

# A Guide for Families, Friends and Carers



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## 1. Introduction

This guide has been developed to help families, friends and carers understand who we are and how we work in partnership with other organisations to support the person you care for.

We understand that you are likely to know more about the person than anyone else and it is helpful to hear about your knowledge and experience and what has been useful in the past.

You may often be the first to notice a problem. We recognise that carers have a critical role in a person's life and will enable people using our services to involve you as much as they want to in their support.

## 2. What Does The Term Carer Mean

The term carer is used to describe someone who provides regular unpaid emotional and/or practical support to a person with a mental health problem. You could be a family member, partner or close friend.

Emotional support may be having someone to talk with about things that are worrying. Practical support can include help with daily living activities including personal care, managing money or attending meetings.

## 3. Julian Support

Julian Support is a not for profit organisation providing housing related support and supported housing for people with a mental health difficulty.

We are funded mainly by Local Authorities (Norfolk and Suffolk County Councils) and Health organisations.

We provide a range of services including:

- ▶ 24 hour supported housing – with staff on shift throughout the day and during the night.
  - ▶ Other supported housing – where our staff visit the people we support on a pre-arranged basis.
  - ▶ Community Outreach services – where support is provided in the individual's own home or other community venue, again on a pre-arranged basis.
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## 4. Our Values

We believe that recovery is not just about treating or managing symptoms but about enabling the people we work with to gain and remain in control of their lives. A key concept in recovery is hope and we believe that it is possible for all the people we support to have rewarding and fulfilling lives, and engage meaningfully in society.

The aim of all of our services is to enable people to become more independent. Our supported housing services are all short to medium term services and we will support people to move on to more permanent accommodation in the community as soon as they are ready.

## 5. How We Provide Support

We do not own any property. Therefore in our supported housing schemes, we are generally responsible for the support aspect of the service whereas building and tenancy issues are the responsibility of the landlord.

This means that if, for example, you had a concern about the behaviour of other people living in the supported housing service, we could support you and the person you care for to understand how to manage these issues and your respective rights and responsibilities. However it would be the landlord who would need to take action against the people causing concern to deter or prevent further negative behaviour.

We work in partnership with a range of organisations to enable the people we support to access services and facilities in their community. This means that we also have an obligation to share information, for example with Norfolk & Suffolk Foundation Trust, if we have concerns that the person you care for is becoming more unwell or there is a safeguarding issue. Similarly we will pass on information to the landlord and local police regarding substance use in line with our substance use policy.

The support we provide is delivered in accordance with the requirements of our commissioners, for example Norfolk and Suffolk County Councils. Our contracts with our commissioners dictate the amount and the type of support we can provide.

## 6. Support Planning & Risk Management

Everyone we support will be allocated a Julian Support Recovery Coordinator. These are experienced staff who will work with the individual, their carer and others involved in their support to develop a personal, recovery-focussed support plan based on their needs and

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preferences.

The Recovery Coordinator will also support the individual to complete a risk assessment and management plan. This will include information about the things which have caused or may cause them to feel unsafe or behave in way which may make other people feel unsafe. The risk management plan will state how these risks are to be managed whilst we are providing support and what action will be taken should the risks increase.

We support people to identify their strengths and goals and how they can use their strengths to help manage the things in life which are difficult.

The support plan is based on a tool called the Outcomes Star which focuses on ten key areas:

- ▶ Motivation & taking responsibility
- ▶ Self care & living skills
- ▶ Managing money
- ▶ Social networks and relationships
- ▶ Drug and alcohol misuse
- ▶ Physical health
- ▶ Emotional and mental health
- ▶ Meaningful use of time
- ▶ Managing tenancy and accommodation
- ▶ Offending

Whilst all areas will be discussed, they may not all be applicable to the person you care for.

The support plan will detail the support provided in each area and will be reviewed on a regular basis. This is usually every 3 months but can be more frequent as needs or circumstances change.

Most of the support will be delivered by our team of Support workers. We work hard to build trust and rapport with the people we support to ensure we are providing the service they need and want.

## 7. The Role of The Care Coordinator (NSFT/Social Services)

To be eligible for our support, people must be in receipt of secondary mental health services. In Norfolk and Suffolk these are provided by Norfolk and Suffolk Foundation Trust (NSFT) and /or Adult Social Services.

People in receipt of these services are supported using the Care Programme Approach (CPA) which means that they will have an allocated Care Coordinator provided by NSFT or Social Services.

The Care Coordinator is responsible for the person's overall treatment and support. This includes:

- ▶ Regular assessment of needs and coordinating the support, often from multiple organisations.
- ▶ Providing information about the person's specific mental health condition and treatment options.
- ▶ Arranging a carer's assessment to make sure that you have the help and support you need.

## 8. The Role Of The Landlord

All of our supported housing schemes are owned by a Social Landlord. These are Local Authorities, Housing Associations or other not for profit organisations.

We support people to understand their rights and responsibilities as a tenant in preparation for living more independently. This will include supporting people to pay their rent, maintain their accommodation, report repairs, deal with or report neighbour issues and to recognise the potential impact of their own behaviour on their tenancy.

The landlord is responsible for:

- ▶ Deciding whether a supported housing place can be offered and issuing an occupancy agreement (a tenancy or a licence depending on the particular accommodation).
- ▶ Managing the property including maintenance and repairs.
- ▶ Taking action if there are breaches or suspected breaches of the terms of the occupancy agreement. This may include issuing warnings and in some cases ending the tenancy/licence.

## 9. How You Can Be Involved

A significant part of our work is supporting people to understand their rights and responsibilities. This includes deciding who they want to be informed and involved in their support and how.

We will encourage people to invite their family, friends or carers to meetings or discussions about their support if they find this helpful. The amount we can involve you in developing a support plan depends on the amount of information the person you care for is happy to share.

We ask people to give consent to inform/ involve others and this is regularly reviewed.

There can be occasions when people, for a variety of reasons, do not want their carer to be involved or informed about aspects of their mental health and support needs. This will be regularly reviewed as part of the support planning process but there may be limitations on what we can discuss with you in certain circumstances and we will explain this to you should this apply in your situation.

## 10. What To Do If You Have A Concern

If you have a concern about any aspect of the support the person you care for receives or about a possible deterioration in their mental health, please contact their Julian Support Recovery Coordinator in the first instance.

They will be able to confirm whether the particular matter is something they can help with or direct you to the care coordinator or landlord as appropriate.

We hope that most issues can be resolved informally, however a copy of our complaints policy is also available should this not be the case.

## 11. Feedback

We welcome feedback on our services so that good practice can be shared and improvements made. If you would like to make a comment please contact us or use the form on our website.

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## 12. Support For Yourself

Caring for someone with a mental health difficulty can be challenging and there are a range of organisations and services who may be able to help you.

Please speak with the Care Coordinator for the person you care for who will be able to advise you on local services and also arrange a carer's assessment.

## 13. Contact Details and Further Information

▶ The Julian Support team responsible for supporting the person I care for is:

▶ ..... Tel:.....

▶ Their Julian Support Recovery Coordinator is:

▶ ..... Tel:.....

▶ Their Julian Support Support Worker is:

▶ ..... Tel:.....

▶ Their Care Coordinator from NSFT/ Social Services is:

▶ ..... Tel:.....

▶ Their Landlord is:

▶ ..... Tel:.....

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## 14. Further Information And Advice

Suffolk Family Carers

Website: <http://www.suffolkfamilycarers.org>

Tel: 01473 835477

Norfolk Carers Agency Partnership

Website: <http://www.carersagencypartnership.org.uk/en>

Tel: 0808 808 9876

Independent Advocacy services:

Suffolk : <http://www.voiceability.org/services/suffolk>

Norfolk: <http://www.pohwer.net/norfolk>

Safeguarding Services:

Suffolk : <http://www.suffolkas.org>

Norfolk: <http://www.norfolksafeguardingadultsboard.info>