



Assessing Accommodation Need Procedure

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Approval

Policy owner	Manager, Mental Health Service		
Business Unit	Mental Health Service		
Approved by	Manager Mental Health Service		
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1 Purpose

- 1.1 This procedure is intended to highlight the important factors for staff to consider when assessing a consumers' needs during the process of intakes and transitions.

2 Scope

- 2.1 This procedure applies to all staff in the Mental Health Service (MHS).

3 Procedure

Assessments

- 3.1 Consumers are situated within the service depending on their level of need at entry to the service. This is assessed by the Referral team during the intake and assessment process.
- 3.2 As consumers progress through their recovery journey at MHS, their Recovery Support Worker (RSW) in collaboration with the consumers Daily Life Skills Worker will regularly assess their needs to ensure that the consumer is residing in the accommodation most suited to their needs in relation to the level of support provided. A Transition Review is done every three months with all stakeholders as an opportunity to discuss where each consumer is at, in relation to transitioning and, what further support they may need.
- 3.3 MHS recognises the uniqueness of each consumers recovery journey and therefore does not place a time limit on transitions through the service. It does however acknowledge the importance of transitioning through the service to ensure that each consumer is living with the levels of support and independence required to promote and encourage their personal recovery journey.
- 3.4 When assessing consumers' suitability during intake and regular follow up assessments, the following factors should be considered in terms of the contrast in levels of support provided between the Village and Share Houses;

Share Houses

Access to Staff	DLS staff are based at the house on a part time basis, according to the House Roster throughout the week for between 15 – 20 hours. Case Management Support is also provided by an RSW on a 1:1 basis via planned visits to the house Outside of staffed hours, consumers have access to an On-Call service 24 hours per day for emergencies. Consumers suited for share houses will have the capacity to manage without daily check-ins from staff. They will also have the capacity to identify when they need extra support from staff and be able to communicate this.
Meals	All food is provided and collectively shopped for. Consumers prepare their own breakfast, lunch and snacks. DLS staff ensure that there is one nutritious home cooked meal per day. Menu plans are developed collaboratively with consumers, with some consumers taking the opportunity to cook alongside staff, to build their capacity in the kitchen.

Managing Medications	<p>Consumers will have the capacity to manage their daily medications independently. <u>Staff will not store, prompt or administer medication.</u> Staff may however be able to assist consumers in collecting scripts and picking up Webster packs if needed.</p> <p>Consumers suitable for share houses will be able to demonstrate their capacity to manage their daily medication routine fairly independently.</p>
Appointments	<p>Staff are available to assist consumers in making and attending appointments with their clinical team, GP and other external agencies involved in supporting their recovery, on a planned basis. As share houses are staffed on a part time basis with visiting support from an RSW, consumers will have the capacity to attend some appointments either independently or with their NDIS support worker, when staff are unable to assist.</p>
Groups and Activities	<p>The share houses do not provide group activities on a regular basis. Consumers are encouraged to be involved in activities outside of MHS, with the aim of strengthening natural networks in the community they reside in.</p> <p>There are some outings organised by community staff on a monthly basis however, this depends on consumer interest and needs.</p> <p>The Village will run events and activities throughout the year that consumers in share houses are invited to attend.</p>

The Village

Access to Staff	<p>Consumers have access to support from staff on a daily basis including; the Service Manager, Coordinators, RSWs, PSW and, DLS staff. During the night, and On-Site Support Worker can also be accessed when needed.</p>
Meals	<p>All meals are provided, prepared and cooked for consumers on a daily basis.</p>
Managing Medications	<p>Staff can assist consumers in managing their daily medications either by prompting and reminding consumers at certain times each day or, by storing and supervising their medications for them for periods of time when necessary.</p> <p><u>Staff however do not administer medication.</u></p>
Appointments	<p>Staff are available to assist consumers in making and attending appointments with their clinical team, GP and other external agencies involved in supporting their recovery.</p>
Groups and Activities	<p>Throughout the year there are groups, activities and outings, facilitated for consumers based on their needs and interests. The activities are aimed at promoting consumer wellness, skills and overall recovery while also offering opportunities for social engagement and stimulation.</p>

Transitioning Process

- 3.5 When consumers feel that they are ready to transition from the Village to a Share House, a meeting will be arranged with the consumer, their RSW and the Service Manager/Coordinator to assess their needs. Consideration will be given to the differing levels of support provided between Village and Share Houses and, their demonstrated capacity to live more independently with less staff support.
- 3.6 The transition Review is used as a basic guide to broadly determine a consumer's readiness to transition from the Village to a Share House or to longer term housing options.
- 3.7 As each consumers recovery journey is personal and unique, the Transition Review is only to be used as a guide of indicators to consider. The consumer's own assessment of their readiness to transition, as well as that of their treating clinical case manager, family/carer, RSW, DLS and the Manager/Coordinator, should be considered before reaching a decision.
- 3.8 If a consumer is deemed ready for transitioning to a Share House, a transition plan will be developed by the consumer and their RSW and DLS to begin the process. The timeframe for each plan is unique for each consumer and outlines how staff will work together to ensure the consumer is ready and, the transition is as smooth as possible.
- 3.9 For consumers who are reluctant to transition in spite of meeting the majority of the criteria, the Service Manager/Coordinator Consumer Services will meet with them to discuss this further and put a plan in place to work towards an agreed upon timeframe for this to happen. The plan may include things such as; additional support and steps to overcome any perceived barriers.
- 3.10 The Coordinator Consumer Services will liaise with the Housing Officer (Housing Plus) to organise a tenancy sign up meeting and transfer the tenancy between services, including the new rent calculation.
- 3.11 Prior to transition out of the service, a detailed written handover will be completed by the relevant RSW and DLS and approved by the Coordinator Consumer Services. This will be forwarded to all relevant new and existing supports with the consumer's consent.
- 3.12 Following transition from the service, the relevant RSW will continue to provide a basic level of outreach support for up to six weeks, alongside the new support worker to help ensure a smooth transition and continuity of care.
- 3.13 Consumers transitioning out of the service will have a Resource Folder created for them, by their RSW. This folder will have relevant support information including contact details for relevant agencies as well as copies of any support resources developed in their work together.
- 3.14 Leading up to the transition out of the service, the relevant RSW will seek to engage the consumer in providing feedback about their experience of being in the service. This will be done via The Exit Story. A copy will be kept for service evaluation and the original given to the consumer to take with them.
- 3.15 Staff will ensure that they refer to the Exit Checklist when transition planning with the consumer, to ensure no important steps are missed out.

Transitioning Checklist

3.16 Has the consumer demonstrated capacity in the following areas?

Daily life skills such as personal hygiene, washing clothes and keeping unit clean	
Managing medications safely and independently	
Preparing and cooking meals alongside staff and, independently	
Making and attending appointments with GP and other allied health professionals independently	
Ability to navigate the public transport system safely and independently or, capacity to use own vehicle or alternative means of transportation	
Linked with external agencies for support/interests in identified areas e.g. NDIS Plan	
Follows through with plans such as Recovery Outcome Star and Wellness Response Plans and, seeks support from staff when needed	
Successfully managed wellbeing without any need for crisis intervention in the last 12 months	

4 Roles and responsibilities

- 4.1 The Manager Mental Health Service is responsible for maintaining the currency of this procedure.
- 4.2 Society representatives are required to adhere to this procedure. Failure to comply may be considered a breach of our procedures and may result in disciplinary action.

5 Review

- 5.1 This procedure is scheduled for review every two years, or on a needs basis as required to align with legislative or practice changes.

6 Further assistance

- 6.1 Society personnel should speak with their Manager regarding any questions about the implementation of this procedure.

7 References

References made in this procedure are:

- 7.1 There are no references

8 Related documents and legislation

Related documents and legislation at the time of approval are:

- 8.1 The National Standards for Mental Health Services. *Australian Government.*
- 8.2 Licensing and Accreditation Regulatory Unit. *Department of Health, Government*

of Western Australia.

- 8.3 Carer's Recognition Act 2004. *Department of Communities, Government of Western Australia.*
- 8.4 The Mental Health Act WA 2014. *Department of Justice, Government of Western Australia.*
- 8.5 Charter of Mental Health Care Principles – *Mental Health Act 2014.*
- 8.6 SCS-PP-4012 Recovery Oriented Service Delivery Policy
- 8.7 MHS-PP-4124 Carer Inclusion Policy
- 8.8 Referral and Intake Procedure – SCS

9 Approval and amendment history

Version	Approval authority	Date	Amendment summary
1.0	EM, SCS	31/01/2020	Initial version
1.1	EM, SCS	01/12/2021	Conversion to the new template
2.0	EM, SCS	28/07/2022	Renamed and content review
3.0	M, MHS	25/10/2025	Content reviewed

10 Definitions

Term	Definition
DLS	Daily Life Skills Worker
RSW	Recovery Support Worker
Transitioning	refers to either internal moves from Village accommodation to Community Share Houses or, to external to independent living or, another supported accommodation provider.