



Manchester Mental Health Services

Referral Booklet



Creative Support is a not-for-profit provider of personalised services—supporting over 6,000 people to enjoy their lives and reach their full potential.

We have worked in Manchester since 1991 and we currently support over 1,200 adults with mental health needs in community support services and supported housing.



Introduction to Manchester Services

Creative Support is a not for profit provider of personalised services – supporting people to enjoy their lives and reach their full potential.

The aim of our service is to provide high quality, personalised housing related support for individuals with a range of needs. Together with our tenants, we work in partnership with other professionals and health care teams to identify all needs, setting realistic and achievable goals for those we support.

- **Over 30 years experience of mental health and recovery in Manchester**
- **24 hour duty team service with local on call for Manchester 365 days a year**
- **Established and developed user recovery tool**
- **One stop referral process with admin support**
- **Geographical spread of services**
- **Strategically engaged with MCC about the future and quality of services for people with mental health needs**

We work in accordance with the recovery approach and our services have a move-on pathway to reflect this; from 24 hour services through to supporting people in their own tenancies. When we receive a new referral, we ensure that each individual is aware of the expectations of personal development and outcomes. Where appropriate, we will also implement a move-on plan within the first six months of an individual commencing with the service.

We have a wide range of services throughout Manchester, all with individual eligibility criteria – please see the specific service page for further information on eligibility.

Our Locations

- Blackley
- Burnage
- Chorlton
- Crumpsall
- Harpurhey
- Hulme
- Fallowfield
- Levenshulme
- Longsight
- Northenden
- West Didsbury
- Withington
- Wythenshawe
- Whalley Range



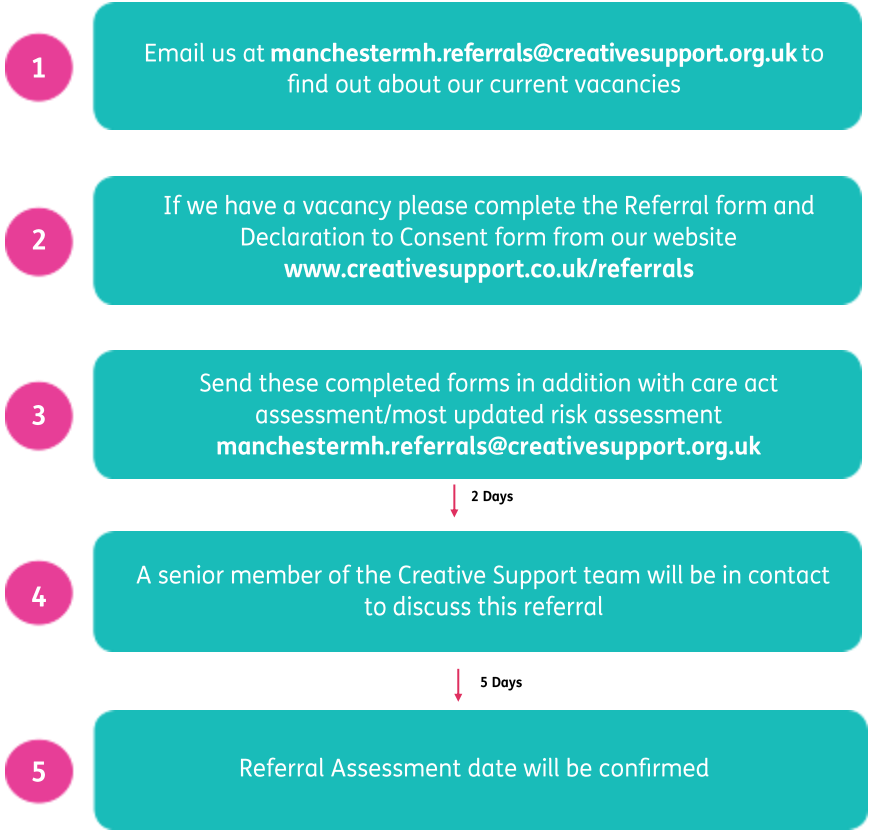
For more information on any of our services you can contact our Manchester referral service on:
manchestermh.referrals@creativesupport.org.uk

Referral Process

To refer into any Manchester mental health service in Creative Support, please email us at:

manchestermh.referrals@creativesupport.org.uk

Please see below for the breakdown of the Referral process when we have a vacancy in supported accommodation/tenancies.



Referral Process

Referral Allocations

Once assessment has been undertaken and all supported information received an allocation decision will be made and communicated to the appropriate person/s involved.

Icon and Service Level Key

A range of icons have been developed so you can easily identify the facilities available at each location.



Ensuite



Self Catered



Creative Support
Landlord



Female only
facility



Male only
facility



Service Capacity

We have also created a level bar to indicate the level of support available at each service.

Low level:

(e.g. 2hrs
per week)



Med level:

(e.g. bespoke support level.
Sleep in support/lone
working)















































High Level:

(e.g. 24hrs per day)

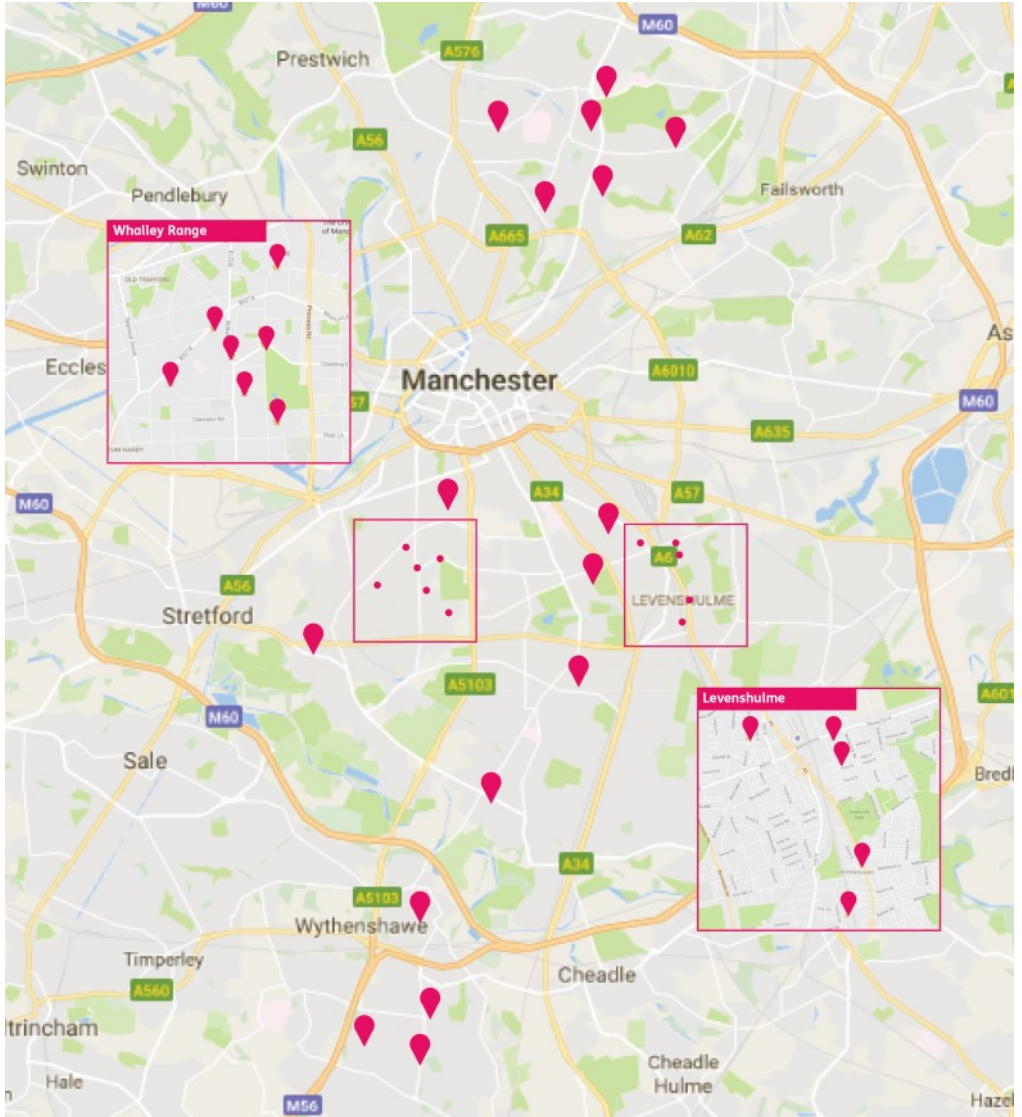


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Map of Services

Map of Creative Support's Manchester mental health supported accommodation



Amherst Road, M14



Amherst Road provides supported accommodation for up to eight women. The property has eight en-suite bedrooms, two shared kitchens, shared lounge area, a large activity room and garden. There are two shared toilet areas and also shared laundry facilities.



Support Offered

Support is offered to women with complex mental health needs, it focuses on enhancing independence and quality of life through intensive support, led by a registered manager and skilled support team. The aim is to enable individuals to develop new skills and interests with a key focus on health and wellbeing and support to engage in the community.

- Intensive day support and care up to 10pm, includes support to appointments
- Lone waking night support from 10pm – 7.30am
- Weekly activities, group support and creativity to encourage relaxation and build life skills

'I've lived at Amherst for five years; I really enjoy it and have made lots of friends here. I enjoy attending art and drawing classes and also making things such as flower arrangements. My room is nice and I feel at home, I also like spending time in the garden.'

Birch Lane, M13



Birch Lane is a 12 bed property, each room consists of a shower, sink, single bed, wardrobe and bedside table. The communal areas include two kitchen areas. There is also a laundry room, quiet room and a small gym room on the first floor.



Support Offered

Birch Lane is a place for men with complex mental health needs/dual diagnosis and priority is given to people who have an offending history. Individually tailored support is offered.

- Staffed 24 hours a day, with a waking night staff member and a sleep in staff member overnight
- Residents can stay for up to two years, or until suitable alternative accommodation can be found.
- Enabling and supporting tenants in their recovery and move-on
- Referrals for this service go directly through Birch Lane - birchlane@creativesupport.org.uk

'I like it here, I like the people, the staff help you out the best way they can. If you need to go anywhere they will come with you or if you have a problem with your rent they will help you out, you can call them any time, day or night. I feel like they have helped me with my confidence and going out. The area is good and it has all the shops you need.'

Burkhart, M20



Burkhart is designed for women leaving hospital who are looking to secure long term accommodation and meaningful occupation, but need initial support in the community to do this. The accommodation comprises of shared kitchen spaces with eight en-suite rooms with kitchen units.



Support Offered

This service offers a comprehensive package of support for women with mental health needs and intensive housing and support needs.

- Staffed from 8am-11pm, including lone working
- Sleep service and waking night on site, 7 days a week
- Women will be provided with intensive tailored support in the day with the ability to access the on-site sleep service if required. Emphasis on community links and engagement
- The supported tenancy is a time limited service for 6-18 months

'I have lived at Burkhart for a year and a half. At Burkhart I feel I have the freedom to do what I want to do – I listen to music, watch TV, go to the shops. I have a fridge and microwave in my room, so I have the independence to cook when I want'.

Fletcher Court, M22



Fletcher Court offers a service for people with mental health needs. It has 11 fully furnished flats, a communal space with pay phone, kitchen and laundry facilities for tenants to use.



Support Offered

Support is focused on recovery, empowerment and developing independent living skills. The service has an element of housing related funding, people who have additional support needs will require funding to meet these needs.

- There is an office on site, though this is not staffed at all times, as the support team work across the accommodation based services and wider community setting
- Proactive rehousing support and community engagement

The staff help you with everything from money to personal problems. Whenever you feel down you can always come and speak to them. The type of staff that work here will always lift you up'.

Hastings Avenue, M21



Hastings Avenue provides supported accommodation for those who have a primary mental health need. There are 12 flats with a lift. The flats (apart from two studio flats) consist of bedroom, bathroom, lounge and kitchen area. They also have a communal space on the ground floor and garden access.

Support Offered

This service provides bespoke support depending on the individuals funding avenue. The support team (male and female) aim to enhance users skills and abilities to be able to live and cope with their illnesses and needs.

- Placements offered from 2 years
- Staffed from 8am - 11pm
- Staffing levels/hours will vary at the service and is dependent upon the level of individual packages delivered
- Sleep service on-site 7 days per week, this is for crisis liaison not a waking night function
- Minimum individual support package of 3 - 4 hours

'There's lots of activities and events that go on here; I enjoy drawing, colouring, and going for coffee. I've also hosted a Bollywood night and cooked a curry for everyone which went down really well!

Creative Support gives you plenty of independence and the support you need. The staff here are really caring and when you want to talk, there is always someone there. Living at Hastings Avenue has improved my self-confidence and self-esteem'.

Service level ●

(Direct referrals)

Hollinsclough Close (YPS), M22



Hollinsclough Close is designed for male and females aged between 16-25 years. The property has 11 self-contained flats and offers a shared service.

The hostel consists of six bedrooms and two shared bathrooms.

Communal areas include shared laundry service, front and rear gardens, living room, and a conservatory which is used as a pool room.



Support Offered

This service promotes young people to live independently and move on to live their lives. Staff help support individuals that have not had a property of their own, helping develop daily living skills.

- Service is double staffed up to 10:30pm
- Waking night on site should assistance be needed through the night
- Move on service after two years
- Referrals for this service go directly through Hollinsclough Close - yps@creativesupport.org.uk

'I really enjoy working here, everyday is different. It's very homely and a safe place. It offers our tenants the stability that they wouldn't get else where. We can help them with paying bills, booking appointments and ensure they have the skills they need for when they move on'.

Kwanzaa House, M16



Kwanzaa House consists of 11 purpose built self contained flats, furnished with their own kitchens and bathrooms. There is a shared communal lounge with digital TV and laundry facilities.



Support Offered

This service provides culturally appropriate, individualised care and support, advice and housing management for African Caribbean people. This service is specifically for those with severe long term and enduring mental health needs. Individual Budget funded personalised packages of support can be provided.

- We aim to enable and support tenants with their recovery and move-on
- Support is provided from 9am - 8pm Monday-Friday and 12noon - 8pm Saturday and Sunday

'The staff help me clean and tidy up, I talk to everyone here and get on with them all, it's been really good living here and I've improved a lot. I go to sewing and computer classes put on by Breakthrough and I've got a holiday planned.'

Longley Lane, M22



Longley Lane is a large semi detached house for five women in a shared living setting. Longley Lane concentrates on long term recovery skills and peer support. It is close to all local services such as supermarkets, banks, post offices, shops.

Support Offered

The support team promotes independence and recovery of ability and skills whether this be around the home or accessing the community.

- This service works with women who have long term mental health needs
- Staffed 24 hours a day, seven days a week
- Sleep in from 11.00pm – 8.00am, (although service users can access support if needed in an emergency or crisis)

‘I’ve been here five and a half years. I go shopping once a week and out to lunch with a member of staff and sometimes with a student. We also go on trips, we recently went to watch the pantomime in Stockport’.

Makonnen House, M15



Makonnen House consists of two adjacent, purpose built houses, offering furnished bedrooms with full en-suite facilities, communal lounge, kitchen and garden. The service is close to Manchester city centre and local amenities.



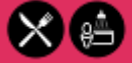
Support Offered

Makonnen House delivers support for men between 18 and 65 years of age who have severe, enduring mental health needs. The service's client group is predominantly Afro Caribbean, however referrals for males from other backgrounds/ethnicities will be considered.

- Double staff cover 24 hours a day with one waking night and one sleep staff
- We aim to enable and support tenants in their recovery and move-on
- There is a focus on positive social interaction and developing key daily living skills such as cooking, cleaning and shopping
- Food provisions are available to those that have this need

'The staff are good, they treat me well and I've got used to them because I've been here so long, it's quite a fun place actually. Sometimes we go on trips, we went to Blackpool recently. You get help with your washing and any problems you need to sort out. I do my own shopping and I like cooking. I do more stuff since I've been here, I wasn't so well before.'

31 Manley Road, M16



Manley Road provides 12 self-contained, part furnished flats for men or women with mental health needs. There is an office on-site but no communal area.

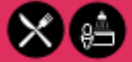
Support Offered

The support is offered through Individual Budgets in relation to the service users needs and within the constraints of the service.

- Not staffed all the time, as the support team work across the accommodation based services and wider community setting
- No staff overnight and limited staffing at the weekend
- Any prospective tenant must have an Individual Budget in place

‘It’s lovely living here. The support here is minimal, it’s there for you when you need it, like if you want someone to go shopping with they will also come and check you’re alright. The staff are ace and I’ve got some really good friends living here, my friend comes round most evenings to chill out and watch TV’.

Sidney Road, M9



Sidney Road is a detached house which provides accommodation for four tenants. The service comprises of four bedrooms with shared kitchen, lounge and conservatory.



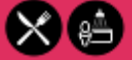
Support Offered

Support packages are provided in partnership with care teams and focus on enabling tenants to gain or re-gain daily living skills at their own pace. Our aim is for further independence and a better quality of life for the people we support.

- Tenants have access to night support via our on-site sleep-in and Creative Support's on-call service.
- Two year tenancies are provided at Sidney Road with an emphasis during that time on recovery and moving forward through our move-on properties.

'I like it here, you get your own apartment and bathroom and that's better. I am currently waiting to move to my own place and the staff have been helping me set up a bank account and helping me prepare for the move'.

St Stephen's Court, M9



St Stephen's Court is an innovative service which has been developed by Guinness Northern Counties and Creative Support. It is a sheltered scheme which has 23 bright, modern flats in a stylish apartment block with communal areas and landscaped gardens.

It offers sheltered accommodation for older adults. Creative Support manage seven flats, one of which is an office with sleep in facilities. There are a further five single flats and one double flat intended for a couple.

Support Offered

Creative Support will work with adults who have low to moderate learning difficulties with a range of needs. We also take referrals for Adults with mental health diagnosis who have had a period of stability but require ongoing support.

- 24 hour background support with a sleep in and an additional personal package
- The staff team offer 15 hours per week general housing related support
- Referrals have to be approved by Guinness Lettings team following assessment

'I feel settled here. You have your own privacy, I do my own shopping and cooking, there is a good group of people living here. I'm happy, the staff are fantastic and do a fantastic job.'

The Shawe, M22



The Shawe is a female only Lone Parents Service, providing accommodation and support for women who have mental health, safeguarding and housing needs. The women who require this service will have children in their care or a clear plan for the child staying with their female parent. There are 10 flats in the main building and two, three bedroom houses on the main site. There is shared space in the main building where internet, TV and activity space can be used. There is also a shared laundry facility.

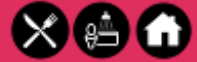
Support Offered

If the parent and/or child requires professional input around the child's needs these are met by other professionals such as Health Visitors, Family Support or children and family social workers. The aim of the service is to work in partnership with these professionals.

- This service is staffed 24 hours a day and includes CCTV
- Day support from 8am - 9pm. There is a lone waking night worker available from 9pm - 8am
- Referrals for this service go directly through The Shawe - the.shawe@creativesupport.org.uk

'The staff here are professional and formal but they still speak to you on the same level and aren't going to judge you. The flat is nice, when I first moved in it was a bit daunting as it happened so quickly but the staff helped me to settle in, I feel like I can focus here and work towards living independently.'

Upper Chorlton Road, M16



Upper Chorlton Road is a mixed service for 12 people. There are 10 en-suite bedrooms and another two bedrooms share the bathroom facility. All rooms are fully furnished. There is a communal lounge, main kitchen, snack kitchen, meeting room, laundry facility and games room with a full size pool table.



Support Offered

UCR is a rehabilitation service that offers 24 hour person centred holistic support for individuals with enduring mental health, challenging behaviour, complex needs and forensic backgrounds.

- There are two project cats at the service and these are cared for by the tenants
- Tenants are expected to move on after two years

*'I cook all my own food, we have a communal kitchen and sometimes I cook for the people that live here.
The staff are helpful and approachable,
if you need anything you can go to them'.*

28 Wellington Road, M16



Wellington Road consists of six self-contained fully furnished flats with a shared access front door and large communal garden to the rear of the building. The flats are all non-smoking properties but tenants are able to smoke in the facility provided in the communal garden.



Support Offered

- This service is staffed 24 hours a day so tenants can access support at any time
- Two waking night staff
- Support is focused on rehabilitation, wellbeing and greater independence

‘Staff are really fantastic towards me, they are really caring and care about my support.’

30 Wellington Road, M16



30 Wellington Road is a mixed service, there is a communal lounge, large communal garden and a large communal kitchen. It is a non-smoking service but there is a smoking facility in the garden for tenants to access.

Support Offered

- This service is staffed 24 hours per day, with two waking night staff
- Support is focused around rehabilitation and daily living skills
- Tenants are expected to move on after a year to either the self contained flats at 28 Wellington Road or on to other accommodation

'The staff help me budget my money, clean, do laundry and to go out independently. This is the best thing I've ever had, I do my own cooking and I've become more independent, the main thing is that they want you independent so you can do things for yourself.'

65 Northern Grove, M20



65 Northern Grove, provides five supported tenancies that are based in West Didsbury. The service is female only and four hours minimum support package are provided.

Support Offered

The individuals who live in this property are supported to:

- Enhance their personal tenancy management skills
- Develop their ability to effectively manage their health needs and work with the services that can assist with these needs
- Develop community links and networks

Our team are able to work with people who require support across the South Manchester area and can also support people throughout their tenancies. This can be via a Local Authority funding stream or self-funded referral. The primary need of the individual must be mental health, bespoke support will be considered during the referral process.

'We are an active and dynamic team of support workers with a fast-paced and creative outlook. We support a diverse group of service users across the South Manchester neighbourhoods, engaging with local communities to meet the changing needs of the we support.'

City Wide Community Teams



Manchester City Wide Community Teams specialise in support for adults with mental health needs. The team consists of community outreach workers who work across the city with teams based in North, Central and South Manchester.

These teams can also consider referrals for individuals who have other health and care needs.

We aim to provide a service which promotes independence and enhances self-esteem and confidence of service users through individualised support packages to meet identified needs and benefit from social inclusion.

Queen Grove Supported Tenancy Service



Queen Grove Supported Tenancy Service, provides housing related support for 30 tenants across a number of properties in South Manchester.

Support Offered

The support is geared towards supporting tenants to maintain their tenancy, build their skills and to move on to independent living. Tenants are usually expected to move on after a two year period.

- This service is not staffed at all times as the support team work across the accommodation based services and wider community setting
- Two and half hours housing related support per week

‘It’s really rewarding seeing people succeed and helping them move on. We help residents with housing related support and help them to maintain their tenancies. Building trust with the residents is important and that helps you understand what they need and what you can do for them’.

Queen Grove Community Team

90 Albert Grove

This service provides three self-contained, part furnished flats for men or women with mental health needs. There is an office on-site but no communal area.

92-94 Albert Grove

This service provides eight self-contained, part furnished flats for women with mental health needs. There is an office on-site but no communal area.

The Corner House

This service provides eight self-contained, part furnished flats for men and women with mental health needs. There is no office on-site but the service office is based about 1.5 miles away.

Rockhampton Street

This service provides four self-contained part furnished flats for men and women with mental health needs. There is no office on-site but the service office is based about 2.5 miles away.

Stainer Street

This service provides one, two bedroomed terrace house for a man or women with mental health needs. There is no office on site but the service office is based about 0.5 miles away.

North Manchester Outreach Team

North Manchester Outreach team offers 2 - 3 hours of floating support to a number of tenants at various locations around North Manchester.



Ilkley Street

Ilkley Street comprises of seven, one bedroom flats. The premises contain a communal lounge where tenants can socialise and relax as well as a utility room with washing machine.

Support Offered

- Two hours of support is delivered each week by our outreach team
- Trained staff work closely with care teams as part of the MDT and support tenants to work towards developing skills to enable them to move-on to general needs and independent tenancies



Oxford House

Oxford House is a large, beautifully renovated, detached house with four high quality flats.

Support Offered

- Two hours a week of support are provided at Oxford House, funded by Supporting People Floating Support, the support is delivered by our outreach team
- Our trained staff work alongside care teams to support tenants in their recovery and journey towards more independent living

North Manchester Outreach Team



Bankhirst Close

Bankhirst Close is made up of 16 self-contained, one bed flats provided by Great Places Housing Association. Creative Support are currently providing support for 10 tenants.

Support Offered

Two hours of support is provided each week funded by Supporting People Floating Support and delivered by our outreach team. Our staff provide:

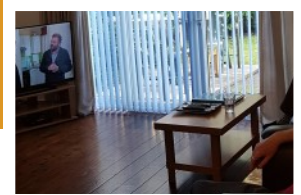
- Housing related support in these semi-independent properties
- Enabling and supporting tenants in their recovery and move-on



Brandon Avenue, M22



Brandon Avenue provides accommodation for older men with a mental health diagnosis. It has five bedrooms, three communal areas, and a front and rear garden. The property has two shared bathrooms and a shared laundry facility.



Support Offered

- 24 hour support
- Double staff cover during the day and one waking night staff, should anyone require assistance
- Support provided aims to enhance quality of life and promote independence and the right to make choices
- This service offers Homes for Life for as long as the person requires the service

'It's a great place to live and I like Creative Support, they do a lot of good work. I love it when we go out for a pub lunch, my favourite is fish and chips. I would recommend the staff, they really look after you!'

Homewood, M22



Homewood accommodates men only. There are five bedrooms altogether, a communal kitchen, lounge, two shared bathrooms, garden and laundry facility. Activities and trips are provided throughout the day.



Support Offered

- The service provides high levels of support for personal care, cleaning, cooking and laundry
- The service is staffed 24 hours per day
- Waking night support available should anyone require assistance
- Focus on promoting recovery, well being and greater independence

'It's really helped me living here, I was really ill when I moved in but I've improved a lot since living here. They help you with everything and I have a good bedroom, it's nice to have all my own things. There's a café over the road and on Tuesday's I meet up with my friends in Chorlton.'



For more information email: manchestermh.referrals@creativesupport.org.uk



Referrals

To enquire about making a referral or for more information please contact the Manchester referral system:

Email: manchestermh.referrals@creativesupport.org.uk

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