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Who are Mental Health Support Services?

Flintshire County Council's Mental Health Support Service is part of the Social Services Department within the Local Authority. We provide a range of support for people with mental health problems and/or substance misuse issues.

What does the service do?

The Mental Health Support Service provides support to people who live in Flintshire.

The service adopts a "recovery approach", which means that people have the right to build meaningful lives for themselves and to have valued roles, regardless of their mental health problems. Our teams work in partnership with people so that they can live more independently in the community. We can support people to manage tasks within their homes, join in with social and leisure activities, be employed, and take part in volunteering or education. The type of support offered depends upon people's own needs and wishes, and in agreement with the support services team.

Mental Health Support Services do not directly help with personal care for physical needs such as feeding, dressing, bathing and toileting. These needs can be met by other social care services. Also, we do not administer or supervise medication.

Depending on need, Mental Health Support Services can provide planned support between the hours of 8.00 a.m. until 10.00 p.m. on weekdays and 9.00 a.m. until 10.00 p.m. at weekends. We also offer services on Bank Holidays if necessary.

What does each team do?

Mental Health Support Services is made up of

a number of teams with different functions. People may be supported by more than one team in order to meet their needs and help them achieve their goals.

The **Intensive Support Team** works with people who have many difficulties or who need higher levels of support to have the confidence to live safely in their homes. The team provides one to one support to people who may be at risk of losing their homes, who have never lived on their own before or who are returning to the community after a long time in hospital or some other care setting. *For information ring 01352 730822.*

The **Community Living** provides one-to-one support to help motivate and encourage people in a range of activities of their choice. This is to help people to be more independent and confident in living at home and within the community. *For information ring 01244 845400.*

Double Click Design & Print is a computer design and print service which produces leaflets, brochures and other printed materials. It supports people in a safe environment to be more confident and to develop work related skills and qualifications. The service gives people opportunities to learn and take part in every aspect of the running of the business (including administration, finance and marketing). This is sometimes a "stepping stone" into paid or voluntary work. Double Click is now an independent Social Enterprise and no longer part of Social Services but still takes referrals via Mental Health Support Services. *For information ring Double Click Design on 01244 846411.*

Next Steps provides support and guidance for people to enter education, training, voluntary work and employment. They can also support people to stay in work if already employed. Support can be provided whilst still receiving benefits and support from

other services. Next Steps team works closely with other organisations such as Job Centre Plus, Careers Wales, the volunteer centre, and local universities and colleges. *For information ring 01244 845400*

Social Links supports individuals and small groups to take part in social, recreational and leisure activities. The team works with people who want to join in with community groups and facilities which they are interested in. They also run a number of drop-ins across Flintshire both during the week and at weekends. *For information ring 01244 810185.*

How do we organise your support?

With your agreement, your Care Coordinator, Social Worker, Keyworker or other professional responsible for your care has referred you to our services.

We will arrange to meet with you to develop a support plan to meet your needs. This will be completed in partnership with you and will look at the personal goals you wish to achieve. In order to complete the plan, you may be asked questions such as “what would make your life better, what do you want in life, what things did/do you enjoy doing?” and “what would it take to meet this goal?”

When it has been completed, a copy of your agreed Support Plan will be given to you. This will be regularly reviewed with yourself

and other relevant people in response to changing circumstances or if requested by you, but should be no longer than six months apart. Support is not strictly time limited but we aim to help you to become as independent of services as possible.

Making changes or cancelling your Support Services

You can request for your support services to change; this may involve an increase, decrease or cancellation of services, or a change in the type of service received. This may be due to a change in your circumstances, such as an increase in confidence to undertake tasks independently or a need for extra support due to particular circumstances. Or you may decide that you no longer require support at all.

If you wish to either temporarily cancel support arrangements for the day, or to cancel support completely, you should contact the support team as soon as possible to let them know.

If you are going into hospital or, going into a Residential/ Nursing Home, the service will stop whilst you are there, and may start again on your return home. The service will not stop if you move house to another area in Flintshire.

There are very rare occasions when Support Services make a decision to stop providing support because of the behaviour or attitude of the person. Support Services would always try to help resolve such issues before stopping the service. This decision can be reviewed with yourselves and the person responsible for your care.

If you are thinking of stopping your support because you feel that your needs are not being met, you are encouraged to speak to a member of the team so that this can be discussed and reviewed in partnership with you.

Compliments, Complaints and Suggestions

Mental Health Support Services encourage people to give feedback about the services provided, whether these are compliments, complaints or suggestions of how to do things better. You can speak to the team about this or you can send an email to myview@flintshire.gov.uk. Please don't be afraid to speak out if you are unhappy about the service you are receiving, it is important for us to be able to try to improve and put things right if possible and the support you receive will not be affected by this.

However, if you are not satisfied with your service and would like this to be dealt with more formally, this can be done by following Flintshire County Council's Complaints Procedure. The Council provides an information leaflet about how to do this called, 'Your Right to Compliment and Complain'. These are available at all Flintshire County Council offices including Mental Health Support Service bases or can be obtained from the Complaints Officer on 01352 702623. If you need help to make a complaint, you can contact ASNEW (Advocacy Service North East Wales) on 01352 759332. This service will provide you with an advocate who will represent your views and act on your behalf if you wish to make a complaint.

Important information

Your Mental Health Support team:

Your Support Worker's name:

Our Office telephone number:

Your Support Worker's mobile number:

All work mobiles will be switched off when your Support Worker is not in work. Your Support Worker will not be able to answer any calls or text messages when they are supporting another individual. Our Office opening hours are Monday – Thursday 09.00am – 5.00pm Friday 09.00am – 4.30pm. Outside of these hours feel free to leave a voicemail and we will get back to you as soon as we can.

Outside of office hours, if you are in distress and need to speak to someone urgently, you can ring the C.A.L.L. Helpline on Freephone 0800 132 737. C.A.L.L. offers emotional support and information/literature on Mental Health and related matters to the people of Wales. Anyone concerned about their own mental health or that of a relative or friend can access the service. C.A.L.L. Helpline offers a confidential listening and support service. You can also email call@helpline.wales.