



mental health services

 **Look Ahead**
CARE, SUPPORT AND HOUSING

an integrated approach

At Look Ahead we support individuals at every point on the mental health pathway from residential care to forensic step down and community-based solutions.

We are one of the largest providers of integrated mental health support and a trusted partner of mental health services, offering more than 40 services across 18 local authorities and seven Integrated Care Systems (ICS).

Our focus is on partnership and we join forces with NHS clinicians, social workers and other key professionals, to deliver fully integrated care. The results are stronger, seamless services, improved outcomes for our customers and reduced costs.

As a social housing provider, we are often able to deliver services in Look Ahead owned and managed properties across London and the South East. We support more than 1,400 people and involve individuals in the design and delivery of services, putting them at the heart of their recovery plan.



why choose Look Ahead?

40
specialist services
18
local authorities
1,400
people



- **Innovation**
Our innovative approach promotes recovery, reablement and resettlement through community-based services. Our integrated service models have been co-designed and delivered in partnership with customers and clinicians.
- **Cost-effective**
A 2021 report by European Economics concluded that Look Ahead's integrated health and supported housing models could save the NHS £1bn if scaled up across England.
- **Bespoke property solutions**
Look Ahead is a housing association and registered social landlord and owns more than 2,500 units across almost 30 local authorities in London and the South East. We can remodel buildings to meet the needs of commissioners and customers.
- **Safe services that effectively manage risk and balance customer freedom**
Working in partnership with professionals we adopt a positive risk-taking approach across our services to keep customers safe whilst supporting their own independence.
- **Integrated services delivered in partnership with health**
Our mental health services work closely with health partners to provide consistent, integrated support for our customers.
- **Health and wellbeing offer**
Mind Body Matters, our health and wellbeing programme aims to help improve the physical health of our customers with long-term mental health needs.
- **Experienced and skilled staff**
We recruit experienced, qualified and compassionate support staff who share our values. We have built a flexible and agile workforce who work across our mental health services. Our staff undergo continuous professional development to ensure they have the skills to address complex care needs.
- **Agile and flexible**
We are able to adapt and set up services quickly to support commissioners' needs.

Look Ahead delivers a wide range of different mental health service models to support people, whatever their needs.

The operational and strategic partnerships we have in place with NHS trusts across our services enables us to quickly mobilise our offering to meet changing needs.

our service models

Preventative

At Look Ahead we believe that prevention is key and our focus is on offering alternatives to inpatient care. Our community-based approach supports individuals to stabilise their mental health and re-engage with community and networks. Our Crisis and Recovery House models can help prevent acute admission to high cost psychiatric services.

An example of our preventative work can be found in Lambeth (2019-20). Working with GPs, we launched a pilot study into patients with mental health needs and diabetes to improve patients' management of their diabetes.

Crisis and recovery house model

Look Ahead is an experienced provider of Crisis and Recovery houses in London. We work with commissioners tasked with reducing hospital admissions to enable people with mental health needs to live in their own communities.

Look Ahead's Crisis House in Tower Hamlets, established in 2010, is delivered in partnership with East London NHS Foundation Trust (ELFT). Commissioned by Tower Hamlets Clinical Commissioning Group (CCG), the service provides an alternative to acute admission.

94% of crisis and recovery house patients approved of the service.

Only 6.7% of patients are readmitted to hospital.

Hospital discharge models

Look Ahead's hospital discharge, community floating and medication support services are applied according to need across five boroughs included in the North Central London Integrated Care System.

Our Camden and Islington Hospital Discharge Service successfully discharged 99 patients – 68% into new suitable accommodation – in the first four months of operation.

99 patients were successfully discharged in the first four months.

Rehabilitation services

Look Ahead provides community rehabilitative support services in London and Berkshire, working in collaboration with health partners and community agencies.

Our Tower Hamlets rehabilitation service enables people to step down from hospital care or residential settings. The service provides 11 self-contained flats, where individuals are supported to adapt to more independent living.

This service has a 92% customer satisfaction rate.

Forensic model

Our specialist forensic model, Tabard Court in East London, was established in partnership with Tower Hamlets Adult Social Care and offers 19 self contained flats with large communal spaces. Onsite clinical support is provided by East London NHS Foundation Trust. The service offers intensive accommodation-based support to males with significant offending histories and enduring mental health needs, delivered in a bespoke, Look Ahead-owned property.

High needs step-down service Tabard Court is around 40% cheaper than the average cost of a medium-secure unit.

Medication support services

At Look Ahead we offer an Assertive Medication Support Service enabling our customers to manage their condition through self medication and medication compliance working closely with the Home Treatment Teams.

Only 5.9% of customers were re-admitted to hospital in the first four months of our Assertive Medication Support Service starting in Lambeth.

Community based support models

We manage a range of different community based support models including Gateway Mental Health Service which was established in 2017 to bring people back to Lambeth from high cost out-of-area placements.

The cost per bed at Gateway is around 50% cheaper than an out-of-area placement.

In Tower Hamlets, our specialised Independent Living Community Service works closely with clinical teams, GPs and community agencies to deliver individualised care plans to people in their own homes.



Preventative

Crisis and recovery house model

Hospital discharge models

Rehabilitation services

Forensic model

Medication support services

Community based support models



who to contact

If you would like to work with us to develop bespoke solutions specific to the particular needs and challenges you face, please do not hesitate to get in touch.

Angelina Morgan

Director of Mental Health

Tel: **07702 519 153**

Email: angelinamorgan@lookahead.org.uk

Rosa Napolitano

Executive Director of Business Development and Innovation

Tel: **07908 300 506**

Email: RosaNapolitano@lookahead.org.uk

 [@lookaheadtweets](https://twitter.com/lookaheadtweets)

 www.linkedin.com/company/lookahead

 www.facebook.com/LookAheadFB/



Look Ahead is a leading provider of specialist care, support and housing across London and the South East. We deliver high quality mental health, homelessness, learning disability and young people's services.

With almost 50 years of social care experience behind us we are proud to make a positive difference to the lives of the 7,000 people we support each year.

INVESTORS IN PEOPLE™
We invest in people Silver

Look Ahead Care and Support Ltd, a charitable housing association registered under the Co-operative and Community Benefit Societies Act 2014: No. 21004

Registered with the Homes and Communities Agency No. LH0013