

## Natalie House, Southampton Residential recovery and rehabilitation service for people with enduring mental health problems.

### About Natalie House

Natalie House is a residential care home in the centre of Southampton offering 24-hour support for people with mental health diagnoses.

We provide person centred support to customers for one year enabling them to learn and develop life skills and manage their individual personcentred recovery.

The aim is for residents to move on to more independent living with ongoing four week tailored support from the team. Natalie House adopts a whole-person approach in new models of care and is leading the way for future recovery services.

Natalie House contains ten spacious furnished single rooms, each with an en-suite bathroom and shower. Shared communal facilities include a laundry room with washing machine and tumble drier, a television lounge, a quiet lounge/games room with computers, a kitchen and dining area, and an enclosed garden.

**“Natalie House helps me stand up, move on with my life and sort my problems. I like it here because I feel comfortable to talk about my problems with staff” - Martyna**



## Our support model and referrals

The service is staffed 24 hours a day, 7 days a week, so customers have access to colleague support throughout the day and night.

Customers meet regularly with their allocated support colleagues and are consulted frequently about the service they receive in order to meet their needs. Colleagues receive regular training. Our service is monitored and audited by our Home Group compliance team, CQC, CCCG and also audited by our customers.

Customers can choose to participate in daily activities, with colleagues on hand to lend support. Planned activities include cooking, gardening, arts and crafts, mindfulness, quiz nights, and coffee mornings. Activities are chosen in consultation with our customers.

Natalie House supports single people aged 18-55 who have a mental health diagnosis.

Applicants must be in need of housing and intense support; have a Southampton connection and be willing to engage with their recovery. Referrals are made by care coordinators through Gateway Housing Panel.

Applications are assessed using Home Group's equal opportunities policy, risk assessment, and eligibility criteria. Prospective customers receive information about the service and visit several times before moving in.

**“It's the feeling of warmth and home when you walk through the door and begin your recovery” - Fran**

**“A warm and friendly atmosphere, modern decoration and a safe environment” - Valerie**

**“Natalie House is a safe and secure environment and my recovery has been helped by the friendly and supportive staff” - Rebekah**

**Registered Manager: Paula Farrugia**

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