



# East Lancashire Personalised Support Service

## Referral Information Pack 2019

A decorative graphic consisting of a series of colorful dots of various sizes and colors (teal, yellow, pink, purple, blue, green) arranged in a curved path from the bottom right towards the top right of the page.

**opportunity, choice and wellbeing**



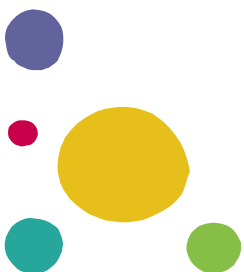
## MISSION STATEMENT

Creative Support has a fresh approach to enhancing the quality of life for people with Identified support needs through housing, support and other services.

Creative Support is a non-profit making organisation and is registered as an Industrial and Provident Society with Charitable status. The agency was founded in 1991 and now provides a range of high quality person centred services within 53 local authorities. Committed to the principles of the Recovery Model and the Social Inclusion agenda, we have a proven track record of achieving valued outcomes for individuals.



**Creative Support's Cyber Café at Dale House**



# SERVICES FOR PEOPLE WITH IDENTIFIED SUPPORT NEEDS IN EAST LANCASHIRE

## MISSION STATEMENT

The East Lancashire Personalised Support Service aspires to provide a high quality support service with the option of supported accommodation for people with Identified Support needs. The principle aim is to empower individuals to take control of their own lives by providing a flexible person centred service.

## AIMS & OBJECTIVES OF THE SERVICE

The overall aim of the service is to provide a high quality outreach and community support service for people with identified support needs which is person centred, outcome directed and recovery focused. It is our aim to help individuals secure and maintain accommodation through the council, private sector, housing associations and Registered Social Landlords.

In addition to our community support service, we also provide accommodation and support at Sunnybank and Lowerhouse lane. The service will enable people to live as independently as possible and to move away from reliance on paid support and specialist health services.

We will achieve our aims through providing high quality, culturally and age appropriate support to individuals with identified support needs which is adjusted in accordance with their changing requirements and progress towards independence.

We are an East Lancashire service and aim to work across the whole borough including the townships within: Burnley, Pendle and Rosendale.

We are a flexible service with a responsive staff team. We offer a seven day a week service and we provide a 24 hour on call service to all our creative support accommodation based service users.



*We always consult with our service users*

## The Service delivery is under-pinned by the following core values:

- A person-centred approach to working with service users
- A collaborative style of service delivery which involves working in close partnership with service users whilst maintaining boundaries
- A proactive and positive approach to engaging service users with respectful and non-judgemental working methods
- A commitment to meeting the diverse needs of service users and to anti-discriminatory practice
- A highly flexible and responsive model of service provision which is delivered around the needs of the individual and their personal goals and circumstances
- A commitment to the promotion of independence, personal development and social inclusion
- A strong focus on the development of self-esteem and general physical and mental wellbeing using health promotion principles to facilitate improved health outcomes and healthy living
- A focus on developing pathways away from the use of specialist services towards informal services and valued social roles including paid and unpaid work, education and training, with a deliberate intention to reduce reliance on paid workers and specialist supported housing and health services
- Adherence to the recovery model which recognises and builds upon the strengths, interests, coping skills and informal support networks of service users.
- Adherence to rehabilitation and personal development planning principles which identify strengths and build independent living skills using a range of person-centred approaches.



*Creative Support's Holiday home Howe Top in the Lake District*





## SUPPORTED ACCOMMODATION

Sunnybank comprises of nine apartments for two people to share on Manchester Road, Burnley. Sunnybank is a listed building and had undergone a refurbishment of an old school into contemporary spacious apartments. Creative Support are the Landlord of the properties. They are fully furnished to a high standard, and offer a high level of security including video intercom, security gates and double locks. Payphones are provided in each ground floor hall way. It is ideally located based close to the town centre and on a major bus route and within walking distance of the train station.



Lowerhouse Lane offers four town houses for two people to share located next to the canal in Rosegrove, Burnley. The accommodation comprises of a lounge, kitchen, a double bedroom on the first floor and smaller spare room, bathroom and en-suite also a double attic bedroom. There is also a spacious garage / basement. Shops and amenities are within walking distance, and the properties are located on a main bus route.



Creative Support also provide support to people living in their own homes in the community. Whilst the majority of support is provided within Burnley, this is intended to be an East Lancashire wide service covering Pendle, Rossendale, and Hyndburn and referrals will be considered from all those areas.



In line with the personalisation agenda, our service can work over a 24 hour period offering bespoke packages of support tailored around individual needs.



### STAFF SUPPORT TEAM

Neil Thompson	-	Registered Project Manager
Catherine Ormerod	-	Support Coordinator
Alex Smith	-	Senior Support Worker
Julie Howarth	-	Support Worker
Scott Olsen	-	Support Worker
Dawn Hutchins	-	Support Worker
Karen Derbyshire	-	Support Worker
Zaynab Karolia	-	Support Worker
Keith Bailey	-	Support Worker
Angela Molloy	-	Support Worker



The team is managed by Service Manager, Sheila Reynolds-Newby. The team are supported by the various departments based at our Head Offices in Stockport, including the Housing and Welfare Rights team, Maintenance and Purchasing team, and the IT support team.



## HOW TO CONTACT US

Creative Support  
East Lancs Personalised Support Service  
173A Manchester Road  
Burnley  
Lancashire  
BB11 4HR



Tel: 01282 450539

Email: [eastlancs@creativesupport.org.uk](mailto:eastlancs@creativesupport.org.uk)

Website: [www.creativesupport.co.uk](http://www.creativesupport.co.uk)

## WHO CAN REFER?

- **Individuals wanting to refer themselves**
- **Family/carers/friends**
- **Other Health agencies and Professionals**

## HOW TO MAKE A REFERRAL

Following feedback, we have simplified how people can refer to us; referrals can now be made in the following ways:

- **By Telephone** – our team are happy to take your referral over the phone
- **By Website** – the new website easily allows referrals to be submitted online
- **By Email** – referrals can be sent as an attachment via email
- **By Post** – referrals can be sent by post

Please send all referrals to the attention of Catherine Ormerod. Please note we also require:

- Self-directed support plan to be in place upon successful application
- Consent to disclosure and relevant information form – signed by the person referred.
- Up-to-date copy of the CPA care plan, if applicable.
- Up-to-date copy of the risk assessment
- Any further relevant information

\* Please note - If submitting referrals online or by telephone, these additional documents can be gathered during our referral assessment period.

## ELIGIBILITY CRITERIA

Please see the attached Referral Process. The criteria for the service is:

- Identified Support needs.
- Enhanced CPA, if applicable.
- Age 16 onwards.
- East Lancashire links.
- Recovery focused Support.
- Physical Disability: personal care needs; physical health needs considered on an individual basis.



## FEEDBACK OR SUGGESTIONS

We welcome all comments on our service. If you have any enquiries, would like to discuss the service further, or comment on our services then please contact Neil Thompson or Catherine Ormerod on the below contact details:

Creative Support  
173a Manchester Road  
Burnley  
BB11 4HR

Tel: 01282 450539  
Email: [neil.thompson@creativesupport.org.uk](mailto:neil.thompson@creativesupport.org.uk)  
[catherine.ormerod@creativesupport.org.uk](mailto:catherine.ormerod@creativesupport.org.uk)  
[alex.smith@creativesupport.org.uk](mailto:alex.smith@creativesupport.org.uk)

creative  
SUPPORT

opportunity  
choice  
and  
wellbeing







**REFERRAL FORM**  
**EAST LANCASHIRE PERSONALISED SUPPORT SERVICE**

**CONTACT DETAILS:**

Please send any referrals to:  
**NEIL THOMPSON, PROJECT MANAGER OR**  
**CATHERINE ORMEROD, SUPPORT COORDINATOR**

**EAST LANCASHIRE PERSONALISED SUPPORT SERVICE**  
**FLAT A**  
**173 MANCHESTER ROAD**  
**BURNLEY**  
**LANCASHIRE**  
**BB11 4HR**

**TEL: 01282 450539**

**DETAILS OF REFERRER:**

<b>CARE MANAGER / REFERRER</b>	
<b>POSITION</b>	
<b>TEAM / BASE</b>	
<b>ADDRESS</b>	
<b>CONTACT NUMBER</b>	
<b>DATE OF REFERRAL</b>	
<b>SIGNATURE</b>	

**DETAILS OF SERVICE USER:**

<b>NAME &amp; PREFERRED NAME</b>	
<b>PRESENT ADDRESS</b> Or <b>CONTACT ADDRESS</b>	
<b>CONTACT NUMBER</b>	
<b>DATE OF BIRTH</b>	
<b>GENDER</b>	
<b>ETHNICITY</b>	



**DETAILS OF SERVICE USER continued...**

<b>NAME OF GP</b>	
<b>ADDRESS</b>	
<b>TELEPHONE NUMBER</b>	
<b>NAME OF CPN / SOCIAL WORKER*</b>	
<i>(*please delete as appropriate)</i>	
<b>ADDRESS</b>	
<b>TELEPHONE NUMBER</b>	
<b>NAME OF CONSULTANT</b>	
<b>ADDRESS</b>	
<b>TELEPHONE NUMBER</b>	
<b>BRIEF HISTORY OF IDENTIFIED NEEDS:</b>	
<i>(including diagnosis)</i>	
<b>DETAILS OF SUPPORT REQUIRED</b>	
<b>AMOUNT OF HOURS REQUIRED?</b>	

**ASSOCIATED RISK FACTORS** *(please tick if applicable)*

<b>SUBSTANCE / ALCOHOL MISUSE</b>	
<b>SUICIDAL IDEATION / INTENT</b>	
<b>VIOLENCE / AGGRESSION</b>	
<b>SELF HARM</b>	
<b>SELF NEGLECT</b>	
<b>ARSON</b>	
<b>INAPPROPRIATE BEHAVIOUR</b>	
<b>OFFENDING HISTORY</b>	
<b>ABANDONMENT OF PROPERTY</b>	



**OTHER ASSOCIATED RISK FACTORS or USEFUL INFORMATION:**

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