



# Training Course. Mental Disorder in Social Housing Settings



## Improving individual and organisational awareness of mental disorders in social housing settings. Supporting staff to recognise, respond and refer.

### Training Overview at a glance:

- Demystifying the world of mental disorder. Recognising the signs and symptoms of mental illness in the general community with a key focus on the social housing sector;
- An improved understanding of mental disorder and psychiatric illness with a key focus on:- Major Depression, Bipolar Disorders; Anxiety related disorders including OCD, Panic Disorder & Agoraphobia; Chronic Psychosis & Schizophrenia; Personality Disorders, Dementia-related Syndromes,
- Recognising when behaviours are NOT associated with potential mental disorder;
- Appropriate housing allocation for individuals indicated for mental health problems;
- A clearer understanding of self neglect and Hoarding psychology / psychiatry - with a advise on management of complex cases;
- A focus on the more complex psychiatric disorders that can challenge social housing organisations. This can include complex self-harm and personality disorder issues, antisocial behaviour, forensic risks and suicidal risks / exposure to suicidal-related communications.
- A key focus on the different ways to support and safeguard individuals with mental health problems;

- Appropriate communications skills and empathic practice – supporting individuals vulnerable to mental disorder;
- Managing conflict more effectively with a specific focus on hostile conflict / behaviours from individuals with potential psychiatric disorders or psychological problems;
- Appropriate risk assessments and management of potential hazards associated with forensic mental disorders. This is a sensitive subject but needs to be addressed for organisations to better-identify risks where they present;
- Substance misuse-related mental health problems;
- Understanding the responsibility of the NHS and the statutory services and how (and when) to escalate concerns to the services;

### Course in more detail:

Mental illness is a complex area of study and can be a challenging topic. This training supports staff working on the social housing sector to better understand the world of psychiatric illness, recognise and contextualise patterns of behaviour and to fine-tune skills to improve outcomes for all.

This training does not stigmatise or use any inappropriate language. This is a welcoming and articulate training course that embraces life's experiences and our common vulnerabilities.

This workshop will clarify the differences between psychiatric illness and irrational and challenging behaviours which may help staff and organisations to manage challenging behaviours with increased insight and appropriate interventions.

This is an interactive and flexible workshop which is dedicated to typical social housing setting and work. It is designed to support individuals working in customer-facing / public-facing roles which includes (but not limited to):-

- Income Recovery;
- Housing Officers;
- Supported, Sheltered, & Wardens activities
- Resident Involvement Teams;
- Antisocial Behaviour Teams;
- materials and peer-reviewed articles;
- Access to free post-training support.

*'Best course I've been on. Great delivery, Very comprehensive information which was targeted perfectly to the audience at a level which was understandable and absolutely relevant to our roles as support / key workers. Brilliant day and cannot think of an ways in which it could have been improved'*

**- Riverside**



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