






Transform Housing & Support

Overview of Transform's Work with reference to Clients with Mental Health Issues
Waverley Borough Council 20.11.19
.Vicky Johnson / David Hulme



About Transform

- Charity founded in 1972 – as Surrey Community Development Trust (SCDT)
- We are a Housing Association, a Charity and a Company
- In 2011, we changed our operating name to Transform Housing & Support
- In 2016 merged with Cherchefelle HA
- In 2017, we changed our legal name to **Transform Housing & Support**
- Started in Farnham supporting offenders at Gadd House in Middle Church Lane (now Hawkins House)



Hawkins House, Farnham
opened in 1972

Now we support...

- People with a history of offending
- People in recovery from drug and/or alcohol issues
- People with mental health issues
- Homeless individuals or families
- Young people
- People with learning disabilities
- Older people
- People with physical or sensory disabilities
- Single vulnerable people
- Families in temporary accommodation
- Housing related support
- Home Care

Supported Housing

- Mental Health – over 140
- Single Vulnerable Homeless – 300
- Ex Offenders – 33
- Dry and Drug Free and Recovery – 47
- PLD – 27
- YP – 81
- HRS – 200+ (High proportion of clients with MH issues)
- High Support – 10
- Other - 84

Funding

- Housing Costs – Clients responsible for paying the weekly rent costs.
- Support costs
 - Block contracts with Surrey County Council, Wokingham BC.
 - Contracts with Local Authorities including Waverley
 - Spot purchase contracts with agencies and Individuals
 - Funding from other sources eg: Police Commissioner, KSSCRC

Regulators


- Company limited by guarantee and registered Companies House
- Housing – Regulator of Social Housing
- Support through Contract Reviews
- Care Quality Commission (CQC)
- Charity Commission
- Fundraising Regulator
- Clients

Mental Health

- Enduring MH Issues e.g. Schizophrenia, Bi Polar, Personality Disorders, ADHD, Anxiety and Depression, Dementia
- Mental Health issues are the dominant support need of our clients regardless of the client specific scheme they are living in
- Study of all clients Apr 2019 (pool of 956 clients)
 - Mental Health 56%
 - Single Homeless 26%
 - Learning Disabilities 18% (earlier onset of Dementia)
 - Alcohol Issues 14%
 - Physical/Sensory (inc Dementia) 13%
 - Drug Issues 11%

Farnham Team


 **15** bed spaces in **four** shared houses for people with a history of offending

21 bed spaces in **four** shared houses for people in recovery from drug and/or alcohol dependency 

7 bed spaces in a shared house for people with mental health issues



29 one bedroom self-contained flats for people with low support needs

 **13** one-bedroom, self-contained flats for homeless people with support needs at Simmonds Court

Housing management provided to a three bed shared house for people with autism





Supporting Waverley people with MH issues

- Godalming shared accommodation
- Simmonds Court
- Shared houses for people with a history of offending
- Dry and drug-free shared houses
- Move on Flats
- 6 units at The Crescent in Woking




We aim to:

- Prevent homelessness
- Help clients manage their MH
- Avoid relapse and hospital admission
- Improve clients' futures
- Empower clients to lead fulfilling lives
- Help clients acquire skills for their future
- Stop the "revolving door"



Accommodation

- Fully furnished
- Self-catering
- Staff onsite or daily visiting support
- Out of hours support service
- No deposit needed
- Housing benefit eligible
- Support with benefits



Support

- Minimum weekly 1:1 keywork meetings
- Holistic individual support plans
- House and group meetings
- Joint working/liaison with client and other agencies, such as CMHRS, GPs Probation, Catalyst I-access, Housing Department






Support provided

- Health (relapse prevention, managing meds, engaging with Health services)
- Daily living skills
- Financial literacy and management skills
- Self confidence and social skills
- Pro-social behaviour (offending and risk management)
- Health
- Feeling safe
- Structure EET
- Relationships
- Maintain accommodation
- Training modules





Modules available

Training module 1: Writing a CV

In this module you will...

- Understand what a CV is and what it should look like
- Learn the steps for writing a CV
- Learn the seven stages of creating a great CV
- Prepare your CV content
- Create your CV on a computer

Training module 2: Budgeting

In this module you will...

- Understand what income you receive
- Estimate what you need to spend
- Monitor what you already spend
- Create a budget plan you can stick to
- Learn some handy budgeting tips

Training module 3: Assertiveness

This module is made up of a series of handouts which cover areas such as...

- Learning what assertiveness is
- Seeing how assertive you are
- Understanding the benefits of assertiveness
- Learning some techniques on being assertive
- The rules of assertion

Training module 4: Anger management

In this module you will...

- Understand what anger is and when it is a problem
- Identify your anger triggers
- Learn how to express anger appropriately
- Understand the thinking styles that cause anger
- Learn some techniques on how to manage your anger

Training module 5: Problem solving and Goal achievement

In this module you will...

- Identify a problem you would like to solve
- Think out solutions to tackle the problem
- Decide on a course of action
- Learn how to set SMART goals
- Understand how to review goals

Training module 6: Coping with sleep

In this module you will...

- Learn about sleep and sleeping problems
- Identify if you have a sleeping problem
- Monitor your sleep with a sleep diary
- Learn solutions to different types of sleep problems
- Work out a sleep improvement action plan

Training module 7: Alcohol

In this module you will...

- Learn about the effects of alcohol
- Identify what alcohol dependency is and how to spot it
- Monitor your alcohol intake
- Consider why you drink and the impact it has on your life
- Learn how to manage your drinking

Training module 8: Staying safe online

In this module you will...

- Find out about how to protect your privacy online
- Consider the risks of using social media and how to stay safe
- Discover how to identify scam emails
- Find out how to stay safe when shopping and banking online
- Find out about computer viruses and how to avoid them

Referrals process

- Referral forms available on our website.
- Standard referral form completed with consent given for Transform to approach other support agencies for more information.
- Partnership working with WBC and CMHRS.
- Team will consider for most appropriate type of accommodation and level of support.
- Assessment interview.
- “Guesting” period.

Prioritising referrals

- Eligibility criteria
- Housing need
- Support needs versus support funding
- Additional external support
- Risk assessment
- Mix in property



Godalming Project – client profiles

- Seven males
- Aged between 25 and 65 years, average age: 47 years
- Mental Health Diagnosis include:
 - Schizophrenia, personality disorder, drug-induced psychosis, psychotic disorder, high levels social anxiety, panic disorder, depression.
 - All history of self-harm, suicide attempts and hospital admissions
 - 4 have a history of using substances (alcohol/drugs) to self-medicate and manage mental health symptoms.
 - All homeless when referred

Simmonds Court client profiles

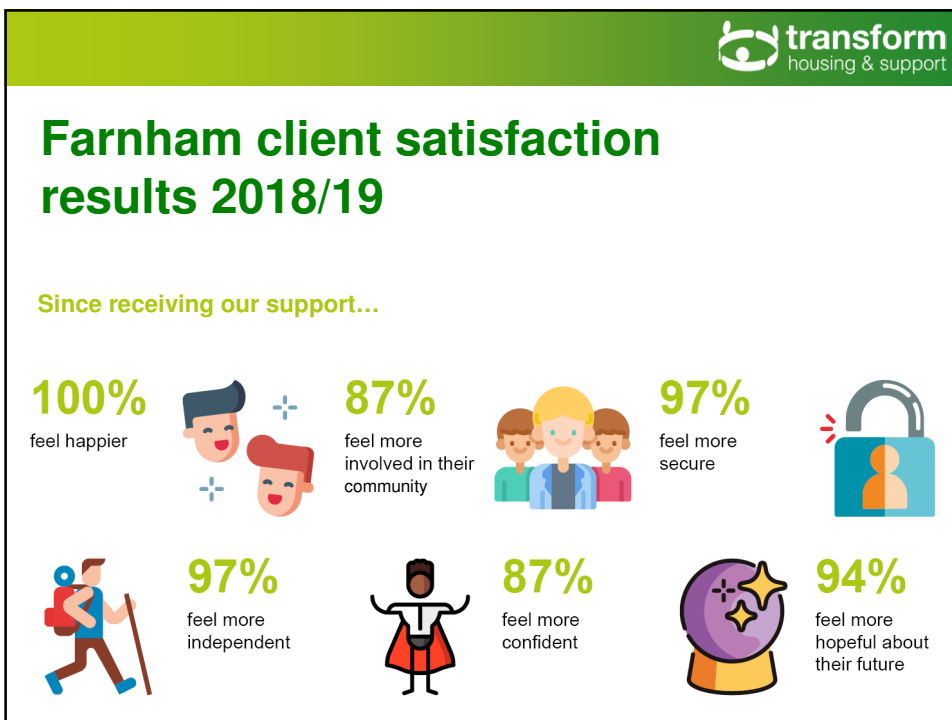
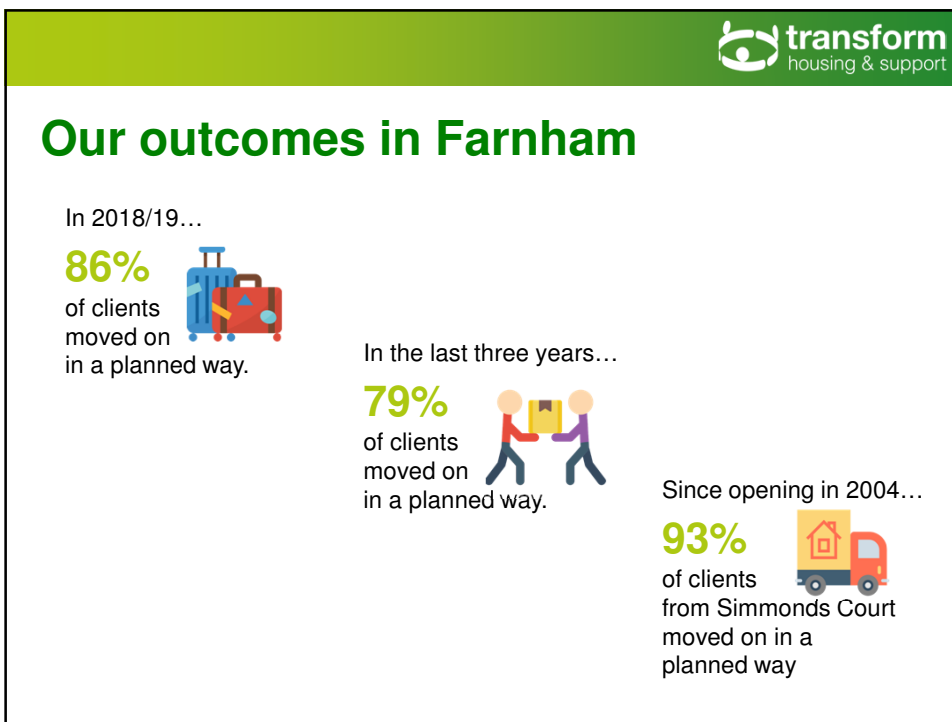
- Four females, eight males
- Aged between 23 and 50 years, average age: 35 years
- Before coming to Simmonds Court:
 - **five** were homeless
 - **two** were with family and **four** moved on from accommodation with higher level of support
- Primary support needs:
 - **five** mental health
 - **five** mental health and substance misuse
 - **two** physical illness/injury

Crescent Agreement

- 14 bed foyer accommodation with IT suite, training kitchen and recreation/craft room
- Block funding for 4 beds from April 2018
- Further two beds added in 2019
- 6 clients currently in situ
- Close relationship has been maintained with WBC
- Good communication lines
- Regular liaison meetings

Current Crescent client profiles


- 3 male, 3 female
- Aged between 20 and 30 yeas
- At point of referral all clients homeless or at risk of homelessness
- Primary client group Mental Health
- Secondary client groups substance misuse and learning disability



Effective support for people With MH issues requires:

- Variety of safe accommodation
- Empathy – understanding of the trauma clients have been through
- Flexibility and persistence
- Lots of partnership working with:
 - Local Authority and statutory services:
 - CMHRS, GPs, DWP, Police, Drug and alcohol agencies, probation
- Non-statutory agencies:
 - Local food bank,
 - Oak Leaf
 - Charities offering voluntary work.

People first: Quote from a Farnham client

 At Transform we are people, not just numbers. Transform enables me to actually go out and live, rather than just being.

Having a breakdown is like dropping a vase that smashes into pieces, which you have to put back together again. Even though it is a broken vessel, you can still use it – and Transform has shown me how. 