

Mental health and substance misuse service

Southwark adult social care

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An overview of our mental health and substance misuse adult social care services

At the London Borough of Southwark, we are committed to ensuring a fairer future for all our residents. As part of our commitment, we aim to understand the diverse needs of all those that reside in our communities, act to ensure that everybody has access to appropriate advice and information and ensure that those who need extra assistance receive appropriate support.

If you need care and support and have a mental health impairment/illness or substance misuse problems, you may be able to access support from one of the range of services run by Southwark's Adult Social Care Mental Health services. Depending on your needs, we may be able to help you in a range of ways, including (but not limited to):

- adapting your home environment to help you with daily tasks
- referring you to appropriate accommodation in order to meet your housing and care and support needs
- communicating with a range of professionals in order to safeguard you from abuse or neglect.
- arranging for you to receive support by an independent advocate
- arranging a recovery programme to address substance misuse problems
- supporting you to do things for yourself so that you do not need other people to do them for you
- assessing whether you should be detained in hospital in order to assess and/or you
- assessing and supporting your carer

If you – or those who support you – contact us we will find out as much about your needs as possible. If it appears that you may be eligible to receive support from the reablement team (page 5), the approved mental health professional team (page 7), the substance misuse rehabilitation team (page 12), the care and support team (page 16), or the move on support team (page 18), we will arrange for a member of staff at the appropriate service to contact you as soon as possible. Following assessment, if we confirm that you have unmet eligible needs, we will develop a care and support plan with you and support you to meet the needs and goals that are important to you.

If we assess you and find that you do not have eligible needs, we will provide you with appropriate information and advice, and signpost you to appropriate community services and resources.

If your needs arise from a physical disability or your age you can visit the Adult Social Care section of the council website (www.southwark.gov.uk) for more information about how our older people and physical disability services may be able to work with you.

You can find more information about care act eligible needs at www.scie.org.uk.

Accessing adult social care mental health services in Southwark

If you have care or health needs, you will probably receive support to help you improve and/or manage your needs.

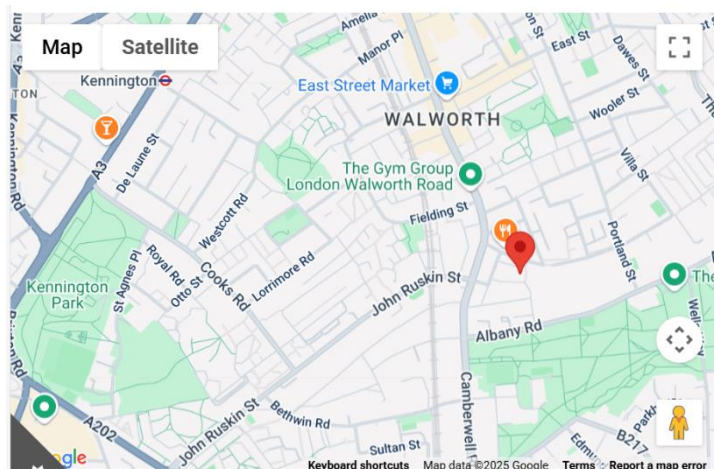
If you currently do not receive support from any organisations and you believe that you would benefit from care and support from Adult Social Care, we recommend that you approach the [Southwark Wellbeing Hub](#). The Wellbeing Hub will provide you with information and advice about the suitability of a referral to Adult Social Care. If your needs warrant care and support from Adult Social Care they can complete a referral for you. They may also be able to link you into other services that may be more appropriate for your needs.

If you are referred to us, we will consider your referral and ensure that the details go to the appropriate team as soon as possible so that they can take appropriate action.

Southwark Wellbeing Hub
The Southwark Resource Centre
Bradenham Close
London
SE17 2QB

Email: southwarkhub@together-uk.org

Hub Helpline: 0800 368 8433



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Mental health and substance misuse adult social care pathway

What happens when you are referred to our mental health and substance misuse services

1. Start by contacting the **Southwark Wellbeing hub** for advice. Email southwarkhub@together-uk.org or call 0800 368 8433.
2. The hub will refer you to our **mental health reablement team**. They will talk to you and confirm if you are eligible for support from our services.
3. If you are not eligible, they will signpost you to community organisations that can help.
4. If you are eligible, you will be referred to one of our teams:
 - the **approved mental health professional team**, if you need to be detained under the Mental Health act
 - the **substance misuse rehabilitation team**, if you need treatment and recovery services
 - the **care and support team**, if it's likely that you will need long term support

The mental health reablement team may do more assessment with you to see if you need reablement, or if they need more information to understand your needs.

If you live in residential care or nursing accommodation

If you live in this kind of accommodation and receive care and support due to a mental health impairment or illness, your case may be passed to the **move on support team**.

Southwark's mental health adult social care services

Mental health reablement team

Most people want to remain as independent as possible for as long as possible, however some people need help to go about their daily lives. If you have never accessed social care before and you have a mental health illness the Mental Health Reablement Team will likely be your first port-of-call within Adult Social Care.

We will assess your care and support needs, and if it appears that you have eligible needs we will work with you to help you take back control of your life. We provide a range of care and support interventions focused on:

- helping you to do things for yourself so that you do not need other people to do them for you
- enabling you to relearn or regain the confidence to remain independent in your own home
- maximising your independence, choice, and quality of life
- achieving the outcomes that are important to you

About the team

The Mental Health Reablement Team is made up of a mix of Social Workers and Occupational Therapists. We are based at 232 Camberwell Road, Castlemead Estate, London. SE5 0ED.

Who we support

In order to benefit from our services you must be aged between 18 and 65, ordinarily be a resident of Southwark, have a mental health impairment or illness, and have Care Act eligible needs as a result of a primary need of mental illness.

If accepted to Mental Health Reablement, service users will be offered up to 10 weeks of support to help them work on their identified goals. Workers will meet with service users once a week throughout the support period, with the aim of preventing, reducing and/or delaying social care need. If a person is eligible for further social care support, at the end of the period of

intervention we will put this in place prior to transferring to an appropriate longer-term service for ongoing review.

Exclusions

We cannot work with you if you already receive support from another Adult Social Care team, or you require end-of-life care.

Structure

Mental Health Reablement follows this structure:

1. Screening
2. Mental health reablement (usually 1 to 4 weeks)
3. Review (week 5)
4. Mental health reablement (weeks 6 to 9)
5. Assessment and discharge (week 10)

Referral process

All external referrals (i.e. cases not currently open to a social care team) must be referred via the Southwark Wellbeing Hub using the appropriate referral form. The hub acts as our gateway into Mental Health Social Care and is supported by us to triage referrals and to escalate those that are not appropriate for their own internal support offer.

Further referral information and forms available at
www.together-uk.org/southwark-wellbeing-hub/referrals

Internal referrals (i.e. cases that are already open to a social care team) may be transferred with the agreement of the Deputy or Team Manager – contactable on the below details.

Contact information

Phone: 0207 525 2751

Email: MHContact@southwark.gov.uk

Approved mental health professional service

Sometimes it is necessary to detain a person in hospital under the Mental Health Act 1983 to ensure that they receive necessary mental health treatment and care, and to safeguard their welfare and the welfare of others.

If your mental health deteriorates and it is necessary to consider detaining you in a hospital without your consent to ensure that your mental health is assessed and treated, your rights are protected and to ensure that you are not detained unnecessarily an Approved Mental Health Professional will:

- assess you with appropriate medical professionals and consider making an application for detention based on the doctors' recommendations
- consult your 'nearest relative' to ensure that their views are sought, and that they can represent you
- consider the least restrictive option to treat you safely

About the service

The service is staffed by social workers who are additionally qualified as approved mental health professionals.

What happens when you are referred to this team

The team will do some screening checks to make sure the referral is needed. They will arrange for an assessment to take place. The timing of this depends on who has referred you.

If you are referred from:

- accident and emergency services (A&E) or a police station, assessment happens on the same day
- a hospital in-patient ward, an assessment date is arranged depending on the appropriate legal time frame
- the community, assessment is on the first available date

Who we work with

Any child or adult referred for a mental health act assessment who is also one of the following:

- a resident of Southwark
- in receipt of secondary mental health care or statutory social care from Southwark (regardless of whether you are currently in Southwark or not)

- referred (by any party) for a mental health act assessment required within Southwark's borders (for example at a Southwark hospital or police station)

What you can expect from the Approved mental health service

Mental Health Act assessments to consider detaining you in a hospital

An Approved Mental Health Professional (AMHP) will assess you as soon as possible following your referral. In order to understand the impact of your 'mental disorder' on your wellbeing, among other things the Approved Mental Health Professional will:

- attempt to contact your nearest relative to seek their views . He/she will also attempt to speak to any other person/s with an interest in your care and treatment (for example family and friends, advocates, carers)
- consider your wishes and needs
- consider your cultural background, social and family circumstances, age and physical health.

You will also be assessed by two appropriate medical practitioners.

The Approved Mental Health Professional will decide whether to apply for your detention in hospital once he/she receives their recommendations. Before deciding to apply to the hospital to detain you the Approved Mental Health Professional must consider whether your needs can be managed in the community with appropriate care and treatment. The Approved Mental Health Professional will choose the least restrictive option to ensure your safe care and treatment whether this is in the community or in hospital. He/she will also consider the impact detaining you will have on you and the people who are close to you.

Mental disorder

A mental disorder is defined as 'any disorder or disability of the mind'. The following conditions may qualify:

- depression and bipolar disorder.
- schizophrenia and delusional disorders.
- personality disorders.
- mental / behavioural disorders caused by psychoactive substance misuse

This is not a definitive list.

Decisions to detain in hospital

The Approved Mental Health Professional will inform you of their decision as soon as possible, they will also inform your nearest relative. If you have any dependents (for example children, any vulnerable adults that you care for or pets) he/she will take steps to ensure that appropriate arrangements are in place for them. The Approved Mental Health Professional will also ensure that your property is secured where necessary.

Approved Mental Health Professionals can make applications for the following Mental Health Act hospital orders:

- section 2: enables your detention in hospital for assessment (or assessment and treatment) for up to 28 days so that the hospital can determine your mental health treatment needs and start appropriate treatment.
- section 3: enables your detention in hospital for mental health treatment for up to six months (initial period). Your nearest relative can prevent a section 3 application by objecting to it.
- section 4: enables your urgent admission in the event of a mental health crisis for up to 72 hours whilst a decision about a section 2 or 3 order is determined.

You and your nearest relative will be provided with information about the Independent Mental Health Advocacy Service if a decision is made to detain you. For more information on Advocacy please see section 6.

Appointing a nearest relative

If you do not have a nearest relative and you are not willing or able to apply to the county court to appoint one, an Approved Mental Health Professional can make an application on your behalf.

Nearest relative

Your nearest relative is not necessarily your next of kin. Your nearest relative can help make decisions and representations on your behalf to protect your wishes and rights. They can be your:

- husband, wife or civil partner (including cohabitee of six months or more).
- son or daughter
- father or mother
- brother or sister
- grandparent
- grandchild
- uncle or aunt

- nephew or niece

Your nearest relative can make important decisions on your behalf under the Mental Health Act 1983 (amended 2007). Only one person can serve as your nearest relative at any one time.

In some instances it may not be appropriate for your nearest relative to represent your interests, for example:

- They cannot support you due to an illness, or they move far away.
- They are no longer willing to support you due to the burden of other responsibilities (family, work etc.)
- They are not acting in your best interests.

If your nearest relative is unwilling or unable to exercise their nearest relative powers on your behalf they can delegate the role to another suitable person (for example a family member, friend or carer with their agreement). Alternatively, any other suitable person can apply to the county court to appoint a new nearest relative. If you are unwilling or unable to make an application to appoint a new nearest relative and no other suitable person is able or willing, an Approved Mental Health Professional can make the application on your behalf.

Community treatment orders

To be eligible for a Community Treatment Order you must be detained on a Treatment (section 3 or section 37) order.

Community Treatment Orders have conditions attached which you will need to abide by, for example staying at a particular address, attending particular activities and/or therapies

Mental Health Act community treatment orders

A Community Treatment order is a health order (not a local authority order), an Approved Mental Health Professional must agree to the order (and ensure that the order is legitimate and proportionate to your needs). Once applied your community consultant psychiatrist will be responsible for the order and any conditions it imposes upon you.

Mental Health Act guardianship orders

This is a local authority order (not a health order). The assessment process is the same as it is for section 3 order. Conditions of guardianship which you may be required to adhere to might include that you:

- you live in a certain place;
- you attend appointments for medical treatment, occupation, education or training;
- a doctor, AMHP or other relevant person is able to access and visit you where you live.

Discharge

If you are detained under a section 2 or 3 order your nearest relative can apply for your discharge. This can however be blocked by a psychiatrist if they feel the risks are too great. Your consultant psychiatrist can also discharge you at any time during the period of detention, if they feel it is safe and appropriate to do so.

If you do not believe that you should have been detained (or should continue to be detained) you can apply to the First-Tier Tribunal (Mental Health). The hospital must provide you with information about the tribunal when you are detained. If the Tribunal believes that you should not be detained or subjected to a Community Treatment Order they will order that you are discharged. Similarly, you can request that the Tribunal end the guardianship relationship, or your nearest relative can apply to end the guardianship order by writing to the local authority.

Paying for your care and support

If you are being discharged from hospital from a section 3 order you are entitled to receive Section 117 (S117) 'aftercare'. This means that you will be exempt from being charged for any social care costs incurred in relation to your mental health.

Substance misuse rehab team

People abuse drugs and alcohol for a variety of reasons. The effect of substance abuse on people with an addiction, their family and friends and on their communities is often harmful.

If you have a substance misuse issue and you and you are committed to abstinence we may be able to help you. We can assess your needs and refer you to a range of abstinence-based recovery programs. During this time, we will also work with you to develop personalised support to improve your wellbeing, and support you to maintain an abstinent lifestyle within your community.

We will continue to work with you for a brief period following your rehabilitation in order to help you maintain your recovery. We will use this time to link you into a range of community resources to help you to take back control of your life, and to maximise your opportunities and independence.

About the team

The team is made up of Social Workers and Care Managers. We are based at 232 Camberwell Road, Castlemead Estate, London SE5 0ED.

What happens when you are referred to this team

1. A social worker will talk to you and confirm if you are eligible for support under the Care Act.
2. If you are not eligible, we will give you information and advice on meeting your needs and preventing things from getting worse
3. If you are eligible, we will develop a care and support plan with you
4. We will refer you to a rehabilitation programme to help with your substance misuse
5. We will review your progress against the goals we set in your care and support plan
6. After successful rehab, we will help you find services like supported housing, employment, training, advice and support
7. We will put you in touch with services to help you stay independent and abstinent
8. We will give you information and advice on meeting your needs and preventing things from getting worse again
9. We will discharge you. This means you stop getting care from our adult social care services, but you can carry on accessing universal services like the Southwark Wellbeing Hub.

If you don't complete the rehab, but stay focused on recovery, we will support you to access recovery services.

Who we work with

In order to benefit from our services you must be aged 18 or older, have Care Act eligible needs, and you must also be in the process of engaging with the local community-based substance misuse treatment and recovery services to address your drug or alcohol misuse issues. You must also ordinarily be a resident of Southwark.

What you can expect from the substance misuse rehab team

Assessing your needs

In order to determine whether you are eligible to receive support from the Substance Misuse Rehab Team we will assess your needs if you appear to have care and support needs. We will aim to meet with you soon after you are referred to us. Your assessment will be carried out by a Social Worker or a Care Manager.

We will build a full picture of your needs through the assessment process to determine what areas of your life you need support with. We will ensure that your assessment has your wellbeing at its heart, and we will use the assessment to identify which resources will help you to manage better.

We will usually need to speak to the people and agencies who support you and who know what your needs are (for example your keyworker at the local drug and alcohol service, family, a

carer, your GP, the Community Mental Health Team, or other Adults Social Care teams). If other assessments have been carried out by colleagues in other areas (for example health or housing) we may need to know the outcome of these assessments.

If at the end of the assessment we believe that you do not have eligible needs we will confirm our decision in writing.

If we assess that you are not eligible to receive a service from Adult Social Care, we will provide you with the details of other services that may be beneficial to you, and also provide you with information and advice in order to prevent, delay or reduce the onset of care and support needs.

Your care and support plan

We will work with you to develop a Care and Support Plan if we assess that you have eligible care and support needs. We will use the plan to identify how we will work with you in order to maximise the chances of achieving abstinence, and to help you to achieve greater independence. We will also use the plan to record the steps that you can take to help improve your wellbeing and general quality of life.

Paying for your care and support

You will need to undergo a financial assessment to identify whether you must make a contribution towards the costs of meeting your care and support needs. If the assessment concludes that you have sufficient income and access to capital (for example you own a property, or you have savings, stocks or bonds), you will need to make regular payments towards the total costs of meeting your care and support needs. How much you will be charged is dependent on your individual circumstances.

Providing a suitable service/specialist placement

Once we have agreed a personalised package of care and support with you, we will act to ensure appropriate measures are put in place to meet your needs, for example we can:

- arrange a 12 week residential rehab for you. Alternatively, if you have a stable home environment it may be better for you to attend a non-residential rehab programme
- arrange specialist counselling for you. We can also refer you to support groups and mutual aid
- provide your family and carers with information, advice and support

Once your placement has commenced we will meet you at 6 weekly intervals to review your needs and to see how you are doing. If new needs arise, or the actions/steps that we identified with you do not appear to be helping, we will consider what other care and support may help you to improve or maintain your wellbeing.

Nearing the end of your treatment, we will work with you to help you integrate back into the community. Following successful rehabilitation and in order to maintain your continued abstinence we can work with you for a brief period to help you to access appropriate services in the community around needs such as (but not limited to):

- employment, education and training information, advice and support.
- peer mentoring
- mental health
- accommodation
- mutual aid

Our aim is to help you to become as independent as possible so that you are able to maintain your abstinence based recovery on a long term basis. If, for any reason, you are unable to maintain abstinence based recovery, we will help you to access alternative care and support options that are appropriate to your needs at that time.

Substance misuse engagement and recovery (SMERT) team

The Substance Misuse Engagement and Recovery (SMERT) Team provides a range of services to individuals with substance misuse issues who may otherwise not be in receipt of support or who require support to maintain recovery. The service is open to all Adult Social Care teams and offers a range of services including:

- specialist interventions
- complex case management
- a weekly advice clinic and a substance misuse forum for staff
- expert advice on substance misuse
- substance misuse pathways support
- recovery support to maintain abstinence

SMERT also provide two direct services:

Community engagement

SMERT can provide time limited specialist outreach support to service users to try to engage them in support to make changes to their substance misuse. Interventions such as Motivational

Interviewing, psychoeducation and harm minimisation are used to try to affect change. If the service user is keen to make more significant changes to their substance misuse, then SMERT can refer them to their local community drug and alcohol teams for more specialist support, such as Change, Grow, Live (CGL) or SLaM. SMERT remain involved during this transition phase to support engagement with the new service.

Recovery support

This service provides support following a period of treatment in a rehabilitation placement. This service is only open to the Substance Misuse Rehab Team when it has been identified that a service user would benefit from a period of support around their ongoing social care needs. This is because often people still have some unmet social care needs for which they may benefit from support with.

Care and support team (mental health)

Some people need ongoing care and support to carry out tasks and activities which most people take for granted. If you have a mental health illness or impairment and you are likely to require ongoing care and support because of your eligible needs, we can work with you to develop a Care and Support Plan and provide appropriate support and interventions.

About the team

The team is made up of Social Workers, Occupational Therapists and other staff with social care mental health expertise. We are based at 232 Camberwell Road, Castlemead Estate, London SE5 0ED.

What happens when you are referred to this team

1. We will develop a care and support plan with you.
2. We will meet with you and provide tailored support to help you maximise long-term independence and reduce the need for ongoing support.
3. We will review your progress against the goals we set in your care and support plan.
4. If you still have ongoing eligible needs, we will carry on meeting with you and supporting you.
5. We will give you information and advice on meeting your needs and preventing things from getting worse again.
6. We will discharge you. This means you stop getting care from our adult social care services, but you can carry on accessing universal services like the Southwark Wellbeing Hub. You can be referred again if needed.

Who we work with

To benefit from our services you must be aged 18 or older, you must ordinarily be a resident of Southwark, and you must have unmet Care Act eligible needs (caused by a mental illness or impairment such as depression, anxiety, schizophrenia, bipolar disorder or personality disorders). We can also work with you if you have substance misuse issues in addition to mental health concerns.

The Care and Support Team works with a range of adults, including those who have multiple and complex needs to adults who are able to self-direct and manage their care themselves.

What you can expect from the care and support team

Assessing your needs

Most adults will have their needs assessed by the assessment and reablement team. Adults who are more difficult to engage or have very complex needs may be referred to the Care and Support Team for an assessment. If we carry out the assessment we will build a full picture of your needs with you during the assessment so that we understand the impact that they have on you and so that we can help you to identify what measures will best help you to manage them.

We will ensure that your assessment has your wellbeing at its heart and lays the foundations to maintain or improve any eligible needs through the achievement of outcomes that are important to you. Among other things, we will try to learn more about:

- your independence
- difficulties you face
- your personal and domestic routines
- what help and support you already have
- what help you think you may need
- your involvement with family, friends and the community

We will usually need to speak to the people who support you and who know what your needs are (for example family, a carer, your GP, the Community Mental Health Team). If other assessments have been carried out by colleagues in other areas (for example health or housing) we may need to know the outcome of these assessments. While we assess your needs we will put services in place to meet the unmet eligible needs we believe that you may have so that there is not a delay in providing you with appropriate care and support.

If at the end of the assessment we believe that you do not have eligible needs we will confirm our decision in writing. If we assess that you are not eligible to receive a service from Adult Social Care, we will provide you with the details of other services that may be beneficial to you

and also provide you with information and advice to prevent, delay or reduce the onset of care and support needs.

Your care and support plan

If we assess that you have eligible unmet care and support needs, we will work with you to develop a Care and Support Plan. We will use the plan to identify the outcomes that

are important to you. We will detail how we will work with you to maximise your wellbeing, safety, and achieve greater independence by accessing resources available in the community. We will also use the plan to record the steps that you can take to help improve your wellbeing and general quality of life. We will review your needs on a regular basis, at least annually. If you feel your needs have changed or that your support plan is not helping to meet your needs, we will discuss with you whether an early review should take place.

We will also work with the people that support you. This is to ensure that you get the right support at the right time from the right person. We will work closely with those who support you such as GP's, the NHS, housing providers, local voluntary sector organisations and any friends or family who support you.

Paying for your care and support

Unless you are eligible for after-care services under S117 you will need to undergo a financial assessment to identify whether you need to make a contribution towards the costs of meeting your care and support needs. If the assessment concludes that you have sufficient income and access to capital (for example you own a property, or you have savings, stocks or bonds), you will need to make regular payments towards the total costs of meeting your care and support needs. How much you will be charged is dependent on your individual circumstances.

If you need help managing your finances we can help you to explore options such as arranging for you to receive support from an Appointee to help you manage. We can also help you to access services to seek independent financial advice and services.

Move on support team (MOST)

People's needs change over time, supported and residential accommodation and/or support packages that initially seemed suitable for them may no longer meet their needs. If you have been placed in supported or residential accommodation due to a mental health impairment or illness, the Move on Support Team work can work with you to ensure that you are in the most appropriate placement accommodation.

We will review your needs and consider whether your current accommodation meets your care and support needs. If we assess that your needs are being met with an appropriate level of care and support in your current accommodation, we will work with you, those who support you and the accommodation provider to ensure that your care and support is personalised, recovery focused, and supports you to be as independent as you are safely able to be. If we assess that your needs can be met better elsewhere or in accommodation that offers better value for money whilst still meeting your needs, we will work with you and those that support you to explore alternative arrangements, and support you to move to more suitable accommodation.

About the team

The move on support team is made up of a mix of social workers and occupational therapists. We are based at 232 Camberwell Road, Castlemead Estate, London SE5 0ED.

Who we work with

We work with adults over the age of 18 who have been placed by Southwark mental health services in certain types of accommodation, such as a residential or nursing home, supported living, forensic placements, sheltered or extra care sheltered provision. You will have needs that make you eligible for a service as defined by the Care Act 2014.

What you can expect from the move on support team

Assessing your needs

If you are referred to our service (usually by another Adult Social Care or health service) we will arrange to meet you and those involved in your care in order to assess your needs. The assessment will either be carried out by a Social Worker or an Occupational Therapist.

We will use the assessment to build a full picture of your needs so that we understand the impact that they have on you so that we can help you to identify which measures will best help you to manage them. We will ensure that your assessment has your views and wellbeing at its heart, and lays the foundations to maintain or improve any eligible needs through the achievement of outcomes that are important to you.

We will usually need to speak to the people who support you and who know what your needs are (for example family, a carer, your GP, a Mental Health Team, staff at the accommodation where you live); we will seek your consent for this. If other assessments have been carried out by colleagues in other areas (for example health or housing) we may need to know the outcome of these assessments. We will also use this opportunity to complete a placement review, review your current Care and Support plan and other relevant plans and assessments.

Your care and support plan

We will work with you to develop and review your Care and Support Plan once we have assessed your needs. Your needs are unique and we will support you to achieve outcomes that are meaningful and improve your wellbeing. This may mean working with you to develop or regain skills or pursue an interest you may have.

We will also explore how tools such as personal budgets can be used to help secure a personalised package of care and support to meet your needs. We will also speak to the accommodation provider to explore how they can better support you.

We will use the plan to identify whether you are ready to live in a less supported setting with a package of appropriate care and support. On some occasions, it may be that you need a higher level of care than is currently provided.

Considering your accommodation

Your current accommodation may no longer be suitable for you for a number of reasons, for example:

- When you were originally placed in the accommodation there may not have been suitable accommodation in Southwark. As a consequence you have been placed outside of Southwark
- During your stay in the accommodation you have developed the knowledge and skills to function more independently and no longer need the level of support on offer
- Your care needs have lessened or stabilised and you are able to manage your affairs more independently. Alternatively your needs may have increased and you need more care and support
- Although you still have the same level of care and support needs, your goals have changed and the accommodation you are in is no longer able to meet them.
- It is possible to meet your accommodation and care needs with a package that offers better value for money
- You want to move on to different accommodation

Your assessment may determine that you are in the best place for you, in which case we will work with you to ensure that you continue to get the support that you need until such a time that it is suitable to reconsider your accommodation again.

We will work with you to explore alternative accommodation if we assess that your needs can be met better elsewhere. We will communicate openly with you and those that support you about the type of accommodation that we believe is suitable for you. If we identify suitable accommodation which is of better value, we may reconsider how much it is reasonable for the council to pay towards meeting your accommodation needs.

If you opt to stay in your current accommodation or you identify other accommodation which costs more than we believe it is reasonable to pay to meet your needs, a family member or friend (or you in certain circumstances) will need to agree to pay the difference between what we are willing to pay and the cost of your current accommodation. This 'top-up' payment will need to be paid for the duration of your stay, so it is important that whoever makes the payments is willing and able to continue making them.

Making move-on arrangements

We fully understand that moving from one place to another can be a significant upheaval. The Move On Support Team will work closely with you to create a move on plan and support you to make the transition as smooth as possible.

You are the most important person when it comes to making decisions about any new accommodation. We will provide you with a number of accommodation choices to choose from, and we will support you to explore and visit the available accommodation. There are several ways that we can support you with the move, including working with agencies that may be able to assist with transport, looking at any adaptations or 'assisted technologies' that may help, and arranging furniture etc.

We will continue to support you when you have moved and ensure that you have settled into your new accommodation. We will also get in touch with any local services that you may be interested in.

Support after your move

Following your move we will continue to meet with you to ensure that you are settling in well. We will review your Support Plan periodically to ensure that the care and support that you receive is suitable for you.

Paying for your care and support

You will have already been financially assessed to see how much you are able to pay towards meeting the costs of your care and support before we start working with you. Depending on your circumstances you may not be making any payments towards meeting your care and support needs, or you may already be making regular payments. We will arrange a review of your financial circumstances to ensure that you are making the right financial contribution if your circumstances change.

Peer mentoring service

Peer mentors support service users in a variety of person-centered, innovative and creative ways as part of the mental health social care offer. This includes support to improve wellbeing, social inclusion and self-management of mental health and recovery.

Mentors support service users in crisis and enable people to live as independently as possible in the community. The service user guides the input of a peer mentor and adopts a strength-based and self-determined approach. Our Peer Mentoring Service focuses on reablement and promoting wellness and independence.

Peer mentoring offers an alternative to more traditional forms of support to service users. The mentors have lived or living experience of mental ill health and are significantly further along their path of recovery; they can model competence, give hope and provide valuable support towards increasing independence and quality of life. Peer mentors are paid for the hours of support they provide. The service user employs them. Contractual payment is made via a council-approved third-party provider.

What happens when you are referred to this team

1. A social worker will talk to you and confirm if you are eligible for support under the Care Act.
2. If you are not eligible, we will give you information and advice on meeting your needs and preventing things from getting worse.
3. If you are eligible, we will develop a care and support plan with you and refer you to peer mentoring.
4. We will review your progress against the goals we set in your care and support plan.
5. If you are referred for the 12-week taster sessions, your progress will be reviewed at 8 to 9 weeks to decide if the support will continue after 12 weeks.

Who we work with

The service works with all adult service users who:

- reside in Southwark; (however dependent on the peer mentor, they can support those who are in a nearby borough placement)
- have an identified need under the Care Act 2014

Exclusions

Access to the 12-week taster scheme is only available once to clients under mental health adult social care. Clients who pose a risk of harm to the peer mentors are excluded.

Functions delivered across all services

The functions described beyond this point (safeguarding, advocacy and carer support) are delivered by all the adult social care teams mentioned in this document.

Safeguarding you from harm

Everybody has the right to a life free from fear, to be treated with dignity, to have their choices respected, and to not be forced to do things against their will. Safeguarding refers to the process of keeping adults at risk safe from abuse and from neglect.

We take your wellbeing very seriously. If there are concerns that you are being abused or neglected we will evaluate the risk and act to ensure that you are safe from immediate danger. We will usually speak to you about what you would like to happen. If you would rather that we do not take further action we will usually respect your decision, however if you do not have the mental capacity to make a decision or there are vital or public protection concerns we will need to open a safeguarding enquiry.

During the safeguarding enquiry we (or someone acting on our behalf, for example staff where you live if you are in residential accommodation) will talk with you, those who support you and with relevant professionals in order to:

- gather and share information
- establish the facts
- ascertain your views and desired outcomes
- assess your need for protection and support and protect you from abuse and neglect in accordance with your wishes where possible
- decide follow-up action regarding the person or organisation responsible for the abuse
- put measures in place to safeguard you while enquires are undertaken

The enquiry may conclude that no further action is needed in which case we will provide you with information and advice which we believe will be of benefit to you. A Safeguarding Plan will be developed with you if the enquiry concludes that further action is needed to ensure your wellbeing. Among other things, the Safeguarding Plan will identify:

- what steps should be taken to ensure your safety now and in the future
- support, treatment and/or therapy that may be beneficial for you
- changes to the current care and support that you receive if needed.
- how to support you to seek justice.

Your safeguarding plan will be reviewed regularly to see how you are doing. Your case will only be closed once you are safe and no further safeguarding enquiries are needed.

Supported decision making

It is important that you are involved in making decisions about things that concern you. If you cannot understand or retain information you may lack the capacity to make necessary decisions. You may lack capacity - temporarily or permanently - for a number of reasons, for example you have:

- suffered short term trauma (for example concussion) which has impaired your reasoning;
- taken medication which impairs your decision making
- a degenerative illness of the mind, for example dementia
- a mental disorder, for example depression and bipolar disorder, schizophrenia and delusional disorders, or a personality disorder

If you lack capacity it may be necessary for someone you trust (family, friends, a carer, support workers) to make decisions on your behalf. If you do not have the capacity to make a specific decision we will arrange for you to be supported by an Independent Mental Capacity Advocate (see 'Advocacy' below). Where there are capacity concerns we will be guided by the following key principles identified in the Mental Capacity Act 2005. Decision making and actions taken on your behalf by our staff will also be respectful of:

- your age, ethnicity, gender, religion, sexuality and disability
- your dignity
- your previous wishes and preferences
- the views of those who support you and who are important to you

The Mental Capacity Act 2005

The five key principles of the Mental Capacity Act are:

1. The presumption of capacity
2. The right for individuals to be supported to make their own decisions
3. The right of individuals to make decisions which may seem unwise
4. Decisions must be made in the best interests of the individual
5. Anything done for or on behalf of individuals without capacity should be the least restrictive of their rights and freedoms

Advocacy

Taking part in assessments and planning to help us to understand and meet your care and support needs can be a stressful and sometimes confusing experience. It is important that you are properly supported during this process by someone who can represent your needs, beliefs and wishes. Usually this will be a family member, carer or friend.

If you do not have access to family, friends or a carer when we assess your needs, develop or review your care and support plan, or if you are subject to a safeguarding enquiry, we will arrange for you to receive support from an:

- independent Advocate if it appears (or it is likely) that you will experience significant difficulty being involved in the assessment.
- independent Mental Capacity Advocate if you do not have the mental capacity to be involved in discussions – and make decisions about – the care and/or support you may need.

If you are detained in hospital under the Mental Health Act you and your nearest relative will be provided with information and advice about how you can access support from an Independent Mental Health Advocate.

Working with carers

Southwark Council recognises the immense contribution that carers make. If you provide informal care to an adult who has a mental health impairment or illness you can access services in order to get information, advice and support about the ways in which you can prevent, delay or reduce the development of your own support needs.

If you are referred to us and you have support needs as a result of caring for a Southwark resident, we will meet with you to carry out a Carer Assessment. If at the end of the assessment we believe that you do not have eligible needs we will write to you to confirm our decision. We will also provide you with the details of other services that may be beneficial to you, and provide you with information and advice in order to prevent, delay or reduce the onset of care and support needs.

If we identify that you do have eligible needs we will develop a Support Plan with you. We will work with you to meet your eligible needs in a range of personalised ways which may include:

- meeting your needs by providing care and support for the adult that you care for
- the provision of information and advice
- access to universal services

- a personal budget to spend on support/services.
- ensure the care that you provide (and the relationship with the adult that you care for) is sustainable
- identify actions to mitigate emergencies and to manage concerns/crisis that do arise

Because of the significant contribution that carers make, we believe it is right that we do not charge them to receive support to meet their eligible needs. We will work with you to identify how your needs can be met through measures that deliver the desired outcomes and also achieve value for money.