

High Level Service Overview of Additional Services Varied into the Contract

24-7 Telephone and Online Support Service for Kent and Medway

The 24-7 Telephone and Online Support Service is a telephone and online support service for the Kent and Medway population. The service is for adults aged 16 years and over who are, or may, need to access emotional support, guidance or information to prevent, reduce and/or de-escalate mental distress. The service is marketed via links from the various health and social care partner websites and there has been a sustained “Release the Pressure” media campaign. Calls can be from people who are suicidal, or need an ambulance, or are referred from duty GPs, or referred from out of hours teams including the Crisis Resolution Home Treatment Teams and Approved Mental Health Professionals. The lines are operated 24 hours including weekends and bank holidays.

Mental Health Housing Related Support

Housing Related Support Services are defined as services which aim to bring about independent living which could lead to individuals moving to general needs accommodation within a time period of up to two years. The service provides housing related support which:

- is principally focused on enabling individuals to secure or maintain independent living through a move on to more independent accommodation
- is the subject of a formal support plan which includes clearly defined outcomes against which progress can be monitored
- is part of a focussed, outcome driven programme with clear objectives for taking steps to independent living as opposed to ongoing permanent support maintenance in accommodation that individuals regard as a home for life

Mental Health Debt Counselling Service

This service provides specialist mental health debt advice.

Activity Programme for Young People aged between 14 – 35 who have suffered from a first episode of psychosis

The service is an activity engagement project for clients who are under the KMPT Early Intervention in Psychosis (EIP) services.

The focus of the programme is to aid in the overall recovery process of young people who have suffered a first episode of psychosis by improving physical health, self-esteem, levels of confidence, social interaction, and goal setting. The project also offers a platform for young people to discuss their experiences of mental health with peers and benefit from the support that provides.