

# **Prevention and Inclusion**

## **Accommodation-Based Support Services**

# What is prevention?

- **The National Audit Office suggest that broadly, early action constitutes three types of work:**
  - **Prevention: to prevent or minimise the risk of problems arising**
  - **Early intervention: targeting resources on individuals or groups at high risk, or showing early signs of a problem, to try to stop it occurring**
  - **Early remedial treatment : intervening once there is a problem, to stop it getting worse and redress the situation**

# Aims of the framework

- **Provide accommodation based support service to Service Users with an identified and assessed support need.**
- **It's for four years (April 2015- May 2019)**
- **Competitive process with Lewisham for a four year framework agreement**

# Southwark's strategic vision and plan

- A fairer future for all
- **Promise 6- Support vulnerable people to live independent, safe and healthy lives by giving them more choice and control over their care**

Vision

**Fairer Future Council Plan**  
Support vulnerable people to live independent, safe and healthy lives by giving them more choice and control over their care

Strategy

**Health and Wellbeing Strategy**  
Improving individual life chances and delivering quality public services

Sub-outcomes/  
Principles

Achieve economic well-being

Achieve their educational potential

Be healthy

Enjoy cultural and leisure opportunities

Efficient and modern

Stay safe

Value diversity and be active citizens

# Commissioning for outcomes

- **The Council recognises that part of being an expert commissioner means moving to commissioning for outcomes – i.e. in order to give greater opportunity for providers to arrange their services in more flexible and innovative ways the focus should be on outcomes, instead of the traditional approach to specifying inputs and outputs.**
- **Agreed outcomes need to be set out as early as possible in the commissioning cycle and considered at every stage from service user involvement to the final review of the impact that the service has made, so that decisions can be made on more than price alone.**

# Five categories

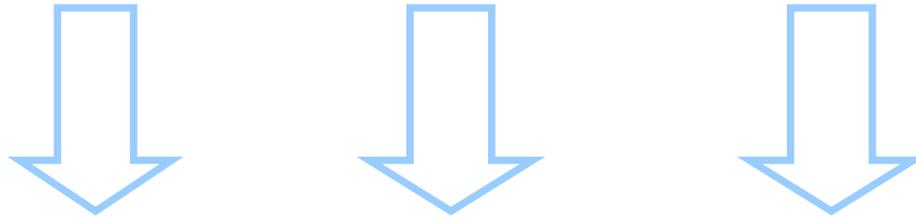
- **People with Mental Health issues**
- **Vulnerable adults**
- **Young people including those at risk/leaving care/at risk of reoffending/teenage parents**
- **People with disabilities including learning and physical, sensory impairment and long term condition including people with challenging behaviours**
- **Violence Against Women and Girls**

# Principle objectives for the mental health support service:

- **Recovery and staying well**
- **Personalisation**
- **Quality and Safety**

# Recovery and staying well

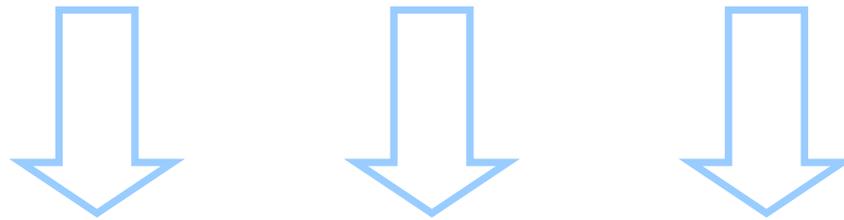
- Enable Service Users to recover and stay well in the community by supporting them to manage their own health and well being
- Maximise independence and move on through effective reablement
- Increase social inclusion through connecting individuals with their local community and services
- Improve financial capability and support individuals to engage in education, volunteering and training to become work ready.
- Work with other agencies as appropriate e.g. to address substance misuse issues.



- Service Users successfully self manage their medication
- Service Users understand and manage their diagnosis and symptoms
- Service Users have as much social contact as they would like
- Service Users engage in positive activities
- Improvement in Service Users self reported wellbeing
- Service Users are active and have healthy lifestyles
- Service Users are registered and engage with primary and secondary health care services

# Personalisation

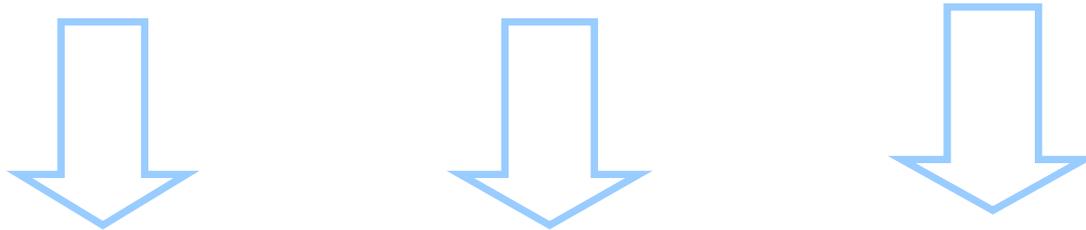
- Ensure that Service Users feel in control of their lives and their care with the Services they receive co-ordinated and planned with them and their carers around their individual needs
- Ensure that Service Users are at the heart of service delivery through the provision of fully personalised services



- Service Users are given maximum choice and control over the care and support they receive
- Service Users achieve their self reported recovery goals
- Families and carers engage in the care and support of Service Users where appropriate Service Users have the opportunity to utilise assistive technology to support their independence

# Quality and Safety

- Prevent homelessness through Service Users effectively maintaining tenancies
- Ensure that Service Users are supported to take managed risks in a way that enables them to achieve independence and challenge personal or environmental limitations.
- Ensure effective crisis prevention and response
- Deliver a safe and high quality service that effectively safeguards individuals
- Ensure that support to Service Users regarding medication is appropriate to the individual; is managed to a high standard; has the aim of Service Users successfully self managing their medication as far as is possible i.e. in accordance with guidelines from community mental health teams (or equivalent).



- Service Users have positive experience of the support they receive (Friends and Family Test)
- User voice is central to service delivery
- Service Users say that these services have made them feel safe and secure
- Relapse indicators are identified so crisis can be prevented and reduced
- Appropriate crisis management plans are in place for all Service Users
- Crises are responded to in a timely and effective way
- Service Users are supported in a planned and managed way when needs escalate
- Positive risk taking is encouraged