



# Supported Living

FOR ADULTS WITH MENTAL HEALTH NEEDS

Tailored  
Care



Proactive  
Intervention



Supported  
Rehabilitation



[info@mountsviewhomes.com](mailto:info@mountsviewhomes.com)  
[www.mountsviewhomes.co.uk](http://www.mountsviewhomes.co.uk)

CQC Registered Provider

# About Us

MountsView Homes is a 24-hour Supported Living Service. We offer care and support for adults who have complex and enduring mental health conditions, who are preparing to live independently. We provide a safe haven for individuals who have been discharged from mental health hospitals and provide intermediate care and accommodation in a home from home co-living environment.

Our ambition is to help people with long-term mental health conditions to receive specialist care in a supportive home environment.

Our care professionals work alongside the service user, to identify and remove barriers causing extended stays in hospital. They will have support from care staff to prevent readmission in both the short and long term ensure independence can be managed in the long term, supporting timely hospital discharge. Our customer centred approach to hospital discharge will;

- ◆ Reduce length of stay
- ◆ Prevention of readmissions to hospital.
- ◆ Reduction in offending behaviour
- ◆ Reduction in self-harming behaviour
- ◆ Contribution to the economy
- ◆ Less dependent on benefits
- ◆ Reduction of criminal justice intervention
- ◆ Reduction of in-patient intervention

We practice integrated discharge planning which involves collaboration with hospital services, GPs, social workers, commissioners, carers, public health nurses and other community services.

**MountsView Homes offers a sensitive environment that enables individuals to take control of their own lives. This may then help them live appropriately in the community. We pride ourselves on being diverse and accept adults who have complex mental health conditions from various religious, cultural, ethnic and sexual orientation backgrounds.**



## Our Core Values

MountsView Homes aims to provide high-quality, person centred care that affords people the best possible quality of life without discrimination.

### People Can Recover

People can and do recover from mental ill health with appropriate ongoing treatment and support, in their own way and live a meaningful life.

### The Right To Exercise Control And Choice

We believe that everyone should have the right to access the most appropriate care and housing for their needs and exercise control and choice of how their housing, health and social care is received.

### Make Decisions About Their Health

Everyone has the right to have their dignity as a human recognised and promoted and the right to be respected and be equal partners in decisions about their health and exercise real choice.



## Eligibility

- ◆ Have complex mental disorders as the primary support need, with comorbid difficulties such as but not limited to Attachment Disorder, Atypical Depression, Obsessive Compulsive Disorder, Bipolar Disorder, Personality Disorder, Depression, Schizophrenia
- ◆ Individuals involved with the criminal justice system and or leaving prisons, with mental health conditions which are linked to offending or seriously irresponsible behaviour
- ◆ Secondary diagnoses of mild learning disability or autism spectrum
- ◆ Aged between eighteen (18) and sixty five (65)
- ◆ A willingness to engage with recovery based support
- ◆ An expectation to further move onto independent housing as their recovery improves

## Presentation

- ◆ A history of long-term hospitalisation, a number of admissions to hospital or at risk of becoming institutionalised
- ◆ Currently residing in a time limited service for people with mental health support needs
- ◆ Medication support needs
- ◆ Financial support needs
- ◆ Activities of daily living support needs
- ◆ A forensic history accompanied with a stable level of risk

# Our Services

Our homes are intended to support recovery from their illness and to prevent acute intervention whilst improving the experience for individuals with complex mental health needs. Our evidence based framework is a planned pathway for our customers to feel increased independence, managing their own mental and physical health and well being, accessing community support and progression to sustain their own tenancies.

All staff are either trained or have achieved nationally-recognised training awards in Mental Health and Social Care and we aim to:

- ◆ Have a person-centered approach, to listen and understand individual needs
- ◆ Strengths based approach: We look for what is strong and not wrong with individuals and build on their skills. We identify, recognise and celebrate the unique gifts, talents and resources each individual brings
- ◆ To help build and maintain positive relationships with members of staff
- ◆ To provide continuity, stability, and consistency of support and relationships
- ◆ To provide high-quality, 24-hour support and supervision in a safe and supportive home-like environment
- ◆ To provide accommodation in a house maintained and furnished to high standards
- ◆ To minimise the risk of harm to service users and to others through effective risk assessment and risk management



- ◆ To provide positive and rewarding daily life experiences, with opportunities to have fun and enjoy life
- ◆ Where appropriate, to re-build and maintain relationships with family members
- ◆ To develop age-appropriate independent-living and self care skills, including money management, shopping, cooking, use of public transport, and community living and social skills
- ◆ To encourage the use of relevant educational and vocational training opportunities

- ◆ Specialist support for individuals with mental health illnesses, learning disabilities, autism, complex needs and behaviours that may create challenges, to living the life they want
- ◆ Support to access benefits including direct payments and personal budgets
- ◆ Community outreach services: Support to become more confident, participating in community related activities and maintaining family contacts
- ◆ Improvement in quality of life irrespective of illness or disability
- ◆ Support to develop self-confidence and self-esteem by way of mentoring and coaching by qualified key-workers
- ◆ Key work sessions/one-on-one discussions readily linked back to care planning targets and outcomes
- ◆ To work together with our customers and in partnership with their parents or caregivers, the placing authority, and any other significant person in their lives. This includes promoting and facilitating contact between each person, parents, carers, siblings and any other significant individuals
- ◆ Direct access to translation services for those needing support with English language
- ◆ Providing regular monitoring and evaluation reports against the targets and outcomes

Person centred approach to provide continuity, stability, and consistency of support while providing high quality and safe accommodation

Support with aspects of everyday life in an empowering environment celebrating each individual

Regular monitoring and evaluation against the targets and outcomes



## Our Homes

Our homes are newly decorated, well equipped tranquil environments and the resources are continually reviewed and expanded to maintain a high standard.

Each person's room is thoughtfully decorated and furnished, and includes a wardrobe, chest of drawers and a bed.

There is a fully equipped kitchen; each cupboard is fitted with a lock for personal safe-keeping of goods. There is a dining table providing a comfortable environment for that important interaction around mealtimes.

We have a main lounge for relaxing and watching TV. The staff have a separate office to enable them to provide a homely environment.

Our homes offer a relaxed lifestyle, peace of mind and comfortable living and are designed with independent living in mind, with privacy. There is a wide choice of entertaining activities and day trips on offer, so service users can be certain of meeting new friends.

*Our properties range from 3-6 bedrooms.*

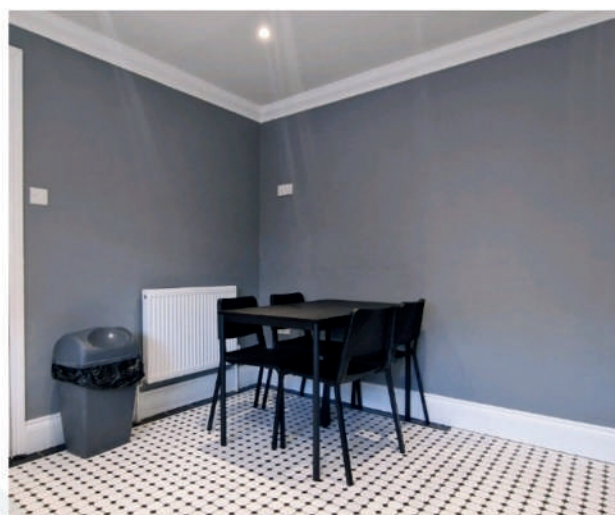


## Our Creative Approach

- ◆ Promote innovation  
Create new ways of working which promotes integration of health, community and housing services
- ◆ Coordinated educational programmes centred around the individual's skills, talents and interests
- ◆ Education of individuals to manage their condition

## Benefits

- ◆ Streamline mental health recovery
- ◆ Enhance individual experience and satisfaction
- ◆ Improve community integration
- ◆ Reduce unnecessary hospital attendances
- ◆ Increase effectiveness of care plans
- ◆ Financial savings and reduction of acute expenditure
- ◆ Improve individual well-being and improve family relationships
- ◆ Increase capability and build resilience
- ◆ Regular performance monitoring of our care settings
- ◆ Customer satisfaction – surveys, customer user groups, complaints, etc
- ◆ Reduction in healthcare associated costs (e.g. secondary care, prescribing, etc)
- ◆ Successful interventions with reduction in long term sickness



## Community Links

- ◆ Medical Centre
- ◆ Hospital / A&E Department
- ◆ Train Station
- ◆ Local Buses
- ◆ Police Station
- ◆ Leisure Centre
- ◆ Local Community Centre
- ◆ Religious Centre
- ◆ Colleges and Universities
- ◆ Convenience Stores
- ◆ Restaurants



# Home Away from Home

At MountsView Homes, we believe in escalation prevention. Our supported living service is for individuals with mental health conditions who need intensive interventions but do not need to be admitted to hospital. The service is for adults who are living in the community who are experiencing an escalation in symptoms and need a short stay in a residential rehabilitation program to avoid hospitalisation.

We are proud to have created an environment which is as family-like as possible, which promotes recovery, building relationships and community integration. Each individual will have their personal key worker to support them with their individual needs.

## Come and Visit Us

We encourage social workers, carers, individuals and families to visit our homes following the assessment if we have an available placement. This will allow you to meet the manager and our care professionals, you will be able to have an informal chat and look around and get a feel for if the placement would be right for the individual.

## Funding Your Placement

Once the assessment and initial visit is complete and it's agreed that the placement will meet the individual's care needs, we will provide a costing to the commissioning authority to be reviewed by the funding panel. If agreed, the placement is confirmed.

Each Local authority has their own eligibility criteria, based on the national criteria outlined in the Care Act. They Complete a Care Needs Assessment (CNA) to discuss your care and support needs and help you maintain your well-being and independence. The decision is based on the results of the assessment.

The local authority confirms how it will meet your needs in a Care and Support Plan, which sets out what services will be provided and when they will be provided.





## Philosophy of Care

It is a belief of the organisation and staff working at MountsView Homes that change is always possible, and that behaviour is within the control of the individual. Each individual makes choices although not always with conscious awareness of themselves or of others. Any change in behaviour, thinking or feeling becomes the basis for wider changes to follow.

All individuals are therefore valued, are of value and are not written off or labelled because of their behaviour. We value diversity and seek to enlighten those we work with to see this value also. It is essential that the environment we create is a safe environment that promotes change, and that part of this is physical safety, therefore, we are not tolerant of dangerous or threatening behaviour. It is confronted and worked on and we expect the full support of referring agencies with this.

We recognize that different approaches and models will be suitable or appropriate for each individual based on their strengths, interests and characteristics. We also understand that approaches need to develop over time as each individual grows and develops (both physically and emotionally). This may be due to their emotional state, level of understanding, chronological age or even an approach that captures their imagination helping them to engage. The care staff at MountsView Homes will work towards positively developing individual qualities, which will give the individuals an opportunity for personal growth and development.

# How to Make a Referral

At MountsView Homes we can offer advice about accessing benefits and funding and working out budgets. For anyone with an Individual Budget or Direct Payment in place, we can offer support to decide how to spend your budget to make sure you can live the life you want.

## Referrals can be made

### Through Social Services

The individual's Social Services Department management team or, if relevant, their local Health Authority

### By the Individual

By the individual (or an appropriate adult acting on their behalf) who wishes to use Direct Payment or Individual Budget, or who is self-financing

**For referrals, please contact us at**

**[info@mountsviewhomes.com](mailto:info@mountsviewhomes.com)**

**0203 012 0038**

**[www.mountsviewhomes.co.uk](http://www.mountsviewhomes.co.uk)**



**MountsView  
Homes**



We are proud to work alongside key partners.



This leaflet can be translated into other languages, large print and Braille or recorded on to an audio CD.  
Please contact us for details.