

**Supported
Living
Service**



Independence Opportunity Inclusion

Sheffield Supported Living Service

SYAC

Unit 10

120 The Wicker

Sheffield

S3 8JB

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**Community based support for
people with mental health needs**

St Anne's Mission...

**"Provide quality support, care and housing services;
promote independence, opportunity and inclusion."**



Supported Living Service

What is the Supported Living Service

The service aims to enable people to live independently as possible by offering regular, planned, practical one to one support to the individual and their carer.

Our work compliments the work done by the Community Mental Health teams and other organisations with a number of tasks and activities.

The support workers will encourage:

- Daily living skills
- Encouragement and support to keep the home environment safe and clean
- Assist in the preparation of meals/ snacks
- Support to do laundry tasks.
- Enable attendance at appointments at eg dentists, opticians.
- Encourage social interaction.
- Offer emotional support.

The level of support clients receive can be adjusted as their needs change. A regular review process means that the service remains sensitive to people's needs.

We are an inclusive service with a diverse client group.

How the Service Works

Two people from the team will arrange to visit the person applying to use the service with their Care Co-ordinator to find out what support is required. Once a assessment has been completed, a support worker will be allocated and a service agreement or action plan will be agreed. The details of the agreement are looked at regularly and can be changed, depending on circumstances, to reflect changing level of need.

A support worker from the team (usually the same worker) calls on a regular basis to assist and encourage with tasks identified in the care plan.

The service can be withdrawn if support worker experience mistreatment (such as insulting or discriminatory behaviour), threats or physical violence from the person receiving support, or if they are placed at risk by supporting clients in their home environment.

To apply for the service:

- The person needs to be on a care programme approach.
- Aged between 16 and 65 at time of referral.
- Have agreement from the care management panel.
- Be resident in Sheffield.

Referral is by application form available for our office. A completed F15 and the most recent Care Program Approach minutes including risk assessment must be sent with the form in order for it to be processed.

Supported Living Service

Confidentiality/Monitoring the Service

Security

The manager of the service and the support workers carry identity cards which they should be able to produce at anytime.

Confidentiality

St Anne's believes that the privacy and individuality of all clients should be respected. Our staff are required to keep confidential any information gained about the client in the course of their work and to share such information only with their supervisor, unless permission is given to share with a third party, or if it is considered there is a risk of danger to the clients or others.

Monitoring the Service

As part of our quality assurance system, people using our services are regularly asked for their views on the support they receive and how it can be improved.

Complaints

St Anne's sees its complaints procedure as a positive way of ensuring that services are delivered to the highest standard possible. If a person has a problem and they feel that talking to the support worker or the manager has not helped, or if they would prefer to talk to someone not directly involved with the client, contact can be made with Tony Beech, Area Manager for South Yorkshire on 01484 428955. If this fails then a complaint can be made by formal letter to:

The Company Secretary
St Anne's Community Services
6 St Marks Avenue
Leeds
LS2 9BN

The Company Secretary will arrange for a formal examination of the complaint. Persons involved in this will be fully involved in the process and informed, in writing, of the outcome. The process should take no more 15 days.

About St Anne's

For over 30 years St Anne's have provided a wide range of housing, day centre and support for homeless people, people with mental health needs, those with learning disabilities, drug and alcohol problems.

St Anne's has rightly earned a reputation for innovation and responding to the needs of individuals with a range of high quality service, working in partnership with health and local authorities and other voluntary organisations.

Supported Living Service

For further information contact our Area Office:

St Anne's Community Services

Edgerton Villa

22 Edgerton Road

Huddersfield HD3 3AD

Tel: [01484 428955](tel:01484428955)

Fax: [01484 428967](tel:01484428967)

E-mail: areaoffice@st-annes.org.uk

Or visit our website: www.st-annes.org.uk

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 Housing Corporation, number H3158