

## **Our mission and values**

Our staff, customers, carers and families worked together to create our mission and values. They shape everything we do.

### **Our mission**

Working with people to make choices, achieve goals and take control of their lives through high-quality care, support and housing

### **Excellence**

We are committed to excellence in everything we do. The success of our organisation and, crucially, the successes and outcomes of the people who use our services, depends on our ability to deliver consistently excellent services that exceed expectations.

### **Aspiration**

We are aspirational – for our customers, staff and organisation. We aim high, seek out opportunities and do not shy away from the challenges we face. We believe in identifying, nurturing and developing potential and creating a culture of recognition and celebration across the organisation.

### **Partnership**

We know our organisation is stronger when we work in partnership with stakeholders, commissioners and crucially, customers. The partnership between staff and people who use our services informs and influences everything we do. Through working together at every level, customers and staff will together design and deliver flexible, personalised and better services.

### **Trust**

We will be an organisation with a strong social purpose. We will be trusted by our commissioners and funders to deliver the services we say we will. We will behave with integrity and transparency. We will be trusted by our customers to deliver on our promises and by their loved ones to deliver safe and consistently high-quality services.

## **Our values – what matters to us**

We have four values that express and represent our shared understanding of the principles that are important to us as an organisation. Developed in partnership with our staff, customers, and their families and carers, they set out the things we aspire to be as an organisation and that underpin everything we do. They are:

- Excellence • Aspiration • Partnership • Trust

## **Our behaviours**

'Behaviours' demonstrate the attitudes and approach we show at work each day and stem from our values. They are about:

- How we do things
- What we say and how we say it
- How we treat others
- How we expect to be treated

## **Why have values and behaviours?**

A values and behaviours framework will help Service 24 Support Limited:

- celebrate achievements
- talk about our aspirations and express how we would like to develop
- embody the way we want to behave in every decision we make and interaction we have to demonstrate our character and beliefs as an organisation
- be consistent in terms of how our staff behave and reflect the principles we believe in.

## **Excellence**

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## **What is expected of me As a Service 24 staff member, I will:**

- Take pride in my work and that of my team, striving for consistent high quality in everything I do because a service that is 'just okay' is never okay.
- Approach my work with energy, passion and commitment, always striving to exceed expectations and go the 'extra mile'
- Demonstrate a 'can-do' attitude, look for solutions to problems and embrace new, creative and innovative ways of doing things
- Listen, learn from my mistakes, and commit to always improving by continually asking myself 'How could we do this better?'
- Act as a positive role model for my customers and colleagues, demonstrating positivity, care and compassion through my work.

## **Excellence:**

- ✓ Quality,
- ✓ Consistency,
- ✓ Creativity
- ✓ Innovation
- ✓ Purposeful
- ✓ Passionate
- ✓ Specialist
- ✓ Dedicated
- ✓ Efficiency
- ✓ Driven
- ✓ High standards
- ✓ Expectations
- ✓ Experience
- ✓ Value for money
- ✓ Professional
- ✓ Dignity
- ✓ Respect
- ✓ Care
- ✓ Compassion
- ✓ Empathy
- ✓ Committed

## **Services we provide**

We're specialists in delivering mental health, learning disabilities, homelessness and young people services.

## **Learning disabilities**

Many people with learning disabilities aspire to live in their own home. With the right support, this aspiration can become a reality.

We know that individuals with all kinds of mental health needs can and do recover – this belief is crucial to how we support people.

Mental ill-health affects one in four people at some stage in their lives, and people's experiences vary greatly.

We design and deliver recovery-focused and person-centred services with our health partners. We support individuals to live in the community and keep moving forward on their recovery journey.

## **Our services**

We are proud to be one of the largest providers of specialist mental health support services across Nottinghamshire and East Midlands. Every year we will aim to support over 1200 people across East Midlands mental health services at all stages of the care pathway. Our wide range of services includes:

### **Crisis and Recovery Houses**

Our Crisis and Recovery Houses provide alternatives to acute hospital admission for individuals experiencing a crisis or relapse in their mental health. Delivered in partnership with clinical teams, they provide 24 hours short-term, intensive support, providing a credible community-based alternative to inpatient care.

### **Rehabilitation and step-down services**

Our rehabilitation and step-down accommodation-based services help people bridge the gap from in-patient, secure or care settings to living independently in their own homes. They often support people who have been living in institutions or out of borough, sometimes for several years.

#### **Forensic step-down services**

We deliver forensic step-down services for individuals with high mental health needs and forensic histories who may be leaving secure or forensic care settings. Our expert and specialist teams deliver 24-hour accommodation-based safe and responsive services support in partnership with clinical teams and statutory agencies.

### **Medication support**

Our medication support teams will provide one-to-one support to people in their own homes, helping individuals to develop the awareness, skills and routines to manage their own medication needs. Our teams visit daily (sometimes more) to deliver, observe or administer medication, and work closely with clinical teams, stepping support up or down as customers' needs change.

### **Supported housing**

Most individuals we work with are helped within our supported housing services. This includes accommodation-based hostel and floating support services.

Different accommodation-based services offer different levels of support – from intensive 24 hours supported housing for those leaving care or hospital, to medium and low-level support where customers typically move on within two years. As a registered social landlord, we can provide these services in our buildings or properties owned by others.

Our floating support services provide flexible support to people with mental health needs in their own homes, helping them to manage and maintain their tenancies and stay well, active and meaningfully involved living in their community.

### **Working alongside the NHS**

Our NHS offer helps to keep people in their own homes rather than in supported living or hospital.

#### **We offer a range of services including:**

- ✓ Medication management for those who need some support to take medicine in their own home

- ✓ Long-term condition support for example for people living with diabetes
- ✓ Community connectors services – a service to help Community Mental Health Teams bridge the gap between hospital and discharge into the community. Our team are a vital component of hospital multi-disciplinary teams
- ✓ LIFT GP service – working with GPs to help them to manage patients with mental health challenges and long-term health conditions. According to recent research from MIND, as many as two in five patients now visit their GP about a mental health concern. GPs need a solution
- ✓ GP/nurses in services – many of our homelessness services have GPs and nursing services operating from them. Improving the lives of many people who might not otherwise be able to access medical help

### Some examples of where we are working alongside our partners in the NHS

- ✓ **Offering support with medication concordance** – this service works alongside the Independent Personal Support Alliance to provide support for people who are on medication for both mental health and physical conditions
- ✓ **LIFT CMHT service** – Our specialist mental health support workers work alongside the Community Mental Health teams (CMHTs) in various councils. This service is aimed at people that, despite improved mental health, are still seen as too vulnerable to be discharged from secondary care
- ✓ **LIFT GP** – This is a service that works with patients with serious mental illness and long-term health conditions. Our team, based in the local community, can bridge the gap between health and social care. We have a community psychiatric nurse based within our service which means we can act quickly if a patient needs immediate help.

### Our approach

We are a new company supporting people to make choices, take control and move forward with their lives through our approach by providing services that are personalised, co-produced and delivered in partnership with health.

We work across the full mental health pathway, developing solutions with clinicians and local authorities to improve outcomes, reduce costs and prevent hospital admissions.

### Across our mental health services we do this through our recovery approach, supporting each individual:

As a whole person, with their strengths, goals and aspirations

With care and compassion, seeing beyond their clinical diagnosis

To build their self-awareness, skills, resilience, confidence and hope

To live a purposeful and satisfying life, that takes account of but is not limited by their needs or diagnosis

To focus on physical as well as mental wellbeing through our Mind-Body Matters programme

## **Learning disabilities**

Many people with learning disabilities aspire to live in their own home. With the right support, this aspiration can become a reality.

We are specialists in supporting individuals with high-level learning disabilities, complex needs and behaviour that challenges.

We work closely with each individual, their family and carers to identify and work towards the goals that are important to them – build independent living skills, manage and maintain their homes and become part of their local communities.

We support people to develop independent living skills.

## **Registered care**

We provide several registered care services for individuals with learning disabilities and additional needs. These include physical and sensory disabilities, long term conditions and mental health needs.

We can also provide medication support, both in our care homes and our other registered services.

## **Supported living**

Most of our customers with learning disabilities are helped through our supported living services. The level of support varies depending on people's needs – we can offer everything from 24-hour support to a few hours a day.

Sometimes we provide the support in a property where we are the landlord, other times we deliver our service in a building owned and managed by others.

These services are often for individuals who may be stepping down from residential care, or higher support accommodation placements. They aim to support customers to further develop their independent living skills in a safe, supportive environment.

Our floating and visiting support services support people in their own homes. Customers may have varying levels of disability, including physical and sensory needs and live in different types of accommodation.

## **Community-based day support**

These services provide a wide range of daily activities and work closely with the local community to support people to get involved. These include different health and wellbeing, leisure and educational activities.

We work with people with a range of needs, those who attend both with or without carer support and can provide both transport support and/or travel training.

Our services

We provide specialist services of local authorities and NHS Trusts, many of these are registered with the Care Quality Commission. Across these services, we work with individuals with a broad range of learning disabilities, autism and Asperger's syndrome.

We are well experienced in supporting people to make choices, take control and move forward with their lives through our approach, providing services that are personalised, co-produced and delivered in partnership with health.

**Across our learning disability services, we do this by supporting each individual:**

- ✓ Through flexible, person-centred support
- ✓ Using assistive technology to support greater independence
- ✓ In partnership with their family, carers and health partners
- ✓ In modern high-quality accommodation, bespoke to customer needs
- ✓ Using appropriate augmentative and adaptive communication
- ✓ To manage behaviour that challenges through our Positive Behaviour Support and Positive Relationship Management framework

## **Homelessness and complex needs**

We deliver services to some of the most disadvantaged and marginalised people in our communities. Many have multiple and complex needs.

People coming to us may have mental health, substance misuse or physical health needs. Many will have experienced complex trauma and abuse whilst others may have histories of rough sleeping, relationship breakdown or offending.

Wherever people may have come from and whatever their history, we work with each person as an individual, supporting them to address their needs, take control and make forwards with their lives.

## **Our services**

We support people with experiences of homelessness and complex needs through a wide range of services, including:

### **Assessment centres**

These offer short-term, intensive support to individuals, referred to us from local authorities, who may have been sleeping rough or found themselves homeless. Our teams identify and assess their housing support needs, deliver short-term support interventions and help to identify appropriate move-on options.

### **Supported housing**

Most individuals we work with are helped within our supported housing services. This includes accommodation-based hostel and floating support services.

Supported housing - accommodation-based hostels

Individuals in our hostels may have come directly from the streets, prison or hospital. They may have found themselves homeless following a relationship or housing breakdown.

We have developed our hostels to provide Psychologically Informed Environments, that take into account the psychological needs of the individuals who live there, many of whom will have experienced complex trauma.

We support each person to get back on their feet, access the help, advice and psychological support they need, and move on to their accommodation within two years, usually in the private rented sector.

### **Supported housing - floating support services**

We support people in their own homes, helping them to manage and maintain their tenancies, preventing a return to homelessness. We support them to build skills, get into training or find work, access local services and be part of their local communities.

We also provide properties through the Clearing House as part of the Rough Sleepers Initiative, that people with histories of rough sleeping can access alongside floating support.

### **Specialist women's services**

These specialist services work with women who are often very vulnerable and have been at significant risk. Many will have experienced complex trauma, including domestic, physical or sexual abuse or exploitation.

Our teams support each individual sensitively with care and compassion, informed by principles of Trauma-Informed Care.

### **Older people's services**

These services support individuals who may have spent years, even decades of rough sleeping. They may have a long history of multiple exclusions or accommodation breakdown and be increasingly frail or in poor health.

Our teams help them to engage with primary and secondary healthcare, access treatment services and where appropriate, support end of life care.

### **Our approach**

We are a new company supporting people to make choices, take control and move forward with their lives through our approach by providing services that are personalised, co-produced and delivered in partnership with health.

### **Across our homelessness and complex needs services, we do this through:**

- ✓ Flexible personalised support, treating each person with genuine empathy, care and compassion
- ✓ Psychologically Informed Environments, shaped by individuals' histories, experiences and needs
- ✓ A focus on stability, building life skills and challenging negative patterns of behaviour
- ✓ Supporting appropriate move-on and ongoing tenancy sustainment
- ✓ Help to improve physical as well as mental health
- ✓ Partnership working to minimise harm, support recovery and break offending cycles