

Mental Health Voluntary Sector Support Services in Milton Keynes

Presentation to the
Adult Social Care and Health
Select Committee
7th October 2014

Voluntary Sector Support Services

- Welcome & Introductions
- Agenda
 - Context
 - Brief introduction to Providers
 - Supported Housing
 - Employment services
 - Community Support Day Service
 - Advocacy
 - Counselling and wellbeing
 - Additional support offered through the voluntary sector
 - Conclusion

Mental Health Needs Assessment

Estimates based on national prevalence

People aged 18-64 predicted to have a common mental health problem (depression/anxiety) - 26,292

Borderline personality - 735

Antisocial personality - 569

Serious Mental Illness e.g. schizophrenia, bi-polar - 653

Deprivation – locally correlation exists for Serious Mental Illness but not for depression with GP surgery Index of Multiple Deprivation

(IMD) score

Physical health – long term conditions e.g. diabetes

Joint Commissioning and Provision of mental health services

Resources currently focussed in secondary mental health

- need greater emphasis on prevention, early intervention and recovery

Voluntary sector providers commissioned to provide services that

- promote recovery for people who also receive, or who have stepped down from, secondary mental health services
- help prevent people from needing secondary services

Does not mean complete recovery from a mental health problem.

Emphasises the importance of a meaningful, valued and satisfying life whether in the presence or absence of symptoms. Includes:

- Financial security
- Suitable place to live
- Satisfying / meaningful activity
- Good relationships
- Personal growth
- Cultural / spiritual perspectives
- Developing resilience to possible adversity or stress in the future





Supported Housing and Crisis Accommodation

Supported Housing Richmond Fellowship

- Repton House
 - 11 place scheme
- Oldbrook
 - 12 residential places in three terraced houses
- Stopgap
 - 3 crisis beds in partnership with Acute Home Treatment Team

How we work,

- The right of individual to take control of their recovery
- Active participants

What people achieve,

- Higher level of control
- Well being
- Self esteem in their lives



Richmond Fellowship - What we achieve?

Being here totally helped me in my recovery especially the support from staff. I felt protected and safe. It has been a really helpful time for me”

“The support was just right, I felt better; safe. It was nice to have peace and quiet, I could sit down, relax and think things through”

“I have been able to develop new skills outside of the service; this has helped me to improve my self esteem and independence”



Stonham home group

**Shernfold and Denbigh supported
accommodation services**

- 15 clients across two schemes
- Fully furnished self contained flats
- The service offer - individualised goal based support packages through our “My Way Forward” support tool
- Tailored support around Housing, Tenancy Management, Budgeting, Daily living skills e.t.c
- Support to access Education and Training

- Work in partnership with Milton Keynes Housing Options to secure suitable move on accommodation
- 6 weeks resettlement move on package
- 100% planned move on for 2013/2014
- Client involvement opportunities locally and nationally
- Apprenticeship opportunities within Home Group

“I like my life now”. I like the independence of having my own flat and that I don't have to share, this has helped towards my recovery.

My words of advice for others with a Mental Health illness

“Try and get someone to help and listen”

“Make sure you get family support and make sure they understand your illness – it really helps”

“It helps to live someone like Shernfold, where staff understand Mental Health”

“I liked the confidence that living at Shernfold has given me, it makes me think that I can live on my own and be alright”.



Employment Service

Richmond Fellowship Employment Service

REGAIN

- 1:1 support
- Group Sessions

RETAIN

- Early Intervention
- Maximise employment maintenance through action planning
- Providing vocational advice and career guidance



Richmond Fellowship Employment Service achievements

- 75% Planned, positive outcomes
- 99% satisfaction rate
- 100% of clients would recommend to a friend



Richmond Fellowship Employment Service

“It has been wonderful to be supported by Richmond Fellowship who have helped me beyond words. The advisor made me realise that I had the ability to pursue my ambitions and to become qualified and useful in the working world. Due to the kindness and interest in me I have become a very different person from what I was before and I thoroughly enjoy my job working with young people”



Richmond Fellowship Employment Service

“My confidence , my inter-personal skills, stress levels and my mental health improved. I will be forever grateful for the help I received from Employment service I am now in a fantastic new job which would have been unthinkable 12 months ago. My advisor helped me to be positive and value myself. Now other people do too!!”



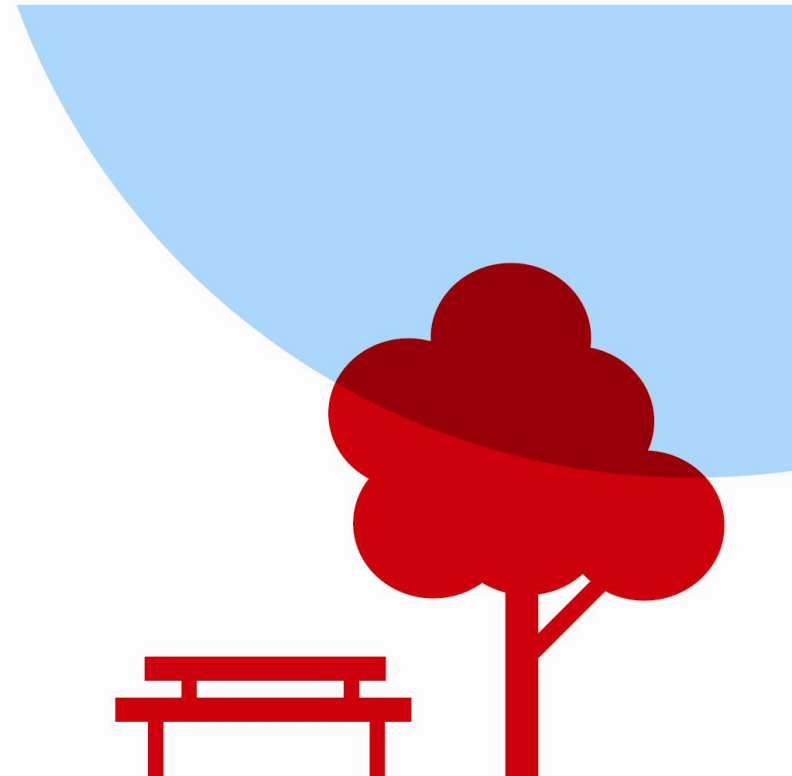
- Working with the Neighbourhood Employment Programme (NEP)
- Offering short term workshops and support to help overcome barriers to employment
- Sessions around confidence, sleep, anxiety, relaxation, self esteem and similar
- Positive feedback and outcomes from participants



www.rethink.org

Get more out of life

Community support



Rethink Community Support Services

- Contracted to support 113 individuals experiencing severe or enduring mental health difficulties live meaningful lives in the community
- Community based support working in 6 different venues and public spaces across Milton Keynes
- Opportunity to socialise in a safe environment
- Person Centred and holistic approach
- High level of 1 to 1 support to maintain mental and physical wellbeing
- Recovery focused workshops, peer support groups, specific activity groups and support to access other services and support.

Service User Feedback Rethink

In 2013 feedback from our service users placed our service in the top 5 nationally out of over 200 RMI services₁ and our 2014 survey shows similar results.

...My difficulties are complicated and the staff have understood this..

...Its the help they give to achieve goals..

...I would be lost without Rethink..

...Going on the walks helps me feel better....builds confidence...relaxed atmosphere...

...The service turned my life around...The staff are all really helpful..

Rethink - added value

- Support to access other services
- Provide support that boosts confidence and builds skills through *Work* element of *Recovery Star* and individual goal setting.
- Support to access employment services (like RFT, Shaw Trust and *DWP Work programmes*) and volunteering opportunities
- Work closely with JCP, A4E – referral from agencies, support mutual clients
- Last year 3 clients have gained paid employment and at least 5 have entered voluntary roles with our support



Hope, Expertise, Commitment, Passion and Understanding



POhWER

Milton Keynes

advocacy, making your voice heard

IMHA

Independent Mental
Health Advocacy

Individual Advocacy
Service

Community based

IMCA

Independent Mental
Capacity Advocacy

NHS

Complaints
Advocacy

Community Engagement
Self and group advocacy

DoLS

Deprivation of Liberty
Safeguards

The aims of this Service are:

- To provide support for service users to be fully involved in decisions about their care or support
- To support users to make complaints or comment on the services they receive
- To assist service users to obtain their rights and entitlements both generally and in a period of change or crisis
- To support users to make fully informed decisions on how to obtain services to meet their needs

POhWER Outcomes

- promote improved health and wellbeing
- promote independence
- be personalised
- meet people's diverse needs
- be socially inclusive
- safeguard adults from the risk of abuse, harm and neglect.
- be underpinned by the values of self-management and
- individual choice and control



Some comments about our service...

“Now I have confidence to deal with things myself.”

Service User

“I wouldn’t have been able to do it without the advocate.”

Service User

“They help me to stick up for myself and make everything right.”

Service User

“Without POhWER I would have lost my kids.”

Service User

“It made me realise I am not invisible.”

Service User

“I feel protected and safe.”

Service User

“Suicide was a serious option for me, the support gave me hope.”

Service User

“I got my life back.”

Service User



Mind BLMK: Counselling and Wellbeing Service

- A range of counselling and other interventions
- For anyone in Milton Keynes aged 16 and over
- Referral from anywhere (including self referral)
- Assessment to decide the best intervention
- Counselling, wellbeing courses, mindfulness, yoga, art, walking, horticulture, mentoring and more
- The service uses upwards of 45 volunteers, bringing real value for money
- Working in partnership with IAPT Service to start the 'Talk to Change' single point of access

Mind BLMK Client Comments

Fantastic results - so glad I came

The Mind group has saved my life.

Thank you so much for helping to find myself again. I will always be grateful

Thank you for changing my life for good!

Additional support offered through the VCSE

- Surface and Candlespark – Self Harm Support
- Balance MK Eating Disorder Support Services
- Hearing Voices Group (Rethink, Richmond Fellowship and Mind)
- Mentoring Support with the Advice Network Partnership
- Arts on Prescription via MK Arts for Health
- Richmond Fellowship Music Group
- Mind Art
- Ecominds Community Garden

Any questions ??

