

WELL BEING CENTERS OUTLINE SERVICE SPECIFICATION

Philosophy of the Service

The users of this service have a right to a service that offers access to safe environments where they can undertake meaningful activities, socialise with others, receive individualised support, develop life skills and pursue mental well being. The service will recognise that people are their own experts regarding mental health. Service users will be considered full and equal partners in the running of the service.

Service objectives

To provide a safe space in a community-based, non-medical setting with access to other activities via supported pathways. Provision will include:

- Level of support to each individual that is appropriate, but no more than necessary, to their needs
- A resource base offering easy access to up-to-date information, advice and sign-posting to opportunities in the local community, including specialist support (eg, welfare benefit advice, support to pursue mainstream social, educational and cultural activities; support to pursue vocational goals)
- To provide stepping stones to other services by providing in-house surgeries by external specialist agencies, eg, Community Links service, CAB, employment support agencies, which will facilitate and encourage access to other services
- To encourage and support the development of user-run activity groups, drop-ins and social enterprises, including advice on direct payments
- Support service users to develop their own Well Being Recovery Action Plans (WRAPs)
- Co-ordination of the provision of suitable services in parts of the locality (eg, rural areas) where access to the Resource Hub would be difficult for residents of that locality, eg, distance, lack of public transport.

Service outcomes

Whilst always providing a safe space for those people who need such provision, the provider will seek to increase the opportunities for service users to move towards social inclusion by ensuring that there are opportunities for people to

move towards social inclusion. Increased access to specialised support will result in:

- More people participating in mainstream community activities
- More people accessing mainstream education and training
- Improved quality of life, confidence and self-esteem
- More people receiving appropriate benefits
- More people expressing the desire to seek employment
- More involvement in service user participation in the design, delivery, management and evaluation of services
- More people developing their own WRAPs
- More people accessing peer support – for which training will be given – and self-help groups
- Increased ability for people to manage their own mental distress
- More user-run activity groups, drop-ins and social enterprises in mainstream settings
- Improved access to the service by groups that are currently under-represented within provision, who have specialist needs or who live in localities where access to day services is problematic.

Monitoring service users' views

A 6-monthly survey should be carried out. Questions asked should cover the following areas:

- Do you have an individual development plan?
- When was it last reviewed?
- Have you had support to help you move towards your goals?
- Have you been treated with respect by other users and staff?
- Has there been an improvement in the size and range of your social networks?
- Have you experienced an improvement in quality of life?
- Have you had information about welfare benefits?
- Have you had information about Community Links and vocational Services?
- Have you had the opportunity to be part of a user forum, talking to staff about being involved in the planning, delivery, monitoring and evaluation of the services?

These surveys must be evaluated and the results made available to service users to discuss in a user/staff forum to develop the service.

COMMUNITY LINKS SERVICE

OUTLINE SPECIFICATION

Philosophy of the service

The service users have the right to individually tailored 1-1 support to engage in mainstream social, leisure, educational and cultural activities, in ordinary community settings, alongside members of the community who are not service users. The service will be underpinned by the philosophies of recovery and social inclusion. It will provide support into a range of life domains:

- Faith, spirituality and cultural communities
- Education and training
- Employment (should an Individual Placement and Support programme be unavailable)
- Volunteering
- Visual and performing arts
- Health living, sports and leisure.

Users of the service must be able to set the type, pace and direction of support received from the service, and to choose their activities.

Service objectives

Delivered via the Resource Hub, the objectives are:

- To provide individually tailored, 1-1 and ongoing support for individuals to engage in and sustain mainstream activities, in ordinary community settings, alongside other members of the community who are not service users
- To work in partnership with agencies and groups in the community to develop opportunities for service users to participate in mainstream activities, with other members of the community
- To work closely with community partners to ensure that these opportunities are available within welcoming, relaxed, supportive and safe environments and where people can participate without pressure or discrimination
- To assist people to achieve their personal goals by offering support to develop their skills and gain new skills in line with their interests and through their participation in the design and running of activities in the Community Links Service.

Service outcomes

- More people volunteering in mainstream settings
- More people participating in mainstream community activities
- More people reporting an improvement in their social networks
- More people accessing mainstream education and training opportunities
- Improvement in physical health
- More people taking regular exercise
- Improvement in quality of life, confidence and self-esteem for many service users
- Increased ability to manage mental distress
- A service responsive to the diversity of need among the population of people with mental health needs
- An increasing number of mainstream organisations and groups offering a welcoming, supportive environment for the participation of people with mental health needs in the activities they provide
- Increased levels of involvement of service users in the design, delivery, management, review and development of services
- Improved access to the service by groups currently under-represented within provision, those with special needs and those who live in localities where access to day services is problematic.

Monitoring Service users' views

A 6-monthly survey of user views should be carried out. Questions should cover the following areas:

- Have you had the opportunity to formulate your plans for personal, educational, social and cultural goals in the form of an individual development plan?
- When was the plan last reviewed/updated?
- Have you had the support to achieve what was in your plan?
- Have you been treated with respect by the staff?
- Have you experienced improvement in your quality of life, confidence or self-esteem?
- Have you had information about vocational services? Have you had information about benefits?
- Have you had the opportunity to become involved in the planning, delivery? Monitoring and evaluation of the service/

The surveys must be evaluated and the results made available to service users in a suitable format.

VOCATIONAL SERVICE

OUTLINE SERVICE SPECIFICATION

Philosophy of the service

Users of the service have the right to individually-tailored support to obtain employment – or develop self employment – that matches their preferences, their strengths and their needs. The service will be underpinned by the philosophies of recovery and social inclusion. It will be delivered in accordance with the key principles of the evidence-based Individual Placement and Support (IPS) approach to vocational services. The key principles are:

- Focus on paid employment in integrated settings
- Eligibility is based on an individual's preferences: anyone who wished to work is given the help to do so
- Programmes involve rapid job search and minimal pre-vocational training
- Vocational programmes are integrated into the work of clinical teams
- Time-unlimited support, tailored to needs of the individual is available
- Benefits counselling must be available to help people maximise in-work welfare benefits
- The service will be available to assist people who are newly unwell to retain their employment.

Service objectives

The service will make contact with service users via the Resource Hubs, drop-ins, user groups etc. Its objectives are:

- More people with mental health needs supported to formulate their vocational goals through individual plans
- More people with mental health needs finding paid employment or self employment
- Increased number of people with mental health needs retaining employment
- Increased number of people with mental health needs entering **time-limited** vocational training, voluntary work, work experience or other activity that helps them move towards employment
- Increased number of people retaining employment

- Improved awareness of the employability of people with mental health needs within community teams, acute in-patient teams and other agencies
- Increased awareness of mental health issues among local employers and their readiness to employ individuals with mental health problems.

Monitoring service users' views

A 6-monthly survey of service user views should be carried out. Questions asked should cover the following areas:

- Have you had the opportunity to formulate your vocational goals in an individual development plan?
- When was this plan last reviewed/updated?
- Do you have a named Employment Adviser?
- Have you received support from that Employment Adviser to work towards your goals?
- Have you achieved any of the goals?
- Have you been treated with respect by the staff?
- Have you had information and advice about welfare benefits?
- Have you been made aware of the Community Links service?
- Have you experienced improved quality of life, confidence or self-esteem?
- Have you been asked for your suggestions for improvements to the service?
- Have you had the opportunity to become involved in the planning, delivery, monitoring and evaluation of the service?

The surveys must be evaluated and outcomes made available to service users.