



MALTINGS CLOSE

“Providing quality support in a nurturing, empowering environment”

REFERRERS INFORMATION PACK





INDEX

- What is The Maltings?
- Our Philosophy
- How We Support Service Users
- Aims of the Service
- Admission Criteria
- Referral Pathway
- Making a Referral
- Assessment
- After assessment
- Enquiry Form
- Referral Form
- Contact The Maltings



What is the Maltings

Maltings Close is a ten bedded residential unit in the Beeston area which works with men and women over 18 years of age. We have four rooms within the main building and six flats in the adjoining building.

The service also supports six people in the community. Service users in these units are supported in a model similar to housing support work, but receive the additional support of being included in the community of Maltings Close.

The team consists of a manager, a deputy manager and six mental health support workers. The building is staffed 24 hours a day, however the sleep in worker is only to be woken in case of emergency or crisis.



Our Philosophy

The philosophy at the hostel is one of empowerment, service user involvement, encouragement and positivity. The philosophy is informed by a desire to create a progressive, meaningful and empowering experience for individuals. The belief that underpins the work is that individuals have rights to information, choice and self-direction, but along with these rights they also have responsibilities. Individuals are expected to acknowledge, within their capabilities the impact their behaviour has not only on their own quality of life, but on that of those around them.

The hostel aims to provide circumstances which are conducive to change, and the opportunity for reflection is central to this process. Working on the premise that all behaviour has meaning and can be understood at some level, it is important that the hostel is not rule led. Therefore, there is an implicit and explicit belief in permissiveness. This, however, does not equate to passivity. Service users are confronted regarding any behaviour which is either harmful to themselves or others, and are given clear limits on acceptable forms of behaviour. There are obvious problems with a definition of what is unacceptable or harmful behaviour. However the policies of the hostel reflect the belief that individuals have the right to make errors in judgement and opportunity will be given for change and development.

Feedback is given in an open, honest and direct manner. Constructive criticism is best given in a supportive setting and therefore workers are expected to use warmth, empathy and humour, where appropriate, in their dealings with individuals. The general ethos is one of acceptance, within which, emotional congruence can exist. Punitive & critical interactions are particularly unhelpful in developing an environment that fosters growth & will only be experienced as hostile, demeaning & infantilising.

Overall it is important that individuals retain as 'realistic' an experience of life as can be attained in any 'false' environment such as a hostel. Residents must be allowed to solve their own problems if it is within their power to do so. Of course this would be with the support of workers when necessary. However, more valid is enabling a resident to find solutions and meanings for themselves.



How we support service users

At the Maltings the community ethos is central. It provides the opportunity for people to develop relationships, practice social skills and acknowledge their personal responsibility. Within the community and the service, there are expectations on each individual that they contribute to the running of the household; this involves cooking for others, keeping the surroundings clean and attending the weekly house meeting.

Alongside developing daily living skills, workers can offer support in the following areas:

Working towards recovery:

- Maximise coping skills
- Improve mental health
- Relapse prevention
- Help build an insight into individuals mental health issues
- Education around mental health

Tackling practical and emotional problems:

- Maximise access to relevant benefits / income
- Seek appropriate housing
- Support individual well being

Linking to other resources:

- Education
- Hobbies
- Other services

Social activities:

- Outings
- Exercise
- Holidays

When someone enters the service their support needs will have been assessed, and support plans addressing these needs will have been formulated. Support plans provide the structure and focus for any work that will be done, and are reviewed after an agreed time, or earlier if requested by the service user.

Aims Of The Service

- To provide a safe, stable, therapeutic residential environment, in which service users can achieve their full potential.
- To support recovery and help reduce the likelihood of relapse.
- To support service users to improve their quality of life.
- Value and promote diversity.
- Acknowledge and support the role of Carers.
- For service users to develop and practice independent living skills, enabling them to lead a more independent lifestyle.
- For service users to achieve economic well being.

How We Hope To Achieve Them

- To work collaboratively with other service providers / professionals to ensure effective multi- agency working.
- To work within the Care Programme Approach.
- Have a Service User / Carer Approach that promotes openness and honesty.
- To empower service users to make choices and decisions regarding their own lives and the operation of the service.
- By supporting Service users to identify and access community and other resources.
- Create a positive and enabling culture with clearly defined expectations conveyed by honest and consistent staff interventions.
- Involving service users in every aspect of their care, ensuring their needs and wishes are respected.
- Provide information and education regarding all aspects of an individuals' health; both physical and mental, and the treatments they receive.
- Ensure the service is accessible to all sections of the community and has the flexibility to cater for individual needs and preferences.
- To review practice and performance through effective supervision, monitoring and evaluation.



Admission criteria

The client will:

- Have a primary mental health diagnosis.
- Be over 18 years of age
- Have regular input from statutory mental health services (either through the Care Programme Approach or as an Outpatient)

The service is not suitable for:

- Clients in an acute phase of illness
- Clients with a learning disability
- Clients with dementia

We have one ground floor disabled access bedroom. We cannot provide personal care, but would be happy for this to be provided by an external agency if required.

We welcome referrals from hard to reach groups, clients with diverse backgrounds and complex needs.

If you need further clarification on any issues regarding our admission criteria please contact us for further information.

Community Links- Maltings Close

Referral Pathway

**INITIAL
ENQUIRY**

Placed on waiting list

Inappropriate referral

Sign post to more suitable agencies

Referral and FACE risk assessment

ASSESSMENT

- When vacancy upcoming - Assessment procedure begins
- allocate worker
 - support needs explored, and support plans developed
 - risk factors addressed
 - service user to become familiar to service

**Not accepted
in to service**

ADMISSION TO SERVICE

Making a Referral

Referrals can be made by any service provider or professional working with a service user. We also accept self referrals.

1. The first stage of the referral process is an enquiry. At this stage the worker will take some details regarding the service user, their support needs and any risk factors.
 - The Maltings is not suitable for those who are in an acute phase of illness, those who have learning disabilities or those who have dementia
 - The Maltings is a longer term service, so there can be long periods of time where there are no vacancies. You will be informed of the current referrals status when making an enquiry
2. If the Maltings is an appropriate service for the service user then, the worker will request a completed referral form and up to date FACE Risk assessment.
 - Please complete the referral form with as much information as possible
3. If the Maltings is not an appropriate service we will sign post to other agencies.
4. When there is a vacancy coming up the assessment process will begin. A support worker from the team will make contact to arrange a meeting.

The assessment process aims to ensure the following:

- The service can meet the clients needs
- The service user knows what the expectations of the service are.
- Support plans are identified and can be developed.
- Risk issues are addressed, and strategies developed to manage risk.

5. Where it is agreed to offer use of the service, a key worker will be allocated and access to the service will be planned.

Throughout the process, referrers should expect to receive a letter of receipt for all information required; i.e. completed referral form and up to date FACE risk assessment. This will indicate that the service user has been placed on the waiting list, and at what stage the assessment is at.

The referral process provides only a framework for guidance; the individual needs and circumstances of each service user should be considered to determine the most positive outcome.

Assessment

The purpose of assessments:

- Firstly it gives the client the opportunity to share their insight into their mental health problems, their current situation, what they need from the service and where they want to be in the future.
- To give carers, relatives or advocates an opportunity to find out what the service can provide and offer their insight.
- To assess if the service can meet the overall needs of the client.
- To assess if other services need to be involved to provide a complete care package.

What we need to know:

The assessing worker will explore the information given on the referral with the client in order to clearly establish the clients` perspective on the following:

The needs of the client:

- What are their support needs
- How does the client see their support needs
- What support does the client want to meet these needs
- Do other services or professionals identify other support needs

Risk issues:

- Are there any risk factors to consider
- Who is at risk (client, staff, other residents, the community)
- Can the client and / or the service implement control measures to manage these risk factors
- What impact may risk factors have within the service

Any other key points from the referral, for example:

- Health issues
- Family situation

- Financial situation
- Mental health history

Please remember, the assessment is a two way process, and we invite clients to use the opportunity to find out more about the service, and to decide if they think it meets their needs.

We acknowledge assessment can be anxiety provoking and stressful, and work to minimise this. We usually conduct them over a few sessions, combined with inviting clients into the service to spend time getting to know the service, the team and other residents.



After Assessment

Following assessment, the team will take into account all the information given and make a decision on whether to offer a place within the service.

If a place is offered, then a letter will be sent out, outlining the key support needs identified by the client and the assessment.

- The offer of a place rests on the clients' agreement to work on those support needs, and engage with the expectations of the service.

If the client accepts, then arrangements will be made regarding admission to the service.

If a place is not offered, we will explain our reasons why and sign post to agencies we feel are more appropriate. This will be confirmed in writing. If the client disagrees with this decision there is an appeals procedure, which the team will inform you of.

Admission

Before and during admission to the service, a member of the team will be in contact and will work with the client to formulate support plans, in line with the identified support needs.

If there is a period of time between acceptance and admission then we will maintain contact and continue to build a strong working relationship with the client.

If you would like to discuss any aspect of our referral and assessment procedure then please feel free to contact us on 0113 2708354

Maltings Close Enquiry Form

Referrer Details		Client Details	
Name		Name	
Contact Details		D.O.B.	
Date of Enquiry		Hostel / Flat / Satellite	

Current Situation	
Support Needs	
Risk Factors	

Mental Health Diagnosis	
Alcohol / Drug use	
CPA status	



Contact The Maltings

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