**Rethink Mental Illness**

The Bridge

Christchurch Avenue

Harrow

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**What is the service?**

The Floating Support Service is a housing and preventative support service aimed to support individuals access and maintain suitable accommodation and maintain or regain their independence and wellbeing through development of life skills and engaging with activities in the community.

The service will be based at The Bridge with the floating support provided mainly in the community.

**Who is the service for?**

The service is for adult residents of Harrow who have mental illness as a primary diagnosis and is aimed at those with low to medium mental health support needs who need support to enable them to maintain their home and access appropriate activities and services in the community.

**Service aims:**

The service aims to support service users with regard to the following:

* Identifying and accessing suitable housing
* Setting up and maintaining a home
* Ensure suitability of living accommodation
* Manage finances including budgeting and claiming benefits
* Attend meetings and appointments including planning and scheduling
* Form filling and writing letters
* Develop independent living skills
* Improve and maintain emotional wellbeing through social engagement and personal relationships
* Accessing and engaging with appropriate services including leisure, training, volunteering and employment

Note: The service will not provide housing management, personal care or health care functions. We will also not handle service users’ money.

**Service opening hours**

Our service is only open during The Bridge regular office hours: 9am to 4pm.

**Referrals**

New clients can be referred into our service where they will be assessed according to their needs. Our staff will carry out both a risk assessment and a needs assessment and then agree a support plan for the client.

We will need a risk assessment to be provided for every referral where possible, GP referrals excepted.

**Moving on**

Our service is designed specifically to help enable clients to become more independent and able to manage their housing and related needs. As such the support our service offers will be time limited to no more than 6 months.

Our staff will create a plan together with the client which include both the support we agree to offer and also a moving on strategy to help enable the client better manage their affairs. As part of the moving on plan, we will provide clients with an appropriate list of signpost services and agencies.

Clients would normally not then be able to access our service again for a period of a further 6 months. After which clients could be referred back in to our service if they have a new need for support arising.

We also offer a post-discharge recovery support group here at The Bridge. This can further help with signposting and providing guidance on recovery and maintaining independence.