



# welcome to wellbridge house

**Bristol  
Mental  
Health** ..... **community  
rehabilitation  
service**

# THOUGHTS OF THE DAY

Feel free to pin your favourite  
thought of the day up on the board  
for everyone to see!

OR

Fancy writing your own on one the  
*our lives...Some lessons are  
painful, some are painless...  
but all are priceless.*

*Happiness cannot be travelled  
to, owned, earned, or worn. It is  
the spiritual experience of living  
every minute with love, grace &  
gratitude - Denis Waitley*

*The elevator to success is out  
of order. You'll have to use  
the stairs...one step at a time  
- Joe Girard*

*The only way to have a friend  
is to be one - Walden  
- Vince Lombardi*

*Accept responsibility for your  
life. Know that it is you who  
will get you where you want  
to go, no one else - Les  
Brown.*

*The only thing we have to  
fear is fear itself - Franklin D  
Roosevelt.*

*What lies behind us and what  
lies before us are tiny matters  
compared to what lies within  
us - Henry Stanley Haskins.*

*This too,  
shall pass.*

*ending - Carl Bara*

# welcome to wellbridge house.

In this leaflet you will find some  
information about Wellbridge House  
and the answers to some frequently  
asked questions. We hope you will  
find this helpful.

If there is anything you're unsure  
of or would like further information  
about, please speak to a member of  
staff who will be happy to help.

# how we work

Wellbridge House is a residential home, where people are encouraged to work in equal partnership to identify and build on their own strengths and hopes.

Individuals who are ready to participate, will receive tailored support, so their stay at Wellbridge will hopefully be a meaningful part of their on-going recovery.

Everyone will receive their own personal recovery plan, where they can document their progress and feelings during their stay.



Four core values underpin all our work at Wellbridge:

- a commitment to recovery and wellbeing
- co-production (working together with individuals)
- working in a psychologically informed way, and
- equality and diversity. Staff are able to provide more information about these.



# our team

We have a multi-disciplinary team here at Wellbridge, which means that there is a wide range of skills, experience and knowledge contributing to the service.

This includes:

- recovery navigators (the people who oversee every aspect of an individual's recovery)
- peer workers
- occupational therapists
- psychologists

- nurses
- a nurse prescriber
- a psychiatrist and
- regular volunteers.

Staff can provide further detailed information about what each of these roles can offer. See back of booklet for a glossary of terms.

**There will always be a minimum of two members of staff in the house 24 hours a day.**

# the bigger picture

Wellbridge House is provided by Bristol Community Rehabilitation Service, part of a new system of NHS mental health services under Bristol Mental Health.

The Community Rehabilitation Service is led by charity Second Step, working alongside Avon and Wiltshire Mental Health Partnership NHS Trust (AWP) and Missing Link, a Bristol-based women's mental health organisation.

It is regulated and monitored by the Care Quality Commission (CQC). The CQC inspected

Wellbridge House in May 2016 and it received a rating of 'Good' in all areas.

Ask a member of staff if you would like to see this report in full.

## **Service development:**

We are committed to the involvement of clients and carers in the future developments of our service. If you are interested in this, please talk to a member of staff who can provide further information.

# accommodation

There are 10 bedrooms at Wellbridge House and each has its own safe and an en-suite bathroom, which has a shower, toilet and sink.

There is a larger shared bathroom, which anyone can use if you prefer to have a bath.

There is a communal lounge, garden, quiet room, dining room and kitchen. In the kitchen each person has access to a lockable cupboard and a shared fridge and freezer. There are also three

small offices, which staff often use for doing paperwork and any necessary meetings. There are laptops available for use as part of recovery plans.

On arrival at Wellbridge House, each person is given a fob (to open the front door so that you can come and go as you please), a bedroom door key and a kitchen cupboard key.



# what we offer



We recognise that it can be daunting to think about the future and difficult knowing where to start when you want to make changes to your life.

At Wellbridge House we will work with you to help gain a helpful understanding of where you now, what goals you want to achieve and what support might be needed.

One framework we use is the '**Five Ways To Wellbeing**', which suggests we need to consider five areas to lead the best possible life.

We've used this framework to provide some examples of the types of opportunities available at Wellbridge House.

Although these are just a few examples and we appreciate that every individual will need and want different things.

**Connect:** weekly communal meals and community meetings to connect with other residents. Chances to experience share sessions to connect with others over recovery stories and challenges.

Opportunities to find out what's on in Bristol and to connect with the wider city. Trips in your local area to cafes and shops to connect with neighbours.

**Be active:** discover walking routes easily accessible from Wellbridge

House, attend local sports centres, swimming pools and/or exercise classes, nearby. Meet staff from Bristol Active Life Project (BALP) and take part in gardening, managing housework or going shopping.

**Take notice:** mindfulness sessions (either as a group or individual). There's information and ideas around the house to help people to do this more often.

**Keep learning:** we offer a wide variety of short courses, which lead to a certificate (these are provided by ASDAN and supported by staff at Wellbridge).

There are opportunities to learn from various people, who come in to talk about what they do such as The Folk House and City Farms. You can access community courses, the

recovery college courses and take part in peer-led experience share sessions (where you can learn about others' understanding of recovery).

**Give:** you can help with communal meals, get involved with charity work, explore volunteering opportunities and attend local fundraising events. You can also strive to take notice and tell others when they've done something helpful.

In addition to this, staff within the service can offer a range of specialist assessments and interventions. These may include occupational therapy, psychology and medication reviews.



# family, friends & carers

Within the Bristol Community Rehabilitation Service we appreciate and value the support that is provided from families and friends.

This support can usually do a great deal to help the person in their recovery from a mental health problem.

If there is someone you identify as being important in your life, it can be helpful for us all to meet together.

We can also provide support for family, friends and carers. If you would like to find out more about help/ advice and resources available, do mention this to a member of staff.

Alternatively you can contact Suzanne Gerrish on 0117 9096372 for help or advice.

There are some carer resource materials available in the Wellbridge reception that you are welcome to help yourself to.

These contain information about local Carer supports and details on how you can access a carer's assessment through Bristol City Council.



# shared expectations

The support on offer at Wellbridge House is based on a collaborative process and is a shared responsibility between staff and residents.

In order for this to be successful, it's really important that we are all clear on what we can expect from each other.

## **What you can expect of us:**

We will work with you to develop a programme to support your recovery goals. This will include both group and individual activities.

We will always aim to provide a safe and supportive environment.

## **What we expect of you:**

As the work here is a collaborative process we will expect you to engage with this. We recognise that there may be times when you find it difficult but it is important that you work with staff to try address any difficulties that you have in engaging with this process.

While staying at Wellbridge house it is important that you are respectful of the needs of other people. If there are problems around noise or other factors that impact on other people we will discuss this with you.

You will also be asked to sign a residency agreement, which we will talk through with you, answering any questions you may have.

# answers to frequently asked questions

## How long will I be at Wellbridge House for?

People stay for up to 12 months but your length of stay will depend on what you want to get out of your time at Wellbridge. Many people stay a shorter time than this. You will meet with a worker every week to set some agreed goals and review how you are progressing. This way we can make sure together that Wellbridge remains a helpful place for you to be.

## Are meals provided?

At Wellbridge House we encourage and support people to develop and maintain their independent living skills as much as possible.

This means that you will need to shop for and cook your own meals. There is also a

weekly communal meal, which everyone helps to make and then we eat together. Staff can support you with your shopping, budgeting and cooking and help you to build on these skills.

## Can I come and go as I please?

You are free to come and go as you please whilst staying at Wellbridge House. However, as the purpose of staying at Wellbridge house is to work on recovery goals we encourage people to be present for planned activities.

It is helpful if you can communicate with us as much as possible so that we can create recovery plans together that suit everyone. We also may need to ask where you are/ when you're coming back if we have any concerns for your safety for example.

## How will I know if Wellbridge House is helping me?

Every week you will have the opportunity to meet with a worker. Together you can reflect on the past week, review your recovery plans and think about what's been good/bad/helpful/unhelpful. You can then adjust plans if needed or carry on if things are working well!

## Can I smoke and drink alcohol if I want?

Wellbridge House is a non-smoking building. There is a garden where you are able to smoke if you choose to. There is no alcohol permitted on the premises and we request that you do not return to Wellbridge House intoxicated with either drugs or alcohol.

The reason for this is that there are up to 10 people living here, all with different needs and some of whom may be vulnerable to alcohol and drugs.

We want to ensure Wellbridge House is safe for everyone. Staff can support you to manage cravings, think about

alternatives to alcohol/drugs and/or identify other support if you are struggling with this.

## Is there a cleaner?

There is a cleaner who will clean communal areas. However, as there are up to 10 people living in the house everyone will need to take some responsibility for maintaining a decent place to live. We do expect people to clear up after themselves in the communal areas and to keep your bedrooms clean. Staff can support you to manage this although we do request your active involvement.

## Can I have visitors?

Visitors are very welcome at Wellbridge House. We ask that you discuss this on an individual basis with staff. It isn't possible to have overnight visitors. If you would like more information about visitors you can discuss this with a worker.

## What if I get unwell again?

Sometimes the recovery journey isn't as smooth as we'd like. At Wellbridge House

there are staff present 24 hours a day who will be checking in with you. If you have concerns for your mental health, you feel more unwell or you just need some extra support please ask any member of staff.

We are also able to access further support if needed, such as review from our psychiatrist or the crisis team. We will always endeavour to discuss this with you wherever possible prior to it happening.

### **Where will I go after Wellbridge House?**

This will depend on your individual needs and wishes. It will be discussed with you throughout your stay at Wellbridge. You are always an essential part of this planning and it is important that you engage in this process.

### **Can I stay up watching TV all night when I can't sleep?**

We know that having poor sleep has a really detrimental effect on us and at Wellbridge House we aim to promote a healthy routine. Part of this includes encouraging people to rest in their bedrooms at a reasonable hour.

We will also work with you to understand your sleeping patterns so that we can then give you information or support you to learn different techniques or strategies to manage your sleep better. There is a lot of information on this subject to help you get the sleep you need.

### **Is everything that I talk about confidential?**

When you come to Wellbridge house we will ask about who you are happy to share information with such as a family member or carer. When we discuss consent to share information this will also include a discussion of confidentiality of your information.

We work as a team at Wellbridge house and information that you discuss will be accessible to your care team. This may include your wider care team such as your GP. If you would like any further clarification about this please ask.

In exceptional circumstances there may be occasions when it is necessary to share information without your consent. This will

be in accordance with AWP Trust policy, common law and the Data Protection Act. For example it may be justified in the public interest to protect you or someone else from harm. In these circumstances the information shared will be kept to a minimum.

### **What do I do if I'm not happy about something?**

We hope that you will feel able to talk to us about anything that is troubling you and we will do our best to work out a solution together.

However, if this isn't possible and you are still unhappy about any aspect of the support at Wellbridge we have a praise and complaints procedure that is always available for you.

You will find this in the communal areas and also at the back of the welcome pack. You are also able to contact Patient Advisory and Liaison Service (PALS) on 01249 468 261 or 0800 073 1778. PALS leaflets are available in the reception area if you would like further information.

## **glossary**

**Recovery/Care Plan:** a personal document, which details agreed goals, and contains practical steps to help you make a recovery.

**Recovery Navigator:** the person responsible for overseeing every aspect of your recovery. Provides one-to-one support, group activities, links to other support and the community.

**Peer Worker:** someone who has experienced mental health difficulties who will have some understanding of the issues you face and who will work alongside you.

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Tel: 0117 959 4356**

for more information about the **community  
rehabilitation service** call **0117 909 6372** or  
email **rehabilitation@second-step.co.uk**

**bristolmentalhealth.org**

**Bristol  
Mental  
Health** :  
: **community  
rehabilitation  
service**

**2econdStep**  
Working for recovery and wellbeing

**mlh** **Missing Link**  
mental health and housing services  
for women

Avon and Wiltshire **NHS**  
Mental Health Partnership NHS Trust