

**MENTAL HEALTH
INDEPENDENT LIVING SERVICE**

OPERATIONAL DOCUMENT



R H O N D D A • C Y N O N • T A F

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	CONTENTS	PAGE
1.	Purpose	3
2.	Introduction to the Independent Living Service	3
3.	Access to Services	4
4.	Who can receive services?	5
5.	Timescales	6
6.	Individual Plan	6
7.	Discontinuation of Service	7
8.	Transport	8
9.	Service Charges	8
10.	Hours of Service	8
11.	Working Relationships	9
12.	Rights of Individuals who receive ILS	9
13.	Legislation, Policies and Guidelines	10

1. Purpose

The purpose of this policy is to provide a document for internal Local Authority Services and external agencies to understand the role and function of the Mental Health Independent Living Service (ILS).

It will enable common standards of practice, language and operational systems by which all the Independent Living Service Teams function. This is an evolving policy and it will be reviewed following implementation once the impact of the Mental Health Measure has become apparent.

2. Introduction to the Independent Living Service

ILS works in close collaboration with individuals who receive ILS, carers and partner agencies to form part of a range of services for people with mental health needs in Rhondda Cynon Taff.

The focus of the service is to provide support to people with mental health issues on a one to one, or group basis, at a pace appropriate to the individual to:

- promote recovery
- promote independence
- maximise an individuals' potential
- promote social inclusion
- prevent deterioration

3. Access to the Service in order of priority

- The service can be accessed by Community Mental Health Teams under the Mental Health (Wales) Measure Part 2 Care and Treatment Planning (CTP) process. To make a referral, a copy of the Assessment, Care and Treatment Plan, including the Risk Assessment, will be passed to the Independent Living Service Officer by the Care Co-ordinator. Where the need for transport provision has been identified, the relevant transport needs assessment with review dates, will need to be included.
- The service can be accessed by Community Teams under both the Care and Treatment Planning (CTP) process (as above) and the Unified Assessment process (UAP) where the Mental Health Domain is triggered and the equivalent UAP paperwork to that outlined above is provided. Young people whose transition from Childrens Services to Adults Services is being co-ordinated across the teams may also be referred if their mental health needs are such that ILS provision is suitable.
- The service can be accessed by the Primary Care Mental Health Support Service on behalf of individuals under Part 1 of the Mental Health (Wales) Measure. Where someone may benefit from attending a structured course the ILS Officer (ILSO) in the respective Locality should be contacted. Contact details and brief information for the patient will be taken by the ILSO if the course requested from the Part 1 Brochure appears appropriate.
- The Independent Living Service Managers or the Direct Service and Commissioning Manager may plan initiatives for ILS in collaboration with community based agencies such as Communities First where agendas compliment one another. Some events such as awareness raising will not require a referral with basic details, for others accessing a more specific programme or activity, such details should be given to the Independent Living Service Officers.

4. Who can receive services?

Services will be provided to people with:

- Severe and enduring mental disorders which are associated with significant disability.
- A mental disorder where there is a significant risk of harm to self and / or others.
- Complex needs that have required treatment under the Mental Health Act 1983, and require support on, and / or following discharge
- Co-occurrence i.e. substance misuse or learning disability (plus an assessed mental health need)
- Physical disabilities (plus an assessed mental health need)

The Independent Living Service supports people who have:

- The need to learn or re-learn the skills necessary for independent living
- Support needs to maintain a tenancy / home, or those moving from one housing arrangement to another
- Issues that affect the ability to participate in the activities associated with daily living
- The need for continued support to maintain current functioning and well-being and prevent deterioration
- The need for timely, short term interventions to reduce the likelihood of entering secondary services
- The need for initial support to identify and / or access leisure, education and other appropriate meaningful occupational activities.

5. Timescales

All new referrals from secondary and primary care to the Independent Living Service will be responded to within agreed time scales to ensure that support is provided at the earliest opportunity.

- Allocation of new referrals to the key worker will be made within seven working days.
- Initial contact with the individual who has been referred to ILS will be made within five working days after allocation.
- An initial meeting with the individual who has been referred to ILS will be arranged to be completed within ten working days after allocation.
- The Individual Plan will be completed with the individual who has been referred to ILS within twenty working days after allocation and signed by all parties.

These time scales are set out in the Service Standards and are audited twice a year.

6. Individual Plan

The Individual Plan focuses on the relevant identified needs shown on the individuals Care and Treatment Plan as part of the Care and Treatment Planning process or their Care Plan under the Unified Assessment process.

The individual will be allocated a member of staff to act as their key worker. The key worker will be responsible for devising, monitoring and evaluating progress in respect of the Individual Plan. This will be undertaken jointly with the individual in receipt of ILS, and where applicable their carer.

The plan will identify specific objectives, the outcomes sought and show how the individual's identified needs will be met. The views, ideas and opinions of the individual who has been referred to ILS will fully inform the process.

The Plan will serve as a contract between the individual who receives ILS, the Independent Living Service and the Care Co-ordinator. The individual in receipt of ILS will be given a copy of the completed plan.

The key worker will complete regular progress reports in respect of the plan with the individual in receipt of ILS and other relevant people. An initial progress report will be completed after six weeks and three monthly thereafter. The individual in receipt of ILS and Care Co-ordinators will be provided with a copy of the progress report in order to inform CTP or UAP reviews.

In addition to scheduled reviews, care plans and provider plans can be reconsidered as and when needs change. Care plans can only be amended by Care Co-ordinators, the Individual Plan can be changed by ILS staff if the assessed needs remain unchanged but the way of meeting them requires updating/amending. In the best interest of the individual in receipt of ILS, communication and timely feedback between Care Co-ordinator and ILS staff is essential.

Risk assessments will be completed for each service user where appropriate and risk management plans will be devised if necessary, in accordance with Rhondda Cynon Taf's Risk Assessment Policy.

7. Discontinuation of Service

For those with assessed needs, a CTP or UAP review will be undertaken before services are withdrawn.

For groups and services planned and delivered in collaboration with community partners, start and finish dates will be set when programmes are devised.

8. Transport

The service offers a range of support programmes to promote independent travel and this will actively be encouraged, with a view to individuals travelling independently. This will not only enable them to participate in activities organised by Mental Health Services in RCT, but also to live more socially inclusive lives.

Transport will only be provided if the individual in receipt of ILS has been assessed as requiring this service. The Integrated Transport Unit will agree the method of transport. This decision will be based upon availability and appropriateness. If this service is provided, the key worker will undertake an initial progress report after 6 weeks. Beyond this period any transport arrangements will be reviewed on a regular basis.

9. Service charges

The service will operate within the current guidelines of Rhondda Cynon Taf's Fairer Charging Scheme.

10. Hours of Service

Support can be provided between the hours of 8.30 am and 5 pm from Monday to Friday. Limited support could be available during the evenings and weekends, dependent on the individuals assessed needs. Protocols and contingency plans are in place with regard to management support and crisis support out of normal office hours i.e. 8.30am – 5.00pm (4.30pm on Fridays).

11. Working Relationships - internal and external

The Service has close working relationships with the following:

- Cwm Taf Health Board
- Interlink including service user and carer initiatives
- RCT Communities First (Area Regeneration)
- New Horizons
- Age Concern Morgannwg
- RCT Carers Project
- Social Care Workforce Development Partnership
- RCT Leisure and Education and Lifelong Learning Services
- Social Housing Providers

We will also strive to actively promote positive working partnerships with other voluntary and independent sector service providers.

12. Individuals who receive ILS have the Right to:

- access information and their files. Each individual will be advised of the relevant Divisional information leaflets if the subject is raised with their key worker.
- independence, privacy, dignity and respect.
- make informed personal choices.
- be treated equally.
- be respected regardless of identity, including their culture, race, religion, gender, sexual preferences or disability will.
- expect that all information relating to their support will be treated confidentially.
- comment or complain about any aspect of the service they receive. Each individual will be advised of the Divisional Complaints and Compliments leaflet if the subject is raised with their key worker.

13. Legislation, Policies and Guidelines

The service will be delivered in accordance with:

- A Strategy for Mental Health and Well-being in Wales : Together for Mental Health
- Mental Health (Wales) Measure 2010
- Wales Accord for Sharing Personal Information (WASPI)
- Sustainable Social Services for Wales 2011 : A Framework for Action
- Strategy for Older People in Wales 2008 – 2013
- RCT Carers Strategy 2009-2014
- The Carers Strategies (Wales) Measure 2010