



## AN OVERVIEW FOR SERVICE USERS

### *What Is Keystones*

Keystones offer a package of care and support combined with quality accommodation to adults with mental health needs.

Support/Care is provided by qualified and experienced support staff and is adapted to meet the specific mental health needs of every individual.

Our objective is to keep people well and living in the community through a planned, focused and comprehensive care package that is tailored to each service user.

We look to prevent hospitalisation (through early intervention), maximise independence, develop key skills & coping strategies, promote social inclusion & build a sustainable sense of hope for the future.

### *Staff & Structure*

Keystones employ experienced support staff, utilising knowledge and skills from a range of relevant backgrounds (psychology, counseling, community mental health, occupational therapy, teaching and art therapy) to form a committed, diverse and passionate team.

The service is primarily suitable for individuals with medium to high mental health needs but others are welcome to refer. Successful planned move on is the ultimate goal for all our service users, however, due to the dynamic and complex nature of recovery we do not operate a time limit.

Support staff work Monday - Friday (10am-6pm) with floating support on weekends/bank holidays at each of the supported houses. Support at the flats is organised for set days agreed with each service user.

A 24 hr emergency care call-out service is available every evening (inc bank holidays) plus nightly security visits at each house take place every evening. There is also an additional 24 hr security call-out provision for rare security emergencies.

## Care/Support

Service users will receive input from a small team of staff with whom they can build a trusting and productive working relationship.

Staff will offer consistent support/care both one-to-one and as part of a small group. All service users will be offered a key worker who they feel comfortable and confident working with.

Care/support is structured through individual weekly planners and monthly/weekly worksheets which focus on the specific needs identified in the care plan and ongoing internal reviews with staff.

Recognising and developing service users individual skills and aspirations is central to the care process at Keystones. We will work with service users on personal, practical and emotional development. Progress along with changing needs are frequently assessed.

## Keystones Services

There are a wide range of services on offer as part of the placement at Keystones, including;

1. Internet Library  
This is located in one of our houses and can be useful for supported research or quiet reading. It can be used during the day with or without staff support depending on requirements.
2. Gym Group  
Available with staff support throughout the week.
3. Gardening Group  
Growing vegetables/fruits and flowers
4. Swimming Group  
This is run weekly with staff support on Wednesdays
5. Badminton  
This is run weekly with staff support each Tuesday
6. Cinema Group  
This is run weekly with staff support every Monday

7. Art Class  
For the creative minded a full art room resource is provided with tuition from a training art therapist with MA.Art. All materials are supplied.
8. Photography  
This fully equipped group is run weekly by staff specially trained in photography
9. Pool Group  
This is run weekly in a local garden pub with staff support on Tuesdays
10. Walking Group  
Various group walks in & around Bristol each Friday
11. Workshop  
A fully equipped workshop where woodwork & print screening can be taught during the week.
12. Drama Group  
This fun and sociable group runs weekly with tuition from a staff member with qualifications in drama therapy.
13. Creative Writing Group  
Creative writing takes place at Keystones every Friday with an experienced staff member.
14. Cycling group  
Cycling in and around the Bristol area as part of a small group.
15. Education  
Help finding suitable courses or training is on offer.
14. Voluntary or Paid Work  
For those who are ready to engage in some form of work support is provided in finding suitable vacancies/filling in forms etc
15. Key Worker Sessions  
All service users will be given a keyworker who they work well with. This staff member will offer consistent keyworker sessions throughout the week.
16. Therapeutic Sessions  
Staff will invite service users to become involved in a number of therapeutic activities and offer emotional support where needed.

17. Benefits  
Full support and assistance in maintaining the maximum benefit entitlement is available. Staff can assist and monitor all benefit claims.
18. Budgeting  
Support and assistance is offered with budgeting for those who require help in this area. Budgeting forms, saving schemes, shopping trips etc are offered for those who struggle with budgeting their money.
19. Activities  
Staff will engage and invite service users on a large number of groups and activities that run throughout the week. There is something to suit everyone.
20. Trips  
Social and educational trips throughout Bristol and the UK are run by staff every week for those who wish to explore and get out more.
21. Cooking Group  
Those who are not confident cooking or who would like help developing these skills can with staff support each week.
22. Domestic areas and Hygiene  
Staff approach this area delicately and will offer support to anyone who requires it. Residents perform simple domestic tasks daily through a rota system which is Explained, supported and monitored by staff.
23. Service User Involvement  
Service user views, opinions and ideas are valuable and crucial for continuously improving the service we offer. There are many opportunities to air thoughts and feelings regarding the service.
24. House Meetings  
All residents and the staff representative attend weekly house meetings where issues, concerns and ideas regarding the house can be raised.
25. House Meals / Meals out  
Some houses opt to communally prepare and cook a delicious house meal every week. Others eat out socially at pubs or restaurants.
26. Medication  
We run a weekly nomad box system which works very well and allows staff to monitor meds weekly where required. However for those who need more assistance with meds staff can observe service users taking their meds daily.

27. Daily Monitoring of Mental Health

Staff are here to look after general mental health and monitor any changes daily. Early intervention is operated.

28. Care Plan

Staff will specifically focus on the goals and areas agreed in the care plan. Service users will receive regular one to one care/support working on their personal goals identified in the care plan and ongoing internal reviews.

29. Doctor/Care Coordinator/CPA meetings

Staff will support or represent service users during meetings and put forward feedback, progress and any other thoughts or concerns where requested.

30. Working Together

Keystones maintain very strong links with the entire support team at all times and strive to work together on matters arising.