

## **Appendix 1 – Service Specification for STR service**

### **STR workers in KMPT**

#### **Specification for Deployment**

##### **Scope of Specification**

This specification refers to all the work previously referred to as Community Support Scheme (CSS); and Support Time and Recovery (STR); which was undertaken in-house in the Access, Recovery (including the assertive outreach service) and Early Intervention in Psychosis teams.

##### **Background**

In 2009 work was undertaken by the mental health commissioning and contracting team to identify the respective attributes of the two models (CSS and STR). CSS has been largely supplied by external providers through contracts for services; but there is also some in house provision. The STR model is exclusively in-house provision introduced from 2003 as part of the National Service Framework for Mental Health.

This work identified that the STR model was more immediate, dynamic, time limited and gave practical support at times of crisis to help people back to supporting themselves. This was seen as being in keeping with personalisation and recovery models required in a modern mental health service. The CSS model was still valuable for a smaller number of people, but did lend itself to a longer term, maintenance approach for people with continuing, long term problems with daily living skills.

KMPT undertook to continue this work and pilot an approach through the Maidstone Community Mental Health Team. The pattern in KMPT was confused because East Kent and West Kent had different models historically and in some cases the roles of CSS and STR workers had become interchangeable (although commissioned as different roles).

A working party was set up led by Bob Ditchburn and a lot of scoping work was undertaken, including understanding the implications for any differences in structure between East and West Kent and differences in pay scales between health employed and KCC employed staff. This work demonstrated that these issues were not insurmountable and that the differences in pay scales were minor.

##### **Current position**

The development of the new Supporting Independence Service (SIS) has provided a vehicle for the continuation of externally provided support in MH that follows the CSS model. This has created the opportunity to make clear distinctions between what will be provided externally; and what will remain in house. With effect from October 2012, all the external provision will be provided via SIS contracts and will include all existing external CSS, together with a staged transfer of the long term provision currently in house that is provided on the CSS model.

There will be no in house CSS (or SIS). All internally provided work will follow the STR (support time and recovery) model. This provides intensive support for up to 6 months. Therefore, all provision to the SIS model will eventually be external: and all STR provision will be internal.

There is a separate workforce exercise to determine the position of currently employed staff. However, existing internal CSS staff may be re-designated as STR workers.

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### **Definition of STR work**

An STR worker works with people who are experiencing a crisis with their mental health to support them, spend time with them and work with them in a practical way towards recovery. STR workers come from a wide variety of backgrounds and may have experienced mental health distress themselves as service users or carers.

STR workers will make contact with service users who come into contact with community mental health teams, answering any questions or difficulties they may have relating to treatment; ensuring they have personal belongings and money if they move accommodation and that their property is secure. STR workers will be involved in planning meetings, accompanying the service user and helping to overcome any practical obstacles to an early resolution of a mental health crisis.

STR workers will work with people for a time limited period. The first period of up to 6 weeks will be provided as Enablement, and will usually be an intensive service to help people quickly recover from a crisis. Should further support be needed this will be provided for up to 6 months in total, and becomes a chargeable service following the enablement period.

STR workers will get involved in:

- promoting independent living;
- supporting social inclusion within a recovery model
- providing practical support with daily living
- facilitating people to live ordinary lives
- helping service users to gain access to resources in the community
- supporting service users to be in control of their treatment.

STR workers will help with:

- budgeting income, benefits (and tax credits) advice;
- employment and housing issues
- internet access
- leisure activities, exercise and fitness
- social networks
- spirituality, creativity ethnic and cultural identity

STR workers enable access to:

- self-help groups
- medicines management
- health checks
- good nutrition advice
- a GP and dentist
- advocacy
- health promotion (healthy eating, weight control, smoking cessation)
- substance misuse advice