

CLACKMANNANSHIRE Integrated Mental Health Service



Annual Report 2011/2012



Clackmannanshire
Council



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Foreword

Welcome to the 2011-12 annual report for the Integrated Mental Health Service. The service continues to develop from strength to strength, improving the range of support available, and providing an efficient and effective response.

As always the staff team has driven these improvements in a committed and enthusiastic way and continues to develop their own skills.

As the service grows however, we do identify areas of challenge, such as the engagement of carers and supporting third sector colleagues to provide Counselling support speedily. These areas continue to be priorities for us and plans are in place to do better in the future- we look forward to reporting back.



This is the last time I write this as Service Manager, in May 2012 I transferred into another post. I am, however, pleased to say my connection with the team continues as I retain accountability for integrated mental health. Phil Cummins joins us from Stirling to take on this role and will work towards developing an integrated model in Stirling as part of the Shared Service agenda.

I would like to take this opportunity then to not only thank everyone for their hard work, but for the fun and learning we've had together along the way.



Jane Menzies
Assistant Head of Joint Social Services

Vision, Mission and Core Values

Our Vision

A healthy Clackmannanshire, where positive mental health is promoted, and individuals, families and communities feel supported, included and valued.

Our Mission

To provide an efficient, accessible, recovery-based mental health service for all who need it.

Our Core Values are about PEOPLE:

Person-centred & Individualised

Equality & Accessibility

Openess & Respect

Partnership & Involvement

Living, Learning & Recovery

Excellence & Innovation

Service Overview & Objectives

The Integrated Mental Health Service is a joint working initiative dating from 2003 between Clackmannanshire Community Health Partnership (CHP) and Clackmannanshire Council Social Services. We also have strong partnerships and links with other mental health professionals, voluntary organisations and our local service user network (Klacksun). The service was established to:

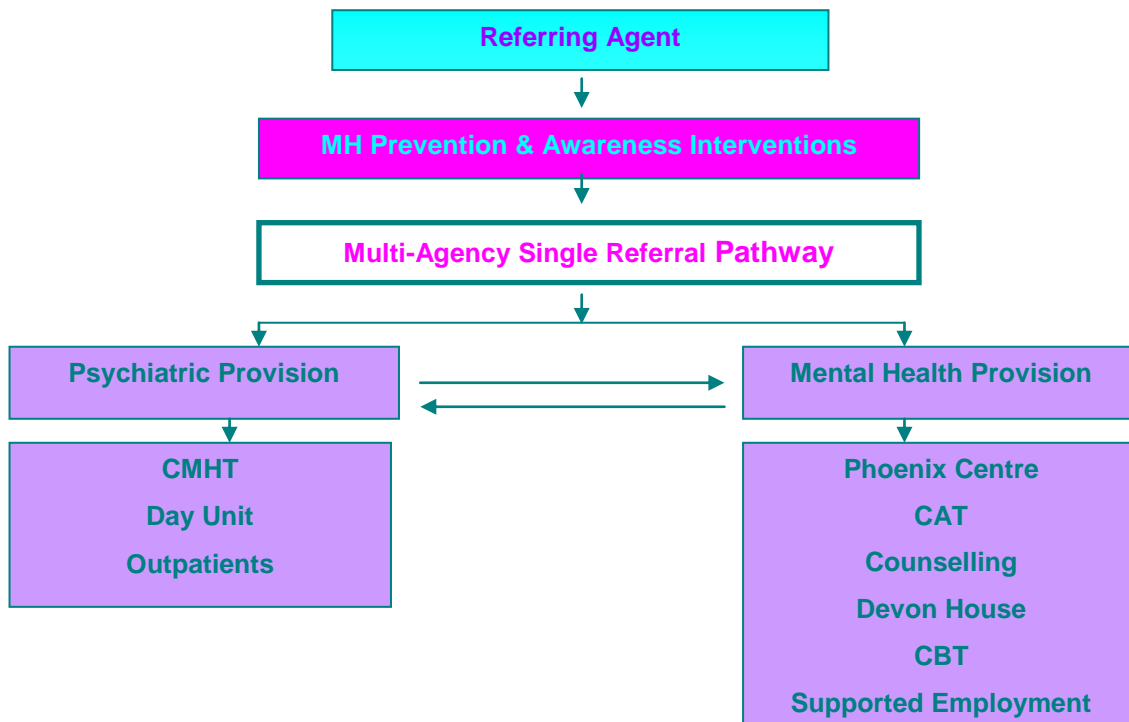
- **Formalise existing joint working**
- **Improve information sharing and communication**
- **Reduce barriers and improve continuity of care**

The service also aspired to greater efficiency through:

- **Improved coordination of resources**
- **Reducing duplication**
- **Pooling budgets**
- **Increased service user involvement**

By working in partnership we can share information and resources to provide co-ordinated mental health services to meet the needs of people in Clackmannanshire. We operate a Single Referral Pathway to ensure that all mental health referrals are directed to one point. This means that a decision can be made quickly to make sure the person being referred goes directly to the correct team. As a result of working together, we are able to reduce waiting times, provide a wider choice and see people quicker.

The diagram below shows how referrals are processed through the Single Referral Pathway:



The service strives for continuous improvement and excellence and has been recognised for its successes in many ways, including the achievement of Customer Service Excellence and a gold COSLA Award for Service Innovation and Improvement in 2011.

Our overall aim is to provide the best service we can, using our staff and resources in the best way possible to help people with mental health issues.

Our Services

The aims of the integrated service are progressed by a number of teams offering a range of community mental health supports. The teams provide interventions for individuals with long term and complex mental illness to preventative work and mental health improvement activities. All teams equally contribute to the successes we have achieved.

Our services are provided chiefly from two buildings; Carsebridge House and the Mental Health Resource Centre in Clackmannanshire's Community Health Care Centre.

Carsebridge House

Support for People with Mental Health Issues

Carsebridge House provides a base for the Phoenix Centre, Community Access Team and the Supported Employment Service.

Klacksun (Service Users Network) has it's own equipped office space within the premises allowing members to be actively involved in user involvement activities such as developments, planning and joint working.



The teams in Carsebridge House provide a range of services for people who have a wide range of mental health problems. This includes one-to-one support, guided self-help and a variety of groups. Support is also available to help people access a range of activities in the community as well as employment, education, training and voluntary work.

The Scottish Association for Mental Health also provide services from Carsebridge House (Devon House and Counselling Service).



Mental Health Resource Centre

Support for People with Psychiatric Disorders

The Mental Health Resource Centre is a new, purpose-built building which accommodates our Day Unit service and Community Mental Health Team as well as Consultant Psychiatrists, Psychologists and Art Therapy who we work jointly with to provide our services.

The teams within the Mental Health Resource centre offer assistance to people with severe and complex mental health issues. Support is based on individual needs and includes developing positive coping skills and promoting positive mental health and well-being. This may be provided through individual or group therapy, at home or in the resource centre.

Partnership Working & Links With Other Organisations

Partnership working is key to everything we do and ensures our services meet customer need. The integration however is not solely internal and we could not function without a wider range of agencies:

- **GPs and Primary Care**
- **Klacksun (our local User Network)**
- **Carers services**
- **NHS and Council colleagues (Housing, Education, Acute Services)**
- **Job Centre Plus and Clacksworks**
- **Clackmannanshire Healthier Lives Anticipatory Care Project**
- **Third Sector partners**

We have a unique relationship with the **Scottish Association for Mental Health (SAMH)** who share our premises, performance monitoring processes and referral pathways. SAMH provide two core local services:

- **Devon House**
A partial Clubhouse model for individuals with longer term severe mental illnesses.
- **Counselling Service for People with Mild to Moderate Difficulties**
Support for individuals who are experiencing adverse life events, life cycle transitions, sexuality issues or coping with illness.

Klacksun Service User Network

Klacksun is a key part of the integrated service, but it is also key that it works independently and challenges our work where appropriate. The integrated service funds this facility to ensure that the voice of individuals is heard and influences our practice. Klacksun is co-ordinated by a Development Worker and has an office and meeting space within Carsebridge; a small budget is provided for expenses, activities and projects. Klacksun considers itself as the 'voice that counts'; it contributes to, develops and challenges services, with the shared aim of improving them. Examples of their work include:

- **Contributing to national consultations e.g. the new Mental Health Strategy for Scotland 2011-2015**
- **Leading work across Forth Valley on User Involvement expenses**
- **Influencing the national processes for Mental Health Nurse recruitment**
- **Working alongside Stirling University regarding Nurse and Social Work student induction processes**
- **Producing regular newsletters offering mental health related news and information**
- **Raising mental health awareness and decreasing stigma**
- **Establishing a website committed to user involvement - www.klacksun.org.uk**
- **Undertaking training and offering awareness sessions in Wellness Recovery Action Plans (WRAP) and supporting individuals to develop their own WRAP**

A **Liaison and Development Group** is in place to ensure managers and service users meet regularly and that user views are integral to all that we do. This allows us to jointly discuss service need, review or create service policies and develop new strategies. The New Developments section offers more information on achievements to date, many taken forward exclusively by service users themselves.

New Developments & Improvements

We continuously strive to improve our services, in partnership with all our stakeholders. Some of this year's developments and improvements are included below.

SERVICE PROVISION AND RAISING AWARENESS

Community Mental Health Service Review

A review of the community mental health provision in Forth Valley commenced in the summer of 2010 to ensure services are delivered efficiently, are fit for purpose and reflect the changing needs of the community. The review covers Clackmannanshire, Stirling and Falkirk and aims to ensure services in each area are broadly the same but reflect the needs of each local area.

Since then, a huge amount of work has gone into developing the models which are based on a Resource Centre configuration, making more efficient use of the skills and staffing in the Community Mental Health Teams and the Day Unit by simplifying the patient pathway, improving equity of access to skills and improving the skills mix within each team. A Service Specification has been produced which provides operational detail of how the new ways of working will be delivered.

The Mental Health Resource Centre is making good progress with this complex task and an interim review of what has been achieved will be carried out by the end of August 2012, with a full review by the end of March 2013.

Integrated Care Pathways

An Integrated Care Pathway (ICP) forms all or part of an individual's client record, documenting the care given and facilitating the evaluation of outcomes for continuous quality improvement

Over the last year, the Community Mental Health Team and Day Unit have been moving forward with the implementation of ICPs which involves incremental changes within the service to meet the ICP standards.

Mental Health Workshop

In March 2012 we delivered a Mental Health Awareness Workshop to Street Pastors from Forth Valley and Fife areas.

The workshop covered a range of mental health problems such as depression, anxiety, suicide and self-harm, aiming to raise understanding and enhance the Street Pastors skills and ultimately help save lives.

Drumming Group

The Mental Health Resource Centre's Art and Occupational Therapists developed a drumming group for 8 weeks funded by Artlink and co-facilitated by Gameli Tordzro from Pan African Arts Scotland Ltd. This provided a new experience for individuals with severe and enduring mental health problems that they might otherwise have had difficulty accessing.

Through this unique experience participants were able to develop their skills and confidence which enabled them to participate in a public performance at a local See Me event. Evaluations highlight the success of this project and as a result, we will continue to provide this therapeutic group.



New Developments & Improvements

Stress Control Classes

The Stress Control Classes were launched in January 2012 at Clackmannan College. These educational classes are available to the general public and aimed at helping people deal with stress, anxiety, panic and sleeping problems.



This is a new preventative approach which has been well received with a high number of participants so far. Feedback on the classes has been excellent with participants commenting on their enjoyment, as well as demonstrating the benefits of the course by showing a marked improvement in their well-being. The full evaluation results for the classes held during the reporting period are on page 17.

Health Spots

Health Spot is a partnership initiative between Education, Development Services, Health Promotion, Public Health Nursing, Youth Services and the Integrated Mental Health Service. Lunchtime Health Spots offer pupils an opportunity to chat about their health, feelings, behaviour and any worries.

Since September 2011, our Community Mental Health Workers have had a weekly input to Health Spots within Lornhill and Alloa Academies. We are hoping to find the resources within our service to allow us to provide this to pupils in Alva Academy in the future.

Linking with Employers

At a strategic level, we are a member of the Clackmannanshire Employability Partnership and have been involved in developing a reference guide for all local employers, promoting mental health and support available to deal with the most common mental health issues.

Our Employment Resource Worker has also worked hard in raising mental health issues with local employers, signposting them to support and training. Out of the 12 referrals we received for support in job retention for this period, all 12 of the individuals referred were successful in retaining their jobs.

Borderline Personality Disorder

The main focus of psychology work in the past year, over and above individual case work, has been on organising and developing services for people with borderline personality disorder.

A model of care for this client group has been developed, an audit of services has been conducted, written up and is waiting to be disseminated, and a resource pack for staff and service users is almost completed with the hope that this can be made available online through the intranet. Solution – focused therapy groups for this client group are being run and are being researched.

The borderline personality disorder working party continues to meet. This consists of Psychologists, a Psychiatrist and an Occupational Therapist. Members of this group recently presented the model of care and services developed in Clackmannanshire to the Scottish Personality Disorder Network conference in Aberdeen.

New Developments & Improvements

Mental Health Awareness Week - October 2011

During Mental Health Awareness Week we organised a walk from Carsebridge House to Tullibody, in partnership with Tullibody Healthy Living Initiative.

This event was sponsored by See Me and we proudly walked through Alloa wearing our See Me T-shirts, to promote wellbeing and decrease the stigma of mental health.



Support for Carers, Relatives and Friends

One of the areas we identified for improvement over the last few years was to increase awareness of support and help available for carers, relatives and friends of people with mental health problems.

We now include an article on mental health and carers support in the Clackmannanshire Council's newsletter, The View, which is delivered to all households throughout Clackmannanshire.

We also produced a leaflet which outlines the support available and distributed them to Health Centres, Social Services and other local organisations.

We will continue to look at other ways in which we can increase awareness of the help and support available.

New Leaflets

To improve the information we provide, we have produced an overall service leaflet and redesigned all of our team leaflets.



We also reviewed and redesigned our Information Sharing leaflet, produced a leaflet on the Single Referral Pathway (following feedback from our Stakeholder survey) and a leaflet for carers, families and friends to try and raise awareness of the support and help available.



Promoting Well-Being Conference

In February 2011, as part of a "Promoting Well-Being Conference" for Education staff, we held Self-Harm workshops.

Feedback was very positive with participants finding the workshops informative and feeling better equipped to understand and deal with self harm as a behaviour.

New Developments & Improvements

INVOLVING OUR CUSTOMERS

Klacksun



James Mackenzie joined the Integrated Mental Health Service in November 2011 as the Involvement Development Worker. James has settled well into the role and has taken a key role in taking forward 2 projects funded by the See Me local grants scheme (see below).

Both the Media Training and the Evening of Stories, Music and Poetry projects have encouraged new people to join Klacksun and we welcome their views and input into new developments.

An Evening of Stories, Music and Poetry

Klacksun, in partnership with Reachout, held an extremely successful musical evening in the D'nisis Coffee Shop in Alloa. The evening gave people with mental health problems an opportunity to raise awareness, tackle stigma and promote recovery.

Feedback from members of the public who attended was very positive, including *"I feel inspired and renewed"* and *"I must acknowledge the deep emotions that the singers, poetry recitals and personal accounts stirred within - very powerful messages delivered by those who have genuinely been to hell and come back"*.



Rehearsals for the musical evening

Media Training

The second project funded by the See Me grant was training service users as media volunteers, supporting the local media in reporting positive aspects of mental health and addressing the impact of stigmatised reporting of mental health issues.

We now have 4 media volunteers trained within Klacksun. Media volunteers were trained in developing skills and confidence in sharing a positive image of mental health as well as learning how to develop a partnership working approach with the local media.

Wellness Recovery Action Plan (WRAP) Champion

All teams within the service encourage people to self-manage their illness or their problems. Since September 2011, Anna has been involved in delivering WRAP Awareness Sessions to staff and service users. It is heartening that this has resulted in Anna being asked to regularly support other people in developing their own WRAP. The uptake of Anna's support has been very positive and we hope to build on this in the coming year.



New Developments & Improvements

STAFF TRAINING AND DEVELOPMENT

Living Life to the Full

Staff from the Phoenix Centre undertook training provided by Living Life to the Full trainers. This training helps staff support service users using the online course.

Graded Exposure Training

The Community Access Team undertook training provided by the Clinical Psychology Trainee to enable them to support people with agoraphobic symptoms and severe anxiety.

Staff Qualifications

Congratulations to Lezli-Anne Pitts, IMHS Support Assistant who achieved HNC in Administration & Information Technology and Emma McEwen, Community Mental Health Worker who qualified as a Mentor for students on work placements within the Phoenix Centre.

Institute for Research and Innovation of Social Services (IRISS)

Sylvie McCleary, Team Leader, Carsebridge House was accepted on the IRISS Network of Innovators. This group share knowledge and ideas to promote positive outcomes for people who use Social Services.

Sex Offender Legislation

This training provided one of our CPNs from the Community Mental Health Team with an update on the new sex offenders legislation. Staff are often asked to work with previous offenders via the Forensic Service and it is necessary for them to have the most up-to-date information to enable them to work effectively and safely.

Drug Awareness First Aid

One of our CPN's from the Community Mental Health Team undertook training related to drug and alcohol misuse. This is important in mental health work as this is an area that has a direct effect on mental well-being. The training provided an opportunity for staff to increase skills and knowledge to support service development.

Behavioural Family Therapy Training

Tracy Binnie, Occupational Therapist within the Community Mental Health Team undertook BFT training. As family work is part of the Integrated Care Pathway this training is invaluable in helping consider all family members within a patients 'story' and how their interactions may affect patient functioning. The skills learned have been very useful in aiding communication and thereby reducing expressed emotion.

Alcohol Brief Intervention Training

Staff within the Community Access Team undertook training which helped them to identify drinking limits for adults, different ways to raise this issue and determine if people are receptive to changing. Awareness of the various approaches has helped staff to be more confident in this area and signpost appropriately.

New Developments & Improvements

SUPPORT FOR STUDENTS AND TRAINEES

Non-Clinical Student Placements

The Phoenix Centre provides non-clinical placements for mental health nursing students from Stirling University. This provides excellent opportunities for both students and staff in enhancing practice. We ensure our students get a wide array of opportunities within a community setting.

The adjacent picture shows 2 of our students raising awareness of mental health issues and services we provide at an event in Clackmannan College.



QUALITY ASSURANCE

Clacks Improvement Model (CIM) Assessment

Earlier in 2012 we began an assessment of the Integrated Mental Health Service using the Clacks Improvement Model (CIM). This is a self-assessment process used to assess services against a Model of Excellence. The CIM assessment has been developed from the Public Service Improvement Framework (PSIF) model which was previously used by the Council.

The assessment process investigates how the service compares with the Model of Excellence in detail, to identify areas for improvement. This involves considering what the service does and what the service achieves. The aim of the process is to produce an assessment that honestly reflects how the service measures up against the Model of Excellence and to provide feedback that will help the service to improve.

We hope to complete the assessment by Autumn 2012 and the areas we identify for improvement will be included in our Quality Improvement Plan, along with any improvement actions identified from the Customer Services Excellence standard and feedback from our surveys and evaluations.

Celebrating Success

Health Service Journal Efficiency Award Finalists

The Health Service Journal (HSJ) Efficiency Awards aim to recognise and promote NHS trusts and partner organisations, departments or individuals, who can demonstrate strategies and initiatives that have tangibly improved efficiency and cost savings, whilst maintaining the highest levels of patient care and staff morale.

We were delighted to be shortlisted as finalists for the Health Service Journal Efficiency Awards in 2011 for the category Efficiency in Community Redesign. Although we did not win the award, to be recognised as contenders for a prestigious national award was a great achievement in itself.

Customer Service Excellence Award

Following achievement of this award in 2010, we are required to undertake a further assessment each year to ensure we are continuing to meet the requirements and improving our services.

The standard is a quality improvement tool which focuses on outcomes - the service actually provided to the customer.

The assessment focuses on:

- * Customer Insight
- * The Culture of the Organisation
- * Information and Access
- * Delivery
- * Timeliness & Quality of Service

In September 2011, we were assessed against 19 elements of the Customer Service Excellence standard. We are pleased to report that we were successful in meeting those requirements and maintaining the Customer Service Excellence Award.

Growing In Excellence – Staff Awards

The Council held its annual “Growing In Excellence” staff awards in February. Sylvie McCleary, Team Leader at Carsebridge House was nominated for the Leadership Award and received a Highly Commended Certificate.



Performance & Monitoring

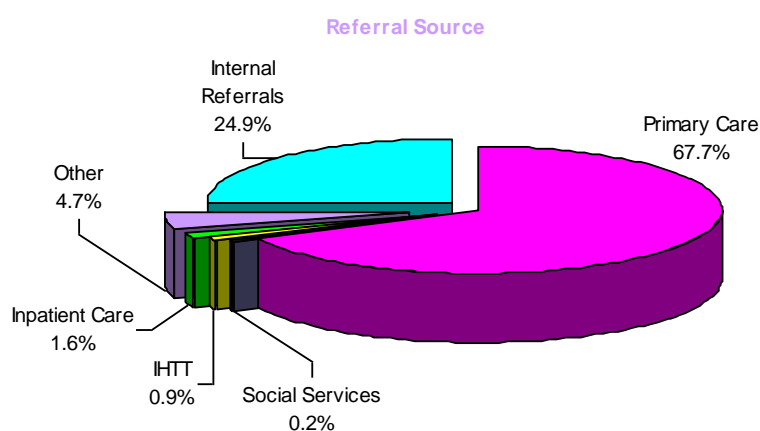
An extensive performance framework is in place monitoring all aspects of care, ensuring standards are maintained and improved where possible. Regular reports are considered at both management meetings and in the Quality Forum.

Performance reports and balanced scorecards are updated regularly and we use this information to tell us about our service user needs and the demand for specific provisions. This ensures resources are directed to where need is evidenced and issues can be addressed easily and in good time.

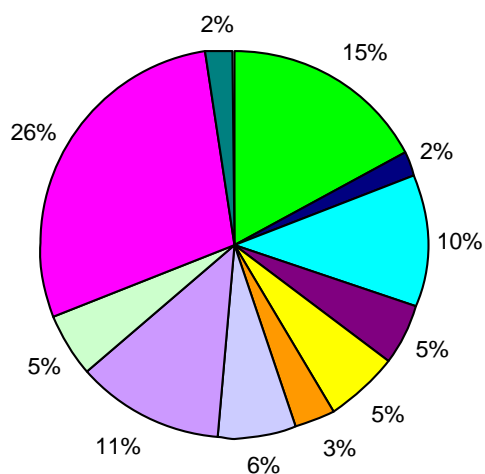
Who do we receive referrals from?

In the year 2011-2012 we received a total of 1803 referrals, 1354 were from external services and 449 were referred internally:

Primary Care	1221
Social Services	4
Intensive Home Treatment Team	17
Inpatient Care	28
Other	84
 Internal referrals	 449



Services Required



- Counselling
- Devon House
- Day Unit
- CMHT Alloa
- CMHT Hillfoots
- Outpatients Alloa
- Outpatients Hillfoots
- CBT
- Community Access Team
- Phoenix Centre
- Supported Employment

What services do people need?

By collating data and producing regular reports, we are able to monitor which services people are being referred to. This allows us to determine where we need to place our resources and to identify if we need to make any changes.

The adjacent chart shows the percentage of referrals going to each service in the last year.

Shifting the Balance of Care

Prior to redevelopment, it was acknowledged that too many referrals were being directed to Psychiatric services. To address this, the referral process was reviewed, service directories outlining available teams were published and alternatives such as CBT and Counselling were provided. As a result we have now achieved and maintained significant reduction in the referral rate in line with our target and the national 'Shifting the Balance of Care' strategy. It is generally accepted that service users are better served accessing lower tier provisions where possible.

Percentage of referrals to psychiatry & community based mental health services

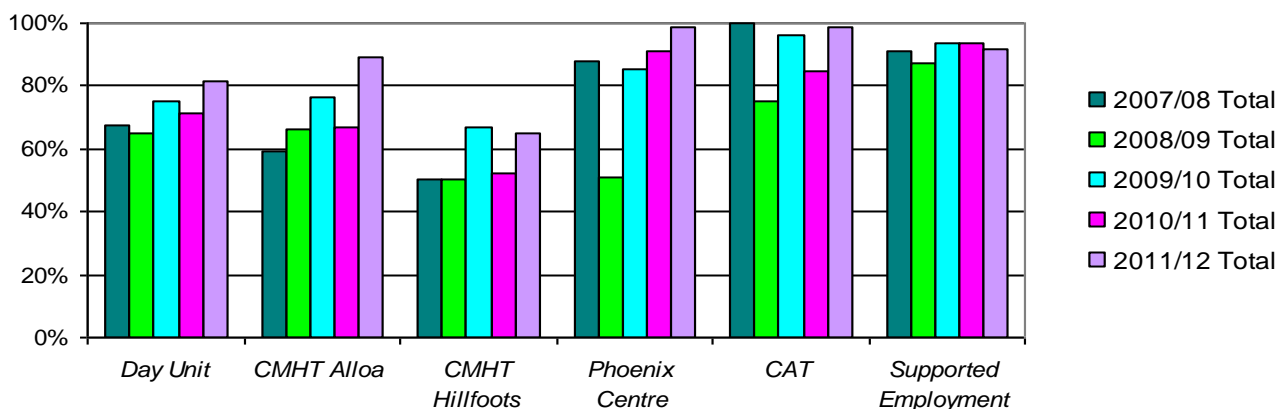


How well do we meet our timeframes?

The referral process offers clear timeframes for the referrer to decide when we should respond (within either one week or 6 weeks depending on whether the referral is urgent or routine).

The chart below shows how well services within the Integrated Mental Health Service have met those timeframes over the last 5 years.

Appointment Targets Met



The Mental Health Resource Centre teams have had some issues regarding meeting the 6 weeks timeframe. This is being looked at and ways to try to improve this will be put in place.

Evaluation

The Integrated Mental Health Service uses formal and informal methods to obtain feedback on how service users, staff and stakeholders feel about our services. This includes surveys and various evaluation methods as well as informal ways such as comments made by service users, group members or people at meetings. We use this feedback to evaluate our services and identify areas where we can make improvements.

Some examples of the feedback we have received over the last year are as follows:

Stakeholders Survey

This year we distributed our second survey to obtain views on how our main stakeholders feel about our overall services. The survey was sent out to all GPs, partners and agencies that we have established close links with.

We asked our stakeholders how they well we communicated with them and how they rated our Single Referral Pathway:

- **62%** rated the **Single Referral Pathway as good - excellent**
- **60%** rated **client related communication as good - excellent**
- **73%** rated **general communication as good - excellent**

We asked our stakeholders how they felt about the information we provided, the range of services we provide and how easy they felt it was to access our services:

- **93%** feel the **service is easy to access**
- **100%** feel the **range of services is adequate to meet client needs**
- **83%** feel the **information provided about services is sufficient and easy to obtain**
- **91%** feel the **information provided is accurate and easy to understand**

And finally, we asked how satisfied they were with the overall service that we provide:

- **85%** feel **satisfied with the overall service**

In comparison to last year's feedback, there is an improvement in feedback on information we provide, accessing the service and the range of services we provide. However, there has been a drop in the level of satisfaction with the Single Referral Pathway, client related communication and the overall satisfaction. We will use the feedback from the survey to investigate reasons for this and try to find ways to improve in these areas.

Staff Survey

The response to this year's staff survey was again very positive with the many of the responses over 80%. Some examples include:

- **96%** of staff fully **understand the role and responsibility of their job**
- **91%** are **clear on the standards expected in all areas of their job**
- **95%** feel that **their manager is accessible, listens and responds promptly to their request**
- **90%** feel encouraged to **strive for excellence and improvement**
- **86%** feel encouraged to **contribute to service development and planning**
- **81%** feel they get **the training and development they need to carry out their jobs effectively**
- **86%** feel **encouraged and supported in taking on new tasks and responsibilities**

Evaluation

Tell Us What You Think

In last year's report we talked about our new system to evaluate the service users experience, which was developed following consultation with service users, and also our Tell Us What You Think leaflets to ensure every service user is given the opportunity to give feedback using their preferred method. Service users are now given the opportunity to give feedback when they complete the service provided, or every 6 months for those receiving a service for longer periods. The results of the evaluations for the reporting period are shown below:

Information Provided

96% felt the information provided was **accurate**
95% felt it was **easy to understand**
92% felt they were given **all the information they needed**
91% felt they were given the information **at the right**

The Venue

98% said the venue was **clean**
99% said the venue was **comfortable**
100% said the venue was **suitable for the activity**

The Service Provided

89% said they **discussed and agreed the service** that would be provided with their keyworker
78% felt the service has **helped them** with the problems they needed support with

The Overall Service

92% rated the **overall service** as **good - excellent**

Service User Survey

We sent our annual service user survey out to 150 randomly selected people and received 38 (25%) responses:

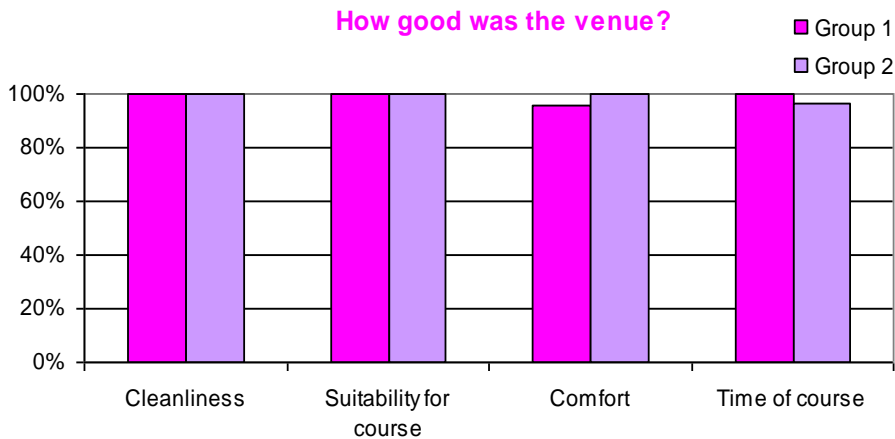
- **86%** received **clear information**
- **89%** get a **good response** when they contact us
- **94%** feel they **don't have to wait too long** for the service
- **86%** have been **fully involved** in deciding the service they receive
- **92%** feel they **can rely on the service**
- **91%** feel there is a **good choice of services**
- **85%** feel they are **given choices** about the type of service they will receive
- **97%** feel the service is of a **good quality**
- **94%** feel they are **treated with dignity and respect** by the service
- **91%** feel they got **help when they needed it**
- **86%** say MH services have made them **feel safer**
- **86%** say MH services have helped them to lead a **more independent life**
- **77%** feel mental health services have helped them **feel part of the community**
- **83%** say they have been **offered a clear plan** describing the services they will receive

The results of the survey were very similar to our previous surveys, however, there is a significant improvement in the number of people who have been offered a clear plan describing the services they will receive. The main area that we need to now concentrate on improving is ensuring our service users see a written assessment of their needs as feedback from the survey showed that this continues to be low, with only 36% saying that they had seen this.

Evaluation

Stress Control Classes

The new Stress Control Classes took place on a weekly basis in the evenings, at Clackmannan College. The first group commenced in January and the second group in February. Overall a total of 55 people completed the first 2 courses and the results of their evaluations are shown below.



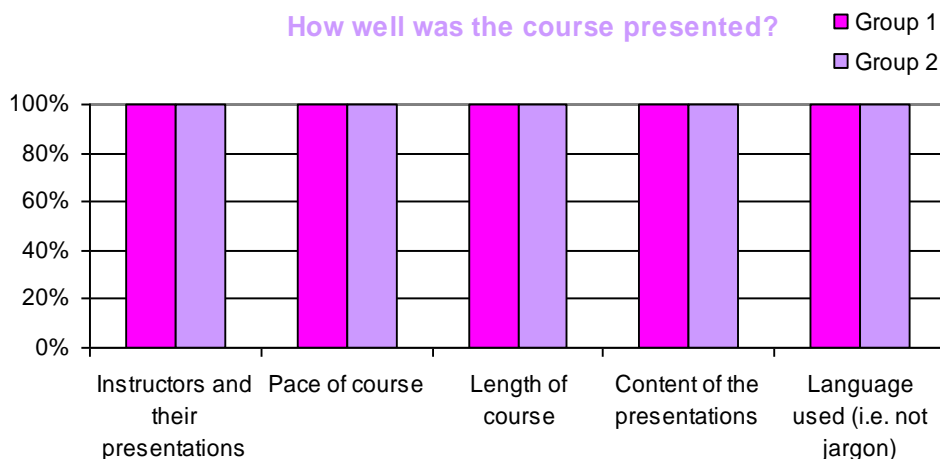
100% of participants in both groups felt the **venue was suitable** for the course. They rated the venue **100% for cleanliness** and **98% for comfort**. **98%** rated the **time of the course** as satisfactory-excellent.

How good was the information provided?

We also asked about the information provided and **100%** felt it was **accurate, easy to understand and given at the right time**
96% felt that they were given **all the information they needed**

How good were the materials used?

We asked participants how they felt about the materials provided. They rated **100%** for the **booklets, relaxation CD and information table** as satisfactory-excellent and **98%** for the **question box**.



100% rated the **overall presentation** of the course as satisfactory-excellent

How effective was the course?

97% of the participants who completed the course felt that their **ability to manage stress had improved**
100% rated the **course as good-excellent**
100% said they would **recommend** the course to someone else who may be suffering from stress

Evaluation

Carers Survey

We sent our annual survey to all known carers/key persons (28) and received 11 (39%) responses this year.

73% feel they are **supported in their caring role** by the service

60% feel there is **clear information about available services**

73% feel the **support they receive** from the service has **helped them to continue their role as a carer**

73% feel that the **assistance** provided meets some or all of their needs

46% feel that carers in Clacks **need additional support or help**

The main **support that carers have found most useful** are:

- Advice / information - 64%
- Counselling / emotional support - 73%
- Social activities - 27%

Identifying and supporting people who care for someone with a mental health problem continues to be an area where we need to improve. The Ochil Carers group continues to meet monthly and is facilitated by the Mental Health Resource Centre staff. Monthly meetings are well attended and new members continue to come along. As mentioned earlier in the report, we have made some improvements to help us identify and support more carers and this will remain as a key priority in our Service Development Plan.

Success Stories

Recovery Journeys

"Recovery is being able to live a meaningful and satisfying life, as defined by each person, in the presence or absence of symptoms. It is about having control over and input into your own life. Each individual's recovery, like his or her experience of the mental health problems or illness, is a unique and deeply personal process."

Scottish Recovery Network

Heather's story highlights the importance of our services being person-centred and working in partnership

Heather was referred to the Integrated Mental Health Service following support from the Intensive Home Treatment Team (IHTT). It was felt that she would benefit from a referral to the service for further education on depression and opportunities to increase social interaction with others. Heather agreed with this plan and felt ready to move on in her recovery. Prior to discharge, her key worker from IHTT introduced her to a 'Wellness Recovery Action Plan' (WRAP).

Heather was allocated to her keyworker, Lesley Gavin, a Community Mental Health Worker at the Phoenix Centre. When they first met, Heather's mood was very low and this had caused her to feel more anxious and panicky about her ability to cope, even with the small everyday things. She had started to work on her WRAP but struggled to complete this on her own.

Heather spoke of feeling 'overwhelmed' by things she would normally have taken in her stride and this had caused her to lose confidence in her own ability. This had lowered her mood and her self-esteem. She also had to deal with the stigma attached to having a mental health problem and reduced income as she was unable to work. All of this reinforced the negative way she thought and felt about herself, making her even more depressed. She was motivated to make changes that would help to break this negative pattern but was unsure how to do this.

Heather met regularly with Lesley, her keyworker. Using Guided Support booklets on depression and anxiety combined with relaxation techniques, she began to make progress (although this was a bit 'up and down' to start with). She identified that listening to music both at home and when out walking helped her to 'feel better' and encouraged her to 'get out of the house'. Heather had used this in the past but had lost touch with this activity due to her depression, so she re-introduced this to her daily routine.

When things had improved enough, she attended an 8 week Self-Esteem Course. She felt that this put her back in touch with positive self-belief and confidence whilst reducing anxiety, but most of all, it had helped to reduce the stigma attached to being told she had a 'mental health problem'. Meeting others in the group who had similar stories to tell provided Heather with some 'peer support', and helped her to realise she was 'normal and not mad'.

Approaching the end of the course, Heather had been speaking to Ian Hammond from the Community Access Team who gave her information on 'Open Doors'. This service offers support and training to help people get involved in voluntary work. Heather didn't need Ian's support to access this, just his encouragement and pointed in the right direction.

At Heather's review meeting she identified that she felt ready to return to work but required support with her CV and interview skills, as she had been out of work for some time.

After an informal meeting with the Supported Employment Worker, Alan Gordon, Heather asked us to make a formal referral to the Supported Employment Service. This worked out well and she felt able to apply for jobs, attend interviews and has succeeded in getting work within her chosen field of employment. Alan continues to offer support in retaining employment and encouraging her to explore other opportunities that may arise.

Heather was offered support from Anna, a Klacksun member trained in WRAP, to complete her WRAP. This went well and Heather now has her own identified plan on maximising her options, whilst ensuring that she is behind the steering wheel of her return to positive wellbeing and in the continued maintenance of her mental health.

Finance

Pooled Budget

The service is supported significantly by the establishment of Scotland's first Pooled Budget.

- A pooled budget offers opportunity for partners to amalgamate monies in a discrete fund
- A service specification outlines approved services covered by the agreement
- The Service Development Plan outlines service strategic and operational priorities for a 3 year period
- Expenditure is based on the needs of the service users and not directed by boundary or contribution
- A pooled budget is uniquely flexible
- Resources can move freely in response to client need and service demand

In 2011/12 the Pooled Budget experienced an underspend as illustrated in the accounts. This was partly due to a temporary vacancy and the need to, alongside all other services, contribute to corporate efficiency targets.

How did we spend our budget?

	Annual Budget	Expenditure	Variance
	£	£	£
Staffing Costs	464,940	426,858	(38,082)
Transport Costs	3,160	4,977	(1,817)
Supplies & Services	18,020	19,295	1275
Third Party Payments	877,990	949,724	71,734
Transfer Payments	1,520	2,930	1,410
Total Expenditure	1,365,630	1,403,837	38,207
Income	(597,690)	(669,905)	(72,215)
Net Expenditure	767,940	733,931	(34,009)

Fundraising

Many of our staff are involved personally in raising funds for charity and we would like to give recognition to the work and time they put into this, outwith their working hours. A few of the charities they have supported are shown below.

Supporting Street Children in Indonesia

Staff within the service raised £185 for a children's charity based in Indonesia. Peduli Anak provides shelter, education and support for street children in Lombok.

Ian, one of our Community Access Workers, used to teach in Indonesia and still supports the charity faithfully. The money raised was used to treat 98 children to a day out to Kentucky Fried Chicken for lunch (a very special treat in Indonesia) as well as a trip to Fun City and a well deserved ice cream!



Children in Need

Staff at Carsebridge House raised £100 for Children in Need by selling crafts, baking, and donations.

Further Information

For further information about our services or any information in this report please contact:

Integrated Mental Health Service

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Integrated Mental Health Service
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Community Mental Health Team and Day Unit

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SAMH Devon House and Counselling Service

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