

Mission Statement

Our mission is to make it possible for people who experience mental distress to live full lives and play their full part in society.

Our Aim

Our aim in the Housing Support Service is to provide the tenants with a holistic service that adequately meets their individual needs. That is why many of our tenants are happy with the level of service we provide.

Tenants' comments:

"I benefit a great deal through living in my flat. And I am very thankful for all the support I get".
-Judy.

"I like my flat here in Somerset Road. I like the support given to me by Mind, Dominion Housing and the Ealing Council for giving me my Carer who understands me very well".
-Vijay.

"I am happy to say thank you to Mind for being supportive. Mind offers many opportunities that are beneficial to Service Users. I like the support I get". -Josiah.

"I like living in my flat here in Eccleston Road, I am not considering moving to anywhere yet. Thanks to Mind in Ealing and Hounslow and Central & Cecil for giving me this flat". -Armin.

Making a Complaint:

We take care to ensure that our service delivery is fair and appropriate to clients' needs and circumstances. However, should anyone feel the need to complain about any aspect of our service, they can do so in the first instance by writing to: **The Operations and Finance Manager**, at our Head Office address below:

Head Office

1st Floor, The Priory Community Centre
Acton Lane
Acton, London W3 8NP

Tel: 0208 992 0303
Mob: 07538 300541

For further information : Contact the Housing Support Officer, Onunu Okpako at:

**11a Somerset Road
Chiswick
London W4 5DW**

Tel: 0208 995 5125

Fax: 0208 742 7404

The Mind Housing Support Service is funded by Ealing Council Supporting People Team



For better
mental health

**Mind in Ealing
& Hounslow Ltd.**

**Housing Support
Service**



Somerset Road Project

INFORMATION

The Service

The Housing Support Service consists of 2 Projects providing 13 self-contained flats. The 2 Projects are: the Somerset Road Project in Chiswick which provides accommodation to 9 tenants and the Eccleston Road Project in West Ealing providing accommodation for 4 tenants.

The Tenants

The tenants are adults who have enduring mental health issues and are able to live independently in the community with low to medium support that helps to raise their confidence and self-esteem.

Therefore, the level of support given to the tenants range from medium to low (or floating) support.

Partnership Working

The Housing Support Service works in partnership with 2 Housing Associations who are the landlords: A2 Dominion Housing Group for the Somerset Road Project and Central and Cecil Housing Care Support for the Eccleston Road Project.

Mental Health Support & Tenancy Management

A key aspect of our work is to provide appropriate mental health support to all tenants to enable them manage their affairs as independently as possible. The support also includes assistance and guidance with tenancy maintenance and relapse prevention. The tenants also receive mental health support from the Community Mental Health Resource Centres (CMHRC) closest to them.

The Somerset Road Project is linked to Avenue House (CMHRC) in Avenue Road, Acton, and the Eccleston Road Project is linked to the Lammas Centre (CMHRC) in Mattock Lane, Ealing.

Activities of Daily Living (ADL)

The tenants are encouraged to engage in activities of daily living to enhance their individual lifestyles. Apart from those activities peculiar to each tenant, we have group activities such as Tenants' meetings, discussion forums, group outings and activities. Tenants are encouraged to engage in social activities of their own choice in our aim to promote social and economic inclusion.

Newsletter

As part of improving on communication and information sharing, we have an in-house newsletter entitled Mind over Matter, which serves as a platform for sharing stories and passing on information and news to colleagues. It is produced by the tenants and helps them to share views across the two projects and the rest of the organisation.

Improving Our Services

We are committed to constantly finding ways of improving the range and quality of the services we offer to our clients. To this end the staff and service users regularly review the programme to evaluate their continuing usefulness, and to introduce new activities and new ideas.

Equal Opportunities and Diversity

Our tenants are a blend of different backgrounds, race, gender and religion, reflecting the whole community. We are committed to tailoring our services, to meet the diverse needs of all sections of the community.