

Useful Numbers

Adult Social Care Services ...023 8083 3003.

Police...0845 045 4545.....

Samaritans 023 80 632888 (office)
116 123 helpline

NHS pathway 111

East Southampton CMHT:02380 475287

Central Southampton CMHT: 02380 717204

West Southampton CMHT: 02380 878040

Southampton's Acute Mental Health Team:

023 8083 5535 / 023 8083 5552

Recovery College: 02380 475188



CREATIVE OPTIONS
COMMUNITY PROJECT
Registered charity no. 1169194

'Creative Options'
Is a member-led charity offering
support, mentoring, training and
opportunities to people with mental health issues
living in Southampton, their carers,
relatives and friends.

Guidelines for Participants

The 'rules' contained within this booklet are made according to the agreement of the Trustees and Committee of Creative Options Community Project in 2016. These rules are eligible to be updated and changed as required at the meeting of the committee. The 'rules' all refer to the Policies of 'Creative Options Community Project' and anyone may obtain a copy of any of the documents to read in full, on request.

www.creativeoptions.btck.co.uk

Equal opportunities: (See Equal Opportunities Policy)

- 1) Anyone is entitled to visit 'Creative Options Community Project' at any time—person with lived experience of mental health issues, professionals, carers, relatives, friends, potential volunteers and students.
- 2) 'Creative Options Community Project' exists to offer support, training and mentoring opportunities to people with lived experience of mental health issues, their carers, relatives and friends.
- 3) Everyone is welcome and should be treated with equal respect, irrespective of their age, gender, disability, ethnic origin, orientation, belief, social or financial status.
- 4) Participants are requested to give due regard to our Equal Opportunities Policy in specific reference to the way other people are treated and the language which is used.
- 5) All participants shall have equal opportunity to share their ideas and participate in the development of the programme and contribute towards the activities which are undertaken. Particular skills and/or interests will be encouraged wherever possible. Participants who are able to do so, will be encouraged to help lead activities where appropriate.
- 8) Participants are asked to be aware of, and show sensitivity towards people's vulnerabilities and not to make demands which may not be able to be met.
- 9) Due to people's vulnerabilities; individuals are advised for their own and other's interests and wellbeing, to take head to their methods of their communication and to try to use methods which are appropriate for the situation. This refers especially to communications which are not face to face, (i.e. telephone, text, e-mail,) where situations can easily be misconstrued because of lack of a visual context. Thus, attempting to avoid any unnecessary upset being caused.
- 10) Participants should be aware that relationship difficulties which arise outside of the project working hours are not the responsibility of those who run the project. However, it is recognised that due to people's individual vulnerabilities that participants may want to seek advice and support from staff and they may do so at any time in confidence.
- 11) Participants of 'Creative Options Community Project' are requested not to disseminate any information or material without first discussing it and showing it to those who run the project. This is to protect the vulnerabilities within the group. (See Safeguarding Policy).
- 12) Confidentiality is expected at all times and participants should know not to discuss personal issues relating to other people, whether or not they are present, nor discuss information shared within groups outside of those groups with other people.

Safeguarding Policy:

- 1) It must be recognised that participants of 'Creative Options Community Project' are recognised as being vulnerable adults due to their mental health issues. This also includes some staff and volunteers, thus all are subject to safeguarding policy.
- 2) Participants should not expect staff, volunteers or other members to loan them money or cigarettes, or make unreasonable demands on other members.
- 3) Participants are asked to respect people's need for personal space and to be sensitive and especially not to touch without permission.
- 4) Exchange of telephone numbers, e-mails, addresses is a private matter between members. However, people should not expect to be given this information from others without the person's expressed permission to share those details.
- 5) It is up to individuals how they contact other members. However, contacting people early in the morning or late at night is generally discouraged.
- 6) Individuals may wish to invite people to their private homes and this is their choice. However, individuals should respect the need for people's personal space and wait to be invited. People should also be aware of, and sensitive to individual's home circumstances.
- 7) Participants are encouraged to use the appropriate out of hours support if in crisis.

Operating Policy:

- 1) Professionals, carers and relatives may refer people to 'Creative Options Community Project' at any time; either informally, or formally. Each person will be asked to fill in a membership form once they have decided they would like to become a member of the project.
- 2) Anyone can just come along to 'Creative Options Community Project' without needing a referral. However, if a person wants to stay with the project and become a regular member, they will be asked to take a membership form to be filled in and returned as soon as possible.
- 3) All participants must understand that certain details about them are required in order for them to attend the project for reasons of safeguarding. If necessary, a person may be asked for permission to seek information from a caring professional. An information sheet is available stating why details are required. (see safeguarding policy)
- 4) The information on participants is kept in a locked file at the headquarters of the project and accessible on a 'need to know' basis. (see data protection policy)
- 5) If a person leaves the project of their own accord, their personal details may be shredded after six months. (see data protection policy)
- 6) Participants are requested to dress appropriately when attending with due attention to personal hygiene. Anyone inadequately or inappropriately dressed which is likely to cause offence, may be asked to leave.

- 7) Participants are not allowed to attend under the influence of non-prescribed drugs or alcohol
- 8) Participants must understand they are not allowed to bring in alcohol or non-prescribed drugs into the hired premises.
- 9) Participants must adhere to the No-Smoking policy of premises
- 10) All participants are required to pay the current attendance fee as agreed by the committee, whether or not they do any activities.
- 11) People may arrange an I.O.U., if they are in difficult financial circumstances. However, any due fees should be paid up within the month.
- 12) All participants are required to pay the extra fees for certain activities as advertised.
- 13) Deposits for specific activities should be paid as advertised to secure a place.
- 14) People may participate in practical activities such as sewing, pottery etc., and donate their items for sale instead of purchasing them if they wish.
- 15) All participants are welcome to become members of the Committee and all members have voting rights. (see the Constitution)
- 16) All member led activities which are run as part of the Creative Options programme are run in accordance with the current Operational Policy and are subject to the same conditions as the main weekly drop-in.
- 17) Anyone who wishes to use the facilities 'Creative Options Community Project' currently hires for private purposes may do so by private arrangement on the understanding that they do so as a private individual and as such, they are not covered under 'Creative Options Community Project' public liability insurance and 'Creative Options is not responsible for them or the activities undertaken.
- 18) If anyone has any grievance or issue to raise, they may do so with the Committee. If the issue is not resolved there, the matter may be taken to the trustees of the project (See Constitution)
- 19) Anyone behaving in an intimidating or threatening manner will be asked to leave and if necessary, removed by the Police.
- 20) Participants causing disruption, distress or trouble to other members of the project may be asked to leave the session. If the problem persists, that person may be requested to leave the project permanently.
- 21) If anyone is causing disruption, distress or trouble to other members of the project; they may be requested to leave permanently as consideration for the wellbeing of the other members of the project. Such a person may ask for a re-consideration, by applying to the Trustees to hear their case and may bring along with them a friend, or representative to aid their cause. (see Constitution).