

MAKING RECOVERY REALITY

ABOUT US



**96% OF PEOPLE WE SUPPORT
SAY WE'D HELPED TO IMPROVE
THE QUALITY OF THEIR LIFE**

WHO **WE** ARE

We are Richmond Fellowship, a national mental health provider making recovery reality for thousands of people every year.

For over 55 years we've provided innovative, people centred recovery services and have become one of the largest voluntary sector providers of mental health support in England.

We believe that recovery is a journey, and is different for each person. Whilst there is no single definition of recovery, the achievement of the best possible quality of life for each individual lies at the heart of everything we do.



MAKING RECOVERY REALITY

Our mission is to support people using our services along their individual recovery journey working with them as equals.

OUR VALUES

Hope: the belief that recovery is possible for every individual

Respect: valuing differences and all contributions

Enabling: giving people encouragement and support to achieve their goals

Inclusion: the belief that everyone has a right to participate fully in society.



WORKING TOGETHER

We work alongside the people we support as equal partners in their recovery and recognise that everyone has valuable skills, interests and experiences. Bringing together people with different knowledge and opinions helps us to be innovative in the support we provide.

At an **individual** level we:

- share support plans with people every step of the way so they retain an active role in their recovery.

In our **services** we:

- support people to get involved in the development of their services playing an active role in new initiatives, projects and the recruitment of new staff members.

As an **organisation** we:

- co-produce our communications so that the language and approaches we use are always accessible and inclusive.
- offer training to people using our services to improve their skills and confidence and open the door to opportunities such as peer support.
- provide people with the opportunity to influence how our organisation is run by sharing their knowledge and experience with our board.

"THIS HAS BEEN
THE BEST CARE I'VE
EVER RECEIVED. I'VE
LEARNED SO MANY NEW
SKILLS - IT'S REALLY
SAVED MY LIFE"



OUR SERVICES

We provide the following support:

RESIDENTIAL SERVICES

SUPPORTED LIVING SERVICES

CRISIS HOUSES

EMPLOYMENT SERVICES

COMMUNITY SERVICES

PEER SUPPORT

RESIDENTIAL SERVICES

We've been providing residential services as a registered landlord since 1976. In that time we've supported thousands of people with severe and enduring mental health problems in their recovery.

Our highly trained staff team work with residents in their recovery devising support plans to help manage their mental health and build skills and confidence to move onto less supported or independent living.



89% OF ALL PEOPLE USING OUR ACCOMMODATION BASED SERVICES (RESIDENTIAL AND SUPPORTED) MOVED ON TO MORE INDEPENDENT LIVING

24 HOUR SUPPORTED HOUSING

We provide 24 hour supported housing services throughout the country.

With placements from six months to three years our services work with a range of residents with varying mental health needs.

Our Recovery Workers work with residents on a one to one basis building tailored support plans and coping techniques to support their recovery.

Our tailored support helps people develop the skills and confidence to move onto less supported or independent living.

CARE HOMES

Our CQC accredited care homes provide round the clock support in a safe, recovery focussed environment.

We provide care homes throughout the country, working with the CQC to ensure our care homes are of the highest standards to support our residents.



SUPPORTED LIVING SERVICES

Our supported living services help people with the transition from a residential recovery setting to living independently in their own homes.

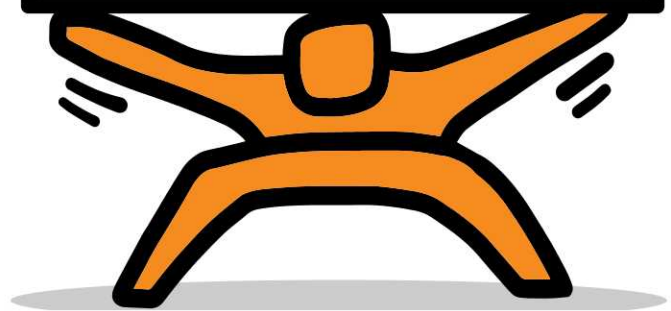
We provide placements of up to three years across a range of high quality communal or self contained accommodation.

With individually tailored support from our highly trained team of Recovery Workers, people are supported in their recovery and journey toward independent living.

We're proud to have strong community links close to our supported living services to help people reintegrate with the community to develop their contacts and confidence.

FLOATING SUPPORT

We also provide floating support to people living in their own home. We help people to manage their tenancies, maintain domestic routines and play an active part in their community.



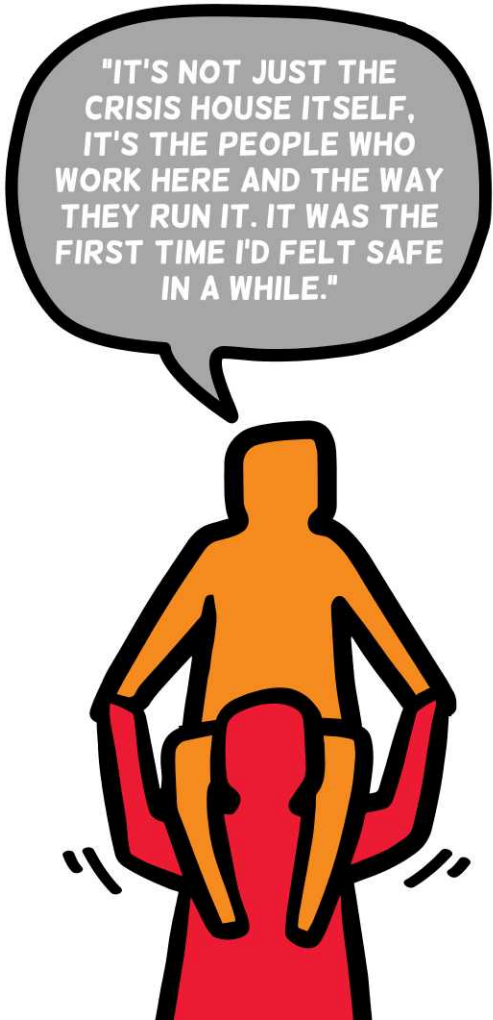
CRISIS HOUSES

We operate crisis houses throughout the country. Our community based approach offers an intervention service for people experiencing a mental health crisis.

We provide short placements where people can get away from the negative influences in their lives and work towards recovery in a warm and comfortable environment.

Our team of Recovery Workers provide one to one support sessions to develop coping mechanisms and a tailor made support plan to help manage a person's mental health.

IN 2015/16, 654 PEOPLE SPENT TIME IN ONE OF OUR CRISIS SERVICES AND OF THESE, ONLY 11 PEOPLE WENT ON TO NEED HOSPITAL ADMISSION.




"IT'S NOT JUST THE CRISIS HOUSE ITSELF, IT'S THE PEOPLE WHO WORK HERE AND THE WAY THEY RUN IT. IT WAS THE FIRST TIME I'D FELT SAFE IN A WHILE."

EMPLOYMENT SERVICES

Our employment services support people to find work, training or volunteering opportunities. We understand the challenges our clients face and work with them to find meaningful and fulfilling employment.

Following the Individual Placement and Support (IPS) model, our experienced Employment Advisors work on a one to one basis to understand our client's goals and help reach them. We help with CV writing and interview practice as well as support to develop employable skills.

We also provide support to people in work experiencing mental health problems. We help to communicate with their employers in a constructive way to make reasonable adjustments in order for people to retain their employment.



"...GOING BACK TO WORK FELT LIKE CLIMBING A NEVER ENDING MOUNTAIN. RICHMOND FELLOWSHIP HAS HELPED ME TO PREPARE MYSELF FOR MY RETURN AND I FEEL REASSURED AND EMPOWERED TO DO THIS."



COMMUNITY SERVICES

Our community based services provide practical and emotional support to build people's confidence and self esteem and develop links with their community.

We support people to manage their mental health and tackle the barriers preventing them from living fulfilling lives. Through individual and group support we help people to link in with the community, pursue their individual goals and work toward their recovery.

82% OF PEOPLE USING OUR COMMUNITY BASED SERVICES SUCCESSFULLY COMPLETED THEIR PROGRAMMES WITH US AND NO LONGER NEEDED OUR HELP


Our community link workers help to achieve these goals, providing guidance and assistance to support their recovery and access social networks in the community.



PEER SUPPORT

Some of the best support a person can receive is from someone who has experienced it for themselves.

Our peer support workers work alongside our community link workers to share their experience of mental health and support clients to achieve their goals.



"MY LIFE IS ACTUALLY BUSY NOW. I LOVE BEING BUSY AND HAVING STRUCTURE IN MY WEEK. I HAVE NOW BECOME THE REAL ME."

INSPIRING **INDIVIDUAL** RECOVERY NATIONWIDE

Richmond Fellowship is part of Recovery Focus, an expert group of charities with the shared aim to inspire individual recovery nationwide. Between us, we have more than 200 years' experience of developing and running personalised services that work with people with mental health, substance misuse and other complex needs to achieve their ambitions.



Thank you for picking up this booklet and learning more about our organisation and our mission to make recovery reality.

We've more information about our support models and individual services on our website:

www.richmondfellowship.org.uk

You can also keep up to date with everything Richmond Fellowship through social media, search:

rfmentalhealth   

For more information or to access this document in an easy read format, contact:

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