

# Contact us

If you or someone you know needs our support, please contact us.

## Elmore Complex Needs Team

### Elmore Community Services

**Telephone:** 01865 200130

(answerphone outside office hours)

**Fax:** 01865 246039

**Email:**

info@elmorecommunityservices.org.uk

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[www.elmorecommunityservices.org.uk](http://www.elmorecommunityservices.org.uk)

Elmore  
Community  
Services



Elmore Community Services (ECS) provides high quality services for marginalised and disenfranchised people in Oxford City and Oxfordshire.

Elmore Complex Needs Floating Support is part of a range of mental health housing and support services funded by Oxfordshire County Council (Adult Social Care and Supporting People) and NHS Oxfordshire. Please use the following web link to find out more about these services: <http://bit.ly/mentalhealth-SIL>

The Team is also funded by Oxford City Council.

www.oxford.gov.uk



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# Elmore Complex Needs Floating Support Service



“ Elmore is  
**different.**

I didn't have to go there,  
**I chose to.**

They worked with me  
when other people had  
**given up. ”**

**Flexible support in complex situations**

# Who we are

The Complex Needs Service works alongside the Mental Health Floating Support Service and is managed by independent charity Elmore Community Services (ECS).

We work with people in Oxfordshire who have complex and multiple needs. We work with anyone aged 16 and above. Many of our clients find it hard to access other services. They may be experiencing problems with accommodation, physical and mental health, drug and alcohol misuse, self harm, offending or rough sleeping. They often have chaotic lives and suffer from emotional difficulties and stress.

We work to a team approach which enables us to pool our skills and experience. Team members have a variety of backgrounds such as health, social work, drugs and housing. Our approach is flexible, persistent and person centred.

“ They put me **in touch**  
with the correct people  
to meet my needs. ”

## Our approach

- **Confidentiality:** we respect your right to a confidential service. We will not give away information about you without your permission, unless we think that you or someone else is in serious danger.
- **Equality:** we treat everyone equally and with fairness. We value difference in race, gender, colour, ability and sexual orientation.
- **Support:** we will plan work with you, not for you.

# How we work

We offer a flexible service, and can provide:

- **Practical help** such as information on housing, support with appointments, dealing with benefits, bills and debts, or dealing with police or solicitors.
- **Emotional support** such as a listening ear, support with a drug or alcohol problem, 1-to-1 sessions to explore emotional issues, or help to access specialist counselling/psychological support.
- **Encouragement and support** to look after your mental and physical health.
- **Links** with relevant services and local facilities, such as GPs or employment advisers.
- **Advocacy**, such as support with children and family issues, helping to tackle harassment, or going with you to court if necessary.
- **Outreach:** we will meet you where it suits you – at your home, in a café, at a local centre or in the community.

## How to use our services

You can refer yourself, or you can be referred by someone who works with you (such as your GP or another support worker). You can also be referred by someone who knows you, such as a friend or relative.

The person referring you needs to fill in a Common Referral Form\* and send it to us. If you want to refer yourself and would find it easier to phone, you are welcome to call any morning between 10 and 12.30 and speak to one of our workers. Once we have all the information we need, we will usually carry out an assessment with you within 7 days. In crisis situations the turn around time will be much quicker.

\* downloaded from our website at [www.elmorecommunityservices.org.uk](http://www.elmorecommunityservices.org.uk)