

## Referrals

Referrals may be made by individuals, families and carers, or professionals from other health and social care agencies:

- ◆ Community Mental Health Teams
- ◆ Doctors
- ◆ Outreach Teams
- ◆ Benefit Agencies
- ◆ Housing officers
- ◆ Substance use teams

**For further information, to discuss the scheme or to make a referral, Please contact:**

**Floating Support Service Team  
on  
(01262) 678561**

*A joint project run and managed by  
Mind and the CDP*

*Financed by Supporting People  
and the East Riding of Yorkshire  
County Council*



For better  
mental health



**East Yorkshire**  
**FLOATING**  
**Support**  
**SERVICE**

**103 St James Road  
BRIDLINGTON  
YO15 3NJ**

**Tel: (01262) 678561**

This is a joint project managed by Hull & East Yorkshire Mind and the Hull and East Yorkshire Council for Drug Problems (CDP) in the East Riding area.

Our main aim is to help nominated individuals to maintain stability and independence in their rented accommodation.

We accept individuals with a dual diagnosis (in this instance, an identified mental health problem, and problems with substance use).

All individuals are in rented accommodation and in receipt of Housing Benefit, or can pay independently for this support.

### **Aims of the Service**

Working in partnership with other agencies, we are able to offer intensive “psychosocial” support to individuals by:

- ◆ Assisting with practical issues
- ◆ Helping people monitor their own mental health and substance use
- ◆ Assisting people to set realistic goals and enabling them to achieve their aspirations

- ◆ Encourage service users to develop social, educational and vocational networks.
- ◆ Assisting people to live independently within their community.
- ◆ Provide information and advice enabling service users to make informed choices and decisions.

### **Assessment & Support**

- ◆ The needs of the service users are comprehensively assessed.
- ◆ All service users have individual support plans which address identified needs.
- ◆ Assessments and reviews involve service users and takes full account of their own views, targets and personal aspirations.
- ◆ Assessment and review procedures are reviewed periodically.

The type of support provided will be complimentary and may include any of the following:

- ◆ Budgeting assistance
- ◆ Assistance with benefit claims
- ◆ Help with practical tasks aimed at encouraging independence with cooking, shopping, cleaning etc.
- ◆ Encouragement to keep appointments and access to appropriate specialist services.
- ◆ Advocacy
- ◆ Confidence building
- ◆ Interpersonal skills
- ◆ Social network building
- ◆ “Good neighbour” skills
- ◆ Advice on drug and alcohol issues
- ◆ Assistance addressing mental health and substance use, including lapse, relapse or ill health