

Our commitment to you

- **Support**

We work with you, not for you, focused on your individual needs and abilities.

- **Confidentiality**

You have a right to confidentiality. We will not give information about you to anyone outside Elmore without your permission, unless we think that you or someone you know is in serious danger.

- **Equality**

We treat everyone fairly and equally. We value diversity and do not discriminate against anyone.

“Elmore never gave up on me – I trusted them.”



To make it easier for people with mental health problems to get

the best possible support when and where they need it, six mental health organisations from the NHS and charity sector in Oxfordshire have formally come together (see www.omhp.org.uk). We have signed up to working much more closely with each other and with people who have mental health problems, to make it easier for people to get the best possible support when they need it.

- **Connection Floating Support:**

www.connectionfs.org

- **Elmore Community Services:**

www.elmorecommunityservices.org.uk

- **Oxford Health NHS Foundation Trust:**

www.oxfordhealth.nhs.uk

- **Oxfordshire Mind:** www.mind.org.uk

- **Response:** www.response.org.uk

- **Restore:** www.restore.org.uk

You will be able to access the expertise and local knowledge of each organisation more easily. So, for example, if you are receiving support from one charity but they feel you would also benefit from the knowledge of another agency, they can quickly get access for you without having to start back at the beginning with new people. The aim of all the partners in this group is to enable you and the person you support to live longer and happier lives.

Everyone needs help sometimes



Elmore
Community
Services 

Centre front cover photograph: Highwaystraz Photography / istockphoto.com

Elmore Community Services aims to help you achieve a better quality of life. Elmore workers can meet where it suits you, at your home, in a coffee bar or local centre.

We offer a flexible service and can provide:

- **Practical help** like information on housing, support with appointments, registering with a GP, dealing with benefits, bills and debts, or dealing with police or solicitors.
- **Emotional support** such as a listening ear, a chance to talk through your worries, support with a drug or alcohol problem, and help to access specialist counselling and psychology services.
- **Encouragement and support** to look after your mental and physical health.
- **Links** with relevant services and local facilities such as GPs or employment advisers. We can introduce you to great projects like the Oxfordshire Recovery College, which offers many free courses to help you learn and develop yourself.
- **Advocacy**, like support with children and family issues, helping to tackle harassment, or going with you to court if necessary.

The Mental Health and Complex Needs Floating Support Service helps people with mental health issues that are having a big impact on their life.

The service is provided by Elmore Community Services, an independent charity with over 25 years' experience. Elmore is there to support you in your recovery and help you get the services you need.

You will have your own support worker who will meet with you regularly. Elmore uses a team approach so you can also benefit from the skills and experience of everyone in the team. Our team members have different backgrounds, for example, in social work, health, drugs and housing, but they all provide all-round support.

This is a service for people aged 18-65 who live in Oxfordshire.

"Elmore is different. I didn't have to go there, I chose to."

You can contact us yourself, or a close friend or relative can call us for you. Ring **01865 200130** any morning between 10am and 12.30pm and speak to our Duty Worker.

If you prefer, someone who works with you (such as your GP, Community Psychiatric Nurse or Social Worker) can contact us for you. Ask them to fill in the form they will find on our website at:

www.elmorecommunityservices.org.uk/referral-form.php



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www.elmorecommunityservices.org.uk