

# Enhanced Mobile Community Support



## What is the Enhanced Mobile Community Support Service?

Enhanced mobile community support is a critical evolution of our mobile community support service. It provides more intensive support in a person's home. Services can be provided at any time, day or night, seven days a week as an alternative to people living in staffed residential support services.

Enhanced mobile community support is not a clinical service and does not provide counselling or acute crisis interventions. However, the Pathways team works closely with clinical teams, such as adult community mental health services, when clinical support is required.

## Staff

Pathways' Enhanced Mobile Community Support Team consists of Community Support Workers who specialise in supporting recovery journeys and helping people to achieve their goals, whatever they may be; and Registered Health Professionals who offer expertise to help people attain optimal health and recovery opportunities as and when clinical support is required.



## Key Workers

Everyone who accesses mobile community support services will have a support worker identified as their dedicated key worker. This person will support them towards their goals and focus on ensuring the person is supported on a day-to-day basis by the whole team.

Activities that key workers are able to support with:

- coaching to build confidence
- improving cooking or housekeeping skills
- budgeting support
- access to activities for leisure or recreation
- access to education or employment
- finding accommodation
- accessing independent transport options
- integration into social settings e.g. library, malls, botanical gardens
- advocacy with other agencies like WINZ, ACC, GPs, court
- supporting service users to implement crisis plans together with guidance of clinical teams
- having fun with life!



The focus is to support people to be involved in the wider community so support workers often act as networkers and advocates for social inclusion. Individual goal plans are constantly reviewed including regular reviews involving the person using our services, their family/whanau, key worker, the Enhanced Mobile team and clinical team.

## How do people access this service?

Access is usually through the clinical service (community mental health team or hospital); although some enhanced mobile support teams can receive referrals directly. Most teams will require that a Needs Assessment is carried out. Pathways can support people to access this if required.



## Contact us

For more information feel free to contact us on 09 261 3401, email [contactus@pathways.co.nz](mailto:contactus@pathways.co.nz) or visit our website [www.pathways.co.nz](http://www.pathways.co.nz)

