



Intensive Recovery Support at Harry Salt House

FAQ for referrers

Making a referral

Who can make a referral?

Referrals can be made by community mental health workers, social workers and other relevant healthcare and hospital professionals. While we are happy to discuss referrals with any potential partner, the client must have a care co-ordinator to take the case to the funding panel, ensure it is approved and signed off, and provide ongoing support.

Is hospital admission required for my client to be referred?

No. We can work with individuals in the community experiencing distress or crisis by providing a vital service at a crucial time. However, the individual must meet the funding requirements for a minimum of five hours of care per day.

When should funding be applied for?

Referrals should be made as early as possible in the process. We require the date of the funding panel meeting where the decision will be made within seven days of a placement offer being made. Placements are allocated based on need and confirmation of secured funding. Failure to keep us informed about funding developments may result in the offer being withdrawn. Some referrers choose to apply for funding before the interview or assessment to ensure it is in place when needed.

About the service

What is the difference between IRSS in the community and IRSS at Harry Salt House?

IRSS Accommodation provides 5–7 hours of support *per day* within Harry Salt House, available 24/7. IRSS Community provides 10+ hours of support *per week* to a client living in the community.

How is support provided?

Our work is guided by a personalised support plan, developed collaboratively between the individual and a member of staff following the completion of a recovery model. The support plan places the service user at the centre of their journey — they set the pace and direction, and we are committed to ensuring they remain in control at all times. Support includes both emotional guidance and practical help with daily living skills. We also offer a range of therapeutic group activities each day, such as stress and anxiety management, mindfulness, meditation, budgeting, cooking and more, all designed to build confidence, resilience and independence.

Is support available around the clock?

Support staff are available at Harry Salt House 24/7, offering support to individuals to meet their needs.

Do you take responsibility for medication?

While our goal is to support individuals toward independence, we understand they may sometimes need encouragement to take regular medication. We can store and dispense medication, and a clinic is available to support this process if needed.

What responsibility does the service take?

We provide a vital link to health professionals by offering a 24-hour overview of a client's progress and playing a key role in early intervention when health deteriorates or a crisis is imminent. We engage closely with both the client and their care coordinator, including a formal review after 4–6 weeks. Our role includes helping to prevent crisis or hospital admission, responding to emerging risks, promoting health and safety, supporting overall wellbeing and liaising with multiple agencies around both physical and mental health needs.

About their stay

What do I need to know at move-in stage?

To help make the transition smoother, please ensure the client arrives with the following: a written list of current medication (for GP registration), a blister pack for the first week (if self-managing medication), money for essentials such as food and toiletries, access to public funds, a homelessness application in progress (if applicable) and a pre-booked 48-hour follow up appointment with their care co-ordinator.

For how long do clients stay?

The average length of stay at Harry Salt House is 6–12 months, but we work flexibly with each individual to meet their needs and support them until they're ready to move back into the community, in whatever form that may take.

What happens after move-on?

Moving on doesn't mean the end of support. Coventry, Warwickshire and Worcestershire Mind offers a range of other recovery-related support services, including step-down housing and the Community Support Service, to help maintain progress and independence in the community.

If you have any further questions, please feel free to contact us on (024) 7663 0938 or donna-lee.tolley@cwmind.org.uk

If you or your client have any feedback on our service, we would love to hear it. Please let us know by getting in touch using the above details.