

FLINTSHIRE MENTAL HEALTH SUPPORT SERVICES

PERFORMANCE/MONITORING REPORT 2015/16.

1.0 INTRODUCTION AND OVERVIEW 2015/16.

The aim of Flintshire County Council's Mental Health Support Service is to provide a flexible range of support for people with mental health problems in line with the principles of "recovery". Recovery means that people have the right to build meaningful lives for themselves and to have valued roles, regardless of their mental health problems. Support involves working in partnership with people so that they may take more responsibility and eventually become independent in managing their homes, in participating in their local communities, and in undertaking employment activities or other volunteering and educational opportunities. The various support services teams aim to provide services which reflect the highest quality and best value for the service user.

Numerous successes have been highlighted during 2015/16. In particular, **Double Click Design** after much hard work and commitment, became a Social Enterprise in January 2016. The Team Manager of Mental Health Support Services was nominated and shortlisted for a Leading Wales award for her contribution to this process and the winner will be announced at the forthcoming award ceremony in Cardiff this June.

Social Links continued to provide a flexible and responsive support in the form of a wide variety of activities within the community. It should be noted that in addition to the 94 people supported on Social Links' register, a further 53 individuals not included in these figures have been supported via open access groups and drop ins (147 individuals in total). These provide a "safety net" for those people who may not be accessing formal services via Community Mental Health Teams.

The **Learning for Wellbeing** program continued to provide learning opportunities via the training partnership which exists between mental health services, the FCC training department and various voluntary sector organisations within the county. The training support worker during the year took 519 bookings for various courses. These resulted in 464 actual attendances, this amounts to over 90% attendance rate! There are currently 400 people on the project database (this comprises people with mental health and/or substance misuse issues as well as carers).

At **Growing Places** the garden furniture restoration project was hugely successful over the winter and this has now expanded to the rest of the year. The increase in business income has enabled the team to buy a number of new machines, and this has helped improve the quality of the finished work. The team has also this year transformed a patch of waste ground at the back of the building into a wildlife garden and vegetable patch.

Next Steps in 2015/16 assisted a total of 96 people to identify education and learning needs, 40 to undertake voluntary work and 16 to have work experience. They also supported 33 people to gain careers advice, 32 to create a CV and 28 to complete

job applications. Of the 16 people supported to gain paid employment, 2 individuals were helped to successfully set up their own businesses and were supported to access funding and appropriate training for this. Job retention is a major part of the role at Next Steps, and regular contact with employers has helped those who needed the support to stay in their positions (10 people in total).

The **Community Living and Medium Support Team** continued to focus on supporting people with serious and long term mental health issues in many varied tasks, so as to assist them in managing and maintaining their own homes. This helps prevent hospital admissions and ensures that individuals are able to remain living in the community. Examples of outcomes achieved include: 55 people supported to access specialist housing advice and 41 benefits advice, 57 supported to budget and pay bills, 56 supported to complete household tasks, 49 supported to use public transport, 80 to engage with health services, 68 to complete shopping tasks and 64 to plan and prepare healthy meals.

Intensive Support Team supported a total of 61 individuals during the year with high level support needs (often initially requiring support more than once a day) to either move into their own accommodation or to remain in the community when their tenancies were at immediate risk. 11 people were successfully supported to move out of long term residential care or hospital into the community. 15 people supported and then closed to the team moved on to independence from support services, with others moving to lower level support (1 person now receives a Direct Payment). 10 people continue to be supported longer term for several times per week to stay in their own homes and out of residential care.

During 2015/16 over 389 individuals were supported by the overall team, many of them by more than one of the services. Of the 128 people who were supported and then closed to the team during the period, 121 had their support plan goals fully or partly met at point of closure. The average monthly amount of people open to the overall team at any one time was 269. As previously mentioned, none of the above figures include the large number of people supported solely via drop-ins, open access groups and the Learning for Wellbeing program as they do not have to be formally referred to the service. This is so as to be proactive in assisting people to achieve wellbeing without coming into formal services unnecessarily.

2.0 SERVICE DELIVERY

Mental Health Support Services is made up of three main strands (See Structure Chart at the end of this report – page 20).

- **Intensive Support Team,**
- **Community Living and Medium Support Team,**
- **Occupation and Employment Team** (comprising Double Click Design, Growing Places, Social Links, Training project and Next Steps).

Each strand has its own Community Living Co-ordinator to oversee services. The services work together to ensure that each individual's personal goals and needs are being met.

All services require referrals from Community Mental Health Team/Community Rehabilitation Team. Social Links has some open access groups and also take referrals from Substance Misuse Team. Next Steps in addition takes referrals from Primary Care Support Team and Substance Misuse Team.

Occupation and Employment Team.

Social Links.

Staff team – 1 Community Living Officer, 3 full time and 4 part time Support Workers.

Social Links team supports individuals and small groups to participate in community based social and leisure activities and enables people to access mainstream activities in which they may be interested. Examples of activities currently undertaken are: Swimming, Fishing, Golf, Pilates, Creative Writing, Badminton, Walking, Snooker, Lunch Groups, Cinema. Any social and leisure opportunities may be explored depending on the needs and preferences of the person. There is a mixture of one-to-one and group support, some support enables people to maintain existing social relationships following the closures of the day centres. Some of these activities take place outside of office hours. Many people have been enabled to move on following a period of support and are now accessing leisure opportunities independently.

Social Links team also facilitates five drop-ins in various areas of Flintshire throughout the week including weekends; these are open access and community based. Within the drop-ins guest speakers and activities are often organised in response to requests from attendees. In addition to the drop-ins, there are also a number of open access interest groups available; these are Football, a service user run History group called Khronos and a photography group.

Work Services.

Growing Places staff team – 2 full time and 2 part time Support Workers.

Double Click staff team – 2 part time Support Workers.

Growing Places and **Double Click Design** support people in a safe environment to be more confident and to develop work related skills and qualifications. People are encouraged to become involved in the local community, and these services are sometimes a “stepping stone” into paid or voluntary work.

Growing Places is a community gardening service, which also has poly-tunnels which are used for growing and potting plants. Growing Places have also started a garden furniture restoration service which has proved highly popular. **Double Click Design** is a computer design and print service which produces leaflets, brochures and photographic cards and in January 2016 finally became a Social Enterprise independent of the council. However 2 support services staff continue to work within the business as a secondment arrangement.

Both services enable individuals to gain work based skills. They train alongside staff to gain both formal and informal qualifications within the work base and in community settings. People are encouraged to play a role in all aspects of the running of these businesses, via marketing, customer contact, administration, team meetings, driving vehicles etc. Informal peer support is practised within these schemes, with individuals teaching each other skills.

The transformation of Double Click Design into an independent Social Enterprise gives them more freedom to operate their design and print business in a way which will give people real work experience and provide an opportunity for trainees to undertake paid employment. The business has recently employed a part time trainee graphic designer who originally came to the workplace as a trainee/service user. It is hoped that there will be similar opportunities for others going forward.

Next Steps.

Staff team – 1 Community Living Officer, 2 full time and 2 part time Support Workers.

Next Steps provides support and guidance for people to enter education, training, voluntary work and employment. This involves the following:

- Courses in college or in the community ranging from key skills, to formal qualifications or gaining practical/vocational skills.
- Voluntary work, linking in with volunteer centres or directly with voluntary organisations to arrange placements.
- Employment placements and paid work, including work preparation such as writing CVs, interviewing skills, job searches, support to seek benefits advice and retention of existing employment.

Support can be provided whilst still receiving benefits and support from other services. Next Steps team works closely with other organisations such as Job Centre Plus, Careers Wales, the volunteer centre, and local universities and colleges.

Training Project – 1 full time support worker.

Linked to Next Steps is the training project, which specifically supports people to undertake educational opportunities via the Learning for Wellbeing Brochure. The training support worker role is to produce (in conjunction with Double Click Design) the quarterly brochure which contains training information from all Flintshire partners (including Mind, Unllais, FMHAS and Flintshire County Council Community Services Training Department). The support worker promotes these training events via the various mental health services and then assists people in booking onto and attending training. This year the support worker completed an assessor's award, which will allow her to tutor service users in completing units of the QCF. This valuable element to the

role has been recognised by the council via a commendation as part of the Flintshire Excellence Awards.

Community Living and Medium Support Team.

Staff team – 1 Community Living Coordinator, 1 full time Community Living Officer, 12 full time (4 of these employed by Medium Support Team) and 6 part time Support Workers, 1 administrator.

Community Living Support Workers provide one-to-one support to help motivate and encourage people in a range of activities designed to enable them to live independently within their own homes.

Support may involve enabling people to gain or regain confidence and skills in a variety of ways which include helping people with cooking and improving their diet, helping them to use public transport and to be able to leave the house, helping them to shop, budget and pay bills, helping them to access other services. Community Living and Medium Support Team provides flexible community based alternatives to residential care or long-term/frequent hospital admissions.

Intensive Support Team.

Staff team – 1 Community Living Co-ordinator, 1 part time Community Living Officer, 10 full time and 2p/t Support Workers, 1 administrator.

The Intensive Support Team enables people who need higher levels of support to gain or regain the skills and confidence to live safely and independently in their own communities. The support is specifically provided for people who have particularly chaotic lifestyles and have failed or are failing to maintain their accommodation and place in the community. These could be people who are returning to the community from hospital or other high level care settings, and the team also supports people who are wishing to live independently for the first time.

When the needs of an individual supported by the Intensive Support Team are reducing, the involvement of the team will be reviewed. It may be likely that the person will go on to be supported by the Medium Support Team or the Community Living Team if appropriate. Intensive Support Team also link closely with other support services (Social Links, work services, Next Steps) in order to ensure that the person's holistic needs are being met.

2.1 Statistics 2015/16

													2014/15	
Summary Community Living 15/16														
	Apr-15	May-15	Jun-15	Jul-15	Aug-15	Sep-15	Oct-15	Nov-15	Dec-15	Jan-16	Feb-16	Mar-16	Total	
Number of people on Register/Caseload:	92	86	90	88	96	97	99	98	97	96	101	103	95	101
How many have left service	1	9	2	7	0	3	3	4	1	2	4	1	37	31
Number of Referrals	1	3	6	5	8	3	5	3	0	1	10	3	48	37
Reasons for leaving service - Moved on to independence = 33 , Higher level of support needed = 1 , Alternative Support needed=1, Moved area = 1, Other = 1. Goals met = 35, part met = 1, unmet = 1														
Summary Intensive Support 15/16														
	Apr-15	May-15	Jun-15	Jul-15	Aug-15	Sep-15	Oct-15	Nov-15	Dec-15	Jan-16	Feb-16	Mar-16	Total	
Number of people on Register/Caseload:	42	41	39	41	45	46	47	46	43	47	46	44	44	37
How many have left service	3	4	4	2	0	3	4	3	3	1	4	6	37	28
Number of Referrals	6	2	2	2	2	3	4	2	0	5	3	3	34	30
Moved on to independence = 15, Moved area = 2, Individual's choice = 7, Higher level of care = 4, Never Engaged = 4, Alternative service = 2, Other = 3 Goals met = 19, part met = 10, unmet = 8														
Summary Next Steps 15/16														
	Apr-15	May-15	Jun-15	Jul-15	Aug-15	Sep-15	Oct-15	Nov-15	Dec-15	Jan-16	Feb-16	Mar-16	Total	
Number of people on Register/Caseload:	63	68	66	61	69	61	66	64	60	66	66	57	64	73
How many have left service	7	8	7	12	7	10	11	6	11	5	13	10	107	116
Number of Referrals	1	11	4	8	15	7	11	2	6	10	9	7	91	107
Moved on to independence = 26, Moved area = 2, Individual's choice = 39, Higher level of care = 3, Never Engaged = 28, alternative support = 5, Other = 4 Goals met = 22, part met = 52, unmet = 33														
Summary Social Links 15/16														
	Apr-15	May-15	Jun-15	Jul-15	Aug-15	Sep-15	Oct-15	Nov-15	Dec-15	Jan-16	Feb-16	Mar-16	Total	
Number of people on Register/Caseload:	70	69	73	78	82	80	80	73	75	66	72	74	74	69
How many have left service	1	8	4	4	10	4	5	9	0	14	2	1	62	57
Number of Referrals	7	7	5	9	15	2	5	3	2	5	6	3	69	38
Moved on to independence = 7, Moved area = 3, Individual's choice = 23, Never Engaged = 24, Moved to another service = 3, Other = 2. Goals met = 16, part met = 17, unmet = 29														
Summary Growing Places 15/16														
	Apr-15	May-15	Jun-15	Jul-15	Aug-15	Sep-15	Oct-15	Nov-15	Dec-15	Jan-16	Feb-16	Mar-16	Total	
Number of people on Register/Caseload:	33	31	31	30	30	25	25	25	27	26	26	27	28	28
How many have left service	0	2	0	2	1	5	0	1	1	0	0	0	12	10
Number of Referrals	3	0	0	0	0	1	0	1	0	1	0	1	7	9
Individual's choice = 6, Never Engaged = 3, Higher level of care needed - 1, alternative support = 1, Other = 1. Goals met = 3, part met = 6, unmet = 3.														
Summary Double Click 15/16														
	Apr-15	May-15	Jun-15	Jul-15	Aug-15	Sep-15	Oct-15	Nov-15	Dec-15	Jan-16	Feb-16	Mar-16	Total	
Number of people on Register/Caseload:	14	14	14	15	14	15	16	18	18	18	N/A	N/A	14	14
How many have left service	0	0	0	0	1	0	0	0	1	0	N/A	N/A	2	8
Number of Referrals	1	0	0	0	0	1	0	1	1	1	N/A	N/A	5	3
Moved on to independence = 2, Goals met = 2														
												Total Referrals 15/16	254	
													14/15	225
												Total Left Service 15/16	257	
													14/15	250

2.1 Statistics 2015/16

During 2015/16 over 389 individuals were supported by the overall team as indicated by the support services database. Many of these people will have received a service from more than one of the specific teams included in this report. The above table shows the number of individuals open to each team during each month of the year. The green figures in the end column provide a comparison to last year's annual figures, with the red number indicating the average monthly caseload for 2015/16. The monitoring for Double Click in this format ceased after January 2016 due to them being independent of council service provision due to their new status as a social enterprise.

It can be observed that there has been a general increase in referrals this year but as reported last year, all teams have noted an increase in the level and complexity of the support required in comparison to previous years. This would explain the higher number of people being referred to Intensive Support Team. The decrease in formal referrals to Next Steps are probably accounted for by the huge increase in people attending the Learning for Wellbeing program, without being formally referred to Next Steps for training support (figures for which are outlined on page 15 of this report). Also, it should be noted that Social Links (in addition to the 94 people who were formally supported throughout the year) reported a further 53 individuals accessing the service informally via open access groups and drop-ins. This brings a total of 147 people being supported via Social Links in 2015/16.

The reasons for people leaving the service are written in red beneath each team's figures in the above table and the achievement of identified goals or outcomes are written in blue. Of the 128 people who were supported and then closed to the overall team during the period, 121 had their support plan goals fully or partly met (this does not include the people who were referred but did not begin engage with services). It can be observed from the Accommodation services that most people's needs as identified via the support plans were either completely or partially met at the point of moving on. Next Steps and Social Links both reported a much higher level of people leaving the service through either complete non-engagement or their own choice along with unmet goals. This is to be expected given the high level of referrals from Substance Misuse services which often bring challenges in terms of engagement with services. Often people may not be ready to undertake the more specific support of the team in assisting the person into social activities, education and/or paid/unpaid work. These teams have always in previous years reported a high number of inappropriate referrals which could again account for this.

The table below provides a snapshot of the number, age range and gender of service users open to support services at the busiest month of the year 2015-16 (August 2015 with 279). Lowest of the monthly figures this year were May 2016 with 257 people overall. The overall monthly average for the year was 269, a slight decrease from last year's average of 273. Again it should be pointed out that these figures do not include all of the individuals who attend drop-ins, open access groups and the training program.

2.1 Statistics 2015/16

Statistics as at 31st August 2015		Total	Community Living	Intensive Support	Social Links	Next Steps	Growing Places	Double Click
Service users open	279		96	45	83	69	30	14
Male	160		52	21	47	35	27	11
Female	119		44	24	36	34	3	3
Under 18	0		0	0	0	0	0	0
18 - 24	19		5	3	4	8	2	1
25 - 34	34		7	7	13	13	3	0
35 - 49	111		36	15	34	32	10	6
50 - 54	37		13	8	9	7	5	4
55 - 64	48		25	5	13	5	7	2
65 - 74	17		7	5	3	2	2	1
75 - 79	5		2	2	2	0	0	0
80 - 84	0		0	0	0	0	0	0
85 - 89	2		0	0	2	0	0	0
90 and Over	2		1	0	0	1	0	0

3.0 IMPROVEMENTS/SUCCESSSES

This has again been a very successful year for the team as a whole in terms of delivering a service to a large amount of people in challenging circumstances given the financial climate. Double Click Design after much hard work and commitment became a Social Enterprise in January 2016 and the Team Manager of Mental Health Support Services was nominated and shortlisted for a Leading Wales award for her contribution in this. The winner will be announced at the forthcoming award ceremony in Cardiff in June 2016.

The year also saw another well received and unique Team Development Day. This was based upon the 5 ways to well-being. Recovery champions within the teams were asked to consult with their colleagues and produce a list of factors which contribute to people having a sense of wellbeing in their everyday lives. Based on this feedback it was decided that various organisations would be invited to the day to facilitate interactive sessions in a kind of “speed dating” format so as to promote some of the “ways to wellbeing”. The idea was that these could then be promoted in supporting others as well as in our own lives. A team member who is a past employee of North East Wales Wildlife in Rhydymwyn suggested that the team use the free facilities at the wildlife centre for the event. This she felt would highlight the importance of nature and the outdoors in helping people to achieve a sense of wellbeing. Thanks to NEWW and the glorious weather, the various sessions were held in both indoor and outdoor settings at the wildlife centre and groups of staff were able to take part in each of these sessions throughout the day. The sessions outlined below were provided by various organisations mostly free of charge:

1. **Take Notice** – *Slow down!* Recognising your own stress and how to manage it (Flintshire Mind).
2. **Connect** – *Join in!* Team building exercise – Geo-caching (North East Wales Wildlife).
3. **Be Active** – *Get up and have a go!* Yoga (Flintshire Local Voluntary Council).
4. **Keep Learning** – *Ask how, when, where and why?* Learning from the experiences of people with a diagnosis of Personality Disorder (Taith).
5. **Give** – *Share what you have.* Using coaching skills to benefit others (FCC Social Services Training Department).

3.1 Customer Satisfaction Feedback

The Mental Health Support Services survey has been devised in a way that attempts to capture whether the services provided have been delivered in line with the principles of Recovery. The opportunity is also provided for people to give any general feedback about the service or highlight any improvement areas. The questionnaire as usual will be sent out in June and responses will be added to this report once collated. Last year around 20% of people chose to respond to the survey. 85% of the questionnaires returned were named, this enabled managers to respond to requests for further support or to follow-up any other actions.

3.2 Recovery Outcomes

The team has devised an outcomes spreadsheet in order to more accurately record outcomes and achievements for people who have been supported by the services during 2015-16.

	COMMUNITY LIVING	INTENSIVE TEAM	SOCIAL LINKS	NEXT STEPS	GROWING PLACES	DOUBLE CLICK
Security / safety improvement to person's home put in place.	71	4	1	0	0	1
Person changed location in order to feel safe.	27	4	5	0	0	1
Person feels more confident and in control and therefore safer.	92	33	73	11	23	20
Well being of other family members considered with support.	78	14	2	1	1	0
Safety of members of the public considered with support.	28	7	4	0	12	0
Engaged with support as part of a programme of management of substance misuse.	17	5	22	4	0	1
Specialist housing advice accessed.	55	12	1	2	0	1
Tenancy obligations met as a result of support.	43	13	0	0	0	0
Appropriate accommodation identified with the person.	25	3	1	0	0	0
Acquired suitable furnishings and household goods.	19	12	0	0	0	0
Identified local services and facilities with the person.	52	24	85	0	11	8
Household budget and bills managed and arranged with the person.	57	18	1	0	0	0
Appropriate help and advice obtained regarding repairs within the home.	41	17	1	0	4	1
Routines to complete and maintain household tasks set up with the person.	56	29	0	0	0	0
Contacts established, and relationships built with others.	47	7	69	68	23	14
Existing relationships maintained with support.	65	16	39	4	23	17
Advocacy services accessed.	36	6	8	10	2	0
Correspondence completed with the person.	46	19	8	38	2	2
Identified and developed personal aspirations and areas of interest.	110	34	80	125	23	20
Social situations accessed, resulting in an improvement in self confidence in social settings.	94	26	72	30	16	13
Social support networks accessed independently as a result of support.	63	10	33	14	7	6
Identified transport options and confidence built in order to use transport.	49	16	38	7	11	6
Public transport used independently as a result of support	40	11	26	1	10	5
Benefits or debt advice accessed.	41	12	4	12	1	0

	COMMUNITY LIVING	INTENSIVE TEAM	SOCIAL LINKS	NEXT STEPS	GROWING PLACES	DOUBLE CLICK
Regular bill payments made by the person.	37	11	0	0	0	0
Bank accounts and payment systems set up with the person.	30	7	0	0	0	0
Management of personal finances where legal arrangements have been made.	8	3	1	0	0	0
Identified education and learning needs.	37	4	10	96	4	20
Learning opportunities accessed.	23	4	1	57	3	17
Confidence and ability to learn developed through support.	22	1	1	27	15	21
Identified skills, experience and interests.	81	11	52	127	24	21
Accessed specialist career and employment advice.	15	2	2	33	3	0
Engaged consistently and appropriately in work services.	7	0	0	7	24	21
Involvement in running of work services.	3	0	0	5	23	20
Accessed work experience and opportunities.	5	0	2	16	0	2
Accessed volunteering opportunities	5	1	2	40	0	1
Developed a CV.	4	0	1	32	0	0
Identified work and completed job applications.	5	0	0	28	0	1
Gained paid employment.	2	0	0	16	0	0
Retained existing employment with support.	0	0	0	10	0	0
Engaged with health and social services including (GP, Dentist etc).	80	41	4	13	24	1
Person is able to manage physical health problems as a result of support.	54	16	21	18	7	1
Home environment is appropriate to physical health as a result of support.	74	7	0	0	0	0
Addressed and managed mental health issues as advised by Mental Health professionals.	115	43	32	29	3	0
Accessed groups and organisations that may help mental health wellbeing.	56	17	63	30	8	7
Reduced likelihood of hospital admission or higher level care.	89	27	13	1	12	20
Home environment was appropriate to mental health needs.	77	13	1	0	1	0
Gained confidence to be able to shop.	68	28	2	0	1	2
Planned and prepared healthy meals.	64	15	0	0	1	1
Accessed leisure/fitness groups and services.	54	21	74	2	0	0
Accessed advice regarding healthy lifestyle options.	70	18	15	1	3	0

3.3 Individual Team Successes.

Social Links.

The great variety of activities currently being undertaken by people through Social Links indicates the level of choice available to service users within various locations. These are:

2x Walking sessions	3 x Snooker groups	2 x Swimming sessions
4 x Lunch groups	Pilates session	Golf session
Badminton sessions	Yoga session	Creative Writing group
Thursday Seniors group	Gym sessions	Fishing group
Cinema Group	Racquet ball session	Nature Reserve session
Cooking group	Kick boxing session	Tai Kwon Do session

It should be noted that in addition to the 94 people supported this year on Social Links’ register, support was actually provided to 147 individuals in total due to additional people attending open access groups and drop ins. There are 5 drop-ins facilitated by Social Links around Flintshire and open access groups are: Football, Photography and “Khronos” History group (which is run by a peer volunteer). These drop-ins and open access groups have seen a general increase in numbers this year. Shotton and Mold drop-ins have for example had average numbers of 15 and 18, and 16 at the football session. A Swap Shop has been introduced at Mold drop-in and if successful this will be rolled out across the other drop-ins. People can bring in unwanted items and swap these with items that they may want. No money is required. It is hoped that this will provide volunteering opportunities for people who wish to be involved in the running of the “shop”. With regards to the Photography group, a positive achievement is that Deeside Enterprise Centre have agreed to display a selection of photos that they have taken whilst out on their sessions. This has given a greater sense of purpose and a recognition of the talent of the individuals involved. The Football session this year has seen more participation by members of the wider community and has increased opportunities for people to socialise outside of mental health services. Individuals are now often included in arrangements to meet with group members at other times. Social Links’ peer volunteers continue to assist in the running of these groups and have also gained further skills and opportunities. One has completed her Level Two Dietician and Nutrition Course and assisted with delivering Come and Cook courses. Another volunteer has grown significantly in confidence and now also volunteers for Kim for Him, taking a lead role in the group.

Social Links organised their annual snooker tournament involving the three snooker groups, this again encouraged people to participate in different sports like, pool, darts and snooker. The team also ran a summer Picnic in the Park Event at Wepre which gave people the opportunity to have taster sessions of various outdoor activities. The Social Links manager in November organised an Art & Craft Event, where many community organisations provided sessions of various craft activities. This was attended by 58 individuals, 26 of whom expressed a wish to access groups of this nature in the future. All of the above has been successfully achieved despite the team experiencing a number of staff changes and challenges throughout the year.

Double Click Design.

Further work was undertaken by Double Click over the past year in moving towards independence from the Local Authority. Double Click's formal transfer took place in January and since then there has been an increase in new referrals. Mental Health Support Services continues to provide two members of staff to the business on a secondment basis. As the council has a contract with Double Click to provide 15 training placements to people with mental health and substance misuse issues, Mental Health Support Services continue to oversee the referral process.

Each trainee has a personal development training program with a clear learning plan. This allows individuals to gain real work experience in a variety of tasks ranging from office based skills to computer graphic design skills. 6 individuals have received qualifications via Learn Direct courses, and this has helped them to grow in confidence. Double Click is currently liaising with educational establishments to further develop opportunities for accredited training. Double Click's specialism is in helping small businesses and start-up companies to craft a professional image to present to clients. Their customer base is gradually increasing and the team is now a mix of designers and trainees. They have been able to provide paid employment for one trainee but it is hoped that there will be further paid opportunities for individuals in the future. Recently Double Click were shortlisted to be involved in Asda Social Enterprise Academy, which provides learning opportunities in retail, marketing, product improvement and business development. Despite them not being successful on this occasion, the feedback received as part of this process was extremely positive and encouraging.

Growing Places.

Growing Places continue to develop their gardening service, along with providing opportunities for individuals to gain experience in using gardening machinery and a knowledge of horticulture. A link with the local college has been established and one member of staff has been working towards a qualification which will allow individuals to train in a work based setting.

In addition to tending customers' gardens in the community, Growing Places team have a number of regular contracts to maintain local grounds as well as to litter pick the whole area surrounding Rowley's Industrial Park. The garden furniture restoration project has been a success and provided meaningful occupation during winter months. Due to the recent advertising campaign this work will now also run through summer months with a steady flow of jobs. The increase in income has enabled the team to buy a number of new machines, and this has helped improve the quality of the finished work. Previously the team increased its outdoor area by obtaining a patch of land which was formerly waste ground. A wildlife garden and vegetable patch has now been developed there and the area has been aptly described as "an oasis of wellbeing"! The newly planted willow fence is now established and the poly-tunnels are being used to full advantage to allow hanging baskets to be produced early in the season. People have commented that this area is now a nice place to relax and enjoy lunch after a busy morning gardening or working on furniture.

Next Steps.

Next Steps supported over 100 individuals last year to improve their confidence, develop skills, attend courses and gain meaningful occupation through voluntary work and paid employment. They helped 2 people to successfully set up their own businesses, by supporting them in accessing funding and appropriate training. 33 people have accessed specialist career and employment advice with support. The team continues to build good working relationships with local businesses, which enabled one particular individual to start a placement opportunity and build in confidence, resulting in permanent full time paid employment. Job retention is a major part of the role at Next Steps, and regular contact has helped those who needed the support to stay in their positions. With ongoing support, 5 individuals have gained the confidence to enrol on college or university courses and are now in their second year. Volunteering opportunities have provided 40 individuals with invaluable experience. Some people only need a few support sessions to help them regain their confidence and have a meaningful role in the community.

In January 2016 Next Steps, along with Flintshire Voluntary Centre organised the "Get Set" event - an afternoon of activities and information from local organisations to help motivate and inspire people to get involved in the coming year. Many community organisations provided information stands. Activities included cookery demos, yoga and Welsh classes as well as holistic therapies provided by Coleg Cambria staff and students. Next Steps continues to develop partnership working, linking in with other organisations such as Scope, Remploy, FLVC, JCP, Communities First, Prince's Trust and so on. This has provided the opportunity for people to participate in some structured programmes, enabling them to have access to bespoke training and additional routes of support to assist them to move forward with their lives.

Examples of successes as provided by a member of the team are:

- *I supported a man for some years in a placement with a local maintenance company and who now has had a permanent full time paid job for over a year. Joint working with the company has made this a smooth transition for him and continues to be very supportive working environment.*
- *I am currently working with a woman who has started her new paid role in a mental health research program.*
- *One of the younger people I support has successfully gained a place at college in September on a full time course. Good links with the college has meant that support has been put in place ready for him to start if he requires it. He had gained confidence by accessing training through our Learning for Well-being brochure.*
- *One of the younger women I have been working with has now completed two years at Northop College and will be looking at roles in the community she can apply her new skills to.*
- *Two people are currently doing courses with the OU, one in Microsoft Excel and one has completed her Sage accounting level one exam and is awaiting to sit level 2. Next Steps helped to fund both of these courses.*

Training Support.

The training support worker continues to enable the promotion and attendance of learning opportunities to people with mental health problems and their carers via the Learning for Wellbeing Brochure. The role includes development of the brochure in conjunction with Double Click Design, networking with the various training partners and other referring organisations, creating and updating the Facebook page, and keeping information about demand for courses so that partners are able to respond to actual need. A major part of the training support worker role is to assist each individual to book onto and attend the courses and learning activities they have identified. The training support worker is now also a qualified QCF assessor. This valuable element to the role will allow people to have a recognised qualification if they wish.

Since 2013 to the time of writing this report over 400 individuals had been enabled by the support worker to participate in the learning included in the Flintshire Learning for Wellbeing program. This year the brochure was given a new, more modern design. From April 2015 to March 2016 the Training Partnership provided 60 courses and took 519 bookings from individuals to attend various learning opportunities. Actual attendances were 464, which amounts to almost 90% attendance rate.

The training support worker has provided examples of successful outcomes for individuals:

- *I supported a woman on her first course and she left half an hour later, unable to cope. We persevered and I carried on supporting her to attend various courses whilst she built her confidence. I then met her and walked into the venue with her until she felt confident about going to the course alone. She then went on a Cake Decorating course run by a local business, this had a massive impact on her because she discovered that she had a passion for this. Now she volunteers weekly within the business has learned new skills. The owner recently told me 'I don't know what I would do without her'. This woman has now gone on to undertake other volunteering opportunities and has built a portfolio of all of her certificates for future use. We are currently exploring the possibility of her starting the QCF Health & Social Care award.*
- *Following a Performing Arts & Music course 3 people have gone on to do a 20 week accredited course which finishes in June 2016.*
- *Feedback from one attender on the Mental Health First Aid course was "I really enjoyed the MHFA. It really helped me understand and be more aware of my own illness"*

In addition to the impact on individuals, the project has continued to involve other community organisations in helping to promote themselves, and in doing so working towards breaking down the stigma associated with mental ill health. An example of this is that a number of Nature Connections courses were run in conjunction with North East Wales Wildlife Reserve which were hugely successful and will continue into the next year.

Community Living and Medium Support Team.

The Community Living and Medium Support Team's focus is on supporting people in varied activities so as to assist them in managing and maintaining their own homes whilst being part of their community. This is vital in assisting people both in times of crisis and as a long term measure supporting their wellbeing and recovery. The following information illustrates the diverse nature of mental health problems experienced by people who are supported by this team. At the time of writing this report the team was supporting 112 people, 62 of which were males and 51 females. Their diagnosed mental health problems were as follows:

<u>Diagnoses</u>	<u>Males</u>	<u>Females</u>
Schizophrenia	41	10
Autistic Spectrum	4	0
Depression/Bi-polar Disorder	11	12
Anxiety Disorder	1	2
Personality Disorder	5	27

All teams have observed an increase in referrals in recent years for people who are experiencing complex issues associated with a diagnosis of Personality Disorder. Therefore the Social Services Training Department have agreed to fund a manager within the Community Living team to complete a postgraduate certificate in Personality Disorder at the University of Central Lancaster. This will be of huge benefit in that she has already arranged for a professor of the university to deliver free training to all support staff in the coming year, which will enable staff to more appropriately meet the needs of people with this diagnosis.

The Recovery-based focus of Mental Health Support Services has always ensured that support is based on "What Matters" to the individual receiving support. Here is an example which highlights this ethos particularly well:

"A young man was referred to CLT with a diagnosis of schizophrenia and severe social anxiety. He was unable to go out and function in his community due to this. One support session per week was put in place to encourage him to attend the gym and be re-introduced to social situations which he had previously enjoyed. He responded well to this support, building a positive trusting working relationship with the support worker. He was also able to begin to identify more challenging and meaningful goals for himself. He recognised that he was becoming more confident in attending the gym and began to attend independently during the week. During a support review he discussed wanting to further his independence and identified that eating and drinking socially was a major problem for him, he also wanted to explore using public transport and visiting busy areas. With support this young man has now attended a local football match, is able to travel more confidently on the bus and the train, he has begun to eat and drink in public and his confidence with this is slowly growing. He has also been able to shop in various busy locations across Flintshire. During a recent review he told us that he has built a stronger relationship with his friends and his relationship with his girlfriend is much improved. He has arranged to go to Alton Towers with his friends and plans to attend the Euro football matches this June."

Intensive Support Team.

For Intensive Support Team, the level and the nature of support varies greatly and so support is reviewed regularly and altered according to changes in circumstances. People may initially be supported more than once a day, seven days a week. The examples reported below give an idea of the intensive nature of the work conducted by the team, and how this often results in radical and highly positive changes for the person in them moving on to lower levels of support.

During 2015-16 Intensive Support Team supported a total of 61 individuals. Of these individuals, at least 11 people were supported to return home or move into new tenancies from long term hospital or residential care. Some people already living in the community were supported in moving into new tenancies and one person in particular was supported to move from an extremely unsuitable property to a new one due to safeguarding issues. Another person has remained in hospital for a very lengthy period and the team has continued to support her in a positive way despite considerable difficulties with engagement. At least 10 people will continue to receive long term intensive support to enable them to remain in their own home and local community. 15 people supported and closed to the team have now moved on to independence from services. 1 person moved to receiving support via Direct Payments and 2 people moved to a lower level of support.

Here is a real example of the work carried out by Intensive Support Team this year which particularly illustrates the responsive and person centred approach adopted by the team:

“When A is well she is very capable of managing her life and had been in employment until she became so mentally unwell she was admitted to Hospital. During these periods A becomes extremely anxious and tearful. She loses all her confidence and is not able to perform simple daily living skills such as preparing food or looking after her home. We started working with A within the hospital. We worked closely with her Occupational Therapist in setting small achievable goals and encouraging to assess her levels of anxiety and observe for herself, as they decreased when performing tasks. Following a period of intensive support, A is now coping extremely well independently in her own home. She is pursuing voluntary work and is going out regularly socially with friends. We will be closing her to the team next week. A has completed a Wellness Recovery Action Plan with us to help her to remain well. She has asked friends and family to let her know when they notice her triggers for becoming unwell and she will contact our service so that we can intervene and work with her at an earlier stage, so as to hopefully prevent admission into hospital next time.”

4.0 SERVICE USER AND CARER INVOLVEMENT

4.1 Impact of Welfare Reforms.

All teams have informally reported the negative effects of welfare reforms on service users, and support (particularly in Community Living Team) has often involved people being supported to attend appointments with the Citizens Advice Bureau and the Welfare Rights department as a direct consequence. Attendance at welfare updates training is ongoing, so that staff are able to signpost correctly in light of the reforms.

4.2 Service User Involvement.

The previous Recovery Focus Groups, as set up by the Recovery champions, have experienced an overhaul in the form of “Hear/Here”! The new focus group was set up in January 2015 and has been named and led by people who use mental health support services with assistance from some of the Recovery Champions. Hear/Here provides an opportunity for discussion and a forum to have opinions and views heard. The group has grown from strength to strength over the course of the year. Some interesting workshops have allowed for open discussion about mental health service provision in Flintshire and there has been an emphasis upon people setting up their own groups rather than relying upon services whose resources are being increasingly stretched.

Some key suggestions for 2015/16 were:

- Support with accessing the internet and building computer skills.
- Having challenging activities and organising trips/car pools with other people, independent of formal services.
- Utilising the skills of individuals through demonstrations and workshops.
- Improvement of service provision on bank holidays.

As a consequence of this feedback, use of internet and IT equipment has been introduced to some of the drop-ins and there was increased provision of drop-in sessions over the Christmas period. A “Surviving Christmas” event was organised to provide people with the tools to cope during what can be a very stressful and difficult time. An individual with skills in art ran an art journaling course which was a huge success and has been scheduled again for the coming year via the Learning for Wellbeing program.

Mental Health Support services continue to involve people on many levels, from the person centred nature of the support planning process, to introducing suggestions boxes at drop-ins, to involving people in the recruitment of staff. Work services also encourage people to assist their peers in learning new skills by passing on their own knowledge and experience within the workplace. Peer volunteers are increasingly becoming part of the staff team and the Chronos history group which was the first fully peer led group to be run as part of Social Links now has little input from the staff team. Support Services continue to liaise and work closely with the training partnership in order for people to be involved in the co-facilitating of training within Flintshire County Council. The Training support worker via the Recovery Education Brochure is promoting and supporting involvement through attendance on various training courses and also collates evidence to ensure that future training courses are commissioned in accordance with genuine need.

5.0 SERVICE DELIVERY

5.1 Funding Issues.

The service receives mostly core funding from the Local Authority with some health funding and Supporting People monies. A recent positive Supporting People Review of Intensive Support Team and Community Living Team has ensured that they will continue to receive this funding. As with all public and 3rd sector organisations currently, there is a risk of budget cuts. Therefore the service endeavours to continue to deliver a value for money service and tries to adopt cost effective ways of deploying resources. The service continues to provide a quality service within budget by utilising part time staff members to work additional hours and so on. This has sometimes been difficult and staff workloads have increased but this is testimony to the flexibility and commitment of the people who work within support services.

5.2 Waiting Times.

Briefly during the 2015/16 period it was necessary for Next Steps to employ a waiting list. This was due to a number of absences and changes to the staff team. This was avoided in other teams despite a general increase in support being required from referrers due to their own capacity issues, as well as there being a growing complexity in terms the nature of support needed.

5.3 Unmet Need/Future Requirements.

As previously mentioned in this report, the level and complexity of support being requested is increasing. Referrals are allocated in accordance with level of need and s117 status under the Mental Health Act (duty to provide aftercare). It is vital that teams are kept adequately resourced in order to be able to deliver Recovery Focussed Support and to fulfil the duties of the authority as part of its' s117 responsibilities.

5.4 Compliance with the Mental Health Measure.

As part of the referral policy, the service requires a current Care and Treatment Plan in order to begin work with a service user. The purpose of this in part is to tie in with the support planning process, where the team works in partnership with the individual to set and reach agreed personal goals. These goals should already be broadly set out in the Care and Treatment Plan. Support Plan Reviews should take place in response to changing circumstances, but should be no longer than six months apart. The plan should also be seen as a live document which can be added to and changed.

FLINTSHIRE MENTAL HEALTH SUPPORT SERVICES STRUCTURE.

