

## Useful Addresses & Telephone Numbers

**Manager  
Annsbrae Services**  
Annsbrae House  
Knab Road  
Lerwick ZE1 0BP  
Tel: (01595) 744345

**Reception and Duty  
Social Worker**  
92 St Olaf Street  
Lerwick  
Tel: (01595) 744400  
Fax: (01595) 744436  
**Out of hours:**  
Tel: (01595) 695611

**Care Inspectorate  
(SCSWIS)**  
2<sup>nd</sup> Floor  
Charlotte House  
Lerwick  
Shetland  
ZE1 0HF  
Tel: (01595) 696661  
Fax: (01595) 697231

**Community Mental  
Health Team (CMHT)**  
Lerwick Health Centre  
South Road  
Lerwick  
Shetland  
Tel: (01595) 743006

Further copies of this  
leaflet are available from  
Planning & Information  
Hayfield House  
Lerwick  
Shetland  
Tel: (01595) 743847

## ANNSBRAE HOUSE



## Community Mental Health Support Service



## What is Annsbrae House?

Annsbrae House offers 7 supported accommodation tenancies together with a Skills Centre. There is a short break flat available and Social Care Workers provide an outreach service from Annsbrae House.

## Where is Annsbrae House?

Annsbrae House is situated at the corner of Knab Road and Scalloway Road within Lerwick, with access being gained through the Knab Road main entrance.

## What can Annsbrae House Offer?

### Outreach

The Outreach Service provides support to people with mental health conditions in their own home, whether they live at Annsbrae itself or in the community. Outreach services are tailored to individual need and are intended to support a person to live as independently as possible. Support may be provided with a variety of life and social skills such as cooking, budgeting, shopping, anxiety management, hygiene etc.

### Duty

Annsbrae offers customers a duty service which is available from 10am to 5pm, Monday to Friday. Customers can access support either in person at Annsbrae or by telephone. The purpose of this service is to facilitate immediate access to support the customer.

## Complaints

We hope that you will not have a complaint against our service, but if you do and it cannot be sorted out informally please contact:

Chief Social Work Officer  
Community Care Services  
Shetland Islands Council  
92 St Olaf Street  
Lerwick  
Shetland ZE1 0ES  
Tel: (01595) 744400

Housing Service  
Development Services  
Shetland Islands Council  
6 North Ness Business Park  
Lerwick  
Shetland  
ZE1 0LZ  
Tel: (01595) 744360

NHS-Shetland  
Brevik House  
South Road  
Lerwick  
Shetland  
ZE1 0TG  
Tel: (01595) 743000

You can also contact the Care Inspectorate  
(formerly known as the Care Commission)  
(address overleaf)

## **Annsbrae Participation Statement (cont.)**

- Staff resources will meet all minimum assessed requirements, as is the aspiration that staff training and qualifications will exceed minimum requirements.
- The engagement and involvement of people using the service should be meaningful at the heart of development locally, regionally and nationally, taking account of the needs of diverse groups and communities.
- Annsbrae will involve customers as closely as possible in their own support and recovery development.
- Any comments or suggestions from customers are welcomed, and will be acted on as appropriate.
- The Service aims to be accessible and easily contactable. We will be proactive in seeking the views of customers in all areas of service delivery.
- Annsbrae holds monthly team meetings, daily team meetings and all staff have monthly one-to-one sessions and two monthly supervision.
- The Annsbrae Tenants Forum has quarterly meetings - everyone is welcome.

## **What can Annsbrae House Offer? (cont.)**

### **Skills Centre**

The Skills Centre offers customers the opportunity to take part in meaningful activities covering various subjects, both educational and recreational, within a relaxed and safe environment.

These opportunities can consist of one to one or group sessions and allow people to work at their own pace. Examples of regular activities include cooking, gardening, craftwork, relaxation, computing, a writers group and different areas of symptom management. Activities are provided to suit the needs of customers in terms of subject and timing and staff will try to provide opportunities in any subject in order for customers to have maximum opportunity for participation.

### **Short Break Facility**

The short break facility is available for individuals with an identified mental health condition, who require a short period of time in a supported accommodation environment at Annsbrae House. The flat is not intended to be a substitute for a hospital admission. There is a weekly rent for this facility.

### **Staffing**

Annsbrae operates a key support worker system, where customers can identify a member of staff to engage with them to identify, plan & review all care and support requirements. Services are delivered by Social Care Workers and Community Psychiatric Nurses.

## Accessing the Service

Referrals should be made direct to the Manager of Annsbrae services, where resources will be identified with you and a key support worker at Annsbrae allocated if appropriate. A care plan would be agreed with you, identifying the level of support required. Customers can feel confident that their own circumstances will be reviewed at regularly agreed intervals. Any concerns or issues will be quickly brought to the attention of the Community Mental Health Team if appropriate.

## Applying for a Tenancy

Anyone wishing to apply for a tenancy at Annsbrae can contact the Shetland Islands Council Housing Service for an application form. All applications are considered in line with the Council Allocations Policy. The information is used by the Annsbrae House Management Team, who consider the application. Priority is given to those with the greatest level of Housing and Support needs.

## Care Standards

All services run from Annsbrae House are inspected by the Care Inspectorate against the national care standards. Copies of the relevant care standards can be supplied on request.

## Care Standards (cont.)

Annsbrae House was the first pilot scheme to be established in Shetland in connection with the joint future planning group. Representatives from community care services, housing and the community mental health team meet monthly to form the management team who discuss all new referrals and allocations. The day to day running of the service is the responsibility of the Manager Annsbrae Services.

## Annsbrae Participation Statement

- Annsbrae staff offer person centred social support to each individual customer.
- This support will adhere to all National Care Standards and best practice guidance.
- Each customer will be invited to discuss the appointment of a member of staff to act as a Key support worker.
- Care Plans will be developed with assistance, if appropriate, from their Key support worker and other key individuals or services, these will be reviewed regularly; minimum 6 monthly.
- Annsbrae will be open and accessible for customers and visitors, whilst still protecting privacy and confidentiality.