

Developing new approaches for community-based adult mental health support services:

## Supported accommodation

### Tell us what you think about

- Our proposals for improving community-based supported accommodation services in Leeds

It doesn't matter if you haven't previously used mental health services, we would still like to receive your comments

You can complete this survey online here:

<https://www.smartsurvey.co.uk/s/MHaccommodation2021/>

**Information document and survey**  
12 July – 15 August 2021



## Mental Health Services

Leeds City Council (LCC) and NHS Leeds Clinical Commissioning Group (CCG) both plan and pay for a number of community-based adult mental health services in Leeds. Many of these are provided by the voluntary sector who work with NHS mental health services to provide community-based support to people in Leeds.

We want to enhance community-based mental health services so that they work better together and provide excellent mental health community care to local people.

The services we're looking at can be broadly themed into six areas:

- Crisis and urgent care support
- Supported accommodation
- Employment support
- Specialist community support and treatment
- Service user involvement
- Refugee and asylum seeker support

This document looks specifically at supported accommodation services.

We have a separate survey for each of the above themes. You can find them by visiting: <https://www.leedsccg.nhs.uk/get-involved/your-views/mental-health-community-based-2021/> or by calling 0113 843 5470 to get one emailed or posted to you.

We want to work with the people who use services as well as those who deliver them to create an improved network of support services that will meet the needs of the 114,000 people that experience a mental health difficulty in Leeds every year.

By taking the time to read through this document and share your thoughts, you are helping us work towards this aim.

If you want to know more about this work in general, we have a briefing document that explains it in greater detail, which you can access by clicking [here](#).

## Supported accommodation services

### What do we mean by 'supported accommodation'?

A variety of services are provided in Leeds which offer accommodation and support for people with mental health problems.

Some offer on-site staff who sleep there while others have staff nearby and your own self-contained accommodation. The length of stay in services varies between 9 months and up to 5 years, and they offer support to people who have a variety of support needs.



Eventually people have to leave these services to go to more independent accommodation – “move on” – or to an alternative service.

The services that we are discussing in this document include:

Provider	Name of service	What does the service provide?
Community Links	The Maltings	<ul style="list-style-type: none"> <li>• 4 hostel rooms, 6 bedsit flats and 6 self-contained accommodations.</li> <li>• Hostel has sleep-in staff</li> <li>• Average stay 2 years.</li> <li>• Staff on-site during the daytime 7 days.</li> </ul>
	Rose Villa	<ul style="list-style-type: none"> <li>• 5 bed hostel and 12 units of floating resettlement support.</li> <li>• Max stay 2 years</li> <li>• Weekday staffing (Monday to Friday)</li> </ul>
	Alexander House Octavia House Brigid House	<ul style="list-style-type: none"> <li>• 5 bed spaces each</li> <li>• Alexander House has full-time support with shared catering (All day, every day)</li> <li>• Short/medium term stay, 4-8 months</li> </ul>
	Oakwood Hall	<ul style="list-style-type: none"> <li>• 12 bed Mental Health Rehabilitation unit,</li> <li>• Long term stay, 5 years with on-site nursing support</li> <li>• At present the mental health nurses administer certain medications within the service, but don't give depot injections.</li> <li>• Each shift is coordinated by a mental health nurse.</li> <li>• The service is staffed 24-hours with a waking night staff team.</li> </ul>
Catholic Care	Foundry Mill	<ul style="list-style-type: none"> <li>• 10 flats</li> <li>• Supported housing, staff on site weekdays (Monday to Friday), 9am – 5pm.</li> <li>• Max stay 2 years</li> </ul>

## What do we know about Supported Accommodation services in Leeds?

Over the years we have talked to thousands of people about mental health services in our city. We have asked people who use these services, their families and carers, and those who provide them, to tell us what they think about them. We have looked at how well they



are delivering, and how well they fit with the wider mental health services improvement work that the Leeds health and care system is engaged in.

From all of this, the main message is that all the services provide high quality support and are appreciated by the people who have stayed at the services.

However, since they were set up a lot has changed, demands have increased and there are difficulties, for example:

- We have been told that people accessing these accommodation services have higher and more complex needs. Sometimes the services can't accept referrals or struggle to meet these needs.
- Services struggle to provide effective support within timescales for length of stay, but some people may be staying too long in services.
- Move-on options are difficult to find due to demand for properties and finding accommodation which is suitable for people's needs.
- One service provides on-site mental health nursing care (nurses administer certain medications within the service, but not depot injections). This might need changing to better suit the needs and choice of clients.

### **Our proposals to improve supported accommodation services**

To address the points of feedback raised above about supported accommodation, we are exploring the following proposals:

- Providing extra staff at some of the services so that they can support people with more complex needs and provide extra input to people when they need it (particularly to cover evenings and weekends).
- Looking at how long people stay in accommodation services; suggesting new lengths of stay for each service which are flexible but do have an end date, based on a person's needs.
- Improving move-on options by creating more step-down support options into community properties with visiting support and expanding the Rose Villa resettlement service to help people in their own tenancies.
- Offering these move-on options to people in all supported accommodation services, including people who are in the higher needs service and may have been there for several years.
- Giving some people a chance of a 'taster' or trial session in a community tenancy.
- Looking at how we deliver nursing care at Oakwood Hall, if it should be on-site or provided in the community, offering people more flexibility.



## Have your say

What do you think about these proposals? Below you will find a simple survey. We'd really appreciate it if you were able to fill it in. If you have more questions or want to find out more, you can contact us on the details below. If you have difficulties with completing the survey, we would be happy to provide an alternative way for you to give your feedback; just get in touch using one of the options below.

**Telephone:** 0113 843 5470 **Email:** [adam.stewart1@nhs.net](mailto:adam.stewart1@nhs.net)

**Website:** <https://www.leedsccg.nhs.uk/get-involved/your-views/mental-health-community-based-2021/>

## Survey

**I am filling this in as:**

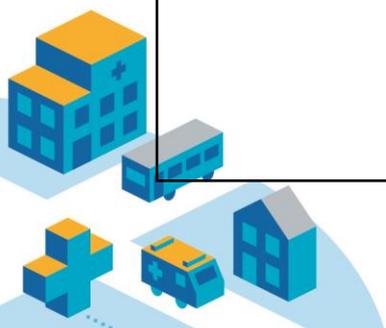
- Someone who has used mental health services
- A carer, family member or friend member of someone who has used mental health services
- A member of the public
- A member of staff from an NHS or third sector or community based health service (please tell us which): \_\_\_\_\_
- Other (please specify): \_\_\_\_\_

**Have you, or someone you know, used any of the previously mentioned supported accommodation services?**

- Yes (if you know, please tell us which below)
- Not sure
- No

If yes, please tell us which services:

**To help meet the more complex needs of people accessing supported accommodation, we are proposing to increase staff numbers and be more flexible about length of stay. Is there anything else we need to consider to improve supported accommodation services?**



**We are proposing a more flexible length of stay in supported accommodation services, based on people’s individual needs and circumstances. Do you agree with this?**

- Yes
- No
- Not sure

Please tell us more about the reasons for your answer:

**We are proposing to expand the number of move-on community properties and give some people an option for a “try out” period, and to offer this to people in all supported accommodation services. What do you think about this idea?**

**Please select 3 from the list below that you think are most important.**

- The option to ‘try-out’ their new property with the support of a service
- A temporary point of contact from their previous accommodation after moving in case they need support
- A point of contact and information for where to get help
- Information about services/facilities, given before moving
- Information on what is in the area around the accommodation, before moving
- Support to explore the person’s new area to help become familiar with the area, before moving
- Other (please tell us your ideas):

**Oakwood Hall – can you tell us:**

- I have experience of Oakwood Hall
- I do not have experience of Oakwood Hall



**At Oakwood Hall, nursing care is provided on site, meaning that mental health nurses are based at the service. To promote independence, we are proposing that we move to a 'community nurse' based approach, where the nurses would no longer be on site all the time but would be contactable when needed and would visit regularly. What do you think about this idea?**

- I like it
- I don't like it
- I'm not sure

Please tell us more about your answer:

**Where would you go to find information about supported accommodation services in Leeds?**

- The website of the service I want to access
- Google/internet search
- Social media (e.g. Facebook, Twitter, etc.)
- Visit Mindwell Leeds website ([www.mindwell-leeds.org.uk](http://www.mindwell-leeds.org.uk))
- Ask a GP
- Ring 111
- Ask a mental health professional
- Ask family, friends or a carer
- LYPFT website
- Other (please tell us where):

**Is there anything else you would like to tell us about our proposals or supported accommodation services?**



### Equality Monitoring Form

We deliver a wide range of services and need to know who is benefiting from our service and who might be missing out. We would really appreciate you answering the questions below by ticking the boxes that you feel most describe you. Some questions may feel personal, but the information we collect will be kept confidential, secure and kept separately from any personal information you might have provided elsewhere.

**Please tick here if you would prefer not to answer any of the equality monitoring questions**

**What is your ethnic background?**

<input type="checkbox"/>	I would prefer not to answer any of the equality monitoring questions						<input type="checkbox"/>	Prefer not to say	
<b>What is your postcode?</b>							<b>White</b>		
<input type="text"/>							<input type="checkbox"/>	British	
<b>What is your age?</b>							<input type="checkbox"/>	Irish	
<input type="checkbox"/>	Under 16	<input type="checkbox"/>	16-25	<input type="checkbox"/>	26-35	<input type="checkbox"/>	36-45	<input type="checkbox"/>	Gypsy or Traveller
<input type="checkbox"/>	46-55	<input type="checkbox"/>	56-65	<input type="checkbox"/>	66-75	<input type="checkbox"/>	76-85	<input type="checkbox"/>	European
<input type="checkbox"/>	86 +	<input type="checkbox"/>	Prefer not to say			<input type="checkbox"/>	Any other white background (please state)		
<b>Do you consider yourself to be a disabled person?</b>							<b>Mixed or Multiple ethnic groups</b>		
The Equality Act 2010 defines disability as 'a physical sensory or mental impairment which has, or had a substantial and long term adverse effect on a person's ability to carry out normal day today activities							<input type="checkbox"/>	White and Black Caribbean	
<input type="checkbox"/>	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>	Prefer not to answer		<input type="checkbox"/>	White and Black African	
<b>If Yes, what type of impairment? (tick all that apply)</b>							<input type="checkbox"/>	White and Asian	
<input type="checkbox"/>	Long-standing illness						<input type="checkbox"/>	Any other Mixed or Multiple ethnic (please state)	
<input type="checkbox"/>	Physical impairment						<b>Asian or Asian British</b>		
<input type="checkbox"/>	Learning disability						<input type="checkbox"/>	Indian	
<input type="checkbox"/>	Mental health condition						<input type="checkbox"/>	Pakistani	
							<input type="checkbox"/>	Bangladeshi	
							<input type="checkbox"/>	Chinese	
							<input type="checkbox"/>	Any other Asian background (please state)	
							<b>Black, Caribbean, African or Black British</b>		
							<input type="checkbox"/>	African	
							<input type="checkbox"/>	Caribbean	
							<input type="checkbox"/>	Any other Black, African, Caribbean background (please state)	



<input type="checkbox"/>	Hearing impairment (such as deaf or hard of hearing)		
<input type="checkbox"/>	Visual impairment (such as blind or partially sighted)		
<input type="checkbox"/>	Prefer not to answer		
<input type="checkbox"/>	Other (please specify below)		
		<b>Other Ethnic Group</b>	
<input type="checkbox"/>		<input type="checkbox"/>	Arab
<input type="checkbox"/>		<input type="checkbox"/>	Any other ethnic group (please state)
<b>Pregnancy and Maternity</b>		<b>What is your employment status?</b> (please tick all that apply)	
<i>The Equality Act 2010 protects women who are pregnant or have given birth within a 26 week period</i>		<input type="checkbox"/>	Student
		<input type="checkbox"/>	At college
		<input type="checkbox"/>	At university
<b>Are you pregnant at this time?</b>		<input type="checkbox"/>	Employed – Full Time
<input type="checkbox"/>	Yes	<input type="checkbox"/>	Employed – Part Time
<input type="checkbox"/>	No	<input type="checkbox"/>	Self-Employed
<input type="checkbox"/>	Prefer not to say	<input type="checkbox"/>	In receipt of benefits e.g. Personal Independence payments universal credit
<b>Have you recently given birth (Within a 26 week period?)</b>		<input type="checkbox"/>	Unemployed - Looking for work
<input type="checkbox"/>	Yes	<input type="checkbox"/>	Unemployed – Unable to work
<input type="checkbox"/>	No	<input type="checkbox"/>	Unemployed – Not looking for work
<input type="checkbox"/>	Prefer not to say	<input type="checkbox"/>	Apprentice / Training
<b>Are you a parent or carer of a child or children under the age of five years old</b>		<input type="checkbox"/>	Retired
<input type="checkbox"/>	Yes	<input type="checkbox"/>	Prefer not to say
<input type="checkbox"/>	No	<input type="checkbox"/>	Other (please specify)
<b>What is your religion or belief?</b>			
<input type="checkbox"/>	Buddhism	<input type="checkbox"/>	Christianity
<input type="checkbox"/>	Hinduism	<input type="checkbox"/>	Islam
<input type="checkbox"/>	Judaism	<input type="checkbox"/>	Sikhism
<input type="checkbox"/>	No religion	<input type="checkbox"/>	
<input type="checkbox"/>	Prefer not to say	<input type="checkbox"/>	
<input type="checkbox"/>	Other (please specify)		
		<b>Are you a carer?</b>	
		A carer is someone who provides unpaid support / care for a family member, friend etc. who needs help with their day to day life; because they are disabled, have a long term illness or they are elderly.	
<input type="checkbox"/>	Yes	<input type="checkbox"/>	No
<input type="checkbox"/>	Prefer not to say		
<b>What is your sexual orientation?</b>			
<input type="checkbox"/>	Bisexual (both sexes)		



<input type="checkbox"/>	Gay man (same sex)	<b>Do you have unpaid responsibilities for children as a parent / grandparent / guardian?</b>					
<input type="checkbox"/>	Lesbian/gay woman (same sex)						
<input type="checkbox"/>	Heterosexual / straight (opposite sex)	<input type="checkbox"/>	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>	Prefer not to say
<input type="checkbox"/>	Prefer not to say						
<input type="checkbox"/>	Other (please specify)						
		<b>Would you describe yourself as homeless?</b>					
		<input type="checkbox"/>	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>	Prefer not to say
<b>What is your relationship status?</b>				<b>What is your gender?</b>			
<input type="checkbox"/>	Civil Partnership	<input type="checkbox"/>	Female	<input type="checkbox"/>	Male		
<input type="checkbox"/>	Co-habiting (live with partner)	<input type="checkbox"/>	Prefer not to say				
<input type="checkbox"/>	Divorced	<input type="checkbox"/>	Other( please state)				
<input type="checkbox"/>	Married						
<input type="checkbox"/>	Widowed						
<input type="checkbox"/>	Prefer not to say	<b>Are you Transgender?</b>					
<input type="checkbox"/>	Other (please specify)	<i>Is your gender different to the gender you were given at birth?</i>					
		<input type="checkbox"/>	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>	Prefer not to say

Please share your contact details below if you would like to receive a copy of the engagement report and see what people have said. Your details will be stored securely for one year and will only be used for the above purpose and any updates regarding this project.

Your personal information will be kept separate from your answers and your response to the questions will be anonymous.

Name: \_\_\_\_\_

Preferred method of contact with details (email address, home address + postcode):  
\_\_\_\_\_

- Please tick the box if you would like to find out more about future changes to your local health services (you will be added to our community network and we will be in contact with you when this work has closed)

How did you hear about this survey? \_\_\_\_\_



You can return this form in the post to (you don't need a stamp):

FAO Adam Stewart  
FREEPOST RTEG-JRZR-CLZG,  
NHS Leeds CCG,  
Suites 2-5 Wira House,  
Wira Business Park,  
West Park Ring Road,  
Leeds,  
LS16 6EB

**Alternative formats:**

This survey is available online here

<https://www.leedsccg.nhs.uk/get-involved/your-views/mental-health-community-based-2021/>

If you need this information in another language or format please contact us by telephone on 0113 843 5470 or by email on [leedsccg.comms@nhs.net](mailto:leedsccg.comms@nhs.net)

'Jeśli w celu zrozumienia tych informacji potrzebuje Pan(i) pomocy w innym języku lub innej formie, prosimy o kontakt pod numerem tel.: 0113 843 5470 lub poprzez email na adres: [leedsccg.comms@nhs.net](mailto:leedsccg.comms@nhs.net)

اگر آپ کو ان معلومات کو سمجھنے کے لیے یہ کسی اور زبان یا صورت میں درکار ہوں تو برائے مہربانی سے اس  
نمبر پر فون کر کے رابطہ کریں: 0113 8435470 یا اس پتہ پر ای میل لکھیں [leedsccg.comms@nhs.net](mailto:leedsccg.comms@nhs.net)

If you have any queries regarding this survey please contact us at  
[leedsccg.comms@nhs.net](mailto:leedsccg.comms@nhs.net)

