



Floating Support Service



What is the Service?

Hull & East Yorkshire Mind Floating Support Service provides variable support levels to clients in their own homes experiencing mental health problems. Support is person centred and based on a comprehensive assessment of need. It can be intensive and the intended service duration is up to two years.

Who is it For?

The service is for anyone 18 years or over with mental health problems. Anyone can be accepted if they meet the criteria and would benefit from our support.

When is it Available?

Generally Monday to Friday 9am to 5pm, but some evening and weekend work may be undertaken to meet client need.

The Aims of the Service

- Assist people with mental health problems to live independently in the community and to maximise their quality of life.
- Be non-judgmental.
- Provide equality.
- Be supportive .
- Work in partnership with statutory mental health care services where appropriate.

What Does the Service Provide?

Support with:

- Budgeting, paying bills, benefits and form filling.
- Practical tasks encouraging independence with cooking, cleaning, shopping, taking prescribed medication and attending appointments etc.
- Attending local groups and fulfilling ambitions e.g., voluntary or paid work and college.
- Confidence building and social skills.
- Good neighbour skills and tenancy issues.
- Accessing other support services.
- Emotional support.
- Support plans with realistic aims and goals set by the service user to enable them to identify and achieve their ambitions. These are reviewed periodically.

Referral Process

Referrals can be made to the Floating Support Team by:

- Community Mental Health Teams
- GP's
- Housing Workers
- Benefit Agencies
- Social Services
- Outreach Teams

These referrals can be made via the telephone.

Assessment Process

- After a referral has been made, application forms are sent out for the applicant and referral agent for further details. After these have been received two Floating Support workers will arrange to visit you for an initial assessment. This is a detailed process that will help to identify your support needs.
- This will then be discussed by the team and if appropriate and successful a support worker/workers will then be assigned to you. What ever the outcome you will be contacted to confirm this.



How to Contact Us

For further information about our service or to make a referral please contact:

Hull & East Yorkshire Mind Floating Support Team

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For better mental health

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