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Swindon and  
Gloucestershire

A Guide for Professionals:  
**The Alexandra  
Wellbeing House**



## Who are we?

The Alexandra Wellbeing House is located in Gloucester and is a partnership project between Swindon and Gloucestershire Mind and Together NHS Foundation Trust. The service offers a preventative approach for individuals who are experiencing challenges related to their mental health in a safe and secure environment.

## Where are we?

The Alexandra Wellbeing House is situated within the centre of Gloucester and is within walking distance of the City Centre. The service can accommodate 5 people (Guests), each with their own individual bedroom and shared communal areas in a relaxing setting. There is a shared kitchen, lounge, quiet room, craft room and garden with a summer house.

## Recovery Statement

Alexandra Wellbeing House places recovery and empowerment at the heart of our Service. Therefore, we all demonstrate the recovery values of:

- **Open:** We reach out to anyone who needs us.
- **Together:** We're stronger in partnership.
- **Responsive:** We listen, we act.
- **Independent:** We speak out fearlessly.
- **Unstoppable:** We never give up.

## Alexandra Wellbeing House Offers Guests

Guests can stay and access support for up to two weeks in a therapeutic environment, promoting recovery and wellbeing.

- Time for reflection and space to think and time away from the causes of issues and problems.
- Safety and Support Planning with Wellbeing Staff via the Five Ways to Wellbeing Plan (available on request).
- Wellbeing Follow Up Call following your stay.

**Address:** Alexandra Wellbeing House, 29-31 Alexandra Road, Gloucester, GL1 3DR **Tel:** 01452 245338 **Web:** [www.sgmind.org.uk](http://www.sgmind.org.uk)

## Referral Criteria

The Alexandra Wellbeing House is open to anybody living in Gloucestershire whilst considering the below:

**To access this service, a Guest must be:**

- Aged 18 years and upwards.
- Registered with a GP within the Gloucestershire Clinical Commissioning Group area.
- Able to Self-Medicate and Self-Care.
- Risk assessed to ensure The Alexandra Wellbeing House is a safe and suitable environment.

**A Guest will not be eligible for this service if a Guest is:**

- Subject to Mental Health Act, **excluding** Community Treatment Order (CTO) and Section 17 Leave.
- Assessed as being actively suicidal with plans to end their own life.
- Diagnosed with an Organic Illness, such as Dementia.
- Homeless or of No Fixed Abode (NFA).

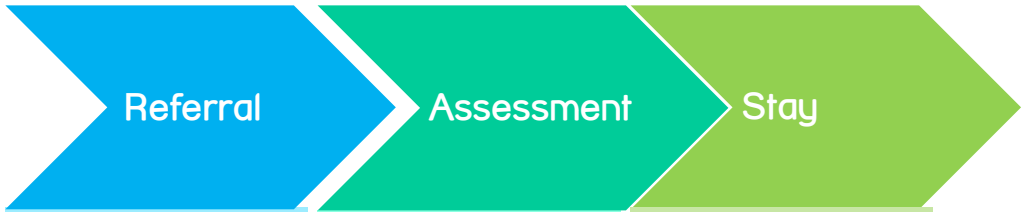
## Outcome Measures

- **Friends and Family Test** – 95% of Guests who completed a stay in 18/19 would either ‘Extremely Likely’ or ‘Likely’ recommend The Alexandra Wellbeing House to their friends and family.
- **Self-Assessment Score** – 100% of Guests who completed a stay in 18/19 either maintained or improved upon their self-assessment score.
- **Warwick Edinburgh Mental Wellbeing Scale (WEMWBS)** – 95% of Guests who completed a stay in 18/19 either maintained or improved their wellbeing score.

## Guest Feedback

- “It’s a safe, relaxing, and a good place to rest to clear your thoughts and gives you a break”.
- “I wouldn’t have coped going straight home from hospital, a service like this is really positive”.
- “I was a wreck before I came here, this is a place to rebuild my foundations”.

# Referral Pathway



A referral and risk screening form will need to be completed and sent directly to us, alongside an up to date clinical risk assessment within the last month.

Forms are available via:  
[www.sgmind.org.uk](http://www.sgmind.org.uk)  
2gether Intranet and G-Care.

When the referral has been received we will contact you and/or the person you have referred within 4 working days with the outcome of the referral.

If an assessment is offered, it will be arranged within 30 days of a referral being made and will be carried out by two members of Staff.

It is requested that you (the referrer) attend the assessment with the person you have referred.

A decision will be made on whether a stay is offered no longer than 2 working days after the date of the assessment.

A stay of up to two weeks will be offered when possible by Staff.

Staff will update you and the person you have referred on an ongoing basis until a date has become available for a stay to start.

When a date has been agreed upon the person you have referred will start their stay of at The Alexandra Wellbeing House.

