

Mental health services

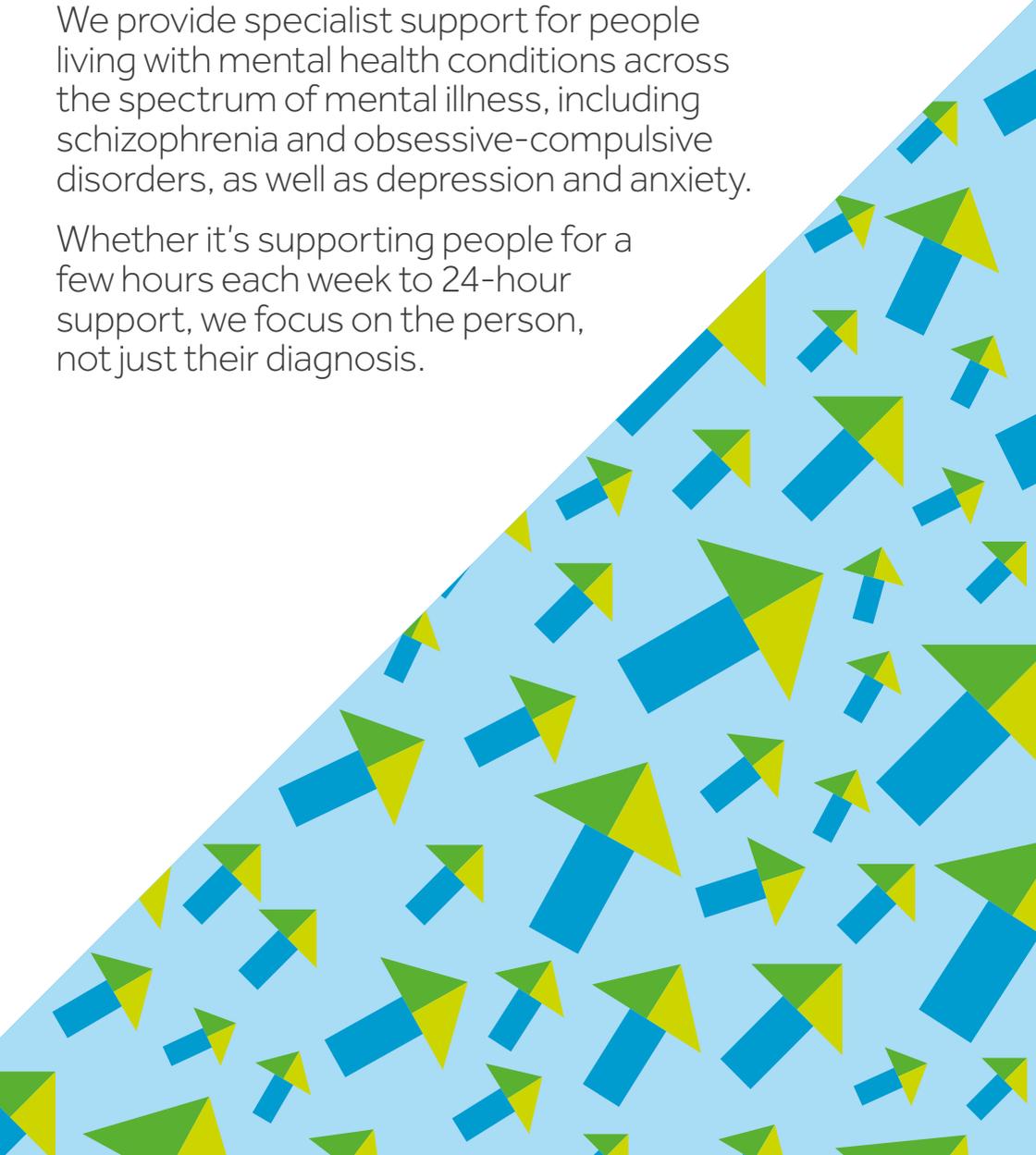
Specialist support for people
with mental health support needs



Lifeways is one of the UK's leading providers of support services for people with diverse and often complex needs.

We provide specialist support for people living with mental health conditions across the spectrum of mental illness, including schizophrenia and obsessive-compulsive disorders, as well as depression and anxiety.

Whether it's supporting people for a few hours each week to 24-hour support, we focus on the person, not just their diagnosis.



Positive mental health is central to quality of life

Mental illness can affect many areas of life – relationships, physical health, education, training, work, goals and aspirations. Mental health conditions are often complex and long term and prove a challenge both to the person with mental health support needs and their friends and family.

Recovery is a journey of self-discovery and personal growth

The process of recovery is a personal journey, with the individual often transitioning back and forth through many different phases.

There's no 'one size fits all' in our approach, planning or delivery of the support we provide which is tailored to each person's unique voyage.

Research has highlighted that factors which aid recovery include the development of good relationships, personal growth, the right living environment, financial stability, work and educational opportunities, developing resilience to overcome stress and anxiety and spiritual wellbeing.

For many of the people we support, the process is about staying in control of their life, becoming more resilient, and the hope and belief that it is possible to regain a meaningful life.

By empowering individuals to realise their self-worth and the unique contribution they have to offer, we help people build a new sense of self and purpose. We employ a holistic approach to help them discover who they are and to find out what they can be – providing opportunities for reflection and change, and discovery of new values, skills and interests.

We support people to take an active role in their community and assist with successful community living and social inclusion – helping individuals to develop the skills and confidence required to build and maintain positive relationships with the people around them.

Everything we do places the person at the centre of their recovery



Emily's* story

"I'm really proud of my achievements. I wouldn't be where I am today without the support of my Lifeways support team who believed in me all the way. Now I also believe in myself."

Emily was diagnosed with a personality disorder and depression a few years ago. Having been in and out of hospital, her support team, working with her community psychiatric nurse and psychiatrist, employed cognitive behavioural therapy techniques which enabled Emily to develop positive coping strategies and take responsibility for staying safe.

With increased self-confidence and self-esteem, Emily moved from 24/7 supported living to living in a housing association flat where she is now able to identify her triggers and manage her condition independently.

Today, Emily is able to drive, is a volunteer and is carving out a career as a trainer, helping care workers and prison officers gain professional qualifications.

*Not her real name

We listen, we engage, we enable



By working in partnership with accredited mental health and social care professionals including Care Programme Approach (CPA) co-ordinators, we employ new and innovative ways of working to ensure each person receives the right support. Our services keep abreast of the latest research and recommendations.

Every person we support plays a central role in defining their recovery journey and establishing their personal goals and ambitions.

We believe that by creating a sense of hope and aspiration, people will be inspired to maximise their recovery potential and live a meaningful, fulfilling life.

We're responsive to the changing needs and wishes of the people we support

Working with each person and their network of support, we monitor the person's progress. We regularly review our support to ensure we meet the outcomes the person has identified for themselves in their support plan.

By putting in place detailed support plans and risk assessments, we listen, adapt and make changes over time. Whatever level of support we provide, our aim is to help each person move towards greater independence as part of their journey to recovery.

Choice and control

As part of the planning process, an individual may employ recovery tools and programmes which complement the support and care plans in place. Each person is in control of their tool which is developed by them to meet their unique needs and aspirations.

These tools include the Wellness Recovery Action Plan (WRAP) and the Recovery Star.

Many of the tools used help with planning day to day living, crisis and post-crisis management and with dealing with situations where the person has particular feelings or experiences which can influence or trigger their condition. The person is also able to plan and inform their network of support how they want to be supported and kept safe when they aren't able to make decisions. The tools can assist the person's support team in the evaluation and development of the service – ensuring that the support provided meets the person's needs at that point in their recovery journey.

Valued and understood

We match members of our specialist mental health support team to the needs and preferences of the people we support. We assist them in recruiting and choosing a team that understands their needs and helps them feel valued, accepted and understood. Our aim is to give people as much involvement as is possible when choosing their support staff.

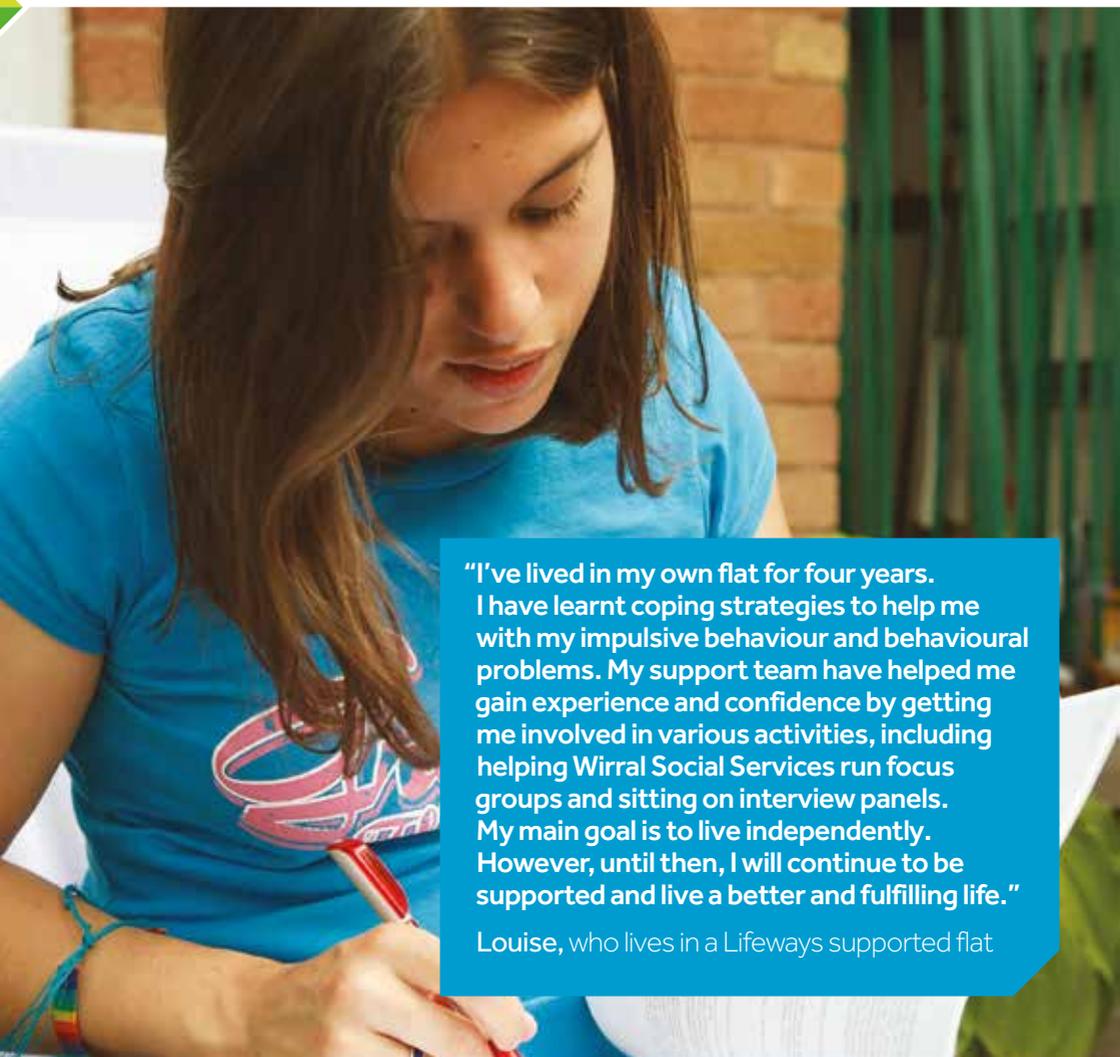
All members of a person's support team receive specialist training to meet the needs identified in their assessment.

Supported living



Many of the people who use our services have just come out of hospital. They often feel vulnerable. As one of the UK's most experienced providers of supported living services, we offer unique packages of support for people to live in their own home.

Our self-contained flats and shared houses within community settings, give people the opportunity to live independently, with 24-hour support from our specialist dedicated support teams. We also work with housing associations, private landlords and local agencies around the UK to provide community-based support.



"I've lived in my own flat for four years. I have learnt coping strategies to help me with my impulsive behaviour and behavioural problems. My support team have helped me gain experience and confidence by getting me involved in various activities, including helping Wirral Social Services run focus groups and sitting on interview panels. My main goal is to live independently. However, until then, I will continue to be supported and live a better and fulfilling life."

Louise, who lives in a Lifeways supported flat

Community enablement and support



We offer support in all aspects of a person's life – with their mental health, physical health, self-care, living skills, addictive behaviours, social networks, work, relationships, responsibilities, identity, self-esteem, trust and hope.

Working with the person and their network of support, we enable each person to:

- move forward in their journey
- accept help
- use their experiences as a learning tool
- become more self-reliant
- believe in their unique value and worth to the people around them and the community.

Whether an individual needs one hour a week or 24/7 care and support, we deliver support that helps them on their journey of recovery.

Our services promote and respect equal opportunities and anti-discrimination.

Our flexibility provides excellent outcomes and clear value for money

Funding for our services can be through a variety of means including personal and individual budgets and local authority and health funding.

Personal budgets puts each person at the centre of their support, gives them greater control and freedom over the care and support they receive and provides them with a clear understanding of how much support they are entitled to and how they will receive their support. They allow people to get the support they need and services that suit them.

Facts about mental health in the UK

- One in four people will experience some kind of mental health condition in the course of a year
- Mixed anxiety and depression is the most common mental health condition in Britain
- Nine out of 10 people with mental health support needs experience stigma and discrimination

**Each person we support
can expect to feel:**

 **Heard**

 **Valued**

 **Respected**

 **In control**

 **Independent**

 **Included**

Every person we support can be confident that we will:

- Listen and take time to understand what they want or need and to identify the best ways to help them
- Provide them with the flexibility to adapt to their journey to recovery as their needs and aspirations change and develop
- Help them decide who will support them to achieve their goals
- Enhance their life skills – supporting them to develop their community living skills and build and maintain their social network
- Support them to access work, leisure, voluntary, education and social opportunities and activities available to all citizens
- Promote and respect their human rights, dignity, privacy, independence and choices



"When I first met Jane* she lacked motivation and confidence and had very low self-esteem due to the breakdown of her marriage. She became unwell and spent a long period of time in hospital. Jane moved into one of our shared homes with one other lady. We encouraged her to talk about her hopes, dreams and aspirations. Art was her passion and she always dreamed of designing shoes.

Jane's key-worker completed a person-centred plan with her and, slowly, she grew in confidence. After three years,

she moved into her own flat and received five hours of support from Lifeways a week. After completing a diploma in art and design, she did a degree in textiles at Liverpool John Moore's University. Now Jane works two days a week at the Tate Modern Art Gallery in Liverpool and has had some of her work exhibited there. She has a wide circle of friends and a very busy social life."

Martha, Lifeways Support Worker

*Name has been changed

Contact us



To hear more

Please get in touch to find out how Lifeways can help you.

To make a referral

If you're a family member, health professional or social worker, contact us to talk through how we can help.



Call: 0333 202 7185



Email: referrals@lifeways.co.uk



Visit: www.lifeways.co.uk





Please visit our website at www.lifeways.co.uk to find contact details for your nearest Lifeways Area Office.

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