



Crocus
House



Emily
House



Eva
House

Mental Health Step Down

A supported housing service for homeless people with substance misuse issues.

Mental Health Step Down
31-33 St James's Road
Croydon
CR0 2DS

020 3375 9090

Part of
Evolve Housing + Support
Facebook: /EvolveLDN
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evolvehousing.org.uk

Service overview

Based in Croydon, the Mental Health Step Down service consists of Eva House, Emily House, and Crocus House and supports 27 people up to 65 years of age experiencing mental ill health.

Eva House and Emily House are newly built high specification buildings which opened in 2010 and accommodation is a mixture of studios and shared flats.

- › Crocus House consists of studio flats. Each service has a communal area with kitchen facilities and a garden available to all customers.
 - › The stay at our Mental Health Step Down Service is up to a maximum of five years.
 - › When customers move in, we use the Recovery Model to empower them to make decisions about their support, including choosing their support worker and times of 1:1 sessions.
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Eligibility criteria

Mental Health Step Down customers:

- › are between 18 and 65 years old;
- › are stable after a period in residential care or hospital, and are participating in the Care Programme Approach.

How do I make a referral to Mental Health Step Down?

- › Customers are referred to Eva House by Croydon Council or South London and Maudsley Mental Health Trust (SLaM).

What can customers expect from us

- › Our person centred approach enables customers to identify their existing strengths and skills so they can achieve their goals and aspirations.
 - › We also believe customers can move beyond their current support needs and achieve their full potential by developing new skills and accessing opportunities.
 - › Whilst at Eva House, customers engage in developing life and independent living skills (including building self esteem, fostering positive relationships, cooking, and budgeting) and therapeutic activities such as art workshops and gardening.
 - › Customers help to plan their support, select the time and location of their support sessions, and plan support activities including nutrition, personal health or care.
 - › Support into education, training or employment is tailored to individual needs, circumstances and goals on various levels; from initial advice and volunteering, to signposting to adult learning courses, apprenticeships and paid work. Customers are also supported to look at any underlying barriers to this.
 - › This work is complemented by joint working with local health services and specialist agencies relating to mental health.
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What is expected of customers?

- › We want our customers to play a key role in defining and designing the work we do.
- › This approach is built on mutual respect between staff and customers. We ask that customers treat others as they would wish to be treated and act in accordance with the agreement that they sign when they join us.
- › We treat our customers and staff with respect and with a positive regard. We believe that everyone has the potential to make a positive contribution to society and that these goals can only be achieved by creating a positive living environment.
- › We expect that all customers will uphold and abide by our equality and diversity guidelines.
- › Customers are responsible for paying a weekly personal service charge that covers water, electricity and lighting. Customers must also commit to paying any rent charges regularly and on time.

Move On Options

- › We support all customers to move on to independent and stable accommodation.
- › We also work with a range of rent deposit schemes to assist our customers to move on to private rented accommodation.
- › Where possible we work with friends and family to enable the customer to return home.

Consultation, Comments & Complaints:

- › We want to make sure that our service is right for our customers. Therefore we regularly consult with our customers to review all proposed and current procedures to ensure they are suitable and effective.
 - › We welcome comments and complaints. All feedback is positive and can assist us to continually improve our service.
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Marcia Support Worker

- › Here at Evolve we support customers to sustain their recovery and establish skills that will empower and enable them to live a productive and meaningful life. We encourage customers to enrol in volunteering, education and other activities that have a positive impact on mental health.



Nicole

A customer of Eva House

“Evolve have done so much for me, but because of the support I have had, I feel more equipped to live independently and go out and do things. Being here has given me a sense of purpose.”

If you have any questions please contact our staff team:

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Evolve

A place of positive change and growth

We are a housing and support charity, working with over 2,000 people each year in and around London. We are a place of positive change and growth for people of all ages, cultures and backgrounds.