

# Mental Health Services



## About Us

We are a specialist therapeutic, residential and supported living provider for people with Mental Health needs. Our focus is to enable people to work towards their goals, live more independently and take control of their lives. By listening to each person we aim to understand what they would like to achieve in life. We then work closely with them, their family, circle of support and other professionals to define goals and work together to achieve them.

Our focus is on recovery. We support people whose Mental Health is impacted by a personality disorder, an anxiety disorder, schizophrenia, depression, mood affective disorder, self-harm behaviour and substance misuse backgrounds.

### Therapeutic

At Lakeside, our inpatient service located in Wyboston, Bedfordshire, we work to actively support people in a recovery outcome focussed way to transition to residential and supported living services.

### Residential

Our residential settings are tailored to meet the needs of each person who lives there. We work with people to develop their support plan which is unique to their individual needs.

### Supported Living

Our supported living services enable people to live independently in the community, in their own homes or in a supported tenancy. Support can be from a few hours a week to 24 hours a day as well as overnight support if needed.

Each person's pathway is unique. People can join at any point and move up or down the care pathway dependent on their needs.

## Quality

We are passionate about quality and we specialise in supporting people to achieve their full potential. Through empathy, belief and market leading training our focus is to bring out the amazing in everyone.

Our commitment to quality is shown in everything we do and every decision we make. We enable people to make choices about how they live their lives because it is paramount to us that people live happy and fulfilled lives.



**“Our Mental Health Recovery Services support people to build on their strengths, skills and resilience”.**



## Our Support

Our focus is on recovery. We support people to build on their strengths, skills and resilience, enabling them to develop their own set of resources to self-manage and stay well.

### We support people with:

- Skills development and re-enablement
- Health needs
- Psychoeducation
- Risk reduction
- Vocational retraining
- Personal budget and finance management
- Respite support
- Outreach support
- Building links with friends, family and the community
- Personal care
- Social and recreational needs
- Household tasks

### We are able to support people who:

- Are in crisis
- Are stepping down from a forensic/secure or prison environment
- Are stepping down from a long stay in hospital
- May be under section 2, 3 (Lakeside only), 7, 17, 25a, 37, 37/41, 117 of the Mental Health Act
- Are subject to a CTO (Community Treatment Order) or DoLS (Deprivation of Liberty Safeguards)
- Have had a placement breakdown
- Are subject to MAPPA (Multi-Agency Public Protection Arrangement)



## Recovery Pathway

We understand that recovery is a journey and through outcome focused approaches, we support people to achieve their goals. We follow the Recovery Model, whilst using tools such as the Recovery Star.

We are committed to supporting people on their unique and personal journey towards recovery and independence. We understand each person's needs may vary. Whatever their situation and however complex their needs. We are committed to delivering successful outcomes for each person we support.

## Our Approach

- We follow the Recovery Model of support
- We have our own clinical team of Psychologists, qualified Nurses and Behavioural Advisors
- We use WARRN (Wales Applied Risk Research Network) principles
- We use the HCR-20 forensic risk assessment tool
- We focus on Mental Health relapse prevention
- We provide solution-based counselling

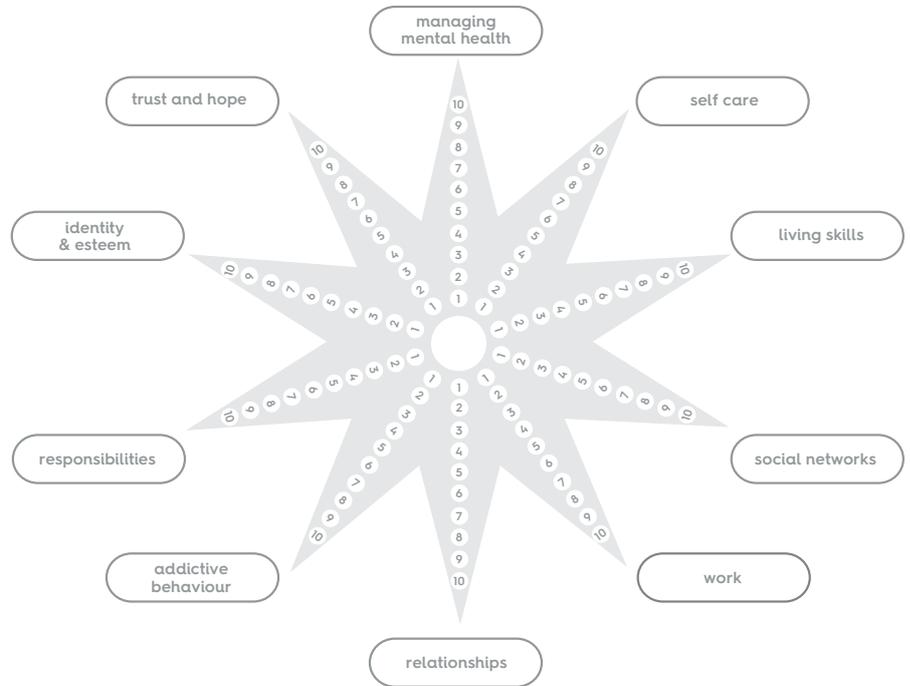
**"I am now more settled in my head and my medication has been decreased. I am proud with what I have achieved and feel my life has started again".**

# The Recovery Star

We are committed to delivering successful outcomes for each person we support. We follow the Recovery Model and use tools such as the Recovery Star. This model of support is completed collaboratively with each person and their support team. The Recovery Star enables the support team to measure and summarise changes in an individual's Mental Health and behaviour. People are able to see clear evidence of their progress and their involvement in the Recovery Star process, which improves motivation, enhances their skills and builds confidence.

## The Recovery Star Benefits:

- Values perspectives and enables empowerment and choice
- Supports recovery and social inclusion
- Is holistic, covering all the major dimensions linked to recovery



The Recovery Star looks at 10 areas of a person's life, with each area assessed to see where an individual is on the ladder of each section:

- Managing Mental Health
- Responsibilities
- Relationships
- Social networks
- Physical health and self-care
- Identify and self-esteem
- Addictive behaviour
- Work
- Living skills
- Trust and hope



## Our Clinical Community Based Support Team

Our experienced and well trained staff are supported by our Psychologists, Clinical Support Nurses and Behavioural Advisors who have a wealth of knowledge and experience of working with people with Mental Health needs.



## Inpatient Services

Lakeside is an inpatient service located in Wyboston, Bedfordshire. It is a locked rehabilitation service that specialises in supporting people with Mental Health needs and/or Autism, as well as having a dedicated women's Dialectical Behaviour Therapy unit. There is a comprehensive multi-disciplinary team comprising Psychiatry, Psychology, Nursing, Occupational Therapy, Speech and Language Therapy and a dedicated team of Recovery Workers. Lakeside provides support for those progressing onwards from secure services or requiring a step up into enhanced care and actively supports patients to step down into residential services and supported living.

## Support Plans

### Mental Health Support and Relapse Management

The Mental Health Support and Relapse Management Plan (MHSRP) is created on an individual basis to identify periods when they may require additional support, or when they may experience a relapse. It is a comprehensive document that brings together identified triggers, strengths and needs alongside a detailed picture of what relapse may look like for an individual so that the right support can be given at the right time.

### Risk Assessment and Management

The Risk Assessment and Management Plan (RAMP) allows for a full assessment of any identified risk areas which may impact on someone's wellbeing. The RAMP allows information relevant to risk to be quickly and easily shared amongst relevant parties. These are also both 'live' documents that evolve with the person, encouraging people to be fully involved with their own care planning and promote knowledge and understanding of their own individual needs.

**"I cannot praise my Psychologist enough, he was instrumental in changing my life for the better. He believed in me and gradually his positivity transferred to me, raising my confidence and self-esteem levels".**

# Case Studies

## Lucy's Personal Journey To Happiness

Lucy\* came to Ffordd Newydd after living 13 years in hospital settings. She had been in secure care from a very young child. When she first came to us, she was a very shy and timid individual. Staff worked extremely hard on building her confidence and self-esteem.

Within the nine months living at Ffordd Newydd, Lucy met her partner and she wanted to get married and live in her own home. With support from staff, Lucy planned her wedding, achieved discharge from her section and secured a place on the housing list ready to move to independent living. She achieved her wish and is now married and living successfully in the community with her husband.

Lucy is no longer under the Mental Health services, she is doing extremely well with no medication and continues to live a happy life with her husband and young son. Lucy also overcame her fears and spoke publicly about her experiences at one of the accomplish Mental Health conferences, entitled Empowering Change Together, held in Bridgend. Her husband is also now working for accomplish. Lucy says she may not have done amazing things in her life like climb Everest, but she has found true happiness.

## James' Successful Journey To Independence

James\* has Schizophrenia and has suffered with psychosis since his late teens. James requires support to monitor his Mental Health and epileptic seizures. He also has a memory/cognitive impairment and can appear pre-occupied, distracted and disengaged. When he came to live at Lester Court, staff needed to encourage him to carry out activities around his home, interact with his family and look after his own personal care needs. He also needed to be encouraged by his parents and staff to attend meditation and Yoga sessions.

Staff have worked alongside James to prompt and encourage him to carry out his own personal care needs, build links with his parents and to carry out his own domestic activities. James is now considerably more open, independent and expressive. He approaches staff easily and will speak out when needed. He manages to maintain his own personal care without prompt and go out to buy himself takeaways, which he enjoys. James will make himself a sandwich when he wants. He will also talk to his parents on the phone and now attends his meditation classes and Yoga sessions on his own. James has been engaging with a Psychologist for over a year now, which in the past he refused to do.

Recently James went to France with his family for four weeks. He is regularly having weekends away now to visit his brothers and parents. His parents are happy with his progress and thrilled that he now goes away on holiday with them, something he was unable to do before. James continues to develop his independence.

\* Names have been changed for confidentiality.

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