

Waverley Home Service

Information

Waverley Home is a creative and innovative Specialist Holistic Project providing Medium to High Supported Housing and close monitoring support to people with mental health problems, learning disabilities with complex needs including dual diagnosis working in partnership with Statutory Community Mental Health Teams and CLDTs to help meet the needs of complex service users in need of accommodation and 24 hour support.

The placements at Waverley can be respite, short and long-term placements and individually tailored to meet the service users identified and assessed needs. We also offer a crisis intervention 24 hour/same day referrals and emergency assessment placements to both Standard and Enhanced Level Care Programme Approach Clients.

Part of the Enlighten Group, Waverley is a semi-detached residence with 5 double bedrooms, 2 of which is en-suite, with shared communal areas consisting of a lounge, dining room, kitchen and spacious garden where people can engage with each other, staff and visitors.

The staff team is led by a professionally qualified LMC (Leadership in the Management of Care) manager and a senior support worker who aid clients placed and their families in a holistic way ensuring that each person is enabled to take control of their own lives.

Based around a person centred programme (PCP), the team provide each person with opportunities to explore and develop their skills and

interests to enhance their independence and to have a community presence.

Waverley is a beautifully maintained, high quality homely environment, with;

- Home cooked meals tailored to peoples individual dietary needs
- Personalised activities
- Focus on the promotion of independence
- Support and development of family contacts

Positive Outcomes people enjoy

- Improvement and maintenance of health
- Interaction based around each person's preferred method of communication
- High staff retention enabling the formation of strong and rewarding relationships
- Encouraged as appropriate to be involved within the home e.g. cooking, gardening, preparations of celebrations and days out
- Excellent community presence
- Specialist holidays
- Provision of specialised support options within community and building based education, forensic and transition services.
- Condition specific support.

Waverley Philosophy

Our philosophy is to assist individuals to learn the prerequisite skills and behaviours to reside in the least restrictive, community-based environment that would reduce mental health relapse and long-term

re-admission to psychiatric hospitals i.e., (revolving-door syndrome) and decrease institutionalized behaviours that impede functioning in the community. To serve those who are experiencing difficulties in the community who require a safe, supportive therapeutic setting to prevent episodes of relapse, mental health deterioration, self-neglect and recurrent psychiatric hospitalisation while enhancing the persons' mental well-being and ability to have positive life experiences in the community.

Waverley's Support philosophy is based on Holistic Health Care Planning which adheres to the principles listed below;

These principles include;

Respect for Privacy and Dignity by ensuring that each service user has their individual private space (own bedroom) and the opportunity to choose how they dress, what they eat and how they spend their day.

Maintenance of Self-esteem by valuing service users views/opinions and contributions to their own support. Staff will facilitate service users to develop their individual personal qualities, talents and rich experience of life. Service users will be treated courteously and with respect.

Choice and control, which allows service users to participate as fully as possible in the decisions that directly affect them.

Recognition of diversity and individuality by having an understanding of ethnic, cultural, social and religious diversity. Being sensitive to the service users' sense of identity based on their traditions and practices.

Safety by acknowledging service users fears and anxieties. By sharing this with the community team to explore strategies to try and ensure that the service user feels safe. The forum to discuss this would be a review meeting, which our staff would arrange should there be any areas of concern.

Understanding of responsible risk taking by facilitating service users autonomy and independence as much as possible, balancing the service user rights with the risks that they may perhaps present. Our key worker would agree a Risk Management Strategy with the care Co-ordinator, which the service user would be fully aware of.

Sustaining relationships with relatives and friends by encouraging the service users (if they wish) to maintain ties with people that they care for and that care for them prior to being placed at Enlighten.

Opportunities for leisure and daytime activities by identifying activities that service users want to engage in at reviews and actively supporting the support plan agreed prior to the placement.

Waverley Support Services

Waverley utilise an integrated holistic approach to healthcare providing an extensive range of clinical and therapeutic support services tailored to service users' assessed and identified needs. Waverley focus on developing service user daily living skills where we identify the strengths and skills of the individual through quantifiable measures (performance indicator mechanism for measuring the level of service user everyday life- skills coping ability, level of complex need, independence and the support required to live as independently as possible) and then to build upon these competencies to teach

additional skills, which are specific to the needs of the individual while reducing inappropriate and/or disruptive behaviours. This will form the basis of the Person-Centred Support Plan which looks in-depth at assessed and identified needs of a service users' life such as their level of mental stability, psychological well-being, medication compliance, typical behavioural lifestyle while identifying potential risks they may pose to themselves and others.

A high degree of intensive one-to-one daily key-worker support is provided by a professionally qualified and experienced staff team on duty 24 hours a day to cater for a maximum of 5 clients. Therefore, the level of staff support for clients is high. Our staff team comprise of a high ratio of professionally qualified Health & Social Care (minimum level 3) Support staff specialising in Relapse Prevention, Substance Misuse Counselling, Motivational Interviewing, Cognitive Behavioural therapy. Staff members are DANOS Compliant demonstrating the core skills, knowledge and key competencies adhering to the Drug and Alcohol National Occupational Standards for working with dual diagnosis service users. We have staff who are accredited by the UK Professional Certification Board of Alcohol/Drug Counsellors, a member of the International Certification & Reciprocity Consortium of Alcohol & Drug Counsellors (IC & RC).

Waverley focus on developing clients' positive life skills through the provision of one-to-one key-work sessions, clinical interventions such as motivational interviewing, cognitive behavioural therapy (CBT) substance misuse counselling therapy to support clients who experience difficulty with everyday living. We provide individual and group relapse prevention sessions, harm reduction techniques, in-house workshop sessions (increasing social interaction skills), psycho-

social role-playing scenarios, behavioural rehearsals during and outside group sessions.

Waverley advocate greater social inclusion and thus maintain well established local community links for residents (including recreational, leisure, educational and employment based) to a wide variety of community resources both statutory (including Community Drug & Alcohol teams, Hearing Voices groups etc) and non-statutory services (Fellowship meetings, AA, NA and CA groups) that support service users to live as independently as possible within the community.

Holistic Personal Development Programme

In addition to meeting assessed identified service user complex need, Waverley offer an extensive range of holistic-therapeutic interventions based on the latest insights from holistic healthcare, which are complimentary to existing statutory care and support planning which serve to provide an opportunity for clients to nurture their physical, mental and spiritual well-being. Our aim here is to explore a variety of holistic approaches (recovery promoting tools) with service users that can be tailored to enlivening service users with mental health problems to cultivate and maintain their "mental well-being" and independence in the community. Experiential by nature, these interventions encourage self-sustainable recovery and healing through increasing insight, awareness and reflection.

Currently these include;

Reiki, Art & Play therapy, Sound therapy, the Endorphin Effect, Biophillia, Mind-Body Integration techniques, Chi Gung, Yoga and other recovery promoting tools designed to bring the client closer to achieving a balance of body, mind and spirit. Waverley also offer Ayurveda "Pulse-Diagnosis" consultations with a Registered General Practitioner which involves identifying a persons' psycho-physiological imbalances and providing advice/recommendations on a range of nutritional, dietary, biochemical insights and lifestyle coaching advice as how best to rectify any imbalances to promotes a greater sense of physical, emotional, mental and spiritual well-being.

Referral Process and Criteria

Referrals for the Waverley service are accepted from Community Mental Health Teams, CLDTs and other organisations for adults aged 18-65 with mental health problems/learning disabilities including dual diagnosis who require a range of support to live in the community.

- The identified service user must have an allocated worker who is responsible for co-ordinating the support plan that is established for the placement.
- A referral application form must be completed. Included with the referral form, there must be a risk assessment/management plan (relapse action plan); relevant reports, comprehensive needs led assessment / Care Programme Approach Care Plan, psychiatric reports and other relevant medical reports.

Once a referral has been accepted and the referring agency have (in principle) agreed to fund a placement we will invite the service user and

the allocated worker/care co-ordinator to the project to find out directly from the service user their feelings about the prospective placement and discuss the service in some depth. The costs / pricing of placements are determined by the level of support needed to maintain and develop service user needs. Please contact Home Manager for further details.

Quality Assurance Framework

In collaboration/partnership with Locality Team Care co-ordinators and service users Waverley provide a best practice, quality and responsive service, that puts the needs of the service users foremost within a cost effective and Quality Assurance Framework.

To date, we have developed a long-established successful proven track record of providing high quality placements for complex service users for various NHS Mental Health Trusts and Local Authority Social Services Learning Disability & Community Mental Health Placement teams.

Waverley Home are members of the NELFT (North East London Foundation Trust) and are committed to the continuous improvement of service user support and the quality of service provision.

To augment the quality of our service delivery Waverley Home are established members of the Association of Supported Living (ASL), now the Housing Support Alliance (HSA).

The ASL is represented on the Care Quality Commission's Disability Advisory Board. The ASL objectives are to address the key barriers affecting the development of Supported Living services, to lead the

development and consistent delivery of best practice, as it relates specifically to Supported Living.

The Association of Supported Living serves to promote the benefits of Supported Living as an accessible lifestyle option, irrespective of the extent of individualized needs.

- To influence the development of a progressive national policy through dialogue with government and its agents. The ASL is a member of the DoH's Task Force and the joint Healthcare Commission / Commission for Social Care Inspection's Improvement Board.
- Waverley's service objectives adhere to the Association of Supported Living Quality Service Standards for supporting service users with complex needs.

If you need any further information about our service please do not hesitate to contact the Referrals Manager on 07903 460455.

