

delivering leading edge mental health pathways

Working across the full mental health pathway, developing solutions with clinicians and local authorities to improve outcomes, reduce costs and prevent hospital admissions

supporting hospital discharge

Hospital Discharge Workers

Our workers are part of an integrated in-patient team, supporting improvements to patient flow out of in-patient mental health wards into the community.

Example:

In four months 99 patients were discharged through our Camden and Islington Hospital Discharge Service, 68% of those were discharged into new appropriate accommodation, others were supported to resettle into existing accommodation.

Crisis/Recovery Houses

A community based alternative to in-patient psychiatric treatment, Look Ahead delivers five therapeutic services in London in partnership with three mental health trusts.

Example:

At Tower Hamlets Crisis House, a typical stay is 7-21 days, a bed costs £65,000 per annum vs £150,000 for an acute bed. At our BEH NHS Trust Recovery Houses, fewer than 7% of people are readmitted.

integrated models of care

Transforming care

Delivering specialist housing, support and care packages to support people with complex mental health transitioning from long term hospital placements.

Example:

Working in partnership with clinicians to provide a combination of accommodation and rehabilitative care designed specifically for people requiring more flexible treatment regimes. Typically the unit cost per day at Tower Hamlets Rehab House compared to the cost of staying on a rehab ward generates a saving of circa £130 per person per day.

Forensic mental health

Supporting people to step-down safely from secure in-patient settings to the community.

Example:

Tabard Court in East London was established in 2016, in partnership with Tower Hamlets council and East London NHS Foundation Trust (ELFT) with ELFT providing clinical input on site. According to independent research by HACT, the service is typically £2,972 per week cheaper than the average cost of a medium-secure unit. Of the seven people that have stepped-down, none have been readmitted.

community-based supported accommodation

24/7 services

CQC registered where appropriate, our accommodation-based services provide long, medium or short-term support to develop mental health stability and daily living skills. Services are delivered in our own buildings or in partnership with other landlords.

Example:

Gateway Mental Health Service was established to bring people back to Lambeth from out of area placements. The cost of a bed at the service is approximately 50% cheaper than an out of area placement.

Medium/high needs

Supporting people with complex needs to enhance their self-management skills and live independently with a consistent safety net of support staff.

Example:

In 2020 over 25% of customers from our Richmond Mental Health Service were supported to move on to independence.

Specialist models

Incorporating sub-contracted clinical input to meet specific rehabilitation needs e.g. Occupational Therapy (OT), substance misuse, psychology.

Example:

At Hope House in Slough, where we have incorporated an OT, no individuals have been readmitted to hospital and 30% are in voluntary work.

preventative services in people's own homes

Primary care support

Embedded within Community Mental Health Teams (CMHTs) and GP surgeries, supporting people with significant mental health needs to self-manage and sustain their independence.

Example:

In Lambeth we recently piloted a diabetes management service for patients with mental health conditions and diabetes to support them with self-management of their condition. Evaluation postponed due to covid.

Medication support service

Delivered in partnership with CMHTs, hospital discharge and adult social care, our services provide intensive education-focussed self-management programmes and medication awareness to individuals at-risk of relapse in the community.

Example:

At our Lambeth Medication Support Service only 5% of customers that are supported have been readmitted to hospital since the service began in October 2019.

Independent living

Specialist mental health intervention, supporting people to self manage, engage in community activities, employment or training, prevent relapse and sustain tenancies.

Example:

Of the people supported by our Tower Hamlets Independent Living and Community Support Service to step-down from supported accommodation 96% have sustained their tenancies.

