

The Residential Support Service provides community-based recovery and supported accommodation for people who have a serious mental illness. The service philosophies are based on residents being actively involved in developing the type of service they want and the policies and procedures of the service.

The Residential Support Team is a multi-disciplinary team comprising registered and enrolled nurses, occupational therapists, a psychologist and a mental health professional. The team liaises regularly with other parts of the mental health service and the clients GP to ensure continuity of care.

What areas does recovery cover?

Upon entry into the service, a case manager is assigned to each resident and together they draw up an individualised

recovery plan according to the resident's needs. Recovery covers the following areas:

- *Living skills* - all residents participate in weekly 'in-house' activities (e.g. cooking, shopping, and cleaning) as well as attending to their own self-care. The clients are assisted in budgeting skills along with any assistance they may need to deal with community agencies eg. Centre Link, Dept of Housing.
- *Work / leisure* - Residents attend programmes offered in local rehabilitation centres and are encouraged to attend courses with TAFE, other community-based colleges or interest groups of their choice.
- *Education* - Clients are provided with education about mental and physical health and medications.
- *Inter/intra-personal skills*
- self-esteem, communication, conflict resolution and relationships.

There are also regular activities relating to house maintenance and self care. Participation is flexible and can be altered to accommodate the changing needs of the resident.

A Residents forum is run by the residents monthly to discuss concerns or ways for improving the service to consumers. This can include reviewing policies, initiate new policies, organising social activities, organising talks by guest speakers on topics of interest.

Consumer Contact Person:-

Elizabeth Stewart on Wednesdays

10.00 a.m. - 12.00 p.m.

(02) 9477 9705

Accommodation is provided in a range of houses or units where support is given according to resident needs. There is one house/unit offering twenty-four hour

support. There are further houses/units where residents have varying levels of support, depending on their needs.

All accommodation is situated within the Hornsby and Ku-ring-gai local government areas and is close to shops and public transport.

To be eligible for entry the clients must have a mental illness, be a client of the Northern Area Health Service and be committed to the rehabilitation recovery program. Priority is given to those within the Hornsby and Ku-ring-gai local government areas. A completed referral form must be posted/faxed to the address below. An assessment is then conducted as soon as possible and if it is thought the client will benefit from the services provided; they will be offered a placement when it becomes available.

**Contact: Referral & Assessment Office
Pennant Hills Community
Health Centre, Pennant Hills**

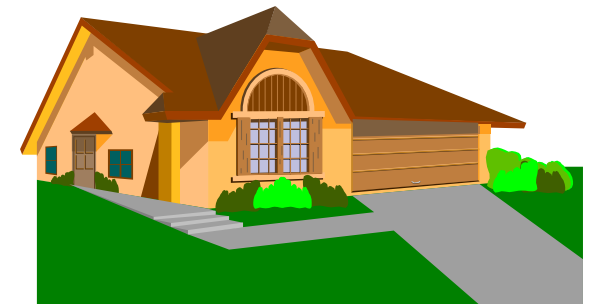
**Phone: (02) 9483 7963 or
(02) 9483 7962 (Manager)**

Fax: (02) 9483 7979

Revised July 2004

Clive Steele NUM.

Mental Health Residential Supported Recovery Services



***Hornsby Ku-ring-gai Health
Service***