

How to apply...



All applications to the Floating Support Service are made through the 'Gateway' which is a central point of referral, managed by the Dudley Supporting People Team.

If you have a Care Coordinator, Social Worker, Community Psychiatric Nurse, Psychiatrist, GP, Housing Officer or have support from other statutory Mental Health services you can ask them to support you with the application.



You can self refer or be referred by family/friends



You can call or email Home Matters for support with your application on:



01384 340441

info@hmsp-ltd.co.uk



You can contact Dudley Supporting People Team on:



01384 812653

Gurbi.Cox@dudley.gov.uk

Home Matters is committed to promoting equality and diversity and welcomes applications from all sections of the community regardless of ethnic background, gender, religion, disability, or sexual orientation

...supporting people to live independently in their own homes.



Home Matters has been accredited by Dudley Supporting People Team as an organisation competent to provide support services to people with mental health problems.



Following an extensive review of Home Matters services by Dudley Supporting People Team, Home Matters were rated as an 'A' Level Service, the highest achievable.



All Home Matters staff are subject to an enhanced Disclosure and Barring Service Check (DBS formerly known as a CRB Check).

If you need this information in a different format e.g. first language, audio tape, large print or computer disc etc. Please contact us on
01384 340441



Directors: G.D.Walwyn & J.E.Walwyn Registered in England and Wales.
Company Number: 7131197

Home Matters



Supporting People Limited

**Mental Health
Floating Support Service
Dudley**

The Barn
82A Park Road
Quarry Bank
Brierley Hill
West Midlands
DY5 2HP



Tel: 01384 340441
Fax: 01384 340630
info@hmsp-ltd.co.uk
www.hmsp-ltd.co.uk

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What is Home Matters

Floating Support Service?

Through the Supporting People program Home Matters has provided a successful Floating Support Service in Dudley since 1999. The service is primarily delivered between the hours of 9.00am - 5.00pm Monday - Friday.

The primary focus of the service is to provide housing related support to Dudley residents (adults over 18 years*) experiencing mental health issues. The support is provided for the purpose of developing a persons capacity to live more independently in their chosen accommodation.

Each client is allocated their own key worker to help achieve the aims identified in their personal support plan. Clients usually see their support workers for between 1 -10 hours every week during home visits. These regular face to face sessions focus on helping clients to improve their life skills, find training and employment opportunities and take part in local social and leisure activities. The meetings are also an opportunity to sort out any practical issues such as maintaining their tenancy or accessing specialist services.

We work closely with any other professionals who may be involved to ensure the client receives a cohesive, high quality service. Home Matters organise regular group events such as cinema trips, day trips, fishing days, picnics, rambles, shopping trips and other social outings. Some of these events take place on evenings and weekends.

We want to support all of our clients along a path that ultimately leads to them enjoying the same freedom, opportunities and everyday pleasures that most people take for granted.

* 16 and 17 year olds will be considered on an exception basis in agreement with Dudley Supporting People Team

What support is provided?

The support we provide is enabling and promotes self development and sustainable independence, for example:

- sorting out rent and other bills
- getting your gas, electric and water switched on
- managing your money and getting your benefits
- looking after your home, keeping it secure and insuring your things
- developing domestic skills
- being a good neighbour and tenant
- looking for jobs, education and training
- accessing social, community and leisure resources
- talking about problems
- getting expert help for things like alcohol drugs, debts and smoking cessation
- putting you in touch with specialists in mental health and other specialist services
- contacting social services and other agencies you might need
- managing any identified risks to yourself or others (including your personal health, safety and security)
- both male and female support workers available

An individual outcome-focused support and risk management SMART** plan is developed with the help of a Floating Support Worker. This allows you to properly explore short, mid and long term goals, what the steps are to achieving them and properly measure your progress towards independence, social inclusion, risk and safety, enjoying and achieving.

***Specific, Measured, Achievable Realistic and Time-related*



"My Support Worker Allyson has been a great addition in my life, she has helped me get my confidence back and stopped me from losing my home"

Sally
Floating Support

" Home Matters support us to live our lives the way we want to!"



Listening to and acting on your views:

Home Matters regularly consults the people that use its' services to help us in our constant strive for continual improvement and in reviewing and refining our policies and procedures. We gather these opinions and ideas through regular focus groups and questionnaires, etc.

Who pays for floating support?

Following an assessment if you meet the eligibility criteria set by Dudley Supporting People, Dudley Metropolitan Borough Council will pay for the support charges.

How long can people receive floating Support?

It is intended that support will be time-limited to 2 years. The name 'Floating Support' refers to the fact that when support is no longer required by the tenant the resources can be transferred to another tenant. Any increases to the length of time the service can be provided must be agreed between the client, Home Matters and the Supporting People Team.

Home Matters understand that specific conditions such as schizophrenia, bi-polar disorder or manic depression need very different approaches. Our skilled dedicated staff are kept up to date with current thinking and professional practices through regular training programs.