



Elysian House
Charcot Road
Colindale Avenue
NW9 5DH
30th October, 12

Dear Ms Jordan

Regarding Draft report 9th October, 12

Thank you for the above report detailing your findings when you visited Elysian House with your colleagues on the 15th August, 12. I welcome the report which was very positive about our service and our efforts to provide a supportive recovery centered approach to mental health care to people suffering a mental health crisis.

In your report you mentioned that staff on duty were not wearing Identification Badges or uniform. Not wearing uniform is a deliberate policy, but our staff are expected to wear photo Identification. I am disappointed that staff were not wearing their badges and wish to assure you that Rethink Mental Illness provide ID badges for all staff and they are expected to wear them. Since your report, a list of all staff without badges was produced and they were supported to request their badges. I will ensure that staff are constantly reminded during our staff meeting.

Regarding activities for residents, we provide a weekly program jointly with staff from the Barnet Home Treatment Team. I attach a copy for your information. We are also in the process of developing a post to provide housing support across our service in recognition of the difficulties our residents have with finding accommodation in the borough.

Thank you again for your encouraging assessment of the service.

Yours Truly,

A D Hamilton-Clarke
Service Manager

Leading the way to a better
quality of life for everyone
affected by severe mental illness.



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