

Visiting support

Last Updated Tuesday, 10 August 2010

This scheme provides support to vulnerable people in the community, helping them to maintain their tenancies and live an independent life.

The programme provides support to vulnerable individuals in their own homes and is intended to help people maintain their tenancies and to live independently.

Most people are referred with problems that are likely to affect or threaten their ability to live independently. We try to work with individuals to help resolve those problems and then move on towards assisting in preventing similar problems occurring again. These could be hospitalisation or other institutional care or homelessness.

We also help people achieve a smooth transition to independent living for people leaving an institutional environment.

The first thing to make clear is that the service is free (because it is supported under a government programme called "Supporting People" - you can learn more about this programme by visiting www.iwight.com/living_here/Supportingpeople/

Secondly, it does not matter what type of tenancy or tenure a person has. Someone who owns their own home can be at as much risk as someone renting in a bedsit.

There are a number of similar schemes operating on the Island, all helping different types of individuals with different sets of problems. However those helped will all have one thing in common, that in order to maintain their tenancy and independence in the community they all need some support for a short period of time.

The Real World Trust's support focuses on people who have had problems with alcohol, drugs or mental health problems.

The Supporting People team on the Isle of Wight has decided that, in order to access support, individuals should be referred by any one of a number of statutory agencies, these may include, Social Services, Community Mental Health Teams, IDAS (The Island Drug and Alcohol Service) or the Probation Service (NOMS) as examples.

As soon as we receive a referral someone from the Real World Trust will be in contact to make an appointment for a further assessment. This is to ensure that or support is appropriate to the person, and that the person referred

is appropriate for our support. Generally there is no person that we will not support, but there are people who we cannot support. There are six main reasons why we cannot support someone as follows:

- People in need of care, (although our service can form part of a package of support involving other care agencies).
- People whose needs are too complex, (although again we can form part of a package of support involving others).
- People who continue to behave in ways that cause themselves and others problems.
- People who demonstrate violent and aggressive behaviour towards members of our staff.
- People who fail to engage with support.

and occasionally:

- Times when our scheme is full

We will always discuss the reasons why we cannot provide support to individuals and their referrers in order that more appropriate services can be accessed where necessary.

However assuming that support is provided, the person will be allocated a permanent support worker to work closely with the individual. In normal circumstances support is broken down into three key stages, everything being achieved stage by stage by working through a support plan that the support worker helps the individual to draw up.

Firstly we will probably need to help deal with the major issues that have been causing the most recent difficulties. This can often be called, crisis management.

Once this has been resolved there normally follows a period of time just getting used to living life largely free of major problems, this can be referred to a period of maintenance and stabilisation.

Finally there follows a period when the individual may feel that a return to work, training, meeting new friends or some other activity as the final piece of jigsaw. By this time hopefully the problems when the person first came in touch with us are a thing of the past and they are approaching the time when they need to return to independent living. This stage is, not surprisingly, called moving towards independence.

The support we provide is normally intended to last for no more than two years, however in certain cases this can be reviewed.

Finally I should add that whilst we will accompany people to certain appointments, we are not a taxi service.

Our normal working hours are Monday - Friday 0900 - 1700. We do not open at weekends or on public holidays. There are several telephone numbers that can be called should people need help during out of hours.