



NEWHAM FLOATING SUPPORT SERVICE

SERVICE USER'S HANDBOOK

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Canning Road
Abbey Lane
Stratford, London, E15 3ND

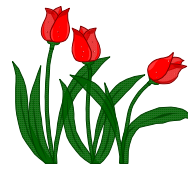
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1. INTRODUCTION TO THE HANDBOOK

Welcome to your Handbook, it is written to provide you with information about Tulip and the service we provide to you. It tells you what you can expect from the service we are delivering as well as setting out the standards and behaviour you can expect from Tulip workers. It gives information about the important policies and practices that support our work and tells you what you can do if you are not happy with the service you receive.

We hope that you find the Handbook useful and informative. If you cannot find the information you are looking for or are having any difficulty in understanding this Handbook, please do not hesitate to speak to a Tulip worker, who will be happy to help. If you have any suggestions as to how it could be made more useful please let us know as well.

2. INTRODUCTION TO TULIP

TULIP has been providing community support services to people with mental health problems since 1989. From small beginnings in the London Borough of Haringey, we have grown to provide a variety of services (residential, outreach, supported housing, day care and out of hours) across several London Boroughs. Much of our funding comes from Local Authorities and Primary Care Trusts.

Tulip is a voluntary sector provider, a Registered Charity (no.: 800558) and Company Limited by Guarantee (no: 232355). We work in partnership with statutory and non-statutory agencies. We always welcome comments, suggestions and complaints from clients, knowing that these will help us to improve our services. We have an active Client Involvement Group, information about which appears later in this Handbook. Our Mission Statement is:

“To enable our clients to live and function as a part of their community by supporting them to develop their highest level of self-sufficiency and self-management.”

And the Newham Floating Support Service’s Purpose Statement is

“To provide the highest level of support to vulnerable tenants in their own homes, which enables service user choice and participation. This contributes to independence in maintaining tenancies, good budgeting, enhanced self-esteem and living full and valued lives.”

Statement of Intent: Our commitment to you

Tulip, as well as delivering on the above Mission and Purpose Statements to you, will always abide by your rights as set out in this Handbook, and assist you in asserting these. Some of your main rights are:

3. EQUAL OPPORTUNITIES (POLICY ATTACHED)

Tulip is positively committed to opposing discrimination against people on the grounds of race, colour, ethnic origin, gender, age, class, religion, sexuality, disability or mental health status.

In line with this statement, we will at all times try to be fair and positive in our assessment and selection of clients and will not discriminate against any group or individual referred to the service.

We welcome the enrichment and cultural diversity that follows as a natural consequence of this policy and aim for our services to be non-discriminatory.

We will make reasonable efforts to provide our service to you in your preferred form of communication.

If you feel Tulip or its employees are not treating you or others fairly or equitably, please in the first instance contact the Operational Manager to voice your concerns.

4. ABUSE OR HARRASSMENT (POLICY ATTACHED)

Tulip condemns all forms of abuse or harassment. We will do all we can to prevent harassment, take action against people who harass others and support clients and workers who are harassed.

You have the right to be free from abuse or harassment.

As part of this commitment to prevent abuse your worker may ask questions to clarify if there is a risk of abuse to you.

Abuse can be physical (the use of unnecessary force), sexual, emotional or psychological, financial or by the fact that you feel you have been simply neglected in some way by someone or by an organisation (e.g. Tulip).

If you feel that you have been abused or are being abused by any person or another organisation, please speak to your worker in the first instance.

Where possible Tulip will respect the wishes of those being harassed when deciding what action will be taken, but in some cases must take action to save others from harm even where this does not agree with the wishes of the victim.

The action we take will depend on: -

- How serious the attacks have been
- How the harassment is affecting you
- How effective we think a course of action will be
- What evidence is available
- The resources available.

How can we support you?

We would:

- Provide you with emotional support
- Assist you in providing additional security to your home
- Put you in touch with other agencies that can provide you with advice and support.

Importantly, if you feel that you are, or have been, abused or neglected by Tulip, then in the first instance contact the Operational Manager and voice your concerns.

5. HEALTH & SAFETY (POLICY ATTACHED)

Tulip is committed to assisting you increase and maintain a safe and healthy living environment. We will not act in any way that might have a negative effect on your Health and Safety.



We do this by:

- Complying with health and safety laws
- Identifying potential hazards with you and assisting you in taking steps to prevent accidents before they occur.

If you feel that there is a Health and Safety issue either to yourself or others, please speak to your worker or the Operational Manager.

6. COMMENTS AND COMPLAINTS (POLICY ATTACHED)



There may be times when you wish to comment on the service you are receiving or indeed, make an informal or formal complaint. If you wish to make a comment, you may want feedback on your comment or you may just want it to be heard and noted. If you wish to make a complaint, you may wish to do this quite informally in a one to one discussion with a worker, or you may choose to make a more formal complaint to someone in authority within Tulip, or to an external agency about Tulip.

However you wish to handle your comment or complaint, the Complaints Policy sets out how you can make your comment or complaint in the way that is most effective and that brings you the most satisfaction.

If you are not happy with the way your complaint has been dealt with then the Complaints Policy tells you how you can appeal.

If there is any thing that you are not happy about the support you are receiving from Tulip, then you can contact your worker or the Operational Manager. You will be listened to and an attempt will be made to resolve it to your satisfaction.

7. CONFIDENTIALITY & INFORMATION SHARING

Tulip keeps information about you confidential and secure. We have a confidentiality policy which looks at what information we keep about you, how we keep it safe, what information you can see about yourself and when we would give information to other groups or agencies.

Personal information is held on file about you during your time with Tulip. This allows us to record the service we deliver to you as well as ensuring that progress can be monitored. Keeping information means that if support workers change, the new workers can see what you and previous worker(s) have achieved.

We must confirm permission of anyone who does not work for Tulip, e.g. GP / Psychiatrists, before we can show you any documents they have written about you.

Information you give to Tulip is treated as confidential. However, information is shared with other members of the team, managers, or other members of Tulip staff if necessary. Tulip would only pass information to anyone outside Tulip in very special circumstances:

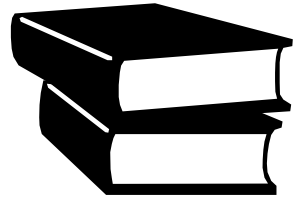
- If the client agreed
OR
- In an emergency where the client, staff or other person is at risk
OR
- Where the law says information has to be provided

Tulip works in co-operation with a multi-disciplinary network of other agencies that may also be supporting you. We regularly share information about our work with you with those people who work with you and whom you generally know. This is done purely to ensure that you get the best, most reliable and highest quality service possible.

You will be informed when any information is given out without your prior agreement, unless harm is likely to be caused as a result of knowing that information has been passed on. You can ask Tulip's support workers for a full copy of this policy.

Access to Information (POLICY ATTACHED)

Tulip has an open files policy, which gives all clients access to information we hold about them. There may be some information, usually that given by third parties, that we will be required to keep confidential. If you wish to see information held about you, please ask a Tulip worker, who will explain the procedure and help you with your request.



You also have a right to see any policy that Tulip has and you have a right and are encouraged to give feedback on these policies.

8. MORE OF YOUR RIGHTS

You should expect to be treated at all times with respect and courtesy and in a manner that respects your dignity, privacy and choice and takes account of your individual needs.

We have a strong Code of Conduct that governs the behaviour of staff when working with clients and sets acceptable standards for working practices.

- Staff will not accept or ask you for gifts, loans, money or favours of any kind.
- If you give any member of staff money for an essential and legitimate purpose, the staff member will give you a receipt - this proves that you have handed over money to them. On giving back the money another receipt will be signed - proving that this has occurred. A receipt is given to both parties on any exchange so as to protect both parties.
- Staff will not use any of your personal belongings or services such as your telephone
- Staff will not touch you inappropriately or enter into any friendship or other relationship with you, other than a professional working relationship
- Staff will always talk to you politely and treat you with courtesy
- Staff will respect your privacy and will not provide a particular aspect of the service if you do not want it to be provided

- You have the right to expect staff to turn up for appointments / visits on time, on the day and time agreed with you. If staff are unavoidably delayed, they will contact you wherever possible, to let you know when they expect to arrive
- There may be times when we need to cancel or re-arrange appointments/visits and we will always try and give you at least 24 hours notice of this and make alternative arrangements to suit you
- Providing you are not acting illegally, staff will not interfere with your right to free expression and your right to act in accordance with your spiritual beliefs, cultural identity, sexual identity or personal lifestyle choice

If you feel that any Tulip worker has breached the Code of Conduct or acted in any way inappropriately towards you, or ignored your rights in any way, you may raise this directly with the worker concerned, speak to their Manager or speak with your referral agent or other professional. We also have a Complaints Procedure (see above).

9. THE QUALITY OF SERVICE YOU CAN EXPECT FROM TULIP WORKERS

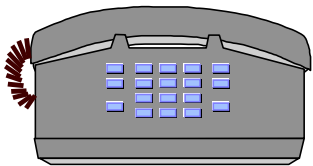
All Tulip workers have the skills, knowledge, experience and personal qualities required to deliver a quality service. It will be reliable and consistent, regardless of which individual worker provides the service.

Tulip has an effective and robust recruitment and selection process that reliably selects workers of a high standard. All workers receive proper induction, training, management and ongoing, regular supervision.

We have a strong Equal Opportunities Policy (attached) and the service we provide should take account of issues of race, gender, cultural identity, disability, sexuality, age and spiritual identity.

If you feel that our service drops below the standards, as set out in the Handbook, or as you expect, please discuss this either with your worker or the Operational Manager. In this case either the service Tulip offers will be adapted to incorporate what you need or additional services will be identified to assist with meeting those needs.

10. CONTACTING TULIP



During office hours (Monday to Friday 9.00am - 5.00pm), you can telephone Tulip on **(020) 8434 2457**.

Outside of these hours, or when the office is unattended, we have an answering service where you can leave a message. We will get back to you the next working day.

Out-Of-Hours Emergency / Crisis Helpline

There is an emergency on-call advice and support service with a telephone number that you can ring outside of normal office hours. If you have an emergency that you feel staff from the Floating Support service can help you with, you should call this number and there will always be someone there to give you support or advice over the phone. If there is no answer leave a message and telephone number as we have a commitment to call you back within 15 minutes. This service is intended for emergencies only and is not to be used if something can wait until the next time the office is open.

The number for this is **07951 981 689**. (available from 5pm – 9am weekdays and continuously over weekends and bank holidays).

Postal Address

Channelsea House
Room 021
Canning Road
Abbey Lane
Stratford
London
E15 3ND

11. UNACCEPTABLE BEHAVIOUR

Tulip staff also have the right to be treated fairly and equitably and be protected from abuse or harassment. We see the withdrawal of the support service as the last resort in any situation where these rights are infringed, but it is an option. It is a serious step to take and in making a decision to withdraw the service Tulip will consider the following steps:

- Consider all possible alternatives
- Ensure the client is aware of the implications of their actions that might lead to withdrawal of the service
- Clarify the situation in writing; ensuring communication around the issue is clear.

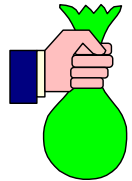
Each case will be viewed on an individual basis so that there are no absolute guidelines as to what may result in withdrawal of the service. However some examples of behaviour that may lead to withdrawal of the service are:

- Violence or aggression towards Tulip staff
- Racist, sexist or other abusive behaviour
- Regular refusal to let Tulip staff into your home without reasonable explanation, e.g. no face-to-face contacts occurring in a period of four weeks
- Regularly being under the influence of alcohol or drugs during Tulip staff visits
- Serious criminal behaviour that Tulip staff are aware of and which makes it impossible for Tulip staff to work safely with you

If you are unclear about anything in this section, ask Tulip staff to explain it you further.

12. PAYMENT FOR THE SERVICE

We are funded by the Housing Department in the London Borough of Newham under their Supporting People Team. The money is paid directly to Tulip not to you.



13. THE NATURE OF THE TULIP FLOATING SUPPORT SERVICE

The Floating Support Service helps you maintain your tenancy, as well as assisting you to increase your ability to live independently now and in the future. The type of service we provide to you and how often we will visit you, will depend on your assessed need and why you have been referred to Tulip. We will ensure that you have a say in the service we will provide to you.

Most of our support service happens in the community. This means in practice that we will usually visit you in your home, though there may be times when it is better to see you in our offices-for example you live with other people and need to talk about something confidential. However, seeing you in our offices will be an exception rather than normal practice.

The support services we are able to offer are wide-ranging. The type of support service you receive will depend on what is set out in your Individual Support Plan and may include:

- Understanding and maintaining your tenancy
- Helping to make sure you can pay your rent and service charges and manage your money
- Keeping your home safe and secure
- Advice on living safely at home
- Helping you maintain good relationships with your neighbours
- Support with issues relating to your mental and physical health and well-being
- Welfare benefits assistance
- Help and support with practical tasks such as cleaning, shopping, preparing food, and cooking
- Emotional support with housing-related issues
- Help with managing your time and finding meaningful things to do
- Help with finding leisure opportunities, education, training and employment
- Help to keep in contact with other agencies who offer support and advice
- Support to learn effective ways to resolve problems yourself
- Help in a crisis
- Support to help you stay in good contact with friends, relatives and other social contacts
- Signposting to culturally specific legal services or to health or treatment services

Staff will always work in a way that assists you to do things for yourself in the way that you want them done; they are not coming in to do things for you. The aim is to ensure that when the service ends you are able to live more independently in your flat.

You should also be aware that we cannot provide specialist counselling, personal care, or health care although we may be able to advise you where to go or refer you to agencies who can provide you with these services.

Please also be aware that if we provide support with housing-related practical tasks such as cooking, domestic tasks and other activities of daily living, that we will not do this on a long-term, ongoing basis but on a short-term basis. This is done to help you increase your independence and learn and develop new skills so that you can carry out the tasks after the support ends.

14. PLANNING THE SERVICE TO MEET YOUR NEEDS

Assessment

You will meet with a member of staff when you first start with the service, who will talk to you about what you feel your needs are, and make an assessment with you of what your situation is.

Where possible we will invite the person who referred you or other persons who may be supporting you to attend this meeting so that we might gather more information about your needs and how best to support you.

From this meeting we will assess whether we are able to offer you a service or not. Our decision can only be made on the basis of the Referral criteria. No other criteria can be taken into consideration.

We will notify you in writing about this decision and, if necessary, explain our reason for refusing the service and offering an alternative organisation that can support you. You have the right to appeal.

Appeal

You can appeal against a refusal of the service or the withdrawal of the service.

In the first instance, contact the Operational Manager saying what it is you want to appeal against and why you feel that it is a wrong decision.

The Operational Manager will then will then arrange a panel (usually including the Manager), consisting of people who did not make the original decision. A convenient time will be arranged when you (and a representative of your choosing) can attend and put your case to the panel. The decision of this panel is binding.

Individual Support Plan (ISP)



Details of the service we will provide to you will be written down in an Individual Support Plan. These plans are written so that you and all staff know what you need and how staff are going to assist you in meeting those needs.

Things covered in your Individual Support Plan will include:

- ✓ Frequency of support

- ✓ How long it will last, or is likely to last
- ✓ Individual agreement about the tasks to be done / support to be provided
- ✓ Wherever possible, the name of your Support Worker
- ✓ If relevant, what to do in an emergency
- ✓ When the Individual Support Plan will be reviewed

Consent Form

This form allows us to hold information on you and to be able to speak on your behalf so as to complete the goals identified in the support plan and provide you with the best possible support. See Information Sharing and Confidentiality above.

Risk Assessment & Management

With your Support Plan we will also fill out another form with you with details of any known risks to yourself or others. Knowing about these and how best to deal with these issues will help us to better support your needs.

Reviews

After the first support plan being drawn up, Tulip reviews the support plan and your risk assessment after three months, and then reviews subsequent support plans and risk assessments, every six months. However, at any time, you can ask for your support plan to be reviewed. Speak to your support worker about this.

A review of your plan is done for a few reasons:

- To make sure that everything is happening according to the support plan, and if not, why not
- To look at things that have gone well and things that could be done differently
- To decide if you have achieved what you wanted to achieve
- To plan for the next period
- To see if you still need to be offered a service from the Floating Support Team or if you should move to another service or stop altogether
- To discuss anything you may be unhappy with about the service you are being offered

After each review we will complete a new Individual Support Plan and Risk Assessment & Management form to show any planned changes to the support you receive.

You will be provided with a copy of your Needs Assessment, Risk Assessment and Individual Support Plan. You may request these at any time- see Access to Information above.

Frequency of the service

The number of times we can see you will vary and will depend on your Individual Support Plan. It may be once a week, fortnightly or monthly, but usually it will be weekly or fortnightly. It may be that your support needs will vary over time and the nature and frequency of the service we provide to you will be regularly monitored and reviewed with you. If at any time you would like the frequency of your service reviewed, please speak to a Tulip worker or your referral agency.

Staff will always contact you to arrange a visit with you, either by letter or post or at the end of each visit. We would ask that if you do not want to see your worker on the planned day, you would let them know beforehand so as to save time travelling. If you refuse a number of visits, we cannot work with you effectively and may have to discharge you from our service. Your worker will talk to you about what can be done to ensure visits occur, or they may discuss whether you want to continue being offered the service and whether, instead, it should stop.

15. ENDING YOUR SERVICE

Refusal of a service

You have the right to refuse the service or to end the service completely at any time.

You may feel that another type of service would be better for you. Staff will discuss different options with you that may be available, regularly throughout your time with the service, to make sure that you always have a choice about the support you receive.

Discharge

The intention of our service is to assist you in becoming more self-sufficient and independent. As such there will come a time when it is no longer necessary for you to receive our service.

At this time we will review your needs and if there are no other identified goals to assist you to live more independently, then we will discharge you.

There may also be situations where Tulip will decide that they cannot offer a service to you anymore (see Unacceptable Behaviour)

You have the right to appeal against any such decision- see Appeal above.

16. CLIENT INVOLVEMENT (POLICY & RECENT NEWSLETTER ATTACHED)

Tulip would like to encourage clients to be involved as much as possible in the different layers of the organisation. We have listed below the main areas where you can become involved.

You are invited to raise issues with a worker during visits to you, wherever possible the worker will take up your suggestions. If it is not possible to act on your suggestions the worker will explain clearly why this is not possible.

We have designed a questionnaire that we hope to use each year with all of our clients. The questionnaire covers various areas relating to provision of support. Your name does not appear on the completed questionnaire. The survey gives you the opportunity to suggest ways in which we can improve our service, in addition to telling us aspects you are unhappy with.

Tulip has a Client Involvement Policy and is committed to increasing client involvement and participation at all levels of the organisation. We have client representatives on our Board of Trustees, the group that is ultimately responsible for the management of the organisation.

In the Floating Support Service, we are moving towards having a User Involvement Group and to look to send out proposed policies for consultation to service users so as to make them more appropriate to you. You are welcome to join this group and if you have any comments on policies at any time you should talk to staff about this. If possible we will always try to change policy to take

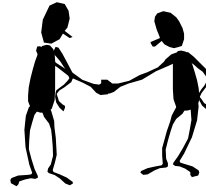
your views into account but sometimes this may not be possible. If this is the case we will explain to you why we cannot do this and whether we may be able to do this at some point in the future.



We also have an active organisation-wide Client Involvement Group that has client and staff representatives from throughout Tulip, which looks at issues affecting clients throughout the organisation. It is used to ensure that clients' voices are heard at all levels of the organisation and if you have concerns you do not want to raise with staff then perhaps you might be able to raise them with this group.

If you have any comments you want to make these should be sent to:

**CIG
C/o - Tulip
5 River Park Road
Wood Green
London
N22 7TB**



If you are interested in becoming a member of the organisation-wide Client Involvement Group you should contact the group at the above address or telephone **020 8889 6921** (get staff to phone if you need to). The group may have enough members at the time of your contact but the membership of the group is up for review every year so the process of joining will be explained to you when you contact.

17. SOME USEFUL NUMBERS

The Samaritans
0345 90 90 90

Sane Line (2pm to midnight)
0845 767 8000

Emergency Services (police, fire, ambulance)
999

Gas emergency (Transco)
0800 11 19 99

Electricity emergency
(020) 8905 1144

Newham Council
020 8430 2000

Other Numbers

Emergency Duty Team (5pm-9am) - for urgent contact with a Social Worker
020 8986 8000

MIND in Newham
020 8522 1728

Breaking Free – Offers support and referral for women survivors of sexual abuse

HAGA
020 8800 6999

DASH
020 7272 2757

Lesbian and Gay Switchboard
020 7837 7324

National Debtline
0645 50 511

Parentline Plus – for parents / careers under stress. (Information is available in Urdu and Punjabi)
Helpline: 0808 800 2222
Office: 020 7284 5500

Voices Forum – Provides network of local self-help groups for those who have or have had mental health issues
020 8547 3937

Zeto Trust – Provides support to victims of failures in the mental health system and campaigns for change. Interpreters and translators available.
Help line 0149 782 0011

Alexandra Road Crisis Unit
020 8365 7287

Citizens Advice Bureaux - Newham
020 8536 1620

No Panic: 24 hour Helpline – for those who suffer panic attacks, phobias, obsessive-compulsive disorder, general anxiety or tranquilliser withdrawal.
0808 808 0545

Community Mental Health Team (CMHT) South West
020 7055 4400

Community Mental Health Team (CMHT) South East
020 8475 8000

Community Mental Health Team (CMHT) North East
020 8218 7455

Community Mental Health Team (CMHT) North West
020 8250 7270

Local Places of Worship

Please find a list of some of the places of worship within Newham. Newham has a diverse and comprehensive range of places of worship so this is only a selected list. If it does not contain details of your particular religious practice or denomination, please let your worker know and they can assist you in finding the nearest site.

Buddist

Buddha Vihara, 84 Dacre Road, Plaistow, E13 0PR

020 8470 1879

Christian

St. John's Church, Stratford, E15

020 8503 1913

Hindu

East London Radha Krishna Temple, 5 Cedars Road, Stratford, E15

020 8534 8879

Jewish

West Ham and Upton Park Synagogue, 93-5 Earlham Grove, Forest Gate, E7 9AN

Muslim

Anjuman E Islamic Newham Mosque, 266-8 High Street North, Manor Park, E12 6SB

020 8472 5663

Forest Gate Mosque, 449-51 Romford Road, Forest Gate, E7 8AB

020 8534 8672

Sikh

Ramgharia Sikh Gurdwara, 10-16 Neville Road, Forest Gate, E7 9QX

020 8472 3738