



## RESIDENTIAL RECOVERY SERVICES INFORMATION FOR CARE COORDINATORS

The residential recovery services operated by the Community Care Trust are part of the mental health and wellbeing networks in Devon and Torbay. They are jointly commissioned by Devon Primary Care Trust, Torbay Care Trust and Devon Partnership NHS Trust to provide a service to people living in Devon and Torbay. The services are provided at:

|   |                |
|---|----------------|
| Cypress Independent Hospital – Paignton       | (01803 551066) |
| Granvue Residential Care Home – Torquay       | (01803 213970) |
| St Maur Residential Care Home – Newton Abbot. | (01626 335560) |

All services provided by the Community Care Trust are based on the recovery approach and seek to support each person to develop the strategies and resources which will enable them to manage their mental health problems and live a full and satisfying life. To achieve this, a range of supports are provided on a self directed basis as need and personal circumstances change over time. This flexible model of service delivery will enable those with the highest level of need and most complex of problems to maintain a life outside of residential and institutional care and remain engaged with their families, supporters and communities. At any one time the support available to each person will include:

- **Residential Placements:** Where there is a need for intervention or assessment in a structured living environment with high levels of support.
- **Respite placements:** Where a short period of residence is needed to reinforce and support existing self management strategies or to alleviate difficulties at home.
- **Crisis placements:** Where there is an urgent need for additional support because of fluctuating mental health and to prevent deterioration to the point where an admission to hospital might be needed.
- **Support at home:** At any one time most of the people using the service will be living at home. Support can be available weekly, daily or several times a day. This will most commonly be provided by a Support, Time and Recovery worker but may include qualified nursing input.
- **Support during the day time:** Where people need a high level of contact and support or a safe place to be during the day but are able to continue living at home.
- **A source of social support:** Many of the people using these services will do so over an extended period of time and will come to derive much of their support from their peer group.
- **Telephone or email contact:** Where a person has little current need of support but wishes to stay in touch in case they have need of the service in the future.

All the residential recovery units offer the above supports but there are differences in the way they do this and the range of need they are equipped to work with:

### Cypress

As an independent hospital Cypress is registered to take people detained under the mental health act but an ongoing need for detention will not be accepted as a sole reason for referral. This service is staffed by qualified nurses and Support, Time and Recovery workers. It provides highly structured engagement and recovery planning through a series of short meetings throughout the day. It also provides family work and programmes of psycho education such as Insight work. The majority of people referred have major disruptive psychotic symptoms which may be compounded by substance misuse. The age group on the at Cypress is predominantly young with many residents not having had experience of living away from the family home and an emphasis is placed on achieving, and supporting the maintenance of, fully independent accommodation in preference to supported or communal housing.

### **Granvue**

Many people referred to Granvue have experienced mental health problems which have had a serious impact on their quality of life and ability to live with out a great deal of support. There is often a consequent disengagement with home life and community support networks and self harm or substance misuse may feature. The intensive and flexible support available at Granvue (and at its associated supported accommodation in Torquay) is supervised by qualified nurses and enables service users, including some with very complex and high level support needs, to establish the positive relationships needed to live successfully outside of institutional or communal accommodation.

### **St Maur**

This service has for many years provided an effective step-down from more secure or intensive environments as well as providing a service to people from its local community. It emphasises the use of communal daily living activities to help people who may have significant interpersonal problems as a result of their mental health difficulties. As with the other units, the people who use St Maur may also have substance misuse or self harm issues. The care at St Maur is provided by qualified nurses and STR workers.

### **To refer to these services**

- Care coordinators may find it helpful to have a preliminary discussion with one or more of the home managers before making a formal referral.
- A completed referral form is required for all services (this is attached).
- If referral to a particular part of the service is indicated this should be stated on the form and the form sent to the appropriate address (all addresses are shown on the form).
- Where the choice of service is unclear or where an admission for assessment is required the form should be sent to the referral panel at Cypress
- All referrals will be considered by a joint referral and review panel which meets fortnightly and includes senior clinical staff from CCT and Devon Partnership Trust. This is to ensure that referrals are appropriately prioritised and the services provided by both organisations effectively coordinated.
- The panel will agree an assessment process and, on completion of the assessment, agree the support package to be offered.
- Close communication with the care coordinator will be maintained throughout the processes of assessment, planning and review.
- Because of the commissioning arrangements for these services, no additional referrals are required through social care procurement or individual financial assessment processes.