



# Mental ill-health care and rehabilitation

*every day better*

# 1 in 4

**people experience  
mental health issues**

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**At Exemplar, we understand that a person's mental health is a journey. Working together with service users, loved ones and multi-disciplinary professionals, we help people to overcome barriers, identify solutions, and establish control over their lives.”**

**Mark Henry**  
Mental Health Lead  
Exemplar Health Care

Exemplar homes care for people with long-term mental health needs including anxiety and depression, personality disorder, severe affective disorders and schizophrenia.

Often, individuals may experience mental health issues in combination with other conditions, which add to the complexity of diagnosis and management. We also care for those with complex behavioural needs, often a result of brain injury or post-traumatic stress disorder.

We can help when mental health symptoms are to such a degree that the person experiences a substantial impairment, such as an inability to care for themselves independently, sustain relationships or work. The people we care for tend to display prominent and severe symptoms, and, like everyone, they'll be prone to some ups and downs. Our experienced teams support individuals who have experienced relapses of their condition, intervention and admission to acute mental health services and those who may be a risk to their own safety or that of others.

We aim to minimise these relapses and admissions to other mental health services. Our skilled and dedicated team quickly recognise the change in presentation and act in a decisive and timely manner to reduce the impact of those changes.

## **A joined-up approach to care**

We promote positive therapeutic relationships with the help of carefully chosen professionals who share our empathy and understanding. Mental health nurses work closely with community mental health teams and multi-disciplinary therapists to meet individual needs. By working together, we can avoid acute admissions and support people with very complex needs in a home environment.

We work collaboratively with service users, loved ones and professionals to earn the trust of individuals in our care, allowing them to express their concerns, negotiate options, and build an understanding of their condition. Between us, and over time, we help individuals to overcome barriers, identify solutions, and establish control over their lives.



Exemplar's purpose-built homes are welcoming, caring environments.

- **We can support individuals on Section 17 leave as well as working with those subject to Community Treatment Orders and Guardianship Orders.**
- **We do not detain individuals under the Mental Health Act.**



## Case study

### Tim's story of mental health rehabilitation

Tim, 48, began experiencing mental health problems as a teenager. During the early 90's, he began suffering anxiety and depression, leading to extreme agitation and trauma. After being admitted to a private mental health unit, he spent eight months in rehabilitation.

Over the next 13 years, Tim spent time in NHS, local authority and hostel care. His mental health continuing to decline, Tim was detained under the Mental Health Act, before eventually moving to a Psychiatric Intensive Care Unit for several months.

In May 2015, Tim found support in an Exemplar home, where he was able to find the right environment for recovery. Supported by specialist mental health and general nursing teams, Tim settled in, regulated his sleeping pattern, and began taking part in counselling. Over time, and with patient intervention and therapy, Tim's independence and confidence increased. He began to recognise and take action when his moods began to cause him concern.

As he progressed further, Tim began leaving the home independently, visiting the local cinema and cafes, attending a computing and maths course, and began a walking regime.

Two years later, Tim moved into Exemplar's OneCare service, The Bridgeway, an extended care pathway flat where he could continue to develop his skills and become more independent.

Today, Tim cooks and cleans for himself, and enjoys weekends away with his family. Setting his own goals and timescales, and with minimal support, Tim is living life to the full, and moving closer to his goal of returning to live in the community.

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**Exemplar provided Tim with the ideal environment for his rehabilitation and recovery. From initially requiring 1:1 nursing and care support, to now living independently in The Bridgeway, we have been able to meet Tim's needs as he progresses towards his personal goals.”**

Home Manager

### A person-centred approach

Our goal is to help those with mental health and behavioural needs to live their lives as independently as possible. We work hard to provide the right individual balance of independence and support so people can live more fulfilling lives.

### Managing complex behaviours

Exemplar's specialist teams work to understand why someone is demonstrating behaviours that challenge and reduce their impact by addressing the triggers. We:

- support individuals to learn the skills to manage their own behaviours
- reduce feelings of frustration by responding quickly to requests
- leave extra time for comprehension and completion of tasks
- encourage independence by offering assistance, without taking over
- avoid confrontation by distracting attention and using de-escalation techniques
- encourage choices and alternatives, and allow considered risk taking.

### Make a referral or enquire about a placement

**01709 565777**

**[referrals@exemplarhc.com](mailto:referrals@exemplarhc.com)**

**[www.exemplarhc.com](http://www.exemplarhc.com)**

