

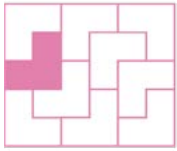
**Mental
health**

Homes and wellbeing

Homes and Wellbeing promise 2022 - 2027

Date of issue: 24 June 2022





Homes and Wellbeing promise 2022-2027

Vision statement

NCHA's good quality, safe housing and services will promote positive mental health and wellbeing. Our specialist support services for people with enduring mental health needs will use a trauma informed approach and will follow psychologically informed environment principles (PIE).

We will provide support or signposting to all customers and our colleagues will know that their wellbeing is our priority and that they feel seen, heard and valued.



Good quality, affordable and safe housing is a vital part of good mental health. Our home shouldn't just be a roof over our head, but also a safe, supportive place to live.



Mental Health Foundation

The BIG challenges

- Mental health is a significant public health concern and is closely linked to housing problems.
- Housing problems can exacerbate mental health conditions, and pre-existing mental health needs can make it more difficult to cope with and solve housing problems. Some people experience housing problems because of their mental health.
- Many customers experience loneliness; this has only increased since the COVID-19 pandemic and impacted on wellbeing.
- Mental health problems are on the increase across the UK, as has the demand on NCHA's mental health services. This, combined with an increasing complexity of need, can lead to an increased risk to both customers and colleagues.
- Supporting people with complex needs can have an impact on our colleagues' wellbeing.
- A real-time decrease in funding for these specialist services, does not reflect the level of care and the expertise our colleagues offer.
- Some of our buildings are no longer suitable for use. Older converted buildings with poor layouts require renovation required to bring them up to standard.
- Mental health issues is one of the primary reasons for colleague sickness absence.

Where are we now?

- NCHA's culture statement is supportive, inclusive and wellbeing focused.
- NCHA is a good quality social care provider of mental health specialist support including; supported living, care homes, supported housing, outreach, floating support and mental health helplines. Our services are well regarded, we are fully compliant with our contracts and we continue to retain existing services and win new business.
- Assistance from NCHA's Community Support team is available to all customers to support them to avoid homelessness, but there is currently no specific mental health support on offer to customers outside of Care & Support's remit.
- Care & Support teams are trained in trauma-informed practice. This training is being extended to Your Housing team colleagues, with an ambition for this to be available to other customer facing colleagues in NCHA.
- NCHA has an increased wellbeing offer for colleagues. Colleague Wellbeing Champions are trained in mental health first aid. They are aware of signs of poor mental health in both colleagues and customers and know how to signpost to additional support.
- One to one counselling is available to colleagues internally and a team of colleagues offer debriefing support to individual colleagues and teams following traumatic incidents.

Key objectives

1. Expanding our mental health specialism:

NCHA will continue to offer great quality support to people with mental health needs in Care & Support projects, reviewing new opportunities as they arise and exploring relocation of services when new properties are developed. Including:

- o Implementation of two new services in Leicestershire 'Mental Health with dual diagnosis floating support – Positive Steps' and 'Mental health wellbeing and recovery support service'
- o Our current Stephanie Lodge Resettlement service will move to our new site in Clifton to provide brand new accommodation in a quiet and peaceful location to promote wellbeing and recovery.
- o Development of new flats with support in Carlton for people with mental health needs and vulnerable adults. 2022-25

2. Publicity and awareness:

We will share our successes and positive outcomes internally and externally. This will support colleagues, customer and service users understanding what support is available to improve their mental health and wellbeing. We will campaign to raise awareness of mental health, reduce stigma work to break down barriers. 2022-27

3. Art therapy:

Service users in mental health Care & Support projects in Nottingham City will access art therapy to improve their wellbeing using funding from 'lotto for all'. 2022-23

4. Development of colleague support policy:

We will update and promote our wellbeing offer to positively impact on colleagues, with wellbeing embedded as part of NCHA's practice as an employer. 2022-27

5. 'Pathways to support':

We will define clear pathways for customers and service users to access support to enhance their wellbeing, resilience and independence; providing specialist support around mental health, homelessness and domestic abuse. 2022-24

6. SMaRT redesign and rebranding:

We will redesign the SMaRT 24 hour welfare service, incorporating mental health helpline and wellbeing support to both NCHA customers and external customers. The new name for this service will be the Customer Wellbeing team. 2022-27

7. Develop a customer wellbeing impact measurement tool:

We will adopt and embed a new tool to define impact measurement, to measure wellbeing and evidence the impact of our services across Homes and Wellbeing. 2022-27

Delivering the plan

The Complex Mental Health Contracts Manager will be responsible for the delivery of the thematic plan and coordinating the achievement of the objectives by each lead. Each objective will have its own delivery plan or be included in the team plan by their named lead.

Monitoring and reporting

Progress will be monitored by the Complex Mental Health Contracts Manager lead who is responsible for progress reports to the Assistant Director of Homes and Wellbeing.

As well as progress updates, this strategic plan will be underpinned by KPIs to measure success, aiming to achieve the stated targets by 2027:



Our targets

- **90%** customer satisfaction with support around their mental health and wellbeing received in Homes and Wellbeing
- **90%** of customers are satisfied with their accommodation and report that it helps aid good wellbeing
- Delivery of one to one art therapy sessions to at least 15 service users (or more when delivered as group therapy)
- **80%** colleague report improvement in personal wellbeing
- Number of wellbeing events held for colleagues
- Number of colleagues trained in Trauma Informed Practice
- Number of critical incident debriefing sessions held
- Annual communications plan and delivery for Mental Health Awareness Week

Glossary

Mental health: A state in which someone maintains wellbeing, manages stress, and lives productively

Wellbeing: The state of being comfortable, healthy, or happy

Trauma: A psychological, emotional response to an event or an experience that is deeply distressing or disturbing

Vicarious trauma: The cumulative effects of exposure to information about traumatic events and experiences

Mental Health First Aid: A national program to teach the skills to respond to the signs of mental illness

Psychologically informed environments: Services that are designed and delivered in a way that takes into account the emotional and psychological needs of the individuals using them and working in them.

Our business delivery strategies

Being the best we can be for our customers and colleagues by always listening and striving to improve, in an environment that is supportive, inclusive and wellbeing focused.

Alongside the Group Corporate Plan sit three new '**Business Delivery Strategies**', which are relevant to all departments. These are:

Environmental Sustainability Strategy

Social Impact Strategy

Value for Money Strategy.

The **Environmental Sustainability Strategy** sets out ambitious targets that will enable NCHA to reach net zero carbon emissions, improve natural environments and reduce fuel poverty for our customers.

The **Social Impact Strategy** commits NCHA to getting better at measuring the positive impact we have on people's lives, and then using what we learn to focus our money and time on the things that have the biggest impact.

The **Value for Money Strategy** is arranged around three key concepts:

- Economy, which means buying things as cheaply as possible, which will mainly be achieved through improved corporate procurement practices and loan agreements.
- Efficiency, which means getting the most out of our resources, and
- Effectiveness, which means providing high quality services that meet people's needs and expectations.

Taken together, these new strategies provide us with the opportunity to pause and reflect on what we've been doing, and then to refocus on the future.

The theme of this plan is Mental Health. The plan describes what we will change over the next 5 years to achieve our vision.