

Camden Mental Health Pathway:

a resident's guide to supported housing





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The Mental Health Pathway offers short term accomodation and support in various locations. It is for people whose current mental wellbeing greatly impacts their ability to stay safe, healthy, or manage everyday tasks when living independently.

The aim of the pathway is to support meaningful recovery whilst helping you to live as independently as possible in order to prepare you for when you move on into your own flat.

Residents will be under the care of a Community Mental Health team.

The support staff help will help you through your recovery and help you to develop the skills and techniques you may need to manage an independent tenancy.

The accommodation offered could be a room in a shared house with access to a shared bathroom and kitchen, a studio apartment, or a self-contained one bedroom flat. Most properties have sociable space. There are currently 22 mental health supported living buildings located across Camden containing between 3 to 21 places depending on the location. Residents are given a licence or tenancy agreement which comes with rights and responsibilities.

The staff cover varies across the sites. The support element could be a member of staff on site 24 hours a day, 9am-5pm or someone could visit at prearranged times.

The service you receive will depend on your needs. There is a staff area located in most pathway buildings.

We understand it can be nervous or frightening to move somewhere new, especially if you are coming out of hospital or into an area you are less familiar with. Support staff will be able to help you adjust to the project and familiarise you with the local community. You can bring your own belongings to your room or flat, and your friends, family and carers will be able to visit you.

Everyone is treated with dignity and we will always respect your privacy. You will be in control of your support and be involved in any personal decisions. The staff are highly trained and experienced to deal with all situations.

The services: a pathway to independence

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“People are helped towards move-on”
Current pathways resident

The level of support you receive will be assessed on your needs.

Everyone is different and some people will move in stages through the pathway, whilst many people will move directly to independent living.

Intensive Support – at least two members of support staff on site 24hrs plus an allocated care co-ordinator, psychologist, consultant and occupational therapist.

High Support – support staff on site 24hrs

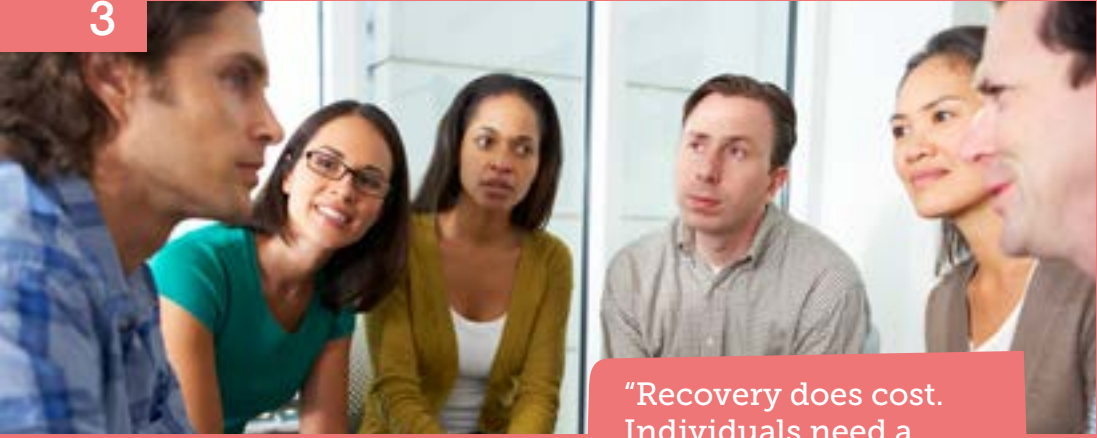
Medium Support – support staff are normally on site between Monday – Friday during the day. Hours vary between projects.

Low Support – support staff are based off site and will arrange to meet with you regularly and visit depending on your needs.

Independent accommodation

What support is available for you?

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**"Recovery does cost.
Individuals need a
helping hand"**

Former pathways resident.

If you move into a supported housing project in the Mental Health Pathway, you will be supported by a community mental health team.

You will also have a named keyworker based at or attached to the project you are living in.

Your Care Programme Approach plan will be incorporated into the support plan with your keyworker and will be reviewed on a regular basis. Your care coordinator may also be involved in any reviews.

Your care coordinator and keyworker will work together to provide a service that can best meet your needs and promote your recovery and wellbeing. This could include areas mentioned on the next page. Your keyworker will develop a plan with you to support you into independent living.

If you start to have any concerns about your mental health and wellbeing you should talk to your keyworker or care coordinator to ensure you have access to the right care and support.

What support is available for you?

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Budgeting

Benefits

Helping improve your mental health

Helping improve your physical health

Maintaining your tenancy

Life skills e.g. learning to cook

Accessing education

Employment support

Advocacy

"I've been given the opportunity to manage my money ... go shopping with less support, and to be more independent. I am improving everyday".

Current pathways resident

Emotional support

Finding local activities

Accessing health services

Improving personal relationships and social networks

Staying safe

Recovery College

Voluntary work

Moving on to more independent accommodation

Helping look after your space

Personalised support

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“Without personalisation my recovery would in no way have been as smooth. I had nothing financially”.

Former pathway resident

Individual Service Funds (ISF) and personalisation

Everyone’s interests, abilities, hopes, aspirations, support needs, life experiences and current situation are different. Each person entering supported living will have goals that are unique to them and will need

individualised and tailored help to achieve them. It therefore makes sense that the supported living services are able to support people in different ways; that you and your support worker are able to plan your support from a range of options and select those that you know will help you the most.

In high, medium and low support projects, you will have a small amount of money made available to you. The money will be spent on whatever best helps you to achieve the things that you and your support worker have identified as a priority in your support plan.

For example helping improve your physical or mental health, or learning a new skill in preparation for moving to accommodation with lower support or independent living.

The decision on how the money will be spent will be made jointly by you and your support worker. The money might be spent on extra support, an activity or product(s). It can be spent

weekly or on a larger one-off purchase. In the past, people have used their ISF on things such as college, clothes for work, swimming, and a bicycle.

These are just a few examples, there are many more.

There are some things the money cannot be spent on:

- **food and drink**
- **paying bills**
- **gambling**

Your support worker will be able to tell you more about the ISFs. When you and your support worker review your support plan, you will also talk about how the ISF has helped you achieve your goals and if you might use it differently in the future.

“It has been an invaluable asset to me and I hope will continue to be for others. Long may personalisation be in place”

Former pathway resident.

What's expected from you?

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All residents should understand and adhere to the responsibilities set out below to avoid putting your tenancy or licence at risk. You can always speak to your support worker if there is anything you don't understand or that isn't clear:

- **Make use of the support on offer, including attending meetings with your support worker.**
- **Treat the other residents, staff and accommodation with respect and consideration.**
- **Stick to the terms of your tenancy or license agreement, which includes paying your rent, service charge, food and other bills.**

- **When you are assessed as ready to move to new accommodation, you are expected to take up an appropriate offer. It's important to move on to help support your independence and also make support available for others who need the service.**

"The advice of the staff is useful to follow and things, maybe slowly, will get better. For better or worse it's the first taste, and beginning of a home."

A former pathway resident, now living independently.

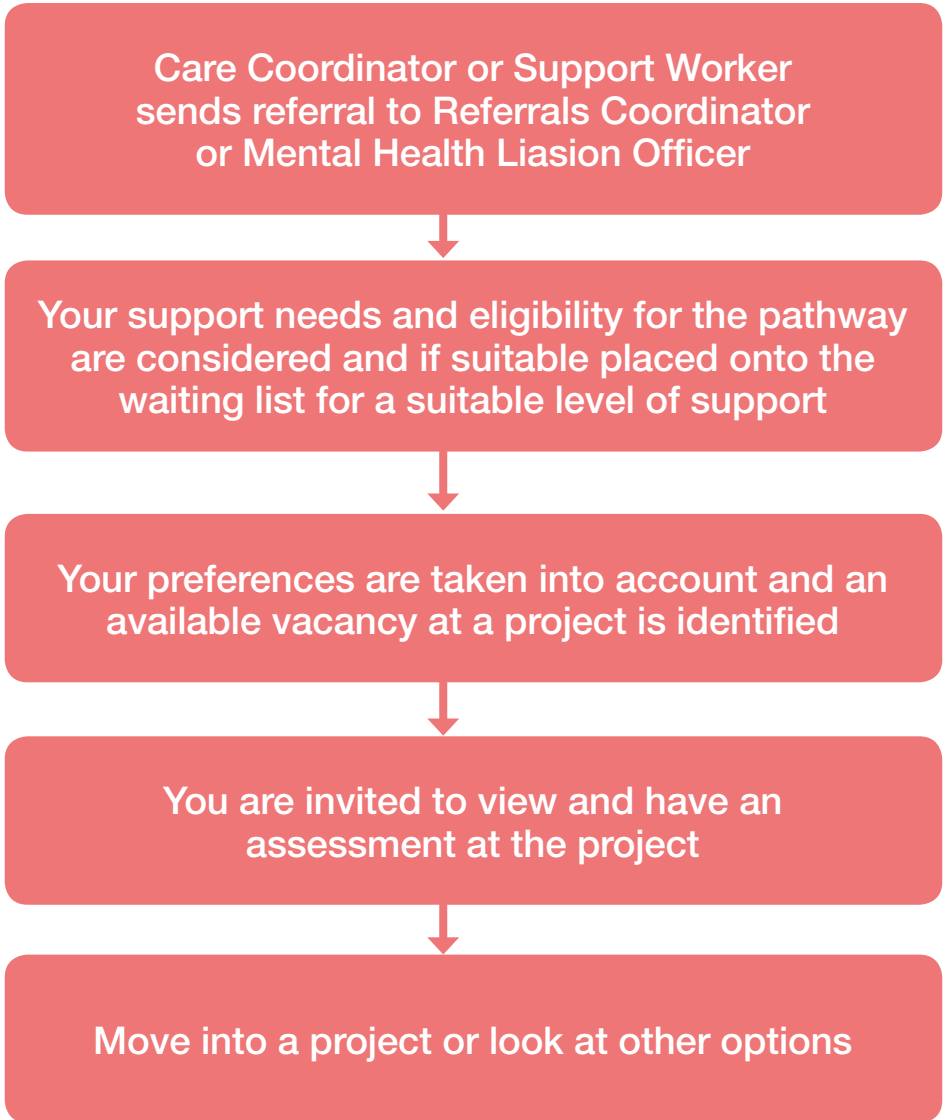
How to access pathways services

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How to access pathways services

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You will normally be referred to the Pathway by your care coordinator, social worker or another support or advice worker. They will discuss the pathway with you and why they think it is a good idea and what type and level of support you might need.

The Mental Health Referrals Coordinator or the Mental Health Liaison Officer will let you know when there is an available project that meets your needs. We will try to take into account preferences for particular supporting living services.

However, due to the number of people on the waiting list and limited options, you need to be open to considering any suitable vacancy that becomes available.

There are a high number of people that need the pathway and as a result it's difficult to say exactly how long the process will take before you are referred to a project.

We won't place you somewhere that we know is unsuitable.

The project will invite you to an assessment. This is an opportunity to see if the service is appropriate for you and for you to meet the staff and see the project.

Before signing a tenancy or agreement with a project you will often be asked to provide documents that show your identity and income, e.g. passport and proof of benefits. Once you have signed the tenancy or licence agreement you will be able to move in.

Throughout your time in supported living you will have access to support appropriate to your needs. For most people the support you require will reduce over time.

When you no longer need the service, you will be referred to the Mental Health Referrals Coordinator either for independent living or a move to another service within the pathway.

How has the pathway helped others?

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I've been living in the service for 11 months. I think it's quite good. Staff support me with taking my medication.

I like cooking with the Occupational Therapist and do my food shopping.

My keyworker helps me with making my appointments and building up my confidence. Since I've been living here, my budgeting has improved, I now know how to consume less electricity and have smaller bills.

Current pathway resident

I've been living in the service for ten months. I think it's very progressive, I have my own living space and more freedom. I think it's good that there is support from staff, it's good that there is a communal area to meet formally and informally with staff and other residents. My keyworker has been supportive in practical areas (such as paying bills and being more independent).

Current pathway resident

I've been living at the service for six months now. I think the vibe is good and I'm happy. The support I am getting is very constructive. It's good that the grocery shops are close and varied. My keyworker is very helpful indeed.

Since I've lived here things have improved because I have more freedom, more independence and a better standard of living. I can eat my own food.

Current pathway resident

Living independently

From April 2013 to March 2016 49 residents from the pathway have been supported into independent accommodation. This includes moves to private rented accommodation, Camden Council properties, housing association properties and sheltered schemes.

We want to support as many residents into their own tenancy as possible. It's not just about someone moving, it's about what this means in the longer term for independence. Through follow up research we know that at least 92% of residents that have moved out of the pathway have maintained independent accommodation which shows that with good support the majority of people can make a successful recovery.

There are costs associated with your accommodation and support. You will be notified at the earliest possible date of any costs relating to living at that service.

There are two types of costs:

1. Rent, service charges and other accommodation costs.

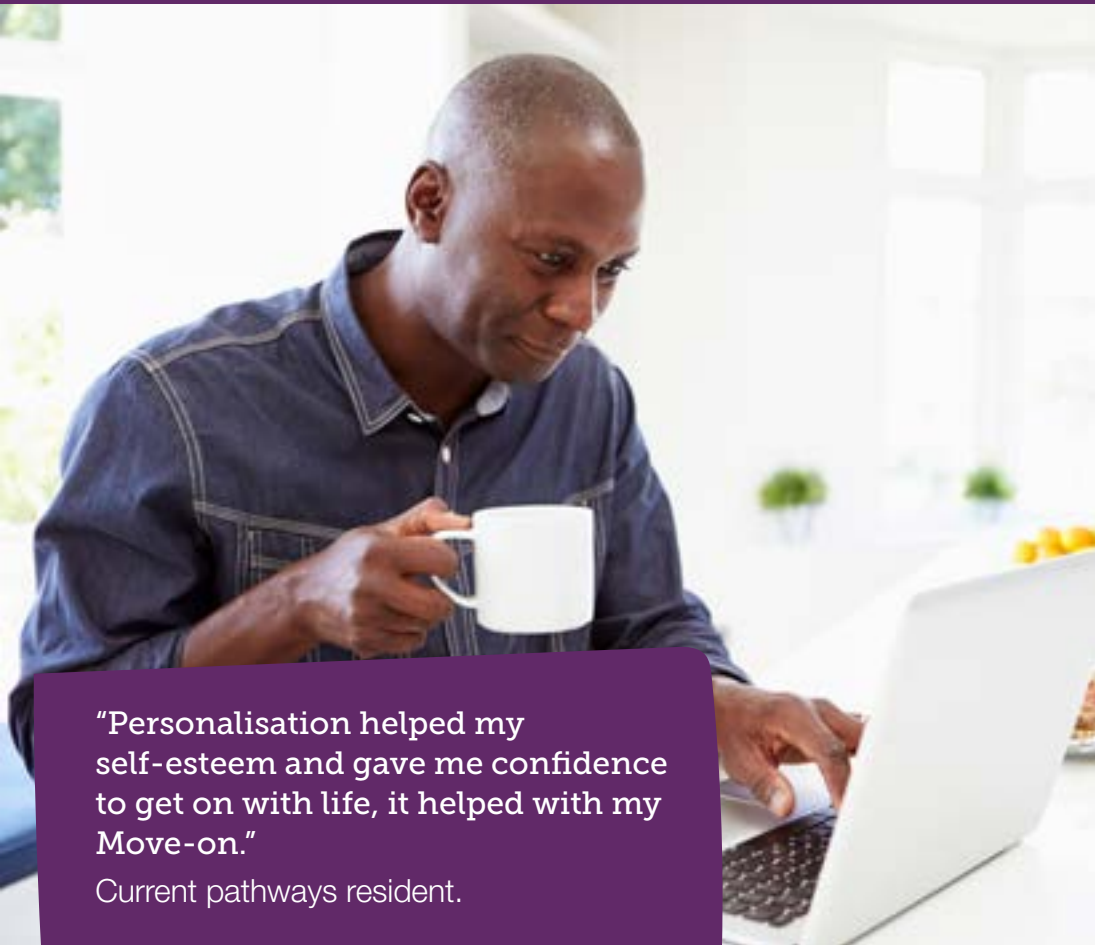
You may be entitled to housing benefit to help pay rent and some service charges; this depends on your income and assets. There will be a small amount of the service charge that everyone must pay. You may also have to pay some individual bills, e.g. utilities.

The support service will work with you to ensure you are claiming all your benefit entitlement, paying your bills and not putting yourself at risk of losing your tenancy or growing large utility bills.

2. Paying a contribution towards the cost of the support you receive at the project.

Mental health supported housing is part of social care support funded through a personal budget. This support is not free of charge, you are required to complete a financial assessment of your ability to pay a contribution towards your support.

You may be required to pay a contribution out of some of the benefits you receive, such as Income Support, Employment and Support Allowance, Disability Living Allowance and Personal Independence Payment. If assessed to pay you will be sent a monthly invoice and failure to pay these will result in debt recovery.



"Personalisation helped my self-esteem and gave me confidence to get on with life, it helped with my Move-on."

Current pathways resident.

More information is available at camdencarechoices.camden.gov.uk, under the 'Paying for non-residential care' section.

Where your supported housing is provided as part of a part of an Aftercare Plan (S.117)

following a compulsory stay in a mental health hospital you will not be required to undergo a financial assessment. You can discuss this further with your care coordinator or someone from your community mental health team.

Moving on to Independent Living

The aim of the support is to help everybody to move successfully to independent living. Everyone's pathway journey is different.

Some residents move on after a number of months in the pathway and others need to stay for a few years. We have many people waiting for the support of pathways services and it's not possible for residents to stay in pathways accommodation for longer than they need and when the level of support is not required.

When it's agreed that you are ready to live in an independent tenancy your support worker will work with you and your care coordinator to make a referral to the Mental Health Referrals Coordinator.

They will ensure the right support is in place to make your move a success.

What options are available?

There are a number of different options available for independent living. The one that is most suitable and available for you could depend on your support needs and other factors, like age, where you want to live and affordability.

I've moved into a new flat and I am happy with the freedom. I'm pleased with amenities in the area."

A former pathway resident, now living independently.

Options often include:

Social housing

This includes properties rented from Camden Council as well as housing associations and sheltered housing (independent tenancies generally for older residents 65 years old or over). When you are accepted for Move-on we will explore this potential option with you.



Private Rented Accommodation (PRS)

This could involve independently finding your own property or being made an offer from the Move-on Lettings Scheme. The Camden lettings scheme source properties in Camden as well as other boroughs depending on what you can afford.



Clearing House

For clients who have been rough sleeping in the past. You will be offered a two year tenancy with a housing association which can then be extended depending on your support needs.

Speak to your keyworker to discuss which option is most appropriate and likely for you. There could be other move on options for you, e.g. Extra Care Sheltered which is for people who need a much greater level of care than sheltered housing.



What is expected of me before I can move on to independent accommodation?

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We want to ensure that your mental health has remained stable and that you have access to enough support in the community before you move on. We will also consider the following areas of support:

- That you feel ready and confident about managing an independent tenancy.
- You are making sure that your rent, service charge and bills are paid on time and not building up arrears.
- If you have debt, you are managing and reducing this with regular repayments.
- Any anti-social behaviour, for example, noise or other actions that are disturbing your neighbours or putting other people in danger.
- You are using your time meaningfully. This could involve different day time activities, training courses or employment.
- You are accessing support regarding other needs to prevent this affecting your tenancy when you move on. This could include drug or alcohol services, probation etc.



At each stage of the pathway you will be encouraged to get involved to influence how the service is managed. You will have numerous opportunities to get your voice heard which help us shape and improve the support.

This could be in the form of resident meetings, conversations with your keyworker, resident surveys and service user groups and forums.

“My recovery was helped by the very fact that personalisation monies were made available.”
former pathway resident.

Useful contacts

Citizens Advice Bureaux

Kentish Town

2 Prince of Wales Road
NW5 3LQ

South Camden

141a Robert Street
NW1 3QT

Phone advice line

Mon – Fri 10am – 4pm
03444 889 626

Camden Advocacy Service

The Huntley Centre
St. Pancras Hospital
4 St. Pancras Way
NW1 0PE
Tel. 020 3317 7197 (Office hours Mon – Fri 10am – 5pm)
Email: camden.advocacy@rethink.org

Awards and Contributions Team (for financial assessments)

Supporting People
London Borough of Camden
Telephone: 020 7974 1607
Email: homecare.assessments@camden.gov.uk

This guide has been created in partnership with Camden Mental Health Commissioning and Housing Support Services with support and input from providers, residents and ex-residents from across the Mental Health Pathway. Thank you to everyone who has contributed.