

Operational Policy

The Alexandra Wellbeing House in partnership with Gloucestershire Health and Care NHS Foundation Trust



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Section 1 – Operational Policy

Introduction:

This document sets out the operational processes and standards for the delivery of services, working in partnership to provide The Alexandra Wellbeing House. This is a public document and will be accessible to service users (Guests), carers and other parties interested in the work of the project.

The Alexandra Wellbeing House is staffed and managed by Swindon & Gloucestershire Mind Ltd. The service is situated in the centre of Gloucester and has been commissioned by NHS Gloucestershire Clinical Commissioning Group.

The functioning and management of The Alexandra Wellbeing House is overseen by an Operational Steering Group, which consists of NHS Gloucestershire Commissioning Group, Gloucestershire Health and Care NHS Foundation Trust and Swindon & Gloucestershire Mind Ltd. The Operational Steering Group oversees the partnership working between providers and the way in which the service is used. Day to day management of the service is the responsibility of the lead partner Swindon & Gloucestershire Mind Ltd.

About Us:

The Alexandra Wellbeing House is located in Gloucester and is a partnership project between Swindon and Gloucestershire Mind & Gloucestershire Health and Care NHS Foundation Trust (with the previously known 2gether NHS Foundation Trust branch of Trust). The service was officially opened by the Countess of Wessex in July 2017. The Alexandra Wellbeing House offers a preventative and supportive approach for people experiencing mild to moderate mental health challenges and to those who may be at risk of mental health admission, crisis and/or relapse.

Mission Statement:

The Alexandra Wellbeing House strives to continuously inspire and encourage Guests through their recovery, promoting wellbeing, resilience and quality of life.

Recovery Statement:

The Alexandra Wellbeing House places recovery and empowerment at the heart of our service. Staff, volunteers all demonstrate the recovery principles 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.

Section 2 – Overview of Service

Alexandra Wellbeing House:

The Alexandra Wellbeing House is managed by Swindon and Gloucestershire Mind, who promote a holistic ethos, whilst using a recovery orientated, solution focussed and person-centred approach.

It provides a safe, therapeutic environment for adults experiencing mild to moderate mental health challenges who can access up to two weeks support and advice from Wellbeing Support Staff. The service is staffed Monday to Sunday during the day with an on-call system available during the night.

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

Individuals who stay at Alexandra Wellbeing House will be known as 'Guests' rather than 'Patients', reflecting the non-clinical nature of the service.

Aims of Service:

- Support Guests to develop safety and support planning, to help prevent further deterioration of their mental health which may otherwise result in hospital admission.
- Support Guests who have been discharged from hospital so they can move back into the community (if they have their own secure accommodation arrangements following a stay with us).

Features of Service:

The service is provided in an environment which is safe, recovery orientated, supportive and empowering, based on the Social Care Model. The Alexandra Wellbeing House provides:

- Time for reflection, space to think and time away from the causes of emotional, environmental and social problems.
- Individual and person-centred support that focuses on specific outcomes via the Five Ways to Wellbeing Plan, which includes personal safety and support planning.

The Five Ways to Wellbeing Plan is available on request.

Accommodation:

The Alexandra Wellbeing House is a three-story detached house. Each Guest is allocated their own private bedroom and there are several communal areas and shared facilities such as, the living room, kitchen, bathrooms, crafts room, outdoor garden space and summer house.

Location:

Alexandra Wellbeing House is located at 29-31 Alexandra Road, Gloucester and is accessible by public transport. It is situated in a quiet residential area, within walking distance of the City Centre. Off road parking is available at the back of the property for staff and visitors. Guests may be able to park subject to available spaces.

Car Parking

Car parking facilities are available on the main road of the service (Alexandra Road), however spaces are limited. Staff, volunteers, Guests and visitors to the service are encouraged to park at the back of the building, which is accessible via Hillfield Court Road (GL1 3QS). Parking is not guaranteed.

Contact Details:

Address: The Alexandra Wellbeing House
29-31 Alexandra Road
Gloucester
GL1 3DR

Telephone: (01452) 245338

Email: alexwellbeing@sgmind.org.uk

Section 3 – Referral Criteria & Process

Referral Criteria

The Alexandra Wellbeing House will accept referrals from any statutory services, i.e. GP's and Gloucestershire Health and Care NHS Foundation Trust healthcare professionals. Referrals from a non-statutory organisation have to have known the individual for at least 6 months, before a referral can be made.

To access this service, a Guest must be:

- Aged 18 years or over.
- 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 the service if a Guest is:

- Subject to the 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).

We are unable to accept self-referrals at present and would require a healthcare professional (i.e. GP, care coordinator, support worker etc) to complete the referral.

Referral Process:

The Alexandra Wellbeing House will accept referrals from any statutory services, i.e. GP's and Gloucestershire Health and Care NHS Foundation Trust healthcare professionals. Referrals from a non-statutory organisation have to have known the individual for at least 6 months, before a referral can be made. A current risk assessment (within the last month) for your client is also required to be sent alongside the referral either from RIO, or your own internal risk assessment process.

Referrals will be made using the Alexandra Wellbeing House Referral and Risk Screening Form which is available from the service directly via email to: alexwellbeing@sgmind.org.uk. The forms are also available for download from www.sgmind.org.uk/the-alexandra/, www.2gether.nhs.uk/locations/alexandra-wellbeing-house/ and G-Care. The completed forms can be sent by email to: sg.mind@nhs.net or posted via our postal address, The Alexandra Wellbeing House, 29-31 Alexandra Road, Gloucester, GL1 3DR.

- Swindon and Gloucestershire Mind Staff will contact the referrer within 4 working days with the outcome of the referral. If there are concerns about the referral, these will be discussed at this time.
- The Guest and referrer will be notified of the outcome, and if successful, arrangements made for the Guests' arrival at the Alexandra Wellbeing House. If it

is considered that the person does not fit criteria for access or it is considered that they may be currently unsuitable for access, staff will discuss their concerns with the Senior Management Team who will be responsible for the final decision.

- If the referral is unsuccessful and the referrer challenges the decision, then the Senior Management Team and referring team manager will try to reach an agreement. If this cannot be resolved, the final decision will be made by Swindon and Gloucestershire Mind Senior Management Team.
- Guests will be offered up to a 14 day stay, to be reviewed after the first week. In exceptional circumstances the service may be flexible enough to be able to extend the stay after discussion with the Senior Lead, Gloucester, and Care Coordinator/External Organisation Worker.

There is also a **Day Guest Structure** at the Alexandra Wellbeing House. Day Guests are invited to come to the Alexandra Wellbeing House for 6 weeks, 1 day per week with some flexibility surrounding this. Further information about the Day Guest structure is provided later in this document.

The time between visits is 3 months. There are some circumstances in which referrals may be pre-arranged, such as the Christmas and New Year period or for a time that is recognised to be a trigger for deterioration in an individual's mental health.

Referral Pathways are attached to this document as Appendix 1.

Assessment Process:

- If an assessment is offered it must take place within 14 calendar days of receiving the referral. We aim for the assessment to take place no longer than 5 working days from point of contact with the referrer (dependent on availability of all individuals).
- It is requested that a healthcare professional attend the assessment with the person being referred. If this is not possible, the person being referred can be accompanied by a family member or friend for support if needed.
- Unless otherwise agreed all assessments will take place at the Alexandra Wellbeing House and will be carried out by two Swindon and Gloucestershire Mind Staff.
- During the assessment process, Guests will be asked a series of questions regarding their referral which include, reasons for the referral being made, the desired outcome of the referral and outcome measures (i.e. self-assessment score and Warwick Edinburgh Mental Wellbeing Scale). Each Guest will be risk assessed by Swindon and Gloucestershire Mind Staff which includes a real time update of the Guest's mental and physical health, activities of daily living and a Contingency Plan should a Guest need to leave the service before the end of their planned exit date. The gender of Guests is also considered should they be successful to stay at the service i.e. if a Guest requires or requests a female-only, male-only or mixed gender house during their stay. If it is assessed that a Guest is only able to stay with a specific gender i.e. female only, this will be discussed during the assessment process.
- All decisions to accept Guests into the Alexandra Wellbeing House will be made as soon as possible, but no longer than 2 working days after the assessment.

Stay Process:

- Swindon and Gloucestershire Mind Staff will contact the referrer within 4 working days with the outcome of the referral. If there are concerns about the referral, these will be discussed at this time.
- The Guest and referrer will be notified of the outcome, and if successful, arrangements made for the Guests' arrival at the Alexandra Wellbeing House. If it is considered that the person does not fit criteria for access or may be currently unsuitable for access, staff will discuss their concerns with the Senior Management Team who will be responsible for the final decision.
- If the referral is unsuccessful and the referrer challenges the decision, then the Senior Management Team and referring team manager will try to reach an agreement. If this cannot be resolved, the final decision will be made by Swindon and Gloucestershire Mind Management Team.
- Guests will be offered up to a 14 day stay, to be reviewed after the first week, however in exceptional circumstances the service may be flexible enough to be able to extend the stay after discussion with the Senior Lead, Gloucester, and Care Coordinator/External Organisation Worker.

Section 4 – Staff & Volunteers

Staff Team and Roles

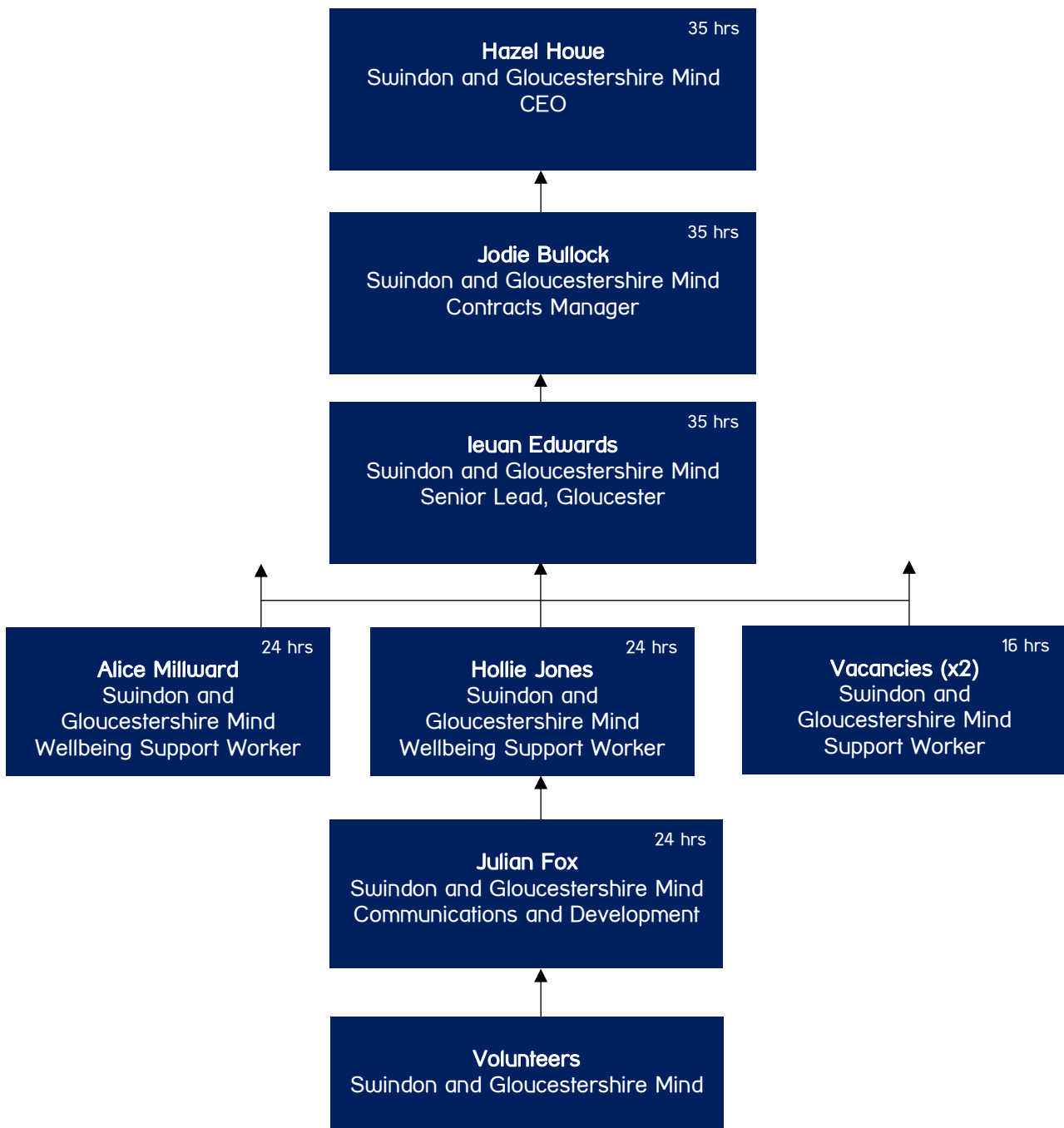
Alexandra Wellbeing House staff work Monday to Sunday with the following hours in place:

Monday to Friday: 9AM to 5PM

Saturday and Sunday: 12PM to 4PM

There is also on-call support for Guests for the hours when staff are not on site, a staff member is always on-call during a stay.

Staffing Structure (Gloucestershire):



Code of Conduct

All staff and volunteers at Alexandra Wellbeing House are expected to practice in a professional manner in accordance with Swindon and Gloucestershire Mind Code of Conduct Policy and Procedure as well as Gloucestershire Health and Care NHS Foundation Trust Policy and Procedure. All staff and volunteers will engage with Guests in a person centred and recovery focused manner, in line with the Trusts core values of quality, sustainability and engagement.

All staff and volunteers receive regular supervision and appraisal. Professional Development is both expected and encouraged.

There is a comprehensive process within the Alexandra Wellbeing House Policies and Procedures which ensures that all staff work towards a successful stay for each Guest, by working to meet performance and professional standards.

Volunteers

The service currently has volunteers and are always very happy to receive enquiries from others who may be interested in volunteering at Alexandra Wellbeing House.

The roles that may be available are many and varied and can be tailored to suit the skills of individuals and the needs of the Alexandra Wellbeing House. Some volunteers have specific skills and knowledge in different areas, such as crafts, gardening, art workshops.

We are very interested to hear from those that wish to volunteer.

All Volunteers receive appropriate training, support and supervision. Volunteers operate during staffing hours only. All volunteers are required to undergo an enhanced DBS check.

Role of Senior Lead, Gloucester

Key Accountabilities

Operational Delivery

- To monitor and deliver the Wellbeing House service alongside Senior Management according to the Service Delivery Plan.
- To develop and keep up to date the policies and procedures for the service.
- To ensure compliance with legal and health and safety regulation for the service.
- To manage the staffing and ensuring adequate staff support; this includes managing annual leave periods, staff sickness cover and the on-call rota.
- To take part in the on-call rota, via providing support to staff who are on-call.
- To ensure accurate and detailed records are kept and to comply with data protection procedures.
- To manage a team that builds and sustains a positive, dynamic can-do culture, making the house a great place to spend time.
- Carry out regular line management sessions and annual staff appraisals supporting staff to be the best they can be in order to provide an exceptional service.
- To hold regular team meetings to maintain effective communication and awareness of progress and development within the service and in mental health services in general.

- To promote the new service liaising with appropriate agencies and arranging time for presentations.
- To liaise with professionals about the House, guests or potential guests.
- To provide supervision, training and development for the staff, and volunteers.
- To develop and coach person centred wellbeing plans with staff and guests.
- To refer, signpost and support individuals to the most appropriate services, within mental health service providers and community resources.
- To report faults and maintenance issues to the appropriate services.
- To regularly monitor risk and to update risk assessments as and when needed
- Establish partnerships with other relevant agencies.
- To develop the service to incorporate workshops and sessions that support a person's wellbeing.
- To participate in the development of a service that is welcoming, user friendly and empowering.

Monitoring and Evaluation

- Lead on the design and data collection method as applicable, capture and record data and report at agreed frequency to demonstrate service outcomes.
- To monitor and prepare monthly stats on guests and requested outcomes as needed.
- To ensure that staff complete paperwork and procedures in relation to a guest's induction, stay and exit.

Marketing

- Continually promote the service, raise awareness, promote good news stories and maintain high profile.
- Share information and services via social media.
- Promote services to GP surgeries.

Financial Management and Sustainability

- To keep up to date financial documents in relation to the service and to liaise regularly with Swindon & Gloucestershire Mind administration and finance team.
- To identify and work with other partnerships/ organisations who could contribute to the sustainability and the success of the project.

Support and Information

- Provide up to date information and signpost to relevant agencies when appropriate.
- Provide and signpost mental health advocacy accordingly.
- To work with individuals in a holistic way offering wellbeing support.
- To support other areas of work and undertake other duties at Swindon & Gloucestershire Mind when needed.

Role of Wellbeing Support Worker

Key Accountabilities

Operational Delivery

- Work closely with the Senior Lead, Gloucester in the general day to day running of the Alexandra Wellbeing House and supporting Guests and Volunteers.
- Ensure compliance with legal and health and safety regulations, such as the service Health and Safety Manual.
- Ensure accurate and detailed records are kept and to comply with data protection procedures.
- General administrative duties to include data collection, monitoring and reporting outcomes.
- Be part of a team that builds and sustains a positive, dynamic can-do culture, making the service a great place to spend time.
- Attend and contribute to regular team meetings to maintain effective communication and awareness of progress and development within the service and in mental health services in general.
- Assist with the cleaning and general upkeep of the service.
- Establish and maintain outstanding communication with the Guests and referring agencies.

Wellbeing Support

- Respond to referrals received into the service, arrange assessments and raise any risk concerns with the Senior Lead, Gloucester.
- Carry out assessments and risk assessments of potential Guests referred to the Wellbeing House as directed by the Senior Lead, Gloucester.
- Inform potential Guests of the outcome of referrals, whether a stay is offered or not and any other additional information if necessary.
- Promote resilience by supporting Guests in the development and maintenance of individual Safety and Support Plans.
- To assess, coach and plan using the Five Ways to Wellbeing model.
- Monitor and evaluate individual Wellbeing Plans on a regular basis.
- Work alongside Guests to identify needs to be met both during their stay and when they leave.
- To work with Guests in a recovery orientated, solution focused, person centred and holistic way.
- To manage Wellbeing Reviews for own caseload with support and direction from the Senior Lead, Gloucester and general management.
- Assist Volunteers in providing peer support and daily tasks in the house.
- To work alongside Guests to identify and network with agencies and individuals who are able to assist in the process of solving practical problems.
- Participate in the development of a service that is welcoming, user friendly and empowering.
- Ensure the promotion of resilience building through effective evaluation of Guests wellness and experience and monitoring the endurance of outcomes with support and direction of the Senior Lead, Gloucester.

Business Development

- Ensure excellent Partnership working by working in collaboration with mental health workers in statutory and non-statutory services, thus enabling continuity of care and coordination of services.
- Promote Swindon & Gloucestershire Mind in Gloucestershire by attending events, external meetings and promoting workshops delivered at the Wellbeing House.

Role of Support Worker

Key Accountabilities

Operational Delivery

- Work closely with the Wellbeing Support Workers and Senior Lead, Gloucester in the general day to day running of the Alexandra Wellbeing House and supporting Guests and Volunteers.
- Ensure compliance with legal and health and safety regulations, such as the service Health and Safety Manual.
- Ensure accurate and detailed records are kept and to comply with data protection procedures.
- General administrative duties to include data collection, monitoring and reporting outcomes, i.e. Guest Recording Form and Equality and Diversity Form.
- Be part of a team that builds and sustains a positive, dynamic can-do culture, making the service a great place to spend time.
- Attend and contribute to regular team meetings to maintain effective communication and awareness of progress and development within the service and in mental health services in general.
- Assist with the cleaning and general upkeep of the service.
- Establish and maintain outstanding communication with the Guests and referring agencies.

Wellbeing Support

- Respond to referrals received into the service, arrange assessments and raise any risk concerns with the Senior Lead, Gloucester.
- Support Wellbeing Support Workers and Senior Lead, Gloucester in the assessment and risk assessment process of potential Guests referred to the Wellbeing House as directed by the Senior Lead, Gloucester.
- Inform potential Guests of the outcome of referrals, whether a stay is offered or not and any other additional information if necessary.
- Promote resilience by supporting Guests in the maintenance of individual Safety and Support Plans.
- To assess, coach and plan using the Five Ways to Wellbeing model.
- Work alongside Guests to identify needs to be met both during their stay and when they leave.
- To work with Guests in a recovery orientated, solution focused, person centred and holistic way.
- Assist Volunteers in providing peer support and daily tasks in the house.
- To work alongside Guests to identify and network with agencies and individuals who are able to assist in the process of solving practical problems.
- Participate in the development of a service that is welcoming, user friendly and empowering.

- Ensure the promotion of resilience building through effective evaluation of Guests wellness and experience and monitoring the endurance of outcomes with support and direction of the Senior Lead, Gloucester.

Business Development

- Ensure excellent Partnership working by working in collaboration with mental health workers in statutory and non-statutory services, thus enabling continuity of care and co- ordination of services.
- Promote Swindon & Gloucestershire Mind in Gloucestershire by attending events, external meetings and promoting workshops delivered at the Wellbeing House.

Section 5 – Staff Training and Development

Training and Development

All Swindon and Gloucestershire Mind Staff follow an Induction Programme. All staff have statutory and mandatory training schedules and compliance is reported on as a performance measure. Training is provided in a combination of taught and online based sessions and includes additional subjects outside of statutory and mandatory requirements, but which may enhance the knowledge and practice of the staff.

Mandatory training includes the following:

- Safeguarding Adults (Level 2)
- Mental Health First Aid
- Health and Safety
- Equality and Diversity
- Emergency First Aid at Work (Level 3)
- Fire Safety
- Food Hygiene
- Applied Suicide Intervention Skills Training (ASIST)
- Manual Handling
- Incident Reporting
- Lone Working
- Risk Assessments
- Five Ways to Wellbeing
- Conflict Resolution & Breakaway

Other training includes:

- Fire Warden
- Personality Disorders Awareness
- Psychosis Awareness
- Drug and Alcohol Misuse
- Dual Diagnosis

External training is subject to approval of the staff member's line manager and available funding. Individual development is negotiated through the appraisal system and subject to funding availability and the requirements of Alexandra Wellbeing House.

Staff Engagement

Staff engagement is a key element of the running of the Alexandra Wellbeing House. Staff attend the following meetings:

- Staff Support with Line Manager (Monthly)
- Staff Professional Development Review with Line Manager (Bi-Annually)
- Team Meetings – Alexandra Wellbeing House, Gloucester (Monthly)
- Team Meetings – Sanford House, Swindon (Bi-Monthly)
- Debrief Meetings (Bi-Monthly)

Regular supervision is a requirement and considered a valuable form of communication of key issues in all aspects of the running of the Alexandra Wellbeing House and those that affect staff. Staff achievements are recognised at the Alexandra Wellbeing House team meetings, and more formally through regular staff support sessions and supervision.

Section 5 – Guest Stay

Guests

Upon arrival at the Alexandra Wellbeing House:

- The cultural, ethnic and religious background and beliefs of each Guest are respected by all staff. Special arrangements for cooking and religious observances, where possible, will be negotiated at the time of assessment and arrival.
- All Guests will receive a full induction on arrival, which will include health and safety regulations; fire safety precautions; use of domestic appliances and a tour of the house. There will always be a member of staff to welcome the Guest and settle them in.
- Each Guest will receive appropriately written information concerning the operation of Alexandra Wellbeing House and will sign an agreement to abide by the house rules and complete an equal opportunities form. Additional versions are also available to those with communication needs (i.e. easy to read and large print).
- Each Guest, as appropriate, will be given updated information of the full range of services available - both statutory and non-statutory services. A welcome pack, wellbeing journal and support resources will be available in each bedroom and will contain this information.
- Each Guest will receive a key fob, which will allow them access to the Alexandra Wellbeing House. They will also be given a key to their own room. All Guests are responsible for their keys and should take care not to leave these in bedrooms and therefore locking themselves out. Should this happen whilst no staff are in the building, you will need to phone the on-call service.

During a stay at Alexandra Wellbeing House:

The Alexandra Wellbeing House believes in a holistic, person-centred and recovery focused approach to support each Guest. We work with the 5 Ways to Wellbeing Model throughout the stay:

- Wellbeing Support Staff will use a person centred, and solution focussed approach to respond to the emotional and practical needs of Guests using the Alexandra Wellbeing House.
- All Guests will be given an opportunity to develop a safety and support plan.
- Wellbeing Support Staff will support Guests to access other agencies and individuals who can help them deal with social problems including housing, benefits and debt management.
- Wellbeing Support Staff will support Guests, if required, by supporting Guests with the aim of empowering and enabling them during their stay at Alexandra Wellbeing House.
- Wellbeing Support Staff will help create ongoing support plan for after leaving the Alexandra Wellbeing House.
- Each Guest will be able to complete a Five Ways to Wellbeing Plan which includes safety and support planning as well as goal setting.

- This process will begin at assessment by acknowledging the issues that are contributory factors to the Guest's visit. Guests have at least three set appointments during their stay:
 - 1) Initial Session of Five Ways to Wellbeing Plan
 - 2) Mid Review of Five Ways to Wellbeing Plan
 - 3) Final Review of Five Ways to Wellbeing Plan
- Guests also receive support on a daily basis from Wellbeing Support Staff and can request further appointments if they desire during their stay. Guests are also encouraged to share their Five Ways to Wellbeing Plan with their referrer.

Before departing Alexandra Wellbeing House:

- Before Guests leave they are asked to complete a feedback questionnaire and reflect on their stay.
- A Wellbeing Follow Up Call is arranged between 1 and 3 weeks after a stay. The date and time will be agreed by the Guest and Wellbeing Support Staff.

Day Guests

There is also a **Day Guest Structure** at the Alexandra Wellbeing House.

- Day Guests are invited to come to the Alexandra Wellbeing House for 6 weeks, 1 day per week with some flexibility.
- This helps the Day Guest to gradually build up towards a potential stay as a Guest for 2 weeks.
- Day Guests would follow a similar support package as Guests by completing wellbeing and safety plans with Wellbeing Support Staff.
- Being a Day Guest provides time to help organise or resolve any obstacles that may prevent an individual from staying for up to 14 days whilst also building a rapport with the Wellbeing Support Staff and becoming familiar with the Alexandra Wellbeing House.

House Rules

To ensure the most positive of experiences for Guests, Alexandra Wellbeing House does have some key house rules. These are provided during the assessment and induction to Guests.

Guests are asked to read and sign the following house rules upon arrival:

- It is requested that Guests be respectful of all Staff and Volunteers and be aware of noise levels during early and later hours and in communal areas.
- Guests are asked to be mindful of each other and in doing so, to refrain from discussing matters that may be upsetting or triggering for some, as well as respecting the beliefs and opinions of others.
- Smoking is permitted outside the house (this includes vaping and e-cigarettes) at the designated sheltered smoking area within the garden.
- Visitors are allowed to visit the Alexandra Wellbeing House between 10AM to 4PM on weekdays and 12PM to 3PM on weekends.
- Each Guest is responsible for their own laundry, cleaning and tidying of their rooms.
- Each Guest is responsible for their own medications and these should be kept in a secure place within your room.
- Alcohol and/or illegal substances are not to be consumed during your stay both on and off site.
- Weekly Room Checks will be conducted during your stay, staff will provide you notice with this.
- Staff will only enter your room if there is cause for concern, every effort will be made to make contact with you before this occurs.
- The Laundry Room will be unlocked during staffing hours only.
- The house rules will be regularly reviewed.

Staff will closely monitor the wellbeing of all Guests during their stay. If there are concerns regarding your wellbeing during your stay, staff will speak to you about this. Staff can request/instruct Guests to leave if they believe that they are at risk to themselves or others at any point during their stay and will be supported appropriately if this occurs.

If you suspect that any of the above house rules are being broken during your stay, please contact staff on site or via the on-call telephone number. Withholding information may lead to consequences.

I understand that breaking one or more of these rules may result in being asked to leave the Alexandra Wellbeing House with immediate effect. I have read and accept the House Rules at Alexandra Wellbeing House.

On-Call

- The Alexandra Wellbeing House will be staffed between the hours of 9AM to 5PM, Monday to Friday and 12PM to 4PM on weekends. Outside of these times there will be an on-call worker available if there are any concerns. The on-call rota will be made easily accessible to Guests on the notice board and a pay phone is provided for Guests to use for this purpose.
- Guests may use the on-call pay phone to contact the on-call worker in case of an emergency, Guests may also call 999 to contact emergency services.

Daily Contribution Fee

- Guests are asked to contribute £3 per day towards amenities. A general stock of basic food including tea, coffee, sugar, squash, fruit, breakfast cereals, bread, butter etc. Guests should bring/buy the food for their main meals with them.

Food

- Generally, Guests will be responsible for 'self-catering' and will be expected to provide food and to cook for themselves. Each Guest will have a cupboard where they can store their own food.
- Each Guest will have a cupboard/shelf to keep their non-perishable food, and a space in the fridge and freezer as needed.
- Guests are responsible for looking after their food and maintaining food hygiene whilst in the Alexandra Wellbeing House. To mitigate risk around poor food hygiene and infection control, there will be clear signage in the fridge and food storage areas. In addition, staff will be trained in food hygiene and infection control.

Personal Items

Swindon and Gloucestershire Mind does not take responsibility for any loss or damage to Guest's personal possessions whilst they are staying at the Alexandra Wellbeing House. All such items that are brought into the service can be recorded on the 'Expensive Item Inventory' if a Guest wishes to do so.

Physical Health

If Guests have any physical health issues during their stay, they will be expected to arrange to see their GP as if they were at home.

Section 7 – Health and Safety

Health and Safety

All service providers of The Alexandra Wellbeing House will follow their own Health and Safety policy i.e. Health and Safety Manual.

All service providers of The Alexandra Wellbeing House will ensure that reasonable precautions are taken to provide a safe environment for Guests, visitors, volunteers and staff and that measures are taken to avoid accidents.

Swindon and Gloucestershire Mind will be responsible for the following:

- Ensuring compliance with the Reporting of Injuries, Diseases and Dangerous Occurrences (RIDDOR) legislation i.e. the reporting of all injuries, diseases and dangerous occurrences to the Senior Management Team.
- Control of the storage and use of dangerous substances in accordance with Control of Substances Hazardous to Health (COSHH)
- Provide adequate training and information to all staff, volunteers and Guests of The Alexandra Wellbeing House on Health and Safety issues (including environmental health).
- Ensuring all staff are provided with lone working devices and they will be responsible for using it when necessary.
- In the event of an accident to staff, Guests or visitors, the procedures detailed in Swindon and Gloucestershire Mind Health and Safety Statement and Reporting, and Incident Policy will be followed.
- Provision of Personal Protective Equipment (PPE) where appropriate.
- If medical assistance is required the Accident and Emergency Department at Gloucester Royal Hospital will be used.

First Aid

The service will have trained first aiders on site during shift with access to a basic first aid kit and will be able to attend to minor accidents or injury. Where serious self-harm or overdose occurs, emergency services will need to be contacted for help and further medical attention.

Fire Safety

Swindon and Gloucestershire Mind has a duty to ensure that all staff are aware of the fire precautions applicable to The Alexandra Wellbeing House.

This following section is designated as the specific Fire Evacuation Plan for The Alexandra Wellbeing House:

The following Actions will be taken by Staff upon the Fire Alarm being activated:

- Staff will take charge and lead in the Fire Evacuation.
- Dial 999 and request attendance by the Fire Service. Staff will provide the Fire Service with their name, building address (as detailed above), contact number and details of the Fire.
- Staff will check the Guest Sign in and Out Board and pick up the Sign in Sheet from the main entrance (if safe to do so).
- Staff will commence evacuation of the building – ensuring this is done in a calm and orderly manner. All available Staff will be allocated to a Zone Area, aiding those needing additional help in evacuating (if safe to do so).
- Staff to sweep building to ensure all areas are clear and ensure all doors are closed on the way out (if safe to do so).
- Staff will switch off the electrical mains and gas supplies before leaving the building (if safe to do so). The location of these are detailed on the next page.
- Staff to ensure nobody re-enters the building until confirmed safe to do so by the Fire Service.
- Meet at Fire Assembly Point and check that all Staff, Guests and/or Visitors are present. Staff to liaise with Fire Service upon their arrival to provide further information/instruction.

If it is a false alarm, staff will ensure that there is no likely cause of fire before instructing individuals back into the building.

In the event there are no Staff on duty or present. Guests staying at the Alexandra Wellbeing House should be made aware of and follow the following Fire Evacuation Procedure:

- In the event of a Fire being discovered, Guests should immediately activate the Fire Alarm at the nearest call point
- If the Fire Alarm should sound (a loud continuous ringing bell) all Guests should immediately evacuate the Alexandra Wellbeing House in a calm fashion and make their way to the Fire Assembly Point, closing all Fire Doors behind you as you exit (if safe to do so).
- **Do not stop to pick up any personal items whilst you are vacating the building.**
- Once at the Fire Assembly Point, Guests should not attempt to re-enter the Alexandra Wellbeing House until the Emergency Services and/or Security Representative have given instruction that it is safe to do so.

- If there are visible signs of Fire, Guests should please dial 999 and notify the Emergency Services.
- If possible, Guests should also contact the staff member who is on-call. Staff will also be contacted via our Security Service to inform them that the fire alarm has been raised. Staff may contact you to find out further information.
- If you do not have your phone remain at the Fire Assembly Point and wait for staff to arrive.

Note:

The Fire Alarm is monitored by our security service. Once the Fire Alarm has been activated our Alarm Receiving Centre (ARC) will receive notification that the fire alarm has been sounded and will call the office number (01452 245338) during office hours (9AM to 5PM) or the on-call/staff on duty telephone number (varies dependent on who is on-call at that given time) to request further information from a member of staff (i.e. false alarm, potential fire etc.)

Smoking Policy

The Alexandra Wellbeing House is a no smoking building. Smoking, vaping and e-cigarettes are however permitted in the outdoor smoking area. Staff will show Guests and visitors where this is situated within the gardens.

Disposal of Waste

Swindon and Gloucestershire Mind has a duty of care to ensure that adequate arrangements are in place for the safe disposal of waste materials under the Environmental Act 1990. This should include arrangements for the safe collection, storage and destruction of all waste.

Section 8 – Property Management

Lease Agreement

The service shall operate from 29/31 Alexandra Road, Gloucester. Heads of Terms and Obligations of the landlord and provider are detailed in a separate Gloucestershire Health and Care NHS Foundation Trust Estates Lease Document.

Equipment and Materials

Swindon and Gloucestershire Mind are responsible for providing equipment and materials.

Keys

- All Alexandra Wellbeing House staff will be issued with a key fob and set of keys for the premises and will be responsible for the security and locking of the centre.
- It is the responsibility of the Senior Lead, Gloucester to allocate keys to relevant staff members.
- Volunteers will only be issued with a key fob to gain entry to the premises but will not be permitted keys for any offices or bedrooms etc.
- All keys (including master key) will be kept in a locked key safe within the building.
- Guests are issued a key fob and key for their bedroom; this is covered during the induction process upon arrival.
- All Guests also sign a 'Key Signing Form' as receipt that they have received keys for the building. It is the responsibility of Guests to look after keys during their stay.
- Any keys that are lost, stolen or damaged will be replaced and the costs may be applied to the Guest, this decision will be made by the Senior Lead, Gloucester.

Maintenance and Repairs

All maintenance and repairs will be undertaken by Swindon and Gloucestershire Mind approved contractors. Requests for repairs/maintenance need to be made to the Senior Lead, Gloucester of Swindon and Gloucestershire Mind. If costs of a repair exceed £1000 then it is the responsibility of Gloucestershire Health and Care NHS Foundation Trust to finance this, this is agreed between Swindon and Gloucestershire Mind and Gloucestershire Health and Care NHS Foundation Trust

Utilities

Swindon and Gloucestershire Mind are responsible for all utility bills.

Section 9 – Policies and Procedures

Policies and Procedures

Gloucestershire Health and Care NHS Foundation Trust will be made aware of Swindon and Gloucestershire Mind policies and procedures regarding the use of The Alexandra Wellbeing House and follow their operational policies which will include but are not limited to;

- Health and Safety Policy
- Risk Assessment Policy
- Recruiting and Vetting Procedure (Staff and Volunteers)
- Data Protection Policy
- Information Governance Policy
- Safeguarding Adults and Children Policies
- Reporting and Incident Policy

Gloucestershire Health and Care NHS Foundation Trust will also provide the following policies for information purposes to Alexandra Wellbeing House:

- Complaints Procedure
- Appraisal Process
- Continuing Professional Development Policy – including Statutory and Mandatory Training
- Supervision Policy
- Data Protection and Confidentiality Policy
- Clinical Risk Policy
- Assessment and Care Management Policy
- Coping Letters to Service Users Policy
- Safeguarding Adults and Children Policies
- Incidents Policy and Procedure

Please note this is not an exhaustive list of policies and procedures, if you require further information regarding policies and procedures please contact The Alexandra Wellbeing House. All policies are available upon request

Section 10 – Service Data & Evaluation

Confidentiality and Information Governance

The Alexandra Wellbeing House will adhere to code of confidentiality and information governance as stated in Swindon and Gloucestershire Mind individual operational policies.

Alexandra Wellbeing House staff will retain Guest information and will be used for communication between Swindon and Gloucestershire Mind Staff and Gloucestershire Health and Care NHS Foundation Trust. All staff will follow strict guidelines (i.e. Data Protection Act and GDPR Regulations) for maintaining confidentiality of Guest information. Information will be held and stored securely at all times.

Alexandra Wellbeing House collates the following information to measure levels of performance:

- Outcome of Guest Stay
- NHS Number
- Gender
- Postcode
- Employment Status
- GP Practice
- Source of Referral
- Referrer Details
- Reason for Referral
- Warwick Edinburgh Mental Wellbeing Scale Scores (before a stay and after a stay)
- Self-Assessment Score (before a stay and after a stay)
- Goals Achieved
- Length of Stay
- Friends and Family Test Feedback and Score

Feedback received will be used to inform practice and improve the service.

Quality Assurance and Evaluation

The Senior Management Team takes responsibility for establishing a properly documented quality assurance system that ensures quality of service, inclusive of equality and diversity across the whole of the organisation. The Senior Lead, Gloucester, will provide a level of service evaluation agreed with Commissioners which will be collated monthly, to be reported on quarterly, and annually. These reports are sent monthly, quarterly and annually to Gloucestershire Health and Care NHS Foundation Trust.

Section 11 – Compliments and Concerns

Guest Experience

Regarding support, the Wellbeing Support Staff will meet regularly with the Guest to develop and discuss the wellbeing plan.

Guests will complete end of stay questionnaires so that the service can learn from and enhance any future experience and the experience of other Guests. This also includes the NHS 'Friends and Family Test'. All feedback is reported on a monthly basis back to Swindon and Gloucestershire Mind Senior Management Team, Gloucestershire Health and Care NHS Foundation Trust Contract Monitoring Board and NHS Gloucestershire Clinical Commissioning Group.

Compliments

Swindon and Gloucestershire Mind will monitor the number and nature of compliments received and will use this information to develop services to meet the expectations of the Guests, relatives and carers. Notable practice is recognised and there are procedures for more formal recognition where required. Compliments can be submitted in any form either directly to the Senior Lead, Gloucester, Contracts Manager or in written form to the CEO of Swindon and Gloucestershire Mind.

Concerns

If Guests, relatives or carers have any concerns they should take these to the Senior Lead, Gloucester, in the first instance. If they feel their concerns have not been resolved, they can then speak to the CEO of Swindon and Gloucestershire Mind. If the issue is still not resolved the complaint can be escalated to the chair of the Board of Trustees. The Swindon and Gloucestershire Mind Complaints Policy and Procedure is attached as Appendix 2 and includes a flow chart.

If the complaints are about Gloucestershire Health and Care NHS Foundation Trust and Swindon and Gloucestershire Mind, then Gloucestershire Health and Care NHS Foundation Trust will lead on the complaint and will seek a response from both parties to the complaint. Please see <https://www.2gether.nhs.uk/get-in-touch/give-us-views/> for information on who to contact within Gloucestershire Health and Care NHS Foundation Trust to start the complaint.

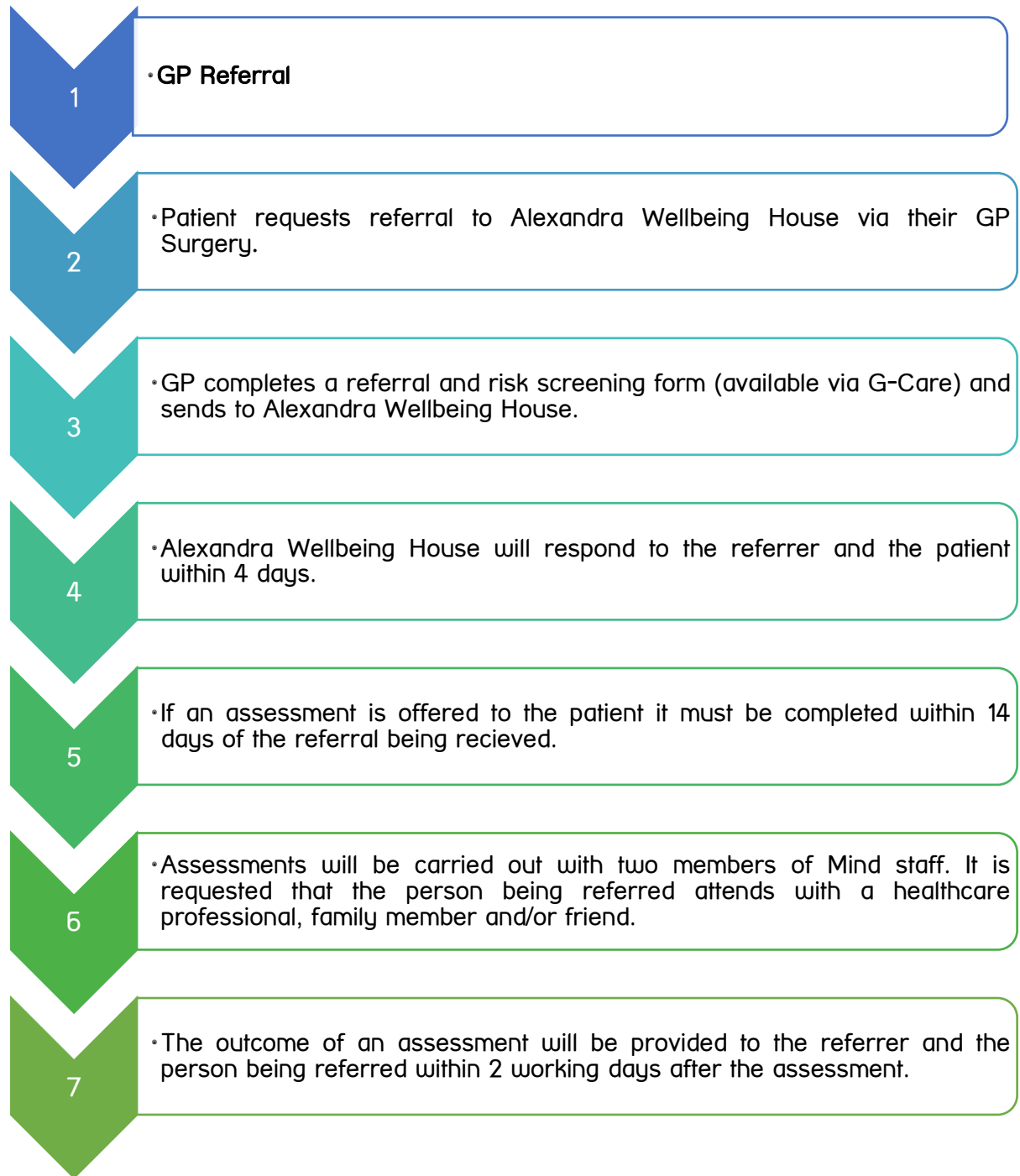
Acknowledgments

We would like to acknowledge and thank all those who have been involved in the establishment of Alexandra Wellbeing House. Many individuals have been involved in co-producing documents, naming the house, internal and external decoration of the house.

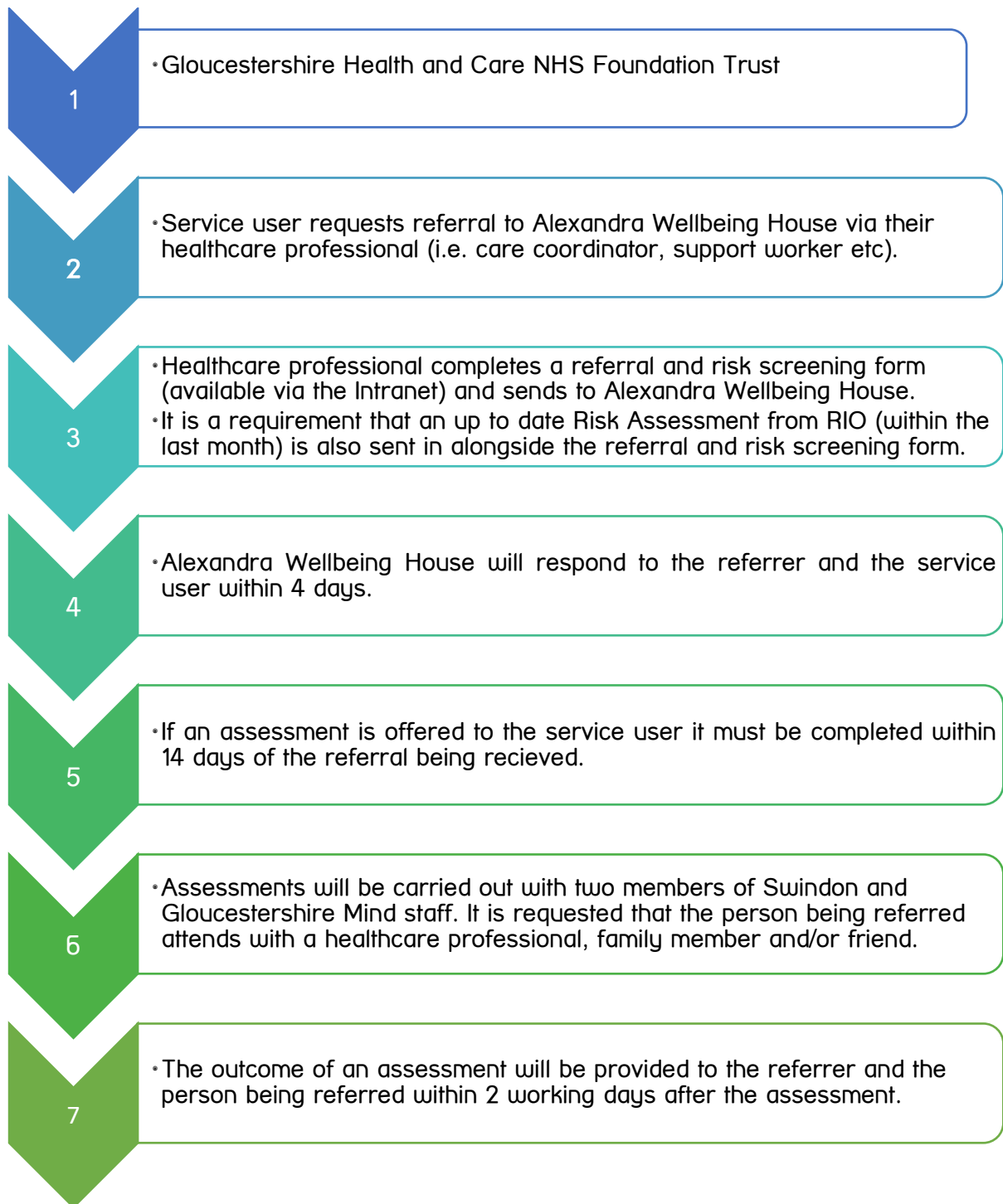
All those involved are too numerous to mention individually. We therefore extend our thanks to the following:

- Gloucestershire Clinical Commissioning Group
- Staff and Volunteers of Gloucestershire Health and Care NHS Foundation Trust
- Staff and Volunteers of Swindon and Gloucestershire Mind

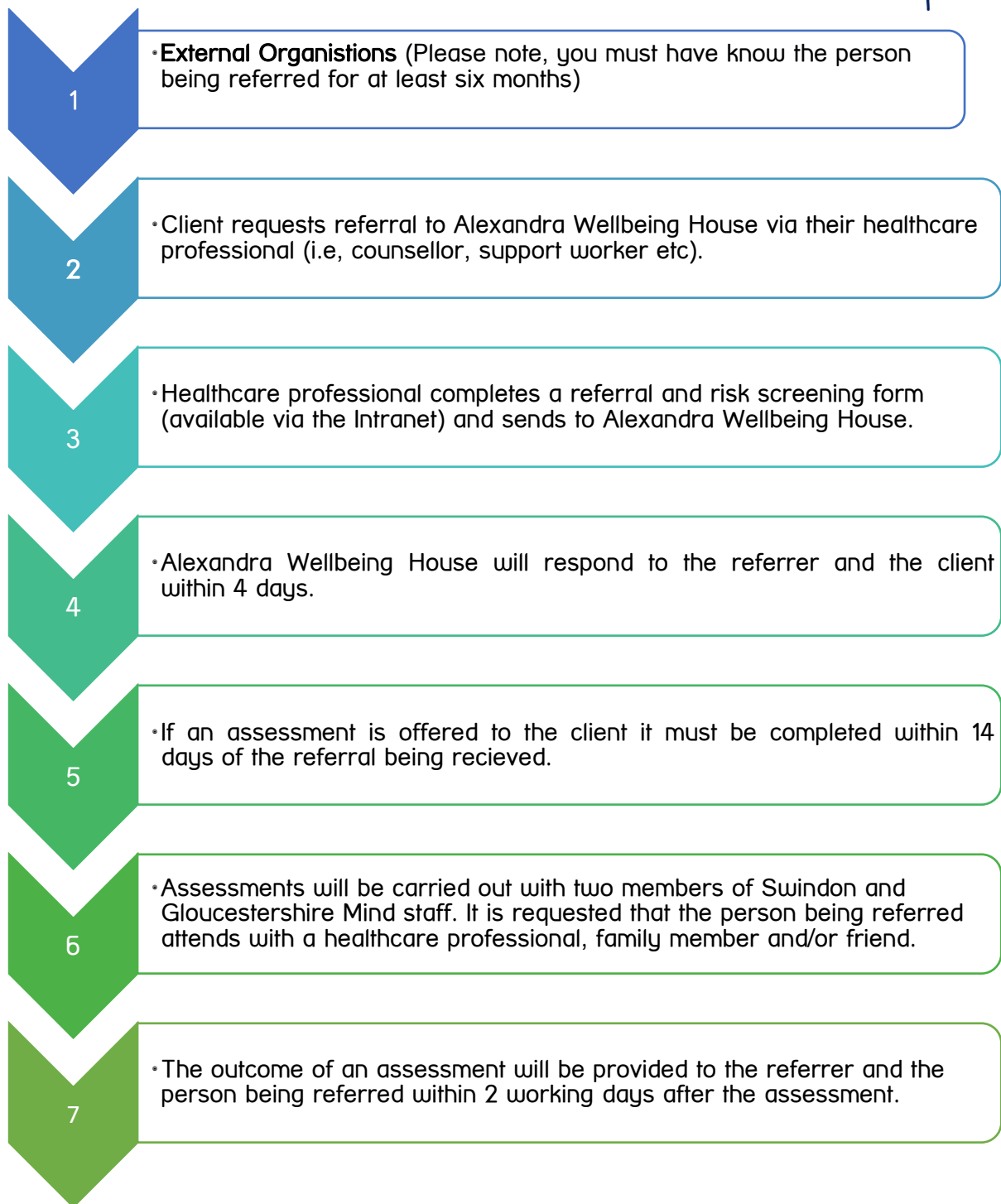
Appendix A – Referral Pathways



- If successful, the Guest and referrer will be notified of the outcome and arrangements made for the Guest's arrival at Alexandra Wellbeing House.
- If the referral is not successful and the referrer challenges the decision, the Senior Lead, Gloucester, and the referring Team Manager will aim to reach agreement. If this is unable to be resolved, the final decision will be made by Swindon and Gloucestershire Mind Senior Management Team.



- If successful, the Guest and referrer will be notified of the outcome and arrangements made for the Guest's arrival at Alexandra Wellbeing House.
- If the referral is not successful and the referrer challenges the decision, the Senior Lead, Gloucester, and the referring Team Manager will aim to reach agreement. If this is unable to be resolved, the final decision will be made by Swindon and Gloucestershire Mind Senior Management Team.



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Appendix B – Complaints Policy and Procedure



Expression of Dissatisfaction

Informal Complaint

Complainant has an informal discussion with member of staff/volunteer or the CEO.

Complainant happy with outcome?

Yes, Resolved No, Progress to 2nd Stage.

Formal Complaint

Please see complaint form, must be made within 28 days of incident.

Action!

Complainant will be acknowledged in writing within 7 days.

Investigation

Results to be reported in writing to complainant and relevant staff within 21 days of receiving complaint.

Complainant happy with outcome?

Yes, Resolved No, Progress to 3rd Stage.

Appeal

Notification of appeal needs to be sent in writing to the CEO within 7 days. An appeals panel will be convened to consider appeal.

Action!

Notify the complainant of the final decision within 28 days of the request to appeal being received.

1. Introduction

A complaint is an expression of dissatisfaction, either written or spoken. A complaint can be made by an individual or group. You may wish to complain if you are not satisfied with the way you have been treated or the service you have received at Swindon and Gloucestershire Mind.

2. Purpose

The purpose of this policy is to ensure all employees, trustees and volunteers understand the importance of a complaint or grievance raised and provides a clear procedure to follow when dealing with a complaint.

3. Scope

This procedure is principally concerned with complaints made against Swindon and Gloucestershire Mind staff, trustees, volunteers or service users.

4. Principles

- 4.1 The opportunity to make a complaint or grievance is an essential right for all those who use the services provided by Swindon and Gloucestershire Mind. Complaints can be a valuable way of evaluating and improving our services and of ensuring they are responsive to the needs and preferences of users.
- 4.2 Swindon and Gloucestershire Mind's complaints procedure is intended to be effective and easily understandable. To ensure fairness, any investigation required will be carried out by someone who was not directly involved with the incident relating to the complaint.
- 4.3 Swindon and Gloucestershire Mind recognises that making a complaint can be difficult and stressful for the person making the complaint. Appropriate assistance will be offered to the complainant. At any stage a complainant may seek the help of an independent advocate.
- 4.4 A complaint can also be stressful for a person against whom a complaint is made, and that person may also need assistance and support. Any employee or volunteer against whom a complaint is made will be given the fullest opportunity to answer any criticisms.
- 4.5 Every effort will be made to try and resolve any problem as soon as possible with the person concerned. If it is necessary to take the matter further, it will be done in line with the procedure described below.
- 4.6 Some complaints have or may have financial or legal consequences for Swindon and Gloucestershire Mind. In such cases its insurers require Mind to cease direct contact with the complainant. It may then be necessary in the interests of the complainant to refer them to another agency both for assistance with the complaint and to ensure that their service needs are met. [See Appendix I: Procedure for handling complaints which may have financial or legal consequences.]
- 4.7 Swindon and Gloucestershire Mind will respect the confidentiality of both the complainant and any person complained about, subject to the provisions of the Confidentiality Policy. This states that, if a complaint is to be properly investigated and action taken as a result of the complaint, it may not always be possible to avoid a breach of confidentiality. The permission of the complainant will be sought for this but when the welfare of the complainant or other people is seriously at risk it may be necessary to breach confidentiality.

- 4.8 The outcome of all complaints and investigations will be reported in confidence to the Board of Trustees and in writing to the complainant. A report on Complaints will also be made available to funders of Swindon and Gloucestershire Mind’s services as part of the evaluation of these services.
- 4.9 Swindon and Gloucestershire Mind will make efforts to ensure that every user of its services is aware that this procedure exists. The procedure is described below. Copies of this policy and procedure will be available on request at all sites.

5. Complaints Procedure

5.1 Stage 1. Informal Complaint:

A member of staff or volunteer will have an informal discussion with the person concerned. The CEO may be asked to help to resolve the complaint informally.

5.2 Stage 2. Formal Complaint:

A formal complaint should be sent in writing within 28 days of the incident and signed by the complainant:

What is your complaint about?	Who should you give your complaint?
The service, policies, premises, facilities	CEO
An employee or volunteer	CEO
The CEO	Chair
A Trustee	Chair
The Chair	CEO FAO Board of Trustees

The investigator will report the results in writing within three weeks to the complainant and the relevant members of staff. If the complainant or the person about whom the complaint is made is unhappy with the results they can then ask for the complaint to be referred to the 3rd Stage. The request should be made in writing to the Chair of Swindon and Gloucestershire Mind.

5.3 Stage 3. Appeal:

On receiving the complaint, the Chair will decide whether the complaint should proceed to appeal. If he/she decides it should not, he/she will write to the complainant explaining why. If he/she deems that it should, the Chair will set up a panel to consider the complaint.

The panel will generally consist of three people, one of whom will be the Chair, and two appropriately qualified other members of the committee or staff. The panel will aim to meet within 28 days, although this may take longer in complicated cases.

The panel will invite to the meeting the complainant and the person or persons against whom the complaint has been made. Any such person may be accompanied to the meeting by a friend or supporter, or by an independent advocate.

The panel will report their decision and any recommendations in writing to the complainant and to any persons against whom the complaint was made within 21 days. The decision of the panel will be final.

6. Procedure for handling complaints which may have Financial or legal consequences:

- 6.1 Swindon and Gloucestershire Mind has been advised by its insurers that where a complaint appears likely to result in litigation or a financial claim, direct contact with the complainant must cease and all negotiations will be conducted by the insurers.
- 6.2 As a guide, the following fictitious complaints are of the type which may have financial or legal consequences for Mind:
- i. A client complains he has lost entitlement to benefit through wrong advice from the Swindon and Gloucestershire Mind Service.
 - ii. A Mind member claims that she has been hurt by a splinter in a piece of furniture.
 - iii. A Wellbeing House guest complains that he has suffered food poisoning as a result of food past its 'sell-by' date.
- 6.3 The following types of complaint are unlikely to have legal or financial consequences for Swindon and Gloucestershire Mind:
- i. A user complains of rudeness on the part of a member of staff.
 - ii. A counselling client complains of being too long on the waiting list.
 - iii. A user complains that they have been excluded from receiving a service because of the rules in force.
- If in doubt consult the CEO.
- 6.4 Once it is established that financial or legal consequences are likely the Chair and CEO must be informed. Swindon and Gloucestershire Mind's insurers must be informed by telephone and then in writing, usually by the CEO. The complainant should be informed in writing that the complaints procedure is suspended and that any future correspondence will be conducted through the insurers.
- 6.5 In the case of Welfare Benefits clients or other clients where a complainant's position may deteriorate if no action is taken the complainant must be referred immediately to another agency.
- 6.6 A full written report of the circumstances of the complaint must be prepared and sent to the insurers, usually by the CEO.

7. Recording and Monitoring

All instances of complaints should also be recorded as per the procedure in the Reporting an Incident Policy.

8. Policy Review

This policy will be reviewed at least every two years.