

# CROSSWAYS COMMUNITY - CULVERDALE

## Residents' Application – Guide for Applicants

If you would like to apply for a place at Culverdale, please contact your Care Manager, who will discuss it with you and if appropriate will contact us to arrange an informal look-around. During the informal look around you will be shown a typical room and all the other facilities available to residents, you will meet some of the staff, and will have an opportunity to ask any questions you have. You will also be given a copy of our "Introduction to Culverdale" brochure to take away and read; this covers a lot of areas regarding living at Culverdale.

We will give your Care Manager a set of application forms to complete and return to us. One form will need to be filled out by you (you can ask your Care Manager to help you with this), one will be filled out by your Care Manager and one by your Psychiatrist.

Once these forms have been completed and returned to the office, we will contact your Care Manager and invite you back for a more formal interview. You are welcome to bring someone with you to this. The purpose of this interview is to carry out an assessment of your needs, look at what support you might need and consider whether we are able to help you. This will simply involve us asking you a few questions about different areas of your life including information on your physical and mental health, what you do with your day, and other needs you might have. There will also be an opportunity for you to ask us questions about living at Culverdale.

We will consider your application carefully and carry out a Needs Assessment (see below). If we feel we are able to help you, we will inform your Care Manager. Rooms at Culverdale do not become available very frequently, and therefore, even if your application is successful, there may still be a wait, but we will discuss this with you at your interview and keep you up to date with the progress

If you are offered a place at Culverdale, you will be given the opportunity to come back see the house again and meet some residents before accepting a place. If you do accept our offer, then a moving in date will be agreed, and staff will assist you in completing all the necessary arrangements for your move.

If your application is turned down, you will be will be informed in writing and the reasons will be explained, you will also be informed of your right to an appeal and where ever possible we will try to suggest other places we fell might be more appropriate.

### Needs Assessment

#### People considered

Culverdale is a purpose built house which is ideal for those, aged between 18 and 60+, who have mental health or emotional difficulties and who on the whole, are able to look after themselves with just some extra support. The house offers limited support; it is staffed during office hours, with only an emergency call-out system at other times. Therefore, it is important that people who come to us, fulfil the eligibility criteria. When you come for a formal interview we will carry out an initial Needs Assessment, which will include: -

- Information on recent use of other support services, including, Social services, hospital admittance or help with day-to-day tasks etc
- Housing needs, immediate and on going.
- Financial needs, including applying for benefits
- Personal safety and risk, due to either self-harm, or neglect
- Potential risk to staff and residents, including history of relevant information
- Household chores, including Shopping, cooking, cleaning, etc
- Communication difficulties
- Any physical health and mobility difficulties, including allergies
- Mental health difficulties including current diagnosis
- Emotional difficulties.
- Ability to self-medicate.
- Any difficulties with collecting or taking prescribed medication
- Substance Misuse including Current & Relevant history.
- Assistance needed to maintain social or family contacts
- Current daily/weekly routine, including Social & leisure interests
- Interest or current involvement with education or employment
- Cultural or faith needs
- Appropriateness of Culverdale, in light of the needs expressed

#### People not considered

Although sometimes people have a variety of needs that require support, we can only provide care for people who do not fall into the categories below. We hope that in specifying the nature of problems we can seek to help and those we can't; we will limit any time wasted on applications, which would not succeed:

- Physical Disabilities:** As all our rooms are on the ground or first floor, we do not have facilities to provide support for people with physical disabilities, which severely restrict movement. However, people with sensory loss will be considered on their individual circumstances.
- Organic Dementias:** In line with our philosophy of providing rehabilitation, we do not consider persons whose illnesses are organic in nature or due to age and length of illness have come to a point where they would find an environment promoting growth too challenging.
- Learning Difficulties:** Similarly people with learning difficulties, would probably have similar problems.
- Substance Misuse:** We do not permit alcohol or illicit drugs on the premises as it can frequently interact with some types of medication. However, we cannot restrict people from drinking or taking drugs in their free time outside Crossways. Therefore, anyone whose primary or significant need is related to substance misuse (which may affect their mental health problems) is better-suited approaching agencies that deal with these issues specifically.
- Violence/Arson:** We would consider carefully any person with a history of violence or arson. This is to protect the well-being of both staff and residents. However, we have taken and have helped successfully persons with these prior problems where we have been made fully aware in the application process, and the person is seeking to move on from such behaviour.

We will also give you an opportunity to express any other needs you feel you may, and with your permission, speak to any carer, professional, or advocate with you, for their view, to endeavour to cover all aspects of need, so as to be able to provide the most appropriate service.

For people undergoing initial needs assessments, successful applicants will be informed in writing and any additional information needed to process their application will be requested. Unsuccessful applicants will be given a written explanation, and where possible will be directed to other possible alternative providers.

After the initial needs assessment, there will be ongoing reviews of the assessment alongside the residents support plan, at appropriate times, but at least annually. However, if a resident feels they would like initiate a review at another time, prior to the next agreed date, then this will be accommodated, and a mutually convenient time will be arranged with the resident and appropriate staff members. Residents may also have with them, a family member, friend or advocate if they wish.

Residents will be informed in writing of the outcome of their reviews, a copy will be kept on the residents file. Staff will be available to discuss with residents any queries they have about the outcome

Staff will cover Needs Assessment as part of their induction programme and extra training will be given as is deemed necessary by the manager. Staff will not be asked to carry out Needs assessment or reviews until the manager is confident they are competent to do so. Preferably, two staff members should be present to conduct initial needs assessment and reviews, unless it is felt that the resident would find this threatening. At each assessment it should be recorded on the assessment sheet who was present, and if only one staff member was there, a brief explanation as to why this was the case.

When staff periodically reviews assessment and review processes and procedures, residents' views will be sort, recorded and taken into account. Residents will be informed of any changes made to the assessment or review processes and procedures following any periodic review.

### Appeal Process

Appeals will be carried out by staff members other than those who were at the initial interview. This will include a member of the management team. Your case will be reviewed independently of the views of staff at your interview. You are welcome to bring with you a family member, friend or advocate. With your permission, your Care Manager and other professionals involved with your care will be asked for their opinion. The appeal panel will inform you in writing of their decision with an explanation. If your appeal is successful you will be offered a place at Culverdale when one becomes available, if your appeal is unsuccessful we will try to suggest other places that may be able to help meet your needs.