

## Sandwell Mind Floating Support: Eligibility criteria, fair access and fair exit

Floating support is available to people who have experienced mental health problems and who require support to maintain (or establish) their independence and a fulfilling place in the community. Support is not tied to any particular tenancy or accommodation but the service user must reside within the borough of Sandwell. Up to 2 years support is available to each service user, with the aim of meeting clearly identified goals within this timeframe.

### ELIGIBILITY CRITERIA

Each service user:

- Must be resident in Sandwell
- Must have some form of mental health problem
- Must be over 18 and will usually be under 65
- Must be capable of living independently in the community (providing suitable support is made available)
- Must have needs consistent with the 5 high level outcomes for SP services (ie. Achieving economic well being, Enjoying and achieving, Being healthy, Staying safe, Making a positive contribution)
- Must be willing to engage with the service and with the support offered

### EXCLUSION CRITERIA

An individual may be refused a service if:

- They have a history of violence, arson, drug or alcohol misuse and/or there is a perceived risk to the health and safety of support workers
- The type or degree of required intervention is assessed as being incompatible with the funding criteria, skills or capacity of the service.

### FUNDING

- Short term support (up to 2 years) is funded by Supporting People. There is no cost to the user.

### ASSESSMENTS AND ALLOCATIONS

- There is a simple referral form to access the service. This can be downloaded from Sandwell Mind's website or supplied on request.
- Referrals can come from any source, including self referrals. Service details have been circulated to all local Community Mental Health Teams, Primary Care Liaison Teams, and other relevant parties.
- Referrals are discussed on a weekly basis at the manager/senior staff meeting. They are prioritised on the basis of presenting needs and the current capacity of the service. If no other factors are relevant then referrals are dealt with in chronological order. Sandwell Mind reserves the right to prioritise existing users of its other services.
- A full assessment of need, circumstances and suitability will be undertaken and recorded by Sandwell Mind. This process will be co-ordinated by the service manager and/or senior staff. Initial assessment visits will usually be

made by two staff and will be carried out jointly with the referring agent whenever possible. Copies of CPA documentation, psychiatric reports, TAG risk assessments etc., should accompany the completed referral form to speed the assessment process. In the case of self-referrals similar background information will need to be sourced before any judgement on suitability can be made. Service users will be offered a copy of their completed assessment form for reference and comment.

- The decision on whether or not to offer a service will be based on full consideration of all available information. The rationale for the decision will be recorded on the assessment form. If it is decided that the offer of a service is not appropriate then the reasons why will be clearly explained to the referring agent and to the individual concerned. The service user will be signposted to other more appropriate services wherever possible.
- There is a right of appeal if any party feels that the decision to refuse access to the service is unfair. The persons concerned will be informed of this right by the individual who has made the decision to withhold the service. The appeal procedure is available on Sandwell Mind's website at [www.sandwellmind.org.uk](http://www.sandwellmind.org.uk).
- New service users will be allocated a support worker. Allocation takes into account the service user's circumstances and preferences, but also considers support worker availability and capacity.
- A support plan will be drawn up in consultation with the service user. This will identify goals based in the first instance on the findings of the initial assessment and the estimated timescale for our involvement. The service user will be offered a copy of this plan for reference.
- A welcome pack is given to all new service users. This pack explains the way the service works, how to complain, how to respond to abuse, where to go for out of hours support, outlines health and safety responsibilities, and provides other relevant information.

### **FAIR EXIT**

- The ongoing need for support will be discussed in team meetings, in supervision, during the course of visits to the service user, and on each occasion that support plans are reviewed.
- Discussion will focus on progress made, barriers to progress and ability to meet changing needs within the funding requirements and contractual obligations of the service.
- Wherever possible the service aims to work with users to achieve their goals and to then implement a planned and appropriate withdrawal of service in full consultation with the service user.
- A Quality Monitoring check will normally be undertaken at the end of our period of intervention, to pick up on any issues around fair and planned exit.
- There is a right of appeal if any party feels that the decision to terminate access to the service is unfair. The persons concerned will be informed of this right by the individual who has made the decision to terminate the service. The appeal procedure is available on Sandwell Mind's website at [www.sandwellmind.org.uk](http://www.sandwellmind.org.uk).