

CHS GROUP  
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**SP Providers Forum**  
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**Personalisation at Russell Street**

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# Supported housing

- 220 people in our supported housing services
- Young people at risk or leaving care
- Young single parents
- People with learning disabilities
- Women and children escaping domestic violence
- People with mental health needs
- Older people including Vietnamese and Chinese elders

## Personalisation at Russell Street

- Supported Housing for 16 adults
- Mild learning disabilities and ASD, including Asperger's Syndrome
- Mental health issues and substance misuse
- Funded by Supporting People and rents
- Some individual budgets via Learning Disability Partnership

# Our approach

- Focussing on the whole person and their world, rather than just their support needs
- Finding out what really matters to them in terms of what they do, why they do it, when they do it and who they do it with
- Giving people choice and control in how their support is planned, carried out and developed
- Giving people information about, and ownership of, the allocation of funding and resources for their support

## What we do already

- Breakfast club
- Art Attacks and one to one art projects
- Allotment group
- Mentoring scheme
- Health and wellbeing activities (e.g. pampering sessions, walks, healthy eating, stress management workshops)
- DVD and cinema nights
- Meals out
- Excursions
- One to one activities

# Taking it further...why?

- To support and encourage individuals to assume greater control over their own support
- To support and encourage individuals to take more responsibility for decisions affecting their support activities and time use
- To maximise use of staff time increasing Value for Customers by focussing support delivery onto the areas of highest importance to those receiving the support
- To give staff more opportunities to work creatively with individuals and groups and to develop their own areas of expertise and interest
- To adopt a more flexible approach, which can accommodate change – whether in client group dynamics, needs or availability of resources
- To develop a successful model of truly personalised support which works in temporary supported housing and can be used across other CHS SP funded services

## Taking it further...how?

- Allocate a portion of existing SP budget
- Service Users are given vouchers to spend
- Used to purchase staff time and/or equipment to meet support needs
- Save vouchers for equipment or longer activities

# Planning

## Step one – consultation

- Service users – consult individually and in groups. Involve service users in the planning of the project
- Staff – consult with staff about capacity, professional boundaries and safeguarding. Consider health and safety and training needs
- Stakeholders – inform our stakeholders about the pilot. Involve other support agencies. Ask for thoughts and ideas

## Step two- Create the Menu of Support

- How do we ensure that people are really choosing what they want and need to do?
- Menu to present the range of opportunities and the areas we can support people in
- Does not lead
- Service users choose with their own needs and wants in mind rather than predetermined options
- Ideas come through keyworking and support planning as well
- Menu is flexible and dynamic

## **Step three – Planning for monitoring and evaluation**

- Initial service mapping exercise
- Plan for monitoring activities along the way– group and individual consultations with staff and residents, externally facilitated sessions.
- Plan for the points at which this will happen.
- Plan recording system

## **Step Four – Where we are now**

What we would look at....

- Warnings analysis
- Current fulfilment of move on criteria
- Engagement statistics
- Rickter scale meetings

# Challenges

- Balancing what service users want with what they need to do to build independence and move on
- Fear of change and positive risk taking
- Logistical issues
- Boundary breaking- positives and pitfalls
- Equality and fairness

## **The story so far.....**

- Currently consulting
- Aiming to have completed the consultation by the end of the year
- Jan/Feb- mapping and planning
- March/April – start voucher scheme

# The End

# Thank you for listening

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