

Contact us

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

Elmore Mental Health Team

Elmore Community Services

Telephone: 01865 200130

(answerphone outside office hours)

Fax: 01865 246039

Email:

info@elmorecommunityservices.org.uk

Bullingdon House

174b Cowley Road

Oxford OX4 1UE

www.elmorecommunityservices.org.uk

Elmore Mental Health Floating Support Service



“ Elmore is
different.
I didn't
have to
go there,
I chose to...”

Connection Floating Support: 01865 711267

Email: enquiries@connectionfs.org

Elmore
Community
Services



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

Elmore Mental Health 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>

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Flexible support in complex situations

Who we are

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

We work with people with a range of mental health difficulties in Oxfordshire. We work with anyone aged 16 and above. We provide floating support to help clients in their recovery towards independence.

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.

Our service

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 we work

- **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 to use our services

You can refer yourself, or you can be referred by someone who works with you (such as your GP, CPN or Social Worker) or 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 within 7 days. In crisis situations the turn around time will be much quicker.

Please note that this service runs alongside Connection Mental Health Floating Support, who also provide a similar service across Oxfordshire.

When you complete the common referral form you will be asked to state if you want to be referred to either Elmore or Connection. If you do not have a preference, our services will work together to make sure your referral is dealt with in the best way to meet your needs and in the quickest way possible.

* downloaded from our website at www.elmorecommunityservices.org.uk