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Swindon and
Gloucestershire

a guide to

Services in
Gloucestershire

August 2020

Services in Gloucestershire

Alexandra Wellbeing House:

- A safe, therapeutic environment for adults experiencing mild to moderate mental health challenges who need 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.

Coronavirus (COVID-19) Update:

- Alexandra Wellbeing House will be temporarily closed until further notice for overnight Guest stays. We are still accepting referrals for when we re-open.
- As an alternative, **we are now providing a phased return to our face to face support via our Day Guest service provision** as well as wellbeing support via telephone.

Day Guests:

- A safe and therapeutic environment, promoting recovery, resilience and wellbeing at Alexandra Wellbeing House.
- Weekly 1:1 face to face safety and support planning via the Five Ways to Wellbeing Model.
- Multiagency working and signposting for additional support from specialist services if required.

For further information regarding our Day Guests, please see our '[A Guide to Day Guests at Alexandra Wellbeing House](#)' leaflet.

Gloucestershire Telephone Wellbeing Support:

- Weekly telephone call with the Gloucestershire Wellbeing Team.
- Safety and Support Planning via the Five Ways to Wellbeing Model.
- Multiagency working and signposting for additional support from specialist services if required.

How to Refer:

If you are interested in any our services, a referral is required to be completed from your key worker. The team will respond to your referral with 4 working days to provide an outcome on the referral made.

- Assessments will take place via telephone with the person being referred.

Referral Criteria:

Alexandra Wellbeing House will accept referrals from any support services, i.e. GP's, Gloucestershire Health and Care NHS Foundation Trust Teams and Third Sector Organisations.

To access either service, a client must be:

- Aged 18+
- Registered with a GP within the Gloucestershire.
- Able to take your own medication and self-care independently.
- Complete an assessment to ensure that the service is appropriate for your support requirements.

A client will not be eligible for the service if a client 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 or Alzheimer's.
- Homeless or of No Fixed Abode (NFA).

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

To help understand our referral criteria further, please see our '**A Guide to Mental Health Crisis Concordat**' leaflet.

If you would like further information,
please contact us via: alexwellbeing@sgmind.org.uk

Alternatively email the Services Manager, Gloucestershire:
ieuanedwards@sgmind.org.uk



Swindon and Gloucestershire Mind

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Alexandra Wellbeing House is a partnership project between Swindon and Gloucestershire Mind and Gloucestershire Health and Care NHS Foundation Trust. The service is supported by Gloucestershire Clinical Commissioning Group.

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