



# Intensive Recovery Support Service (also known as IRSS)

# FAQs

## **Q. What does registration with the Care Quality Commission mean?**

**A.** It means that our service has been assessed as being of a high standard, and that at regular intervals we will be inspected and audited to ensure this accreditation.

## **Q. Who can make a referral?**

**A.** Only the Care Co-ordinator. Whilst we are happy to discuss our service with any potential partner, referrers need to have access to appropriate funding.

## **Q. Does my client need to be in hospital to be referred?**

**A.** No. We can work with people in the community experiencing distress or a crisis. Everyone needs support at some time in their lives. By providing this support, we can offer a vital service at a very crucial time.

## **Q. When should funding be applied for?**

**A.** As early as possible in the referral process. We will need the date of the funding meeting where the decision will be made within 7 days of an offer of a placement being made. We allocate places according to need and confirmation that funding is secured, so not informing us about funding developments risks losing a place. Some referrers have applied for funding before the interview / assessment takes place in order to ensure the funding is available when needed.

## **Q. What is the difference between IRSS support in the community and IRSS at Harry Salt House?**

**A.** IRSS Accommodation provides 3-7 hours of support *per day* within Harry Salt House, along with a night concierge.

IRSS Community Support provides 7 or more hours of support *per week* to a client living in the community.

## **Q. What do I need to know at move in stage?**

**A.** To make the transition easier for the client, please ensure the client has the following with them on move in day:

- A written list of medication required for GP registration
- A blister pack for the first week (if self-managing medication)
- Some money to buy essentials over the first few days

## **Q. How is support provided?**

**A.** Our work is carried out via a support plan. Following the completion of a Recovery Star an individual's support plan is jointly developed by the client and a member of staff. The support plan places the service user at the centre of their support. They will drive the pace and the progress, and we will always strive to ensure they remain in control.

## **Q. What is the Recovery Star?**

**A.** The Recovery Star helps identify what the client needs and wants support with. It is a way of helping both the client and the worker to focus on what the client really wants from life, and what they need to help them get there.

The Star is completed with a member of staff, by giving a rating from 1-10 for ten different areas of life. The progress is plotted on a chart, so it is easy to see where the client has been in the past, where they are now, and where they would like to be in the future.

## **Q. Are support staff available around the clock?**

**A.** Recovery support staff are only available during the day and evening. Harry Salt House has a Night Concierge worker who can provide overnight support (to residents only). Support is offered to service users in a structured and timely fashion. This means that some support is offered in the evening. Importantly, we recognise that distress and crisis are not

restricted to the office hours, hence our Night Concierge are trained to support service users, often in the early hours.

**Q. How much responsibility do you take for medication?**

**A.** Whilst our aim is to support people through to eventual independence, we recognise that at times they will need encouragement and prompting to take any regular medication.

**Q. How long can clients stay at Harry Salt House?**

**A.** This is not a home for life. Our aim is to support and enable people to move on to their own tenancy, or by receiving support to stay in the community. Moving on from Harry Salt House will be expected within 6-12 months.

**Q. What happens after move on?**

**A.** Moving on doesn't mean the end of support – we can support someone after they have moved into their own tenancy. We also have other housing related support services which can help.

**Q. How much responsibility does the service have?**

**A.** We are not doctors or nurses. We cannot replace the care co-ordinator, but we provide an essential link to health professionals, giving an overview of their client's progress over a 24 hour period and a crucial engagement where health is deteriorating or distress or crisis is imminent. We will engage with client and care-co-ordinator to have a formal review after 4-6 weeks.

We will also be pleased to get your feedback, and that of your client, on the service that we provided.

If you have any further questions, please feel free to contact us on 024 7663 0938 or [irss@cwmind.org.uk](mailto:irss@cwmind.org.uk).