



Community Support Team Service User Handbook

**Touchstone House
2-4 Middleton Crescent
Leeds LS116JU**



0113 2718277



CST@touchstonesupport.org.uk



www.touchstonesupport.org.uk

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MEET THE TEAM



Tracy McNamara
Complex Community
Services Lead



Anna Simpson
Team Co-Ordinator



Donna Marek
Senior Worker



Susan Nota
Administrator



Amy Smith
MH Outreach Worker



Becky Cooper
MH Outreach Worker



Katie Wilkinson
MH Outreach Worker



Lauren Kent
MH Outreach Worker



Leota Benjamin
MH Outreach Worker



Leshai Ottley
MH Outreach Worker



Mark Neesom
MH Outreach Worker



Sanjeev Dayal
MH Outreach Worker



Sonia Senior
MH Outreach Worker



Sophie Burrell
MH Outreach Worker



Tommy Eastaugh
MH Outreach Worker

Our Approach and Values

Our approach is to develop a collaborative, trusting working relationship with you and focus on your own achievements, strengths and resources.

We believe you have the capacity to learn, grow and change and will let you direct the support we provide by focusing on the issues you care about most. We will endeavour to show you respect and dignity and give you choice and encourage you to do things for yourself and become more independent.

What Workers Do

You will be allocated a support worker who will coordinate your support and assist you to identify support goals.

We will discuss in more detail your current issues, strengths and qualities you have as well as what you want for the future. Together we can then create a plan of how you achieve your goals.

All of our work is focused on supporting you to be able to independently access support networks, such as community groups or mental health teams, without the CST's help.

Visits - You will have regular meetings with a member of the Support Team. The meeting place would be agreed between you, and could be in your home, our office or a community venue like a café or the playhouse etc.

Support Plans - Every person receiving the service will have a support plan, which helps define the goals you want to work toward and shows how we will support you to achieve the changes you want to make. We review the support plan with you regularly.

The service is available 6 days per week, except bank holidays.

Contact with the Team is usually during the following times:

Monday - Thursday 9am-5pm, Friday 9am-4:30pm, alternate Saturday and Sunday 9am-4:30pm. Other times by arrangement as needed.

Staff are professional workers. We are not allowed to lend you money, give you cigarettes or medication. We will be careful not to influence you with our own beliefs and personal values. We cannot be your friend, but we hope to be friendly, warm and understanding. Staff are not allowed to accept gifts from service users.

Please speak to your worker if you have any questions about this.

Access and Disability



For people who are hard of hearing, a T loop is located in the reception area.



Entry to Touchstone House and Disabled Access

Please use the visitor's entrance which is the left-hand door at the front of the building. There are three steps leading up to the visitor's entrance.

There is a door-entry system in place. Press the buzzer for entry and speak clearly into the speaker. Once the green light shows Staff will then release the door to allow you entry. Please report to reception.

Disabled Access is to the rear of the building. Go down the right-hand side of the building and turn left onto the access ramp leading into the building. Please use the buzzer system for entry.

Health and Safety

There are some health and safety issues you should be aware of when using the building. These are:

1. **Fire**
 - a) Sound the alarm if safe to do so, alternatively inform a member of staff.
 - b) Leave building through your nearest exit if alarm sounds.
 - c) Assemble opposite the building, over the road.

NB - if you have any special requirements or needs please inform a member of staff and we will draw up a personal evacuation plan for you.

A fire alarm test is carried out in the building every Wednesday morning.

2. **Smoking**
 - a) There is no smoking in any part of Touchstone buildings, except in the designated smoking areas outside.
3. **Building Access**
 - a) For everyone's safety please do not let anyone into the building. Alert a member of staff to do this.

CST Guidelines and expectations

These regulations have been agreed as a way of ensuring your safety and wellbeing and in agreeing to accept the service, you agree to what is outlined below.

- Respect the rights of other service users and staff and treat others with respect and courtesy at all times.
- Criminal activity, violence, threatening behaviour or bullying will not be tolerated. Offensive comments or behaviour relating to differences in belief, gender, sexual orientation, disability, ethnic and/or cultural background will be challenged and dealt with according to our policy.
- Service users can sometimes be accompanied by other people (friend, family etc.) to groups and activities. We would ask that you discuss with your keyworker beforehand so that we can arrange accordingly. You are responsible for any guests that you bring with you. You are responsible for any damage to property, caused by you or your guests.
- Anyone who appears to be under the influence of drugs or alcohol and is behaving unreasonably will be asked to leave the premises or activity/your appointment may be cut short. Please do not use drugs/alcohol during our contact with you.
- No weapons of any sort will be tolerated.
- Service users' personal possessions are their responsibility at all times. Touchstone is not responsible for replacing any missing or damaged belongings.
- Please inform Touchstone staff of any medication you need to take and inform us of any medical conditions that you have.

What happens if I do not follow the guidelines ?

- Anyone that does not follow the guidelines may be asked to leave the premises or activity/group, and we may need to review your support with us moving forward.
- In extreme cases staff could call the police to deal with a situation. Both service users and staff can expect the right to safety and security.

Smoking Information for Service Users

As an organisation Touchstone promotes Service User choice and respects that some people will choose to smoke in their homes.

However, Touchstone is also an employer and as such has a responsibility to protect staff from the effects of second-hand smoke.

In light of this we ask that you follow the guidelines below when staff members are visiting you in your home:

- Please do not smoke in the home when members of staff are visiting
- Please ensure no one else on the property smokes in the presence of staff members
- Please do not smoke in your home in the previous 30 minutes prior to your appointment
- If you have smoked in the previous 2 hours before your appointment, please ventilate your home by opening doors and windows

We understand that these guidelines might be difficult for some Service Users to follow. If this applies to you, please do not worry, as this will not exclude you from using our service. Instead, please discuss this with us and we will be happy to arrange visits outside of your home.

This policy also applies to electronic cigarettes.

Pets

If you have any animal within your property, please can you let staff from CST know prior to any appointments as some staff may have allergies or phobias.

Confidentiality

Personal information that you tell us or that we receive from someone else will be kept confidentially.

Information will be shared with others only if:

- You give us consent to do so
- We are legally obliged to do so.
- The health and safety of you or others is at risk.
- It is in line with Touchstones' risk policy.

Please note that any information we have on you is kept in files and securely stored within a locked filing cabinet. For more details on our Privacy Policy, please see page 14.

Access to your Information

If you wish to access your file, please submit a subject access request. Please ask your worker to support you with this.

Your file will be stored securely and kept for at least 3 years after you leave the service. It will then be securely destroyed.

Equal Opportunities Statement

We are committed to making sure that all service users and potential service users are equally able to access and make the most of our service.

The CST is aware that despite our best-efforts discrimination may still occur. If you ever feel you have been unfairly discriminated against on grounds of colour, race, nationality, ethnic or national origin, religion, gender, sexuality, disability, appearance, marital or caring status, age or class or any other basis. We ask that you talk to a member of staff or a manager about it.

Feedback Compliments and Complaints

If you are happy with the service that Touchstone/or a staff member provides, then we would love to hear about it. You can do this verbally or send a letter or email to your support worker or a manager.

Equally, if there is something you feel hasn't gone right, you can make a complaint. Talk to your worker or another member of staff first about how you feel. If talking to your worker or another member of staff doesn't settle the matter, you can ask for the complaint to be considered formally. Please ask your worker if you would like our complaints form or call the office on 0113 2718277.

Groups

If you would like to access any of our groups below, please speak to your support worker.

Outlook Group



The Outlook Group is an occupational therapy based structured group exploring issues of problem solving, planning your time, drugs and alcohol, relationships, work, education, fulfilment and achievement. Touchstone works in partnership with AOT to offer this service.

Social Group



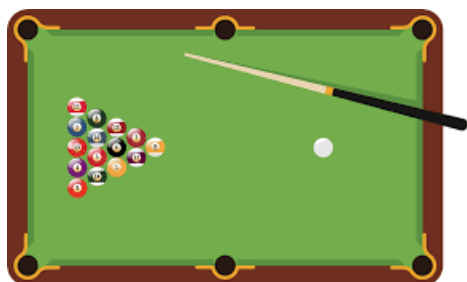
The group meets weekly on Thursday at 1pm at the West Yorkshire Playhouse Café, on the 1st floor, for a chat over a brew and a boardgame. Touchstone works in partnership with the AOT service to provide this group activity. People can drop in and out of this session however they feel.

Gym Group



There is strong evidence relating to the benefits of exercise and consequent positive impact on wellbeing and mental health. Staff will complete a full gym induction with you and help you to develop a workout that is suitable for your fitness level. This currently runs every Tuesday. Meet us at Leeds Bus Station at 1.30pm.

Pool Group



Come shoot some pool with us at this relaxed, fun session. The group runs fortnightly on Monday afternoon from Northern Snooker Centre. The group is staff facilitated and service users can access this on a drop-in basis.

Service User Feedback

**"I find the gym group on a Friday very useful.
I have also had good support from a duty
worker at CST.
Everyone is kind and helpful."**

**"I've got a lot from the
service, skills I didn't know I had.
I now know how to diffuse a
situation if it ever arises."**

**"My Touchstone
support worker has
been a massive part of
my gaining control of
my life again."**

**"It has improved
my life a lot, I
enjoy coming."**

**"My Touchstone
support worker
has been a
massive part of
my gaining control"**

**"Thank you for all
the support I
have received."**

**"Touchstone is an excellent mental health
service who offer great support in enhancing
your self-esteem and improving your mental
health so you can/try to live a productive life
the best way you can. The touchstone staff,
reception workers and volunteers all have a
great understanding on what mental health is."**

Other Opportunities to be more involved in Touchstone

Join SUAVE! - *Service User Authentic Voice of Experience*

People who use Touchstone are at the heart of those services. Make services better for you and others by joining our service user group, SUAVE.

It's an opportunity to find out and influence what's going on across all of Touchstone as well as meeting some amazing people.

- When? First Wednesday of every month 2 – 3.30pm
- Where? Touchstone House
- Who? Any current and past Touchstone service users are welcome
- How? Whatever works from you. You can show up on the day, a member of Touchstone staff can come with you or you can bring a mate. You can also join online, and you can attend as often as you feel able to, no pressure. We can pay for a travel pass to attend and we can also offer a small thank you payment. And crisps !

For more info text or call Roderic on 07760173492
or email office@touchstonesupport.org.uk

Volunteering

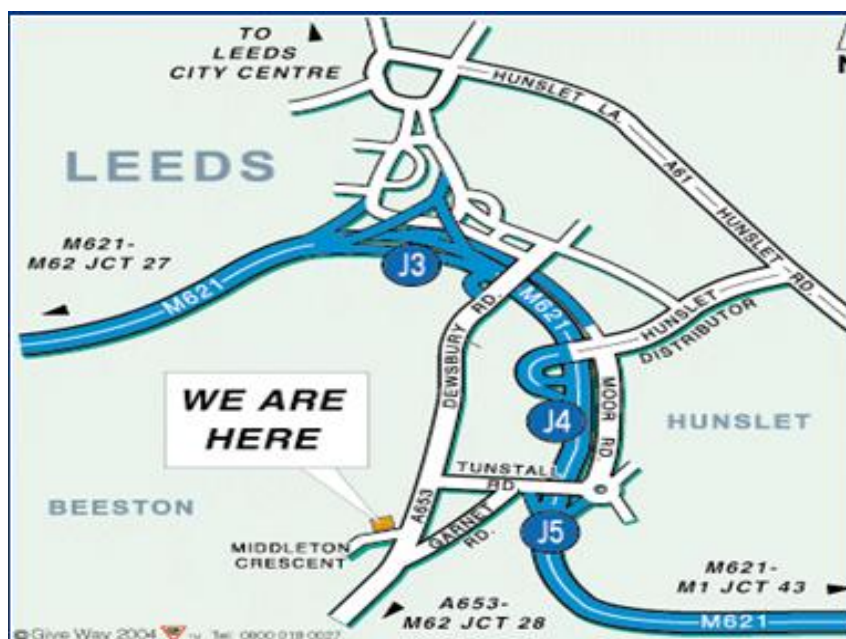
Please see our website for volunteering opportunities with Touchstone.

www.touchstonesupport.org.uk

Travel and Directions to Touchstone House

Touchstone House, 2-4 Middleton Crescent, Leeds, LS11 6JU. Tel 0113 271 8277



What Three Words : [best.showed.cycles](https://www.what3words.com/)



Driving Directions to Touchstone House

- Exit Leeds City Station, depart on to Neville Street for 0 miles • Bear right onto A653 Great Wilson Street for 0.5 miles
- Bear left onto M621J3 Apex Way (M621J4) for 0 miles • Bear left onto Apex Way for 0.1 miles
- Turn left onto M621J3 Parkfield Street (M621J4) for 0.2 miles
- Continue straight ahead onto A653 Dewsbury Road for 0.6 miles • Turn right onto Middleton Crescent for 0.1 miles
- Arrive at Touchstone House

By Bus

 Bus No.	Catch From	Where to get off	 Continue
2/3/3A	Either Chapeltown or the Corn Exchange Leeds	The stop after Tesco Express, Dewsbury Road, Beeston	Walking a few yards up Dewsbury Road, Middleton Crescent is opposite the United Reformed Church. Touchstone House is the first building on the right-hand
117 118 202 203 220 222 481	Leeds City Centre Bus Station		

Useful Telephone Numbers

If you need any help or advice or the number, you need is not in this brief list please ask a support worker for some help.

NHS 111 Service	111
Forward Leeds	0113 887 2477
Carers Leeds	0113 246 8338
DIAL House/Connect Helpline	0808 800 1212
Disablement Information and Advice Line (Dial)	0808 800 3333
Samaritans	116 123 Free Call
Leeds Mental Health Advocacy Group	0113 236 5900
Leeds Survivor Led Crisis Service	0113 260 9328
Police (Non-Emergency Number)	101
Support after rape & sexual violence in Leeds	0808 802 3344
Leeds City Council Housing	0113 222 4412
Citizen Advice Bureau	0808 278 7878
Job Centre Plus	0800 169 0190
Leeds Welfare Rights Unit	0113 376 0452
Leeds City Council – Benefits	0113 222 4404
Leeds Crisis Team Number	111 option 2
Leeds Domestic Violence Service	0113 246 0401
Alternatives to Violence Project Leeds	07479982703
Here for You	07760 173476
Leeds Women’s Aid	0113 246 0401
Men’s Advice Line	Freephone 0808 8010327
Connect Eating Disorders	0113 855 6400
Together Women’s Project	0113 460 1613

Touchstone Service User Privacy Statement

Touchstone is committed to protecting and respecting your privacy and keeping your data secure. By providing us with your data you are giving us your consent to process your data. We will only process your personal data to provide you with the service that you have requested from us and provide (anonymous) feedback to our commissioners and funders.

To read our Service User Privacy Notice, please visit:

<https://touchstonesupport.org.uk/wp-content/uploads/2025/12/CST-Service-User-Privacy-Notice-.pdf>

Or for our Privacy and Cookies Policy, please visit the Touchstone website:

<https://touchstonesupport.org.uk/>

Or contact us:

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