

Who is the service for?

- Patients of the John Radcliffe Hospital Emergency Department
- Frequent users of emergency services
- People aged 18+ (with no upper limit) living in Oxfordshire



Elmore Community Services is a charity providing high-quality mental health, complex needs, and domestic abuse services to vulnerable people.





Making a difference in people's lives



Contact us

✉ info@elmorecommunityservices.org.uk
☎ 01865 200130

Your next appointment

	Time	_____
	Date	_____
	Your worker	_____

Elmore's High Intensity User Service

Providing brief community-based support to people who frequently attend hospital emergency departments or use emergency services



Elmore's Complex Needs and Mental Health Floating Support

Elmore supports people with complex needs who do not fit easily into other services to stabilise their lives and access services. We also support people to get practical and emotional support from specialist services to manage their mental health. We do this through the Oxfordshire Mental Health Partnership and provide support to people over a longer timeframe.



NHS staff are experiencing big pressures.

With the NHS so busy responding to the pandemic and other pressures, they are asking people to use their services appropriately.

Elmore's High Intensity User service supports NHS staff. People are being urged to only go to A&E departments in genuine emergencies.

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What type of things do we support with?

- Elmore will provide intensive practical and emotional support which can last for up to 12 weeks (with further support possible within the next 12 weeks)
- Improving your mental wellbeing and enabling recovery
- Building up your confidence and self-esteem
- Providing support around housing, money, benefits, or debt
- Providing support and tools to enable you to build links to prevent isolation and loneliness
- Acting as your advocate to ensure your voice is heard
- Providing information and assistance to access employment, education, volunteering, and training opportunities
- Working alongside you to help you learn or improve practical life skills
- Supporting you in any contacts with the police and criminal justice system

How would we support someone?

- A lead worker would meet with you and help you to identify the goals you want support with
- Support would be mental health-related, including the use of therapeutic tools, highlighting other services, and referring you onto appropriate community-based services

