrals can also be considered*). Placements are initially on a four week trial basis, at the end of which the placement will be made permanent subject to both parties agreement. In some rare circumstances the trial period may be extended. The service aims to equip service users with the skills and confidence necessary to successfully move on into a flat then live totally independently (*where appropriate and agreed by the social services team*).

Note: The service is not be appropriate for service users who require;

- personal care or nursing
- do not have any desires to develop their independence
- are very aggressive and intolerant of others
- have a current drug addiction

We are however prepared to consider all applicants on an individual basis. We want every individual to succeed in gaining their full potential & maximum level of independence and we recognise that this varies between individuals.