

# ST GEORGE'S HOUSE

24HR RECOVERY-BASED SUPPORT IN THE HEART OF LONDON



# A BEACON RECOVERY SERVICE

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## An introduction to St. George's House

St. George's House is a beacon service for those searching for the highest quality support in their journey towards greater independence. We are continually adapting and improving in order to meet the growing demands of our stakeholders, whilst placing our users at the core of excellent service provision.

We are run by 2Care, part of Richmond Fellowship, one of the largest voluntary sector providers of mental health services in England. We have more than 25 years' experience of supporting people with severe and enduring mental health needs and have a proven track record working with those with forensic backgrounds. Our unique, structured therapeutic support can help stabilise lives without intensive use of medical and psychiatric services.

At St. George's House, we recognise we're only one part of someone's recovery journey and we work closely with those agencies who may already be providing support to an individual to ensure a smooth transition into our services. Just as importantly, our phased approach to recovery supports residents to develop skills essential for moving into less supported or independent living.

Our robust approach to risk management means that people with highly complex mental health needs can benefit from a placement with us, making St George's House a cost-effective alternative to hospital admission.

**88% of our service users are “very satisfied” or “satisfied” that St. George's House is helping them achieve their goals.**



## Why we get results

**We put the person at the heart of everything we do** – We enable people to have choice and control over their recovery journey by creating programmes based on individual goals and aspirations. 88% of our service users are “very satisfied” or “satisfied” that St. George’s House is helping them achieve their goals.

**We make a difference** – 80% of our service users move on to less supported or independent accommodation after completing their recovery journey with us. Four out of five former service users still in contact with us have maintained their accommodation or moved to independent housing three years after their move on from St. George’s House.

**We offer value for money** – The average cost per year of an acute or secure bed can range between £100,000 - £150,000. Individuals experiencing relapses and recalls can lead to further costs to health and local authorities. St. George’s House, on the other hand, costs less than this a year and has a proven success rate of helping individuals manage their independence and break cycles of relapse through psycho-education and the development of relapse awareness. This in turn helps them to avoid hospital readmissions.

### Sylvia’s Story

Sylvia (not real name) has been known to mental health services since early adolescence. She has a history of suicide attempts, cyclical admission to hospital, and a series of unsuccessful placements over the past 20 years. Initially Sylvia’s placement at St. George’s House was marked by repeated admissions to hospital but through the support of our highly-qualified staff team those admissions began to reduce both in length and frequency. In 2010, Sylvia spent her first full year without returning to hospital. She moved to less supported accommodation a year later and is still managing her independence hospital-free.

# OUR PERSONALISED APPROACH

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We provide 24hr supported accommodation coupled with a range of non-clinical opportunities and interventions to promote independence. We have a model of service which is based on the enabling principles of a psychologically informed environment and our role is to support individuals to drive their own recovery and rehabilitation programmes. Our support is focused on medium term, intensive and structured rehabilitation to enable individuals to move on to less supported or independent living.

We work in close partnership with both mental health and mainstream services to create opportunities for our service users' journeys to recovery. In addition we host a range of in-house groups to support social responsibility and community involvement.

We proudly offer a personal budget practice scheme. This enables our service users to understand the ethos behind the personalisation agenda and gives them practical experience with spending an in-house budget on a social care need. Many service users who use this scheme go on to apply for personal budgets in their own borough.



# Our Recovery Model

We have adopted a three-phased model of care which allows individuals to progress their recovery at a pace appropriate to them:

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**Phase 1** – We concentrate on establishing a thoroughly detailed and ongoing assessment of needs, while at the same time providing opportunities for individuals to build relationships, identify their own needs, feel empowered, and experience positive achievement.

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**Phase 2** – We give individuals the opportunity to move into a semi-independent setting where they can experiment with some of the practicalities involved in assuming greater personal responsibility, while retaining close staff support. They are supported to develop personal organisational skills, test out interpersonal and social skills, and extend their social networks.

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**Phase 3** – Individuals gain experience of independent living with focused key-work support and they assume high levels of responsibility for themselves. They are supported to solve problems, negotiate their needs and prepare for independent living.

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**Aftercare** – We also help people in the transition from residential to supported and independent living. Our transitional service can be commissioned for anyone who uses our service and can be tailored according to need. There is a one month free transitional service for NHS Trusts or local authorities who hold a preferred stakeholder arrangement with St. George's House.

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# OUR FACILITIES AND STAFF

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We believe that the physical environment should reflect the therapeutic fabric of our recovery model. We can provide placements for up to 23 individuals at any one time.

As well as our accommodation, St George's House offers a range of facilities including:

- A psycho-educational reference room
- A wellbeing room with aromatherapy and mindfulness sessions
- An IT suite for individual skill-building
- A seasonal garden promoting bio-diversity and greener spaces
- In 2013 we will be opening a new multi-media room dedicated to music and art

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We have a highly-skilled, community-based staff team who offer 24 hour support. We also have specialist recovery support in forensic mental health, involvement and wellbeing, and dual diagnosis.

Our staff come from a variety of backgrounds and receive robust training to ensure they are equipped to handle whatever complex needs an individual may have. The team uses many aspects of therapeutic practice including low expressed emotion, devolved decision making, motivational interviewing, interventions reflective of CBT and DBT approaches and working within cycles of change.

St. George's House proudly holds Silver Status from Investors in People.



INVESTORS IN PEOPLE | Silver

# REFERRALS

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We offer three types of assessment models with flexible referral pathways to ensure that a placement at St George's House is right for an individual:

**Forensic Inreach** - Our in-reach service is available for individuals who are currently in a secure setting. Skilled members of our team can provide regular visits to offer support and information prior to someone moving back into the community. They can raise awareness and understanding about St. George's House and give individuals the opportunity to develop positive relationships with our staff before joining us.

**Diversion** - We have set this up to support individuals who are in an acute setting to continue their recovery and stabilise in a non-clinical environment. This in turn helps to relieve pressures on bed spaces in acute wards.

**Respite** - We have recently launched this model to support the rapid assessment of individuals in acute social crisis to provide short term intervention for those in need.

We operate a tiered fee model based on the needs of the people who use our services.

## Bill's Story

Bill (not real name) spent 21 years in medium to low secure settings following a serious offence involving several members of the public. His planned discharges had been problematic and led him to be recalled on two occasions. But since Bill joined St. George's House, he has started to fully self-cater, self-medicate and engages with his local college course. Bill has formed positive relationships with others in the community and has developed greater awareness about his own mental health needs. After his second year at St. George's House he is actively planning his move on to low supported accommodation.

## CONTACT DETAILS

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