



Discovering the *person*





The People

A care and treatment service is only as good as its people. Our staff are highly qualified, motivated and well trained. We believe in the highest standards, which are clearly communicated to everyone involved in the Surehaven care process. We conduct regular, systematic internal and external auditing of all aspects of the service we deliver.

The Company

Surehaven is a value-based organisation that provides care and treatment based on best practice guidelines and principles.

Our services are delivered in purpose-built developments, offering intensive outcome-based care packages with extensive communal facilities, to promote independence and individuality.

Our Hospitals

All our hospitals are as close as possible to residential areas and within walking distance of local amenities and public services. We provide an individually tailored inpatient service for adults with complex mental health problems.

The Facilities

- High quality accommodation and support for men and women in single sex units
- Single, ensuite bedrooms
- Spacious communal living and dining areas
- Multimedia Area
- Rehabilitation Area
- Therapy Area
- Bright, enclosed garden areas

Admission Criteria

Admissions to the hospitals will have a primary diagnosis of Mental Illness and possibly a secondary diagnosis which may include:

- Borderline Learning Disability
- Substance Misuse
- Huntington's
- Acquired Brain Injury (ABI)
- Physical Disability

Our 16 – 20 bed independent hospitals are for adults, who may be liable to be detained under the Mental Health Act 1983 or Mental Health (Care and Treatment) (Scotland) Act 2003.

The service is provided within a low secure environment and provides a specialist treatment service to meet the needs of individuals who have complex needs.

Our Multidisciplinary Team

- On-site Consultant Psychiatrist
- Skilled and qualified Nursing and Support Staff
- Occupational Therapy
- Psychology
- Speech and Language Therapy
- Advocacy
- CPA Co-ordinator

Our Treatment

Our treatment is delivered within a framework of sound Clinical Governance. Treatment plans are developed using individual assessments and risk management strategies. This ensures that the individual has a unique care pathway leading to the provision of future care in the least restrictive environment.

Recovery Focused Model

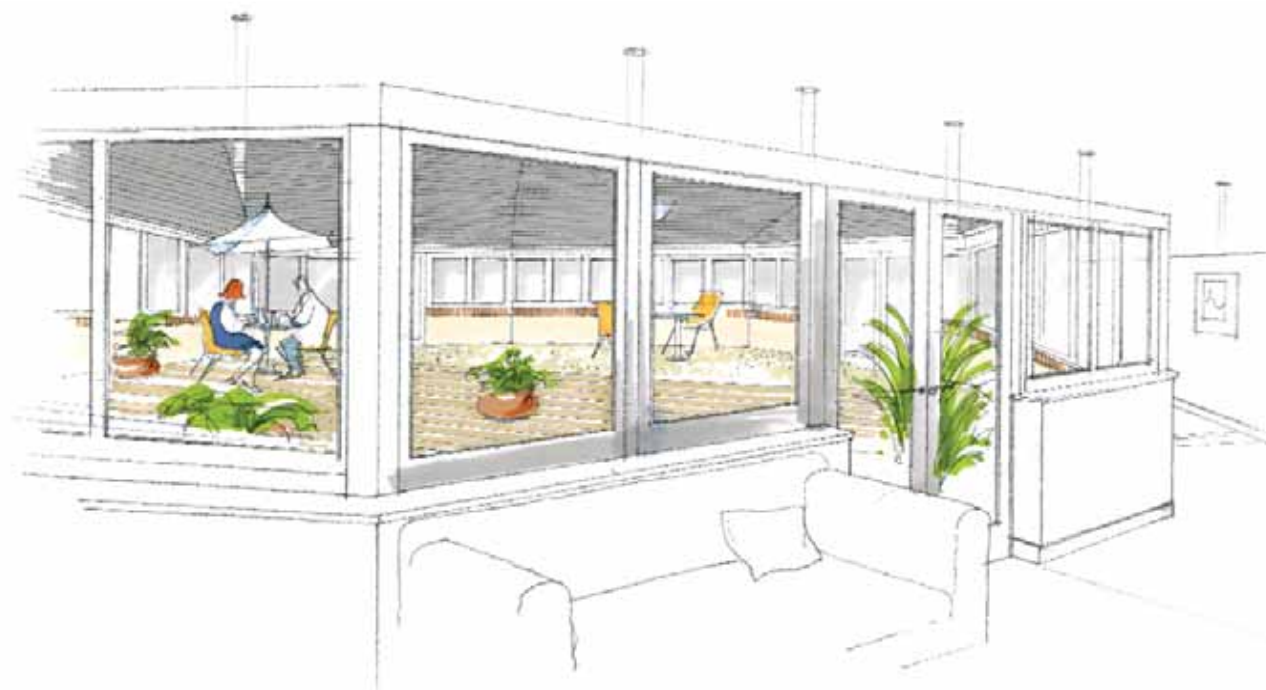
...A journey from the place a person is in, to places that are better to be in

- Facilitates the recovery of a meaningful and satisfying life
- Looks at the needs and strengths of the individual first
- Sees people beyond their problems
- Helps people to recover their social roles and relationships
- Focuses on the everyday process of staying well
- Makes full use of community and family resources to support social inclusion
- Informs people about a range of possibilities and resources

Making a Referral

Making a referral is simple:

- Ring us with your referral
- Fax through patient information
- Free assessment completed by our team within 48 hours (emergency assessments can also be carried out if required)
- Decision given to suitability
- Report provided free of charge
- If suitable for our service, we will provide transport to transfer the patient at no cost where it is appropriate to do so.





1 Links Court
Links Business Park
St Mellons
Cardiff
CF3 0LT

Tel: 01633 415 335
www.surehaven.co.uk

Referral Enquiries:

Director of Operations and Head of Therapy
(Wales and Southern England)
Tel: 07917 754265

Director of Operations
(Scotland and Northern England)
Tel: 07939 592901