



Providing excellent support and care to adults with mental health problems, mild learning disabilities, Autism, forensic background and dual diagnosis.



PROMOTING WELLBEING AND INFLUENCING CHANGE"

Specialists in mental health services, recovery and community support, 24 hours supported living, service for people who are mental disorder offenders, challenging behaviours, difficult to engage and dual diagnosis. About Us ...and who we support.

We are a specialist care and support organisation, with committed care and support professionals dedicated to supporting people to live independent lives. We specialise in providing supported living accommodation and personalised services to adults ages 18 years upwards with multiple and complex needs including:

Mental ill-health – including Forensics/ mental disordered offenders

- **Substance misuse – including drug & Alcohol dependencies**
- **Learning Disabilities**
- **Autism**
- **Acquired brain injury**
- **Dual Diagnoses**
- **Deaf and hearing difficulties**
- **Difficulty to engage**



A PERSON-CENTRED APPROACH

All of our services are person-centred and are continually updated through adopting relevant technological solutions, maintaining a fully trained and knowledgeable workforce, and involving people who use our service. We are committed to supporting people to live independent lives. We work with the people we support to develop individually tailored action plans to support them in achieving their potential. We encourage service user involvement, because the best people to tell us how to improve our services are the people who receive them. We put people at the heart of everything we do because we care about them and about what we do. We provide 1-2-1 support such as floating support, accommodation based support services and extra care services.

We work in partnership with the statutory and voluntary sectors to deliver individually tailored services. In particular, we specialised in providing mental health support in the community and together we have over 30 years' experience working closely with statutory and voluntary sectors to deliver individually tailored services.





OUR MISSION

Protea Cares is a dedicated supported living provider and our goal is to provide the highest standard of service, personal choice and the most effective community support to our customers.

We are driven by our eight core values include the following:

1. Excellent customer service
2. Taking care of our people
3. Giving individual choice
4. Doing the "right" thing for customers
5. Creating value
6. Respect for all people
7. Building strong relationships
8. Maximising potentials

OUR AIM

To ensure that people with mental ill health are treated as individuals and they receive appropriate and chosen packages of care and support which meet their personal needs, regardless of the severity of their needs, disability or background.

To deliver a personalised service and deliver realistic outcomes for customers

- To assist customers to lead and improve their lives by enabling them to contribute to their personal and community development
- Support our customers to develop their own individualised care and support plan in full consultation with family, friends and care professionals
 - Provide the desired and appropriate services to customers in or outside their own home how they need it and at the time they need it
 - Provide service options to customers including a range of cultural, recreational, educational and employment opportunities that are available in the community
- To actively provide access to appropriate health and social care services
- Offer a range of quality housing solutions to homeless and vulnerable people
- To provide experienced and committed staff that have the appropriate expertise and training to deliver a holistic service to individuals with complex needs
- To promote a culture of continual learning within the staff team and foster ongoing improvement in service delivery
- To operate accordingly within the relevant legislative framework, best practice and policy guidance
- To establish and maintain effective lines of communication and joint working relationships with referring agencies and relevant health and social care teams





OUR SERVICES

Our domiciliary care registration enables us to help each person to maximise their independence. This may involve assisting with daily living skills such as meal preparation, shopping, gardening, cleaning and personal care tasks.

MENTAL HEALTH

Some of the people we work with experience problems temporarily and require low-level support to help them get back on their feet. Others have a more severe and enduring diagnosis that requires longer term and more intensive support.

Our experienced management and staff are equipped to support individuals with varying and complex mental health diagnoses.

HOW WE SUPPORT

Our mental health staff work with people with a wide range of support needs and includes people with high complex diagnosis and forensic or dual diagnosis.

We offer support in a variety of ways, such as:

- floating support
- supported living
- respite
- 24-hour support
- Accommodation sourcing

Protea Care is proud of over 30 years experience providing services to vulnerable people in the community. Our achievement over the years includes developing new services and remodeling those inherited to meet the needs of the specific client groups. Our expertise therefore covers developing generic and BAME specific mental health services. Our services are built around each individual's goals and aspiration to enable them to access opportunities to aid personal development, learning and accessing paid/voluntary employment.

DOMICILIARY CARE

Protea Care offers domiciliary care for vulnerable adults, as part of our choice of services. Domiciliary care is offered to older people, people with learning disabilities, people with physical disabilities and people with mental health issues. Individuals who live in their own home can choose domiciliary care for a few hours a week, or 24/7. Domiciliary care gives the individual we support control over the staff and level of service they use. We are able to support with daily living skills such as meal preparation, shopping, gardening, cleaning and personal care tasks.



FLOATING SUPPORT

Floating support is the term we use when we support people for a part of their time to do specific things, such as going shopping, attending college or managing money. Often, people who receive floating support live on their own, or with families or partners.

Our Outreach Floating Support Service will provide a range of support to people who are experiencing a variety of support needs. The service aims to improve the quality of life for each individual, minimise tenancy difficulties and related / consequential social problems, give people the opportunity to maximise their independence, increase their involvement in all the decisions surrounding their lives, provide a flexible service that responds to variable support needs and develop positive working relationships with other agencies. We are also will to offer support to individual who or contemplating moving into independent living from family home. We can offer support in the family home, to develop their skills in the family home then support them to move out on their own to independent living.

SUPPORTED LIVING

We offer a wide range of supported living services. These are shared houses of 3-5 bedrooms with communal facilities. We support vulnerable individuals suffering from and living with a mental health illness, learning disability, people who are mental disorder offenders/forensic histories.

In our supported living services housing and support are separate. This means that service users have tenancy agreements with the landlord or managing agent and support agreements with Protea care.

Protea Care provides core support and waking/sleeping night service. Additional targeted support is provided to meet the needs of individual service users. You can use Protea Care services for just a few hours of targeted support a week or for 24-hour care and support. This support will assist you to be independent and have more choices and control about how you live.

Protea Care believes that everyone has the right to live how they want and we will support you to try new hobbies and activities, to get more involved in your community, and support you to get out and about.





RECOVERY AND REHABILITATION SERVICES.

Here at Protea, we help people make the transition from restricted environments to, where possible, more independent living.

We work with a wide range of people with severe or long term mental health issues, including those who:

- Are moving from secure or restricted services or hospitals
- Have been sectioned under the Mental Health Act
- Have forensic backgrounds
- Have a community treatment order(CTO) in place
- Are on probation order
- Are on Ministry of Justice order and working with Mentally Disordered Offenders service
- Are subject to MAPPA arrangements
- Are living in their own home but struggling to cope with daily life.

Everyone's recovery journey is different. We help people find the right place for them to start and focus on giving people the skills and confidence they need for this journey. We help each client identify and work toward meaningful goals which will result in a happier, healthier and more fulfilling future.

We believe that effective partnerships are important for our success – whether they be with the people who use our services, or with organisations such as the NHS, social services and other agencies. We take the time to develop a shared understanding of the goals we are working towards and stay focused on the things that will make a real difference.

We also know that education and employment are essential to long term recovery as they not only improve self-esteem, but represent a significant step towards independence. We support those we work with to learning essential skills, gain employment, attend college and any other are in interests.

RESPIRE SERVICES

Protea Care is able to offer a range of innovative and flexible short break options to service users during crises. We aim to ensure the break is a positive experience for all involved. The short break family respite service model allows us to refocus on the family and each person to provide a service which works for each of them, whilst providing high levels of consistent care and support to our service user. This provision allows families to tailor their respite support to meet their needs.

With an increasing number of people now being able to access individual budgets, we will be able to offer them greater flexibility as a single support service.

"We provide support for the whole family"



ACCOMMODATION SOURCING SERVICE

This service is targeted at people who require low level support (i.e. visiting support 1-3 times per week). We can source good quality accommodation in the private rented sector. Once we receive a referral, we work with reputable letting agents and private landlords to identify fully furnished or unfurnished one bedroom flats and studios for perspective tenants. We will always view the accommodation and make checks to ensure compliance with relevant health and safety regulations. Benefits to Professionals We will help clients to find suitable accommodation, arrange visits and moving, which will free up professionals' time to focus on other priorities.

BENEFITS TO CLIENTS

1. Help to decide where they want to live
2. Reliable, fast support to find their own home
3. Help with moving
4. Support with managing tenancy related matters
5. Support with neighbour disputes & family issues

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IN PARTNERSHIP

Mental health is one of our specialist areas and we pride ourselves on a history of strong partnerships. We have experience working closely with statutory and voluntary sectors to deliver individually tailored services.

SUPPORTED LIVING ACCOMMODATION

We work in partnership with responsible landlords to provide a range of housing solutions to our customers in temporary supported living and permanent accommodation, some with ongoing support in their own home. Many service users go on to live successful working lives in the community. We offer high quality accommodation in a homely and supportive environment and support around the individual's choice, to access an extensive range of opportunities and pursuits from which they are normally excluded.

PROJECTS

MANOR MILL

This project provides continuing step down for on-going treatment and support for men with enduring mental illness and a forensic history. The house is situated in Small Bridge, Rochdale. Manor mill has 3 bedrooms and offers round the clock expert care and support.

Most of our service users have been in psychiatric care for several years and have struggled to achieve a sustained recovery. We break this cycle and do everything we can to make people feel at home and identify a pathway of recovery which will help them gain confidence and daily living skills, such as managing medication and money. They are encouraged and supported to participate structured activities within the local community, this is with the view to encourage social inclusion, occupy their time, build confidence and self esteem to facilitate recovery and reintegration back in the community.



We start working with services users right from the first contact. We encourage everyone to come and visit us, to meet people and get an idea of the atmosphere and the support they can expect. Since most people will be with us for at least a year it helps to make them feel at home and make sure the experience is positive.

MOUNT STREET

Situated in the suburbs of Swinton, Greater Manchester, Mount House has 3 en-suite rooms with 2 studio flats and offer residents 24 hour expert support.

We support adults who have been living with long term mental health issues for many years and require specialist help to set them on a pathway of recovery. We assign a key worker to each resident when they move to Mount Street. Key workers ensure that each resident is concordant with their care plans, to support and monitor residents as they progress through their identified pathway.

Most of our residents at Mount street come to us directly from a long period of hospital admission in a psychiatric /forensic ward. A key element of the support is risk management and joint working. We focus on a plan which gives residents the tools they need to work towards better independence. Crucial to this is the element of choice; residents choose how they spend each day and supported to attain their full potential. Residents are encouraged to have a say in planning of menus and spend their time out in the community. Our goal is to encourage people to become more independent, and work towards a point where they can live fulfilling lives in the community.

MOOR HILL

We help people with long term mental health illnesses make the transition back into the community. This house provides specialist support for deaf people with mental health problems. Situated in Norden, Rochdale, Moor Hill was opened in March 2014 and is part of a partnership between Protea Care and Individual Choice Housing that provides supported housing to help individuals return to the community. Protea Care provides tailored packages of support. We provide 24 hours a day expert support. We provide individualised support programmes designed to help integrate people back into the community. We are helped in this by an experienced registered nurses, and BSL qualified support workers who can implement rehabilitation programmes.

PRESTON HOUSE

This project is a 3 bedrooms house that offer support and accommodation for adult with learning disabilities and autism spectrum. We provide 24 hours a day expert support. We provide individualised support programmes designed to help the service user develop and live an independent life in the community. Specific care-plans will be developed using special methods for easy learning. This may include symbols, pictures and visual aids.

A key part of this project is to encourage the service to gain activities of daily living such as voluntary work educational or leisure. They will be supported to attend their chosen activity by shadowing until they gain confidence to attend on their own.



ANFIELD ROAD

When Anfield road opens its doors in North Manchester later in 2015, it will provide innovative recovery and rehabilitation-based support for people with severe and enduring mental health problems and forensic histories.

Our care and support will be innovative because service users will have access to the clinical expertise, support network and safeguards of being supported by qualified staff – while beginning their recovery in the safe environment of a shared house as they prepare for independent living. Anfield Road will be a new specialist mental health service from Protea, a specialist venture by Protea Care for high risk and hard to place service users.

The pathway will give flexibility for care and support to be stepped down when moving through the different living environments. People who require more intensive support or slower stream rehabilitation can be admitted to Anfield Road. This will provide enhanced safety and security features but retain the comfortable and appealing living environment of a typical shared house.

People whose needs are less intensive will be able to be admitted to Anfield Road's with pathway plan to move to individual flats. The environment will replicate independent living but with the care and support of a multi-skilled team and appropriately assessed access to the local community. There is easy access to local shops and bus routes, and strong links with local education and work opportunities.

LEARNING DISABILITIES

There may be as many as 1.2 million people with a learning disability in the UK - British Institute of Learning Disabilities. People with a learning disability find it harder than others to learn, understand and communicate. They are all individuals who have different wants and needs and with different stories to tell. You can find out more about our approach to supporting people with learning disabilities by contacting our local office. How we support we offer a variety of floating support and housing-based options designed to develop living skills and enable community access for people living with learning disabilities. Our services offer the following:

- shared housing for those who would benefit from communal living and support to help them move to more independent accommodation
- support to people with physical disabilities and dual diagnosis such as mental ill health
- floating support services for people who live in their own homes person-centred outcome based support through our in house designed support plan tools.

GETTING INVOLVED

We encourage the people we support to take managed risk and involve themselves as much as possible in their local community. For more information on our services for people with learning disabilities, please contact the local office.



Service Manager

Cecil Edwards, BA (Hons); Dipsw; AMHP; CQC Registered Service Manager

Cecil is the Registered Manager with CQC and is responsible for day to day management of the service and supervises support staff and service delivery.

Cecil has been an Approved Social Worker under the Mental Health Act 1983/2007, for over 11 years. He has over 27 years of experience in the Social Care sector. Cecil has a vast amount of pre-and post-qualified experience of working with a wide range of clients in a variety of settings.

Cecil specialises in mental disordered offenders, (forensics) difficult to engage clients, as a social worker; he also has vast experience as Care Coordinator in Community Mental Health Teams, Assertive Out Reach Team, Crisis Intervention, and Home Treatment Services. He has worked with a broad spectrum of individuals, including people with complex mental health needs, such as personality disorder, forensics, children and adults, elderly, with severe learning disabilities, challenging behaviour, autism, dual diagnosis, including mental health with drugs and alcohol, young offenders and with older people. Through positive role modelling and dedication many of the clients he support have been discharged and living successfully in the community.

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Service Operations Manager - Terrence Edwards

Education

London Metropolitan University
LLB (Hons) in Law

De Montfort University

PG Diploma in Legal Practice

Chartered Institute of Management

Diploma in Management – Level 5

University of Central Lancashire

Certificate in Community Research

Knox Community College

Diploma (Hons) in Community Leadership

NEBOSH

Certificate in General Health & Safety

Tech IOSH Practitioner

Experience

Over 25 years experience working strategically as operations manager/area business manager across a diverse group of clients, in large and small organisations.



Contact Information

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