

Annex A - Service Descriptions

High Dependency Service

The High Dependency Service is provided for people with multiple and complex needs where an intensive visiting pattern is required, more than one staff member or close working with community health colleagues. This service is integrally linked with the out of hours service. The service will offer a flexible approach providing both long and short term support to customers whom have been assessed as needing a package of care over a 24 hour period.

EMI/Challenging Behaviour Service & Functional MH Service

The EMI and Challenging Behaviour Service aims to provide long term support and intensive short term “intermediate care” which supports people at home and prevent an admission into hospital or long-term care. This service will only be offered to people with diagnosed mental illness.

The Service aims to meet the following objectives:

- To promote independence within the remit of Mental Health problems.
- To provide support to a carer or to people living alone.
- To deal with customers who are reluctant to engage in formal services.
- To become involved in situations where customers’ behaviour is inappropriate for standard home care provision.
- To enable and encourage people to maintain life skills and perform domestic tasks.
- To encourage people to attend more formal day services.
- To enable people to attend GP and hospital appointments.
- To facilitate “safe” dealings with customers’ finances with finance guidelines.
- To formally review customers on the scheme in conjunction with CMHT and continually assess the need for input from the EMI Home Care Service.
- To provide routine monitoring information to enable a regular evaluation of the provision of the EMI Home Care Service to take place.

- To provide an up to date customer record through the provision of a care plan which will be regularly monitored and reviewed.

The “Functional” Mental Health service aims to provide long term support and intensive short term “intermediate care” which supports people at home and prevent an admission into hospital or long-term care. This service will only be offered to people with diagnosed mental illness.

Home Support Service

The aim of the Home Support Service is to offer support to customers living in their own homes to ensure their safety and physical, emotional and mental health well being. The service is provided to assist customers, who have low level needs, maintain their independence within their own homes.

Main aims of service will include;

- To maintain maximum possible independence
- To enable customers to remain confident and independent in their own home with minimum support
- To ensure the safety and comfort of customers
- To contribute towards the emotional and social well-being of customers

Enabling Service

The aim of the service is to enable, or re-enable, customers to live in the community focussing on realising maximum possible independence within the community.

Main aims of service will be;

- To facilitate speedier and safe hospital discharges and to provide an initial 6 week service to new customers living in the community.
- To achieve maximum possible independence through continual assessment of changing need.
- To enable customers to re-gain the confidence to live at home with support
- To contribute towards the emotional and social well-being of customers
- To provide relief and support to carers

Overnight Home Care Service

The service is designed to provide both long term and short term support and care for people at home who have been assessed as needing a package of care over a 24 hour period.

Main aims of service will be:

- To enable and encourage people to maintain life skills.
- To provide a service for people at home who have long term care needs.
- To provide short term care for people at home which prevents inappropriate admissions to hospital.
- To provide short term care for people at home to enable earlier hospital discharge.
- To provide short term care for people at home to enable carers to have respite.

It is the expectation that customers who receive this service will be connected to Warden Call to enable them to call for help in an emergency.

Extra Care Housing Schemes

Extra Care Housing is available in four sites in York and links the provision of varying and intense support for people in their own tenancies that are provided in sheltered accommodation.

Locality Home Care Service

The aim of the service is to aid customers to live in the community focussing on realising maximum possible independence within the community.

Main aims of service will be:

- To prevent inappropriate admission to residential or nursing home care.
- Where appropriate, to support the person in their wish to stay in their own home.
- To ensure that no-one referred to the service is left at risk without the offer of services.
- To support planned transfer to other services as appropriate.
- To promote and maximise independence.
- To empower the customer to make decisions and choices within their daily living routines.
- To contribute towards the emotional and social well-being of customers
- To provide relief and support to carers