

## What is the Intensive Tenancy Support Service?

A service designed to support people with mental health problems to live fulfilling lives in their communities, avoid admission to hospital or the need to enter residential care.

We support people in their recovery journey by focusing on strengths, courage and dreams. Contrary to what many people believe, we know that most of us who experience mental illness go on to live full and rewarding lives. We believe that recovery is possible for everyone. Hope is central to all the work we do.

## Who can I speak to about the Intensive Tenancy Support Scheme?

To get more information or to make a referral, please call SecondStep on: **(01934) 645 999**

or you can write to us here at: **SecondStep, 1 Swiss Road, Weston-Super-Mare, BS23 3AU.**

or visit our website: [www.second-step.co.uk](http://www.second-step.co.uk)

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# Intensive Tenancy Support in North Somerset

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*SecondStep provides a range of good quality housing projects and support services in Bristol, South Gloucestershire and North Somerset. These services are for people with mental health and other related support needs.*

## What support will I receive?

The Intensive Tenancy Support service is designed to provide long term high level often daily support to people who are at risk of being admitted to hospital or entering residential care.

The service can provide practical, emotional and therapeutic support.

Your support will be planned in partnership with you, your care co-ordinator and SecondStep as part of your care planning process.

The service is designed to be flexible in order to adapt to your changing needs, hopes and aspirations.

We are able to provide support seven days a week, during the evenings and provide an on-call service during the night.

You will be supported by the whole team under the co-ordination of a senior worker.

We are unable to provide personal or domiciliary care or dispense medication.

## How do I apply to use this service?

This service is only available to people receiving secondary mental health services i.e. you have a care co-ordinator and a care plan.

If you think you would benefit from this service you should discuss this with your care coordinator or contact SecondStep on the number on the back of this leaflet.

## Who can use this service?

If you wish to be considered for support from SecondSteps Intensive Tenancy Support Service you need:

- to be receiving secondary mental health services and be at risk of being admitted to hospital or entering residential care;
- to agree that information about you is shared freely between SecondStep and Avon and Wiltshire Mental Health Partnership Trust;
- to agree to follow SecondStep's equal opportunities policy.

## Will I need to pay anything?

- In most circumstances no.
- However if you have large amounts of savings or other income you may need to pay a contribution toward the cost of your support.
- The funding for this service comes from Health and Social Services and the governments Supporting People programme.

## What happens next?

If your Care Coordinator feels the service is appropriate they will contact us and arrange a care plan review meeting. During the meeting we will discuss what the service can offer you, how many times a week we will visit you and what we will do with that time. This will be included in a new care plan and your care coordinator will provide us with a risk assessment. We are then able to commence work with you.