

**St. Anne's  
Alcohol Services  
Leeds**



# **Alcohol Floating Support**

# **Client Guide**



# Inside This Guide

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## Client Guide

### ***Floating Alcohol Support***

#### **1. Introduction**

St Anne's Alcohol Services provides a community-based support service to people in Leeds who may be requiring help to stay in their tenancy because of their use, or previous use, of alcohol. It might also be that the person needs help in finding appropriate accommodation because of their use of alcohol.

This information in this guide is designed to help you understand how this service may be of help to you, whether this service is the right service for you, and what you could expect from the service if you chose receive support from St Anne's.

This guide does not attempt to answer every question you may have. So, if you require any further information, either before you receive the support, or at any time, please do speak to a member of staff.

#### **2. Floating Alcohol Support**

The floating support is designed to support people in a range of different ways so that they can remain living in their tenancy or secure appropriate accommodation. The support is designed to last for between 6 weeks and 2 years. Later on, there is a more detailed explanation of the different areas of support that the service may be able to help you with.

The support could take place in your home, or it could take place at another venue of your choice that is appropriate and safe. Normally, floating support would take place in the form of visits by a support worker to you in your home. The frequency of the visits is determined by you and your worker.

#### **3. Staffing**

The service is staffed by one Floating Alcohol Support Worker, who is supported by a manager. Occasionally the service has students on placement who are learning new skills. We will let you know in advance if a student is on placement with the scheme.

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In addition, you have access to 24 hour telephone support from the staff at the residential alcohol services that St Anne's provides. Although they will not know you as well as your support worker, they may be able to offer you useful support when your support worker is not available.

#### **4. How do I access the support?**

If you are interested in receiving this kind of support, then it couldn't be simpler. All it takes is a phone call to begin the referral process. You can contact us about receiving the support, or if you prefer, someone else can contact us to make the referral – this could be a relative or a friend, or someone else who is providing you with support – such as a doctor or a social worker.

When you make the phone call, all we need at that point are some details such as your name, date of birth and contact details.

If you prefer not to call us, then the referral can be made by letter, email or fax. All our contact details are at the back of this guide.

Once the referral has been made, we will contact you to arrange an assessment appointment. We aim to make this appointment within 14 days of receiving the referral. The assessment appointment is your opportunity to say why you would like the support, what kinds of areas in your life you feel that you need support with and what kind of support you feel you need.

The criteria for being accepted onto the floating support are listed below to help you understand who the service is right for and who the service cannot provide support for:

- *Managing personal safety*
- *Independent travel*
- *Motivation and engagement with support services*
- *Employment, training, education and hobbies*
- *Lifeskills*
- *Money matters and personal administration*
- *Health*
- *Personal relationships, community networks, cultural and social integration*

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- *Mental well-being*
- *Offending behaviour*
- *Use of drugs and alcohol*
- *Children and parental responsibility*
- *Getting a home*
- *Living in your home*

To be accepted onto the service you must:

- Be at risk of losing the place that you live at because of your use of alcohol (or recent use of alcohol) or
- Be homeless because of your use of alcohol and require help in accessing appropriate accommodation
- Be living in Leeds
- Want to use the service – it is your choice as to whether you want to use the service or not

We would not be able to provide the service if the above criteria cannot be met, or if there are risk issues that would prevent the service being provided in a safe way, or if there is insufficient capacity in the service to provide the service for more people.

## 5. Assessment

As discussed above, the assessment is designed to find out why you want the service and what areas of your life it may be able to help in. This is a list of some of the areas of support that might be relevant to your support needs.

It is important to note that the service is not designed to help with issues such as personal care – i.e. shopping, cooking, cleaning, washing etc. However, the support may be able to help you with finding out ways of how you can do these tasks yourself, or accessing other services that can help you with these types of tasks.

At the end of the assessment you will be asked to sign the document. A decision regarding the outcome of the assessment will be given to you in writing within 10 working days of the assessment being completed. If there is going to be a delay in letting you know the outcome of the assessment, we will let you know.

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If we do not provide you with the service and you think that the decision is wrong, then you can ask for the decision to be looked at again. To do this, we need to know why you think the decision is wrong. We would like this in writing. If you think that this would be too difficult, then we will arrange another way of you letting us know why you think the decision is wrong. We need to know what you think within 28 days of the assessment being done. What you tell us will be looked at by another person who wasn't involved in the original decision. They will then let you know what their decision is.

## 6. Support Plans

Support Plans are the agreements between you and the staff who will provide you with support. They agree the areas of support that you want help with and tell you what the member of staff will do to support you, what differences this should make to you, and how long it might take for the support to work. The support plans will take into account everything that you say at the assessment and at any other planning meetings that you might have.

The support plans will be used by your support worker as the basis for the support they give you - i.e. the reason why they will come and visit

you in your home. Each visit may consist of discussing how progress is going with each support plan. Of course, if new issues arise that the support worker may be able to help you with, then you can raise these at any time.

After the first six weeks of receiving the floating support, we will formally review how the progress is going. You can invite other people to this review if you want. You can raise any problems that you might be having with the support at this point. Notes of the review will be made, and a copy made available to you.

## 7. Help in a crisis

Your support worker will let you know when they are next planning to visit you. If something happens before that meeting and you need help, then there are a number of ways that you could get the support you need. During office hours you could ring your support worker - they will give you their telephone number. If it is out of office hours or you cannot get in contact with your support worker, then you can ring the St Anne's Alcohol Services telephone number (0113 243 4486). Although the staff may not know you as well as your support worker, they may be able to give you advice or pass a message to your support worker.

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Some crises may involve needing to contact your landlord, your doctor or your gas or electricity company. Your support worker will help you put these numbers in a safe place, if you need help with this.

## **8. Health and Safety**

It is important that our staff are safe when they are at work. This includes when they are visiting someone in their home. The risk assessment that is carried out at the time of the assessment looks at a number of areas that will assist staff in providing support to you in a safe way. There are some ways that you can help staff in keeping safe. This could be keeping your house reasonably clean so that staff are safer from infection; ensuring that electrical equipment in your home is safe to use; not using alcohol or drugs before or during the visit; not smoking cigarettes before or during the visit; not behaving in a threatening or abusive manner.

## **9. Ending Floating Support**

The floating support should end in a planned way with your full involvement in how and when it should end. Your support worker will help you come up with a plan as to how to end the support positively. Floating support is not normally provided for more than 2 years.

You can choose at any time to end the floating support. It is useful to us to know why you might want to end the support you are receiving.

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It might be that as part of your plan to end the Floating Support with St Anne's, we will help you find support from somewhere else.

When the floating support has finished, we will send you a letter confirming that the floating support has finished.

In the case of where we cannot get in contact with you, either because you have moved away or if you do not reply to letters, phone calls or visits, we will send you a letter to your last known address asking you to make contact with the service to discuss your support. The letter will ask you to respond within 4 weeks, and tell you that if you do not respond, the floating support will be terminated. If you do not respond to this letter within 4 weeks, then a further letter will be sent confirming that the floating support has been terminated. During this process, the service will try other means of contacting you. If there are grounds for concern regarding your well-being, then contact will be made with third parties regarding your welfare.

In the case of where contact remains with you, but we feel that we can no longer provide the floating support, then this will be discussed with you at a review meeting. This may be on the grounds of risk assessment or inappropriate placing in the service. The nature of the reasons as to why the support is being withdrawn will determine how the situation is managed.

## **10. Complaints and compliments**

If at any time whilst you are receiving the floating support service, you are unhappy with the service you have received, then you have the right to raise these concerns. You should raise your concerns with whichever member of staff you feel most comfortable talking to. All concerns will be brought to the attention of the Project Manager.

If you are not satisfied by the way the informal complaint was dealt with, or the nature of the complaint is more serious, then St Anne's has a formal complaints procedure.

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Please see the back 'contacts' page for places to contact in the event of a formal complaint.

## 11. Confidentiality and Protecting Your Rights

St Anne's operates a confidentiality policy as summarised over.

A full version of St Anne's Confidentiality Policy is available upon request.

The centre follows a number of policies to protect the interests and rights of clients and to ensure that the staff operate in a safe environment.

If you have any queries regarding these policies then please discuss it with a member of staff.

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### **Confidentiality Policy**

Users of the service have a right to confidentiality. This means that any personal or private information received from them is known only to the staff who support them.

Discussions should take place with the clients, carers and relevant professionals to agree when and what information can be shared.

Where possible, the client should give permission for information to be passed on.

There may be some circumstances in which it is necessary for information to be passed on to other people without the client's permission:

- To other professionals who work with the client if it is seen to be in the client's best interest.
- In order to prevent any risk to and from the client.
- In any Adult Protection or Child Protection procedures.

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## Contacting the Centre

If you would like any further information regarding the centre, or if you wish to discuss anything in this pack, then please contact:

The Project Manager  
St Anne's Alcohol Services - Leeds  
186 Woodhouse Lane  
Leeds LS2 9DX

Tel: 0113 243 4486

Fax: 0113 281 6974

Email: [detox@st-annes.org.uk](mailto:detox@st-annes.org.uk)

Web link: [www.st-annes.org.uk](http://www.st-annes.org.uk)

**In the event of a formal complaint you can contact:**

*St Anne's Community Services*

*6 St Mark's Avenue, Leeds*

*LS2 9BN*

*Tel: 0113 2435151*

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So that we can provide the best possible services, we need to know how you feel about those we presently offer.

We are delighted to hear about the things you like, and we welcome suggestions for improvements or for new services.

If you are unhappy about the service, or about the way you have been treated by staff or other clients, we would like to know about your concerns as soon as possible.

You will not be treated unfairly if you complain.

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For further information contact our Head Office:

6 St. Mark's Avenue Leeds LS2 9BN

Tel: [0113 243 5151](tel:01132435151)

Fax: [0113 281 6974](tel:01132816974)

Email: [info@st-annes.org.uk](mailto:info@st-annes.org.uk)

Or visit our website at: [www.st-annes.org.uk](http://www.st-annes.org.uk)

“This is the best service I have ever received the staff are great”

St Anne's is a not for profit, person centred organisation. We provide a range of services in the North of England to people who have learning disabilities, mental health issues, substance use issues or who are homeless. Last year we supported over 3,000 people.

St Anne's Community Services is a Registered Charity Number 50224 and a Housing Association registered with the Tenant Services Authority number H3158