



April 2009

## Application Procedure & Eligibility Guide

Thank you for your enquiring into Crossways. The document gives a brief outline of how we hope to facilitate the progress of adults with mental health problems as far as is possible back into the community, and this leaflet complements it by providing more specific information.

**Registration Details:** Registered with Care Quality Commission (CQC) for 16 adults with mental health problems Certificate No. H060000137, Service Number: 0000023917

**Registered Manager:** Mrs Jacky Taylor

**Beds Registered:** 16 single bedrooms with ensuite shower or bath and toilet facilities.

**Fees:** The fees are reviewed every February and any change to take effect from 1st April. Until **31<sup>st</sup> March 2010**, the basic rate is **£785.41** per week. If someone is assessed as needing enhanced care above what can be reasonably provided, an additional support and fee package can be negotiated.

### Applications

We request that the referring Care Co-ordinator completes all applications. This ensures that their respective social services departments will assess and approve funding, and ensures proper support and independent advice during the application process.

- Looking around** Before an application is formally made we encourage an informal visit normally lasting for about forty minutes, where the person, the Care Co-ordinator or social worker and if desired a friend or member of the family can look around Crossways and ask questions.
- Applying** There are four separate application forms. One is completed by the client that allows him/her to give in their own words why they wish to come to Crossways and other personal details. The second is completed by the referring Care Co-ordinator or Care Manager and should give a comprehensive case history as is possible. The third part is completed by the person's psychiatrist to give a medical background to the person's illness and advice as to how best to continue treatment. The fourth is completed, (only if the client chooses), by a family member or friend.
- Confidentiality** As fellow professionals, please give as much detail as possible as information knowingly withheld can cause the wrong kind of care approach to be taken and ultimately prove damaging to the person concerned. All information will be respectfully treated.
- Temporary stays** Once we have received an application form we will discuss it carefully at our next staff meeting, and if it is felt that we could provide a suitable atmosphere of support, and we have a vacancy, we arrange a temporary stay at Crossways. This allows people to spend some time with us and get a better feel if we could help them.
- Permanent Stays:** After the temporary stay, the client should return to their previous accommodation to consider whether Crossways is the best move for them and allows us to ensure that we are able to provide the right level of care that would be needed.
- LA Funding** If funding is difficult to arrange through panel for temporary and permanent stays, we can arrange with you to have both periods consolidated on the same contract.

## **People considered**

We take adults normally in the range of 18 to 50+, (although the average age is usually mid-twenties to late-thirties) with a variety of mental health problems, including those labelled with schizophrenia, or other forms of psychosis, depression, bi-polar depression, neurosis, including obsessive compulsive disorders, etc. The person should be stable and compliant to all the prescribed medication given to him/her and any disputes over oral or depot medication resolved by the psychiatrist or doctor, prior to application. Our basic criteria will be whether we feel that we could provide a suitable supportive environment for the prospective person to be helped, and whether given the general nature of the current residents, he/she would be able to 'fit in'. As we try to maintain a balance with our house, this can sometimes be a subjective judgement.

## **People not considered**

Although sometimes people have a variety of needs that require support, we can only provide care for people who do not fall into the categories below. We hope that in specifying the nature of problems we can seek to help and those we can't; we will limit any time wasted on applications, which would not succeed:

**Physical Disabilities:** As all our rooms are on the first or second floor, we do not have facilities to provide care for people with physical disabilities, which severely restrict movement. However, people with sensory loss will be considered on their individual circumstances.

**Organic Dementias:** In line with our philosophy of providing rehabilitation, we do not consider persons whose illnesses are organic in nature or due to age and length of illness have come to a point where they would find an environment promoting growth too challenging.

**Learning Difficulties:** Similarly people with learning difficulties, would probably have similar problems.

**Substance Misuse:** We do not permit alcohol or illicit drugs on the premises as it can frequently interact with some types of medication. However, we cannot restrict people from drinking or taking drugs in their free time outside Crossways. Therefore, anyone whose primary or significant need is related to substance misuse (which may affect their mental health problems) is better-suited approaching agencies that deal with these issues specifically.

**Violence/Arson:** We would consider carefully any person with a history of violence or arson. This is to protect the well-being of both staff and residents. However, we have taken and have helped successfully persons with these prior problems where we have been made fully aware in the application process, and the person is seeking to move on from such behaviour.

## **General Rules of living at Crossways**

As with any home we have general rules about how to live together respectful of each other's feelings, and space. As a Christian run charitable trust and all of our senior staff are Christian, we do not expect or require anybody to make any commitment or hold any belief that isn't chosen freely by them, without any outside persuasion. However, we do ask that people who come to us are aware of our philosophy and are at least respectful of those other residents with similar beliefs.

## **Violence**

Although there are times when people with mental health problems become disturbed, we do not accept that this gives licence for any violence against either staff or other residents.

## **Hostel Applications**

Our hostel (opposite our care home) provides 16 self-contained bed-sits with ensuite facilities and a shared kitchen (with up to three others) and 2 self-contained one-bedroom flats. This is for people who are primarily self-supporting with but would need the occasional reassurance of supportive staff. As they have a separate application procedure please contact the Manager on (01892) 516552.