

**Making Clackmannanshire Better**

# Clackmannanshire Integrated Mental Health Service

Annual Report 2013-2014

**Better Services**

**Better Opportunities**

**Better Communities**

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## Foreword

Clackmannanshire Council and NHS Forth Valley have collaborated for more than 11 years in delivering an Integrated Mental Health Service (IMHS) in Clackmannanshire and this partnership continues to grow in strength and influence in relation to the wider health and social care agenda both locally and beyond.

Significantly, as observed throughout this year's Annual Report, the IMHS, like preceding years, has continued to focus on a number of shared operational initiatives and delivery responsibilities for both health and social care including: -

- Shifting the balance of care
- Early intervention and recovery based practices
- Employability and mental health
- Work with vulnerable and hard to reach groups within the community
- Working and supporting our Third Sector partners as well as joint initiatives with colleagues in Homeless, Housing, Police and the local Fire Service
- Carers support
- Early Years Collaborative and Education
- Stress Control across Clackmannanshire and Stirling Council areas



In conjunction with the above (not exhaustive), and as part of supporting the partnership approach realised through the IMHS, the service held a Celebrating Success event on the 29th January 2014. This event afforded an opportunity for all teams, including Klacksun, our service user network to come along to represent their respective services and contribute to brief presentations reflecting on some of the initiatives, works and successes achieved by services since 2003.

Not surprisingly many of the highlights of the day reinforced how the IMHS is maintaining effective service delivery by continuing to support the mental health and well-being of individuals with a range of complex and mild to moderate difficulties who come into contact with the services available. Whilst many of the staff involved across the services do not actually work together on a daily basis, the synergy and common purpose was palpable with passion, enthusiasm and commitment being displayed in equal measure amongst all staff connected with the IMHS.

Forgive my bias, but in this brief introduction I believe that the IMHS should continue to be very proud of it's collective achievements and contributions to service delivery. However, please do not take my word for it as I urge you to turn overleaf and read more for yourself about the positive impact that the IMHS has made together in real peoples' lives in Clackmannanshire.

Best wishes and kindest regards

Phil Cummins  
Service Manager, Partnership

# 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:

**P**eople-centred & Individualised

**E**quality & Accessibility

**O**peness & Respect

**P**artnership & Involvement

**L**iving, Learning & Recovery

**E**xcellence & Innovation



## Service Overview and Objectives

### Background

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**
- ◆ **Reduced duplication**
- ◆ **Pooled 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.

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.

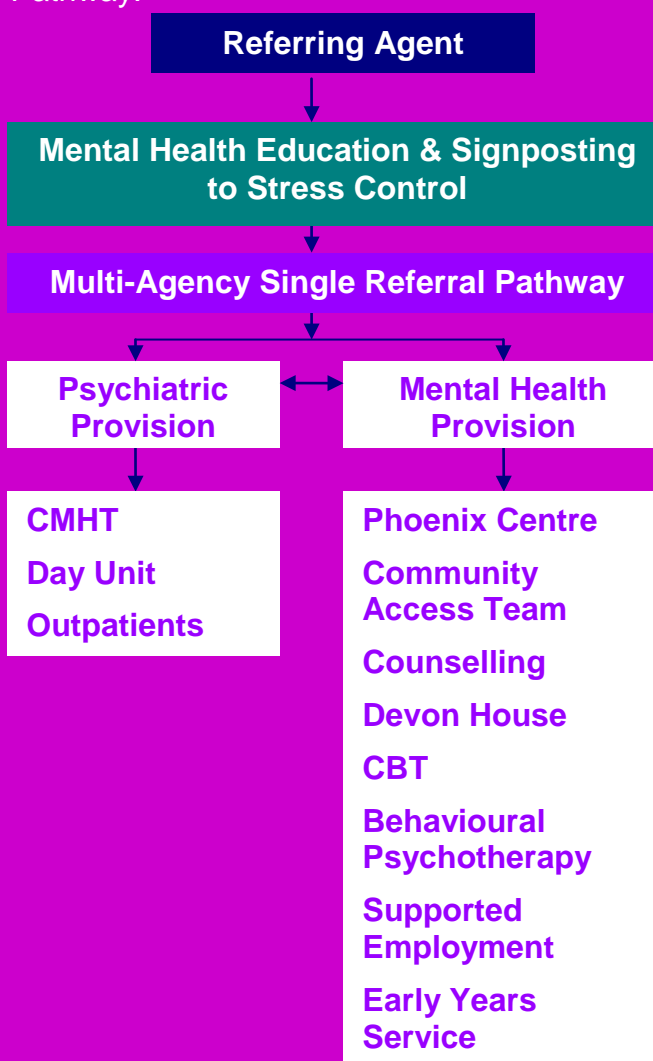
### Single Referral Pathway

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:



## 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 early interventions and support for individuals with common mental health problems to longer term support for individuals with more complex mental illness. 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 within Clackmannanshire's Community Health Care Centre.

### Carsebridge House

*Support for People with Mental Health Issues*

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



The teams in Carsebridge House provide support 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 community activities as well as employment, education, training and voluntary work.

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

The Scottish Association for Mental Health, our Third Sector partner, also provides 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 needs. The integration however is not solely internal and we could not function without a wider range of stakeholders:

- ◆ *GPs and Primary Care*
- ◆ *Carers services*
- ◆ *NHS and Council colleagues (Housing, Education, Acute Services)*
- ◆ *Job Centre Plus and Clacksworks*
- ◆ *Clackmannanshire Healthier Lives Anticipatory Care Project*

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

- ◆ **Devon House**  
A day service provision for individuals with severe and enduring mental illness.
- ◆ **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.

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 Service Developments & Improvements section offers more information on achievements to date, many taken forward exclusively by service users themselves.

### 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 users is heard and influences our practice. Klacksun is co-ordinated by an Involvement 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
- ◆ 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
- ◆ Full involvement in staff recruitment and practices
- ◆ Establishing a website committed to user involvement - [www.klacksun.org.uk](http://www.klacksun.org.uk)
- ◆ Facilitating training and awareness sessions as well as one-to-one support in creating Wellness Recovery Action Plans

## New Developments and Improvements

### DEVELOPING & IMPROVING PARTNERSHIPS

#### Group Work with Devon House

A protocol for working in partnership with Devon House was developed in 2013. This outlines the arrangements to provide some aspects of local mental health day services and to jointly facilitate some group work for service users. An example of how this has been put into practice is the move of the regular Mental Health Resource Centre Tuesday morning group to Devon House. The group continues to benefit from input from the Mental Health Resource Centre staff, whilst allowing service users from both services to access the group.

Working together has benefited those using services by increasing group capacity, allowing us to deliver more of the support needed as well as improving accessibility within the local community. The work done so far has strengthened the working relationship between the Mental Health Resource Centre and Devon House and it is hoped that this will enable further joint working developments to improve the experiences and opportunities for service users.

#### Artist in Residence

As part of the NHS Forth Valley's Partners Residency Programme and Arts Strategy, artist and photographer Lindsay Perth took up the role of 'Artist in Residence' between the period 2011-13. During this time Lindsay worked with service users at the Mental Health Resource Centre and Reachout With Arts in Minds.

The outcome of this project was an extraordinary publication 'A Sense of Someplace' which contains photomontages produced by Mental Health Resource Centre service users and members of Reachout.



Feedback from the project has led to Alison Brough, Art Psychotherapist co-ordinating discussions with Artlink and linking into the Charitable Arts and Wellbeing Steering Group with the aim to create guidelines for artists working in the NHS with all patients, in particular those with mental health. This will help to ensure that everyone has the support they need to have the best experience during the life of projects and opening doors for those who don't have the confidence to try it alone.



## **New Developments and Improvements**

### **Police Suicide Intervention Training**

Following on from ongoing local police and mental health services liaison work, police training has been introduced and facilitated by Mental Health Resource Centre staff including CPNs and Occupational Therapists.

A course ran from November 2013 to March 2014 consisting of 2 x 2 hour sessions to 5 groups of local operational police officers and involved approximately 40 participants across the training course.

An evaluation is being progressed in collaboration with Mental Health Resource Centre staff, NHS Forth Valley Quality Improvement and local police to identify any changes in local practice as a result of this training, particularly in relation to police officers interventions and safe planning with individuals they come into contact with who may have identified mental health problems. In addition to this, further evaluation is planned in relation to the experience of individuals receiving those interventions .

### **Supported Employment and Makers Gallery Bistro Partnership**

A Partnership Protocol has been developed to help ensure safe and timely transitions for Maker's Gallery & Bistro trainees with identified mental health problems to the Supported Employment Service. The protocol outlines the responsibilities of each partner and sets out clear guidelines to provide a seamless pathway between each service.

Trainees who are near the end of their traineeship are supported in identifying their strengths and areas for development, as well as their employment preferences, impact of mental health and other considerations. Further training needs, as well as support with seeking and accessing employment is offered.

### **Fire Safety**

Another collaborative piece of work carried out is a project set up by Senior Occupational Therapists from the Mental Health Resource Centre to establish a communication pathway with individuals who have mental health problems and may be unable to respond in a fire situation or may be at risk of fire setting.

Occupational Therapy staff have received training to raise awareness of home fire safety and to complete a Home Fire Safety Check which is forwarded to the Scottish Fire and Rescue Service.

Training is currently being developed by the Mental Health Resource Centre's Occupational Therapy staff to increase the knowledge and understanding of mental illness for Fire Fighters within the Clackmannanshire area and this will also be delivered by Occupational Therapy staff.

### **Travelling Community Work**

One of the actions in our 3 year Development Plan is to improve links and support to hard to reach groups.

The Mental Health Resource Centre's Community Nursing and Occupational Therapy Staff have been working in partnership with NHS Forth Valley Health Promotion staff to try to engage the travelling community in looking at their mental health. A 'clinic' is held at the local travellers site and this provides an opportunity for individuals on the site to discuss any mental health issues they may be experiencing.

## New Developments and Improvements

### Early Intervention and Early Years Service

In last year's report we advised that, in partnership with the Early Years Service, we were successful in achieving funding to recruit a temporary Community Mental Health Worker to provide support to young parents of under 5s and young people, experiencing mental health difficulties and at risk of becoming parents.

Lynne Black, Community Mental Health Worker (Early Years) started in November 2013. A high number of referrals have been received and Lynne is already carrying a full caseload, of which 82% are families and 18% are vulnerable young people. The main issues faced by individuals are anxiety, depression, addiction issues, domestic violence, history of sexual abuse and trauma. By providing an early intervention the service aims to build parents/young people's self esteem, resilience and develop better life skills.

Strong partnerships have been built with local early years organisations and this has enabled access to child care whilst service users meet with Lynne in the same facility.



Health centres are also used for this purpose, which means that individuals and families can see Lynne in their own locality.

Links have also been established with Educational Psychology, Clackmannanshire Works and the Child and Adolescent Mental Health Service. As well as providing one-to-one support, Lynne has also delivered group work and workshops within our partners facilities and this has proved very successful in breaking down barriers and engaging a client group who in the past have been very difficult to reach.

As part of our preventative approach, Lynne also attends Health Spots within the schools as well as delivering Stress Awareness Workshops to young people in schools.

### Stress Control Classes in Stirling Area

Following the success of Stress Control Classes in Clackmannanshire, the model has now been taken forward in Stirling with support from Clackmannanshire resources.

Staff in Stirling have been trained as facilitators for Stress Control classes, allowing them to jointly provide courses with our Phoenix Centre staff.

Since January 2014, courses have been held alternately in venues in Stirling and Alloa and residents of Stirling and Clackmannanshire have had the option to attend a course in either of those areas, giving them more flexibility as to when and where they can attend. Due to the popularity of these courses, there continues to be a high demand for places and it has been agreed that future courses will run continuously throughout the year in each area instead of alternately.

## New Developments and Improvements

### NEW DEVELOPMENTS

#### **Mental Health Resource Centre Group Programme Review**

An internal review of the Mental Health Resource Centre's Day Unit group programme was initiated and completed in Spring 2013 by the Day Unit staff along with Art Therapy. This work was undertaken in response to the identified local need of service users, as well as the ongoing wider redesign of community mental health services and the recommendations of the NHS Integrated Care Pathways.

The review focused on identifying what group work needed to be newly provided or updated in relation to current recommended best practice guidance for supporting people to understand and manage symptoms of their diagnosed illness on their journey to recovery.

The review led to some changes to the way group work is planned, reviewed and delivered within the Mental Health Resource Centre, including producing an annual rather than quarterly timetable and incorporating a whole Mental Health Resource Centre team approach.

Further opportunities for partnership working with local mental health service providers is anticipated by including Devon House staff in the annual group programme review and Planning Meetings which have been established at the Mental Health Resource Centre.

#### **Bipolar Illness Education Programme**

Following the Mental Health Resource Centre's group programme review, the Day Unit staff commenced a 10 week Bipolar Education Programme in September 2013.

The Programme was originally developed by Cardiff University and Mental Health Services and is recommended by the NHS Forth Valley Integrated Care Pathway for Bipolar Illness.

The evaluations from the initial course have shown a positive response and second course of the programme began in Spring 2014.

#### **Mindfulness Group**

The Mental Health Resource Centre were pleased to add an 8 week programme of Mindfulness Training to the new group programme in January 2014.

Mindfulness is a mind-body based approach that helps people change the way they think and feel about their experiences, especially stressful experiences.

This has been well received by those attending and has become a regular part of the Mental Health Resource Centre's timetable. The training is facilitated jointly by the Day Unit staff and Art Therapy.

## New Developments and Improvements

### Phoenix Centre Review

There are a number of challenges faced by the Phoenix Centre staff in relation to non-attendance for assessments and group support. Due to this, the staff within the team identified the need to review the way that they provided services. Learning from the success of the approach used for Stress Control, they invited Jim White from Steps in Stress to visit and discuss alternative ways to provide support.

The visit formed the framework for the team's Away Day in September 2013 and the outcome was to reshape the service, aiming to decrease stigma and encourage attendance by moving towards an emotional well-being approach:

- ✦ Increasing direct access / GP signposting beyond Stress Control
- ✦ Reviewing course provision / workshops / life skill groups
- ✦ Delivering services in the community with partners
- ✦ Introducing an Advice Clinic
- ✦ Options for telephone assessments and call-back

Due to accommodation issues and staff vacancies, the development has not progressed as much as envisaged. However, the belief and motivation from the team is still strong and it is hoped that some progress can be made towards these changes nearer the end of 2014.

### Elementary Cooking Skills Group

Senior Occupational Therapist, Tracy Binnie, who is also REHIS certified, started an accredited cooking skills group in Spring 2013 to help service users improve their cooking skills.

The course takes place over 5 x 2 hours sessions and includes information and practice on food hygiene, food transportation and storage, safe and effective cooking techniques; elementary cooking skills. All service users who complete the course receive a certificate.

### Homeless Clinic

Following a successful pilot, Senior Occupational Therapist, Tracy Binnie, now holds a clinic which offers consultation and advice for Housing and Homeless staff as well as appointments for homeless people who are identified as having mental health issues.

Tracy primarily signposts people to appropriate services but may also refer them directly through the Single Referral Pathway if necessary.

## New Developments and Improvements

### RAISING AWARENESS AND PROMOTING POSITIVE MENTAL WELL-BEING

#### Support for School Pupils

Phoenix Centre staff provided support for pupils at Alva Academy in May 2013, prior to exams, to help them with stress and anxiety.

A class session to raise awareness was held as well as providing drop-in sessions. In addition to this, material was developed for both pupils and parents.



Feedback was again excellent and there is agreement to build on this in the future.

#### Mental Health & Stress Awareness Workshops

Over the last year the Phoenix Centre and Early Years Service staff have facilitated a vast number of interactive workshops with local community groups and employers to raise awareness of mental health and stress, and to promote well-being, including:

- ✚ Nifty 50s at Hawkhill Community Centre
- ✚ Clackmannanshire Foster Carers
- ✚ Action in Mind
- ✚ Hawkhill Women's Group
- ✚ Tullibody Healthy Living
- ✚ Hawkhill Community Centre
- ✚ Homestart
- ✚ Job Centre Plus staff

Awareness Workshops were also jointly facilitated with CMHT Elderly staff for:

- ✚ The Red Cross
- ✚ Ochil Climbers
- ✚ Alloa Community House

#### 'see me' School Project

Earlier this year, Klacksun members visited Perth Plus to learn more about their delivery of the 'see me' package developed for Year 3 pupils in secondary schools.

We have developed a 'Session Plan' building on their good practice. The session aims to raise awareness of mental health in general, the impact of bullying, how it can impact on individuals' emotional well-being and how important friends can be in such a situation.



We hope to recruit a pool of staff and service users in the near future to co-facilitate these interactive sessions. Some myths about mental health will also be addressed and pupils' perceptions will be rated before and after sessions.

## New Developments and Improvements

### STAFF TRAINING AND DEVELOPMENT

As well as delivering training and workshops such as Mental Health Awareness, Stress Control and Scottish Mental Health First Aid, staff within the service continue to develop their skills to help them to deliver the best service they can. Some of the achievements of staff through qualifications, training and development courses undertaken by our staff throughout the last year are noted below.

#### Short Development Courses

Garry Jackson, Community Access Team Worker has been undertaking short courses offered free to Social Services staff through James Watt College.

The first course Garry undertook was Dementia Awareness Training which has given him a better understanding of dementia, the various types and how people are supported. Garry also completed an Equality and Diversity Course which gave him a better understanding of people's rights and helped him to enhance working in a more person-centred way.

#### Masterclass for Health Anxiety and Unexplained Medical Symptoms

Gill Johnson, Community Mental Health Worker & CBT Practitioner attended a 2 day conference - 'Masterclass for Health Anxiety and Unexplained Medical Symptoms' held by the British Association for Behavioural Cognitive Psychotherapies (BABCP) Scotland in September 2013.

#### Willpower - effective key to CBT

Gill also attended a workshop on Willpower held by BABCP Scotland in February 2014. The workshop was based on a 7-step approach which utilises CBT strategies, combined with an emphasis on cognitive fitness.

#### Exceptional Mentor Award

Congratulations to Heather Tainsh, CPN who in November 2013 was successful in achieving an Exceptional Mentor Award from the University of Stirling Department of Nursing and Midwifery. The recipients of these awards are nominated by student nurses from the University and Practice Education Facilitators in recognition of exceptional mentoring practice.

#### Taking WRAP Forward!

WRAP (Wellness Recovery Action Plan) helps individuals to take control over their own recovery and wellness. It recognises that the individuals themselves are the expert in their own experiences and there are no limits to recovery,

In Autumn 2013, Klacksun paid for the delivery of Level 1 WRAP training to some of our staff, Reachout staff and service users from Devon House. Level 1 enables individuals to deliver WRAP Awareness sessions as well as supporting others in developing their own WRAP.

Level 2 training enables those who undertake the course to take forward WRAP groups and it is hoped that the Scottish Recovery Network will be able to provide this training in the near future.

## Celebrating Success

### Celebrating 10 Years of Integration



2013 was the 10th anniversary of the establishment of Clackmannanshire's Integrated Mental Health Service.

To celebrate this occasion, staff within the service along with our service user network, Klacksun, held an internal 'Celebrating Success' event in January 2014. At the event, each team within the service gave a presentation to highlight and celebrate achievements since 2003.

### Care Integration Awards Finalist

The Care Integrations Awards celebrate and recognise services which provide high quality, effective and seamless care to patients and service users, as well as highlighting the need for innovation and courage to take forward the challenge of integrated care pathways in modern healthcare.

We entered the Mental Health category and were shortlisted as one of the finalists in the 2013 awards. Although we did not win, we were delighted that we had been selected as one of the finalists for a National Award which demonstrated recognition of our service's achievements.



### 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 Customer Service Excellence 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 2013, we were assessed against 19 elements of the Customer Service Excellence standard. We are pleased to report that we were successful in maintaining the Customer Service Excellence Award.

**CUSTOMER  
SERVICE  
EXCELLENCE**



®

## Performance and Monitoring

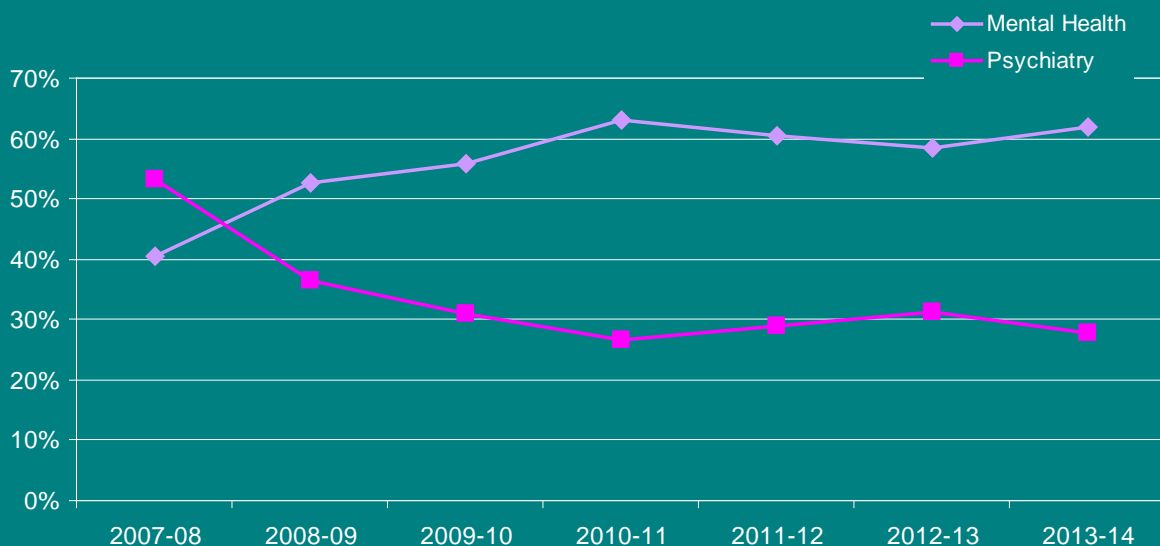
An extensive performance framework is in place monitoring all aspects of care, ensuring standards are maintained and improved where possible. Regular reports are considered at both management meetings and in the Quality Forum.

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.

### 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*

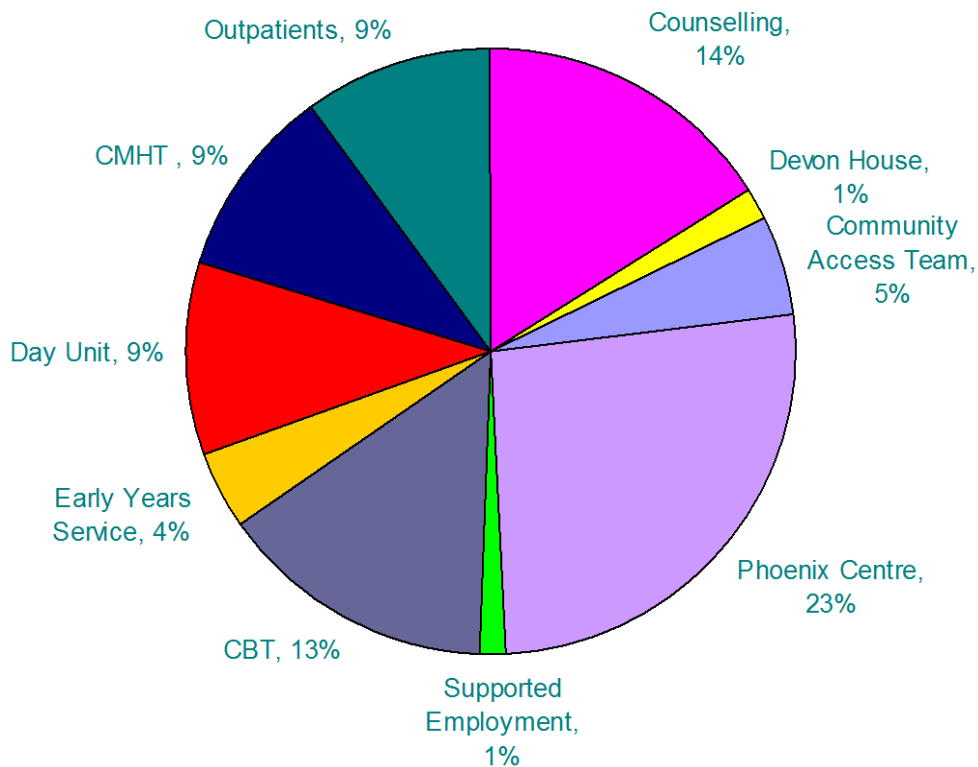




## Performance and Monitoring

### What services do people need?

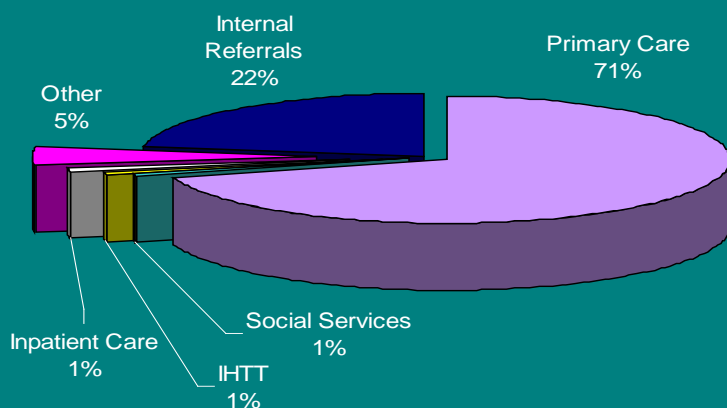
By collating data and producing regular reports, we are able to monitor which services people are being referred to. This allows us to determine where we need to place our resources and to identify if we need to make any changes. The chart below shows the percentage of referrals going to each service in the last year.



### Who do we receive referrals from?

In the year 2013-14 we received a total of 2141 appropriate referrals, 1660 were from external services and 481 were referred internally:

- Primary Care - 1513
- Social Services - 9
- Intensive Home Treatment Team - 21
- Inpatient Care - 15
- Other - 102
- Internal referrals - 493

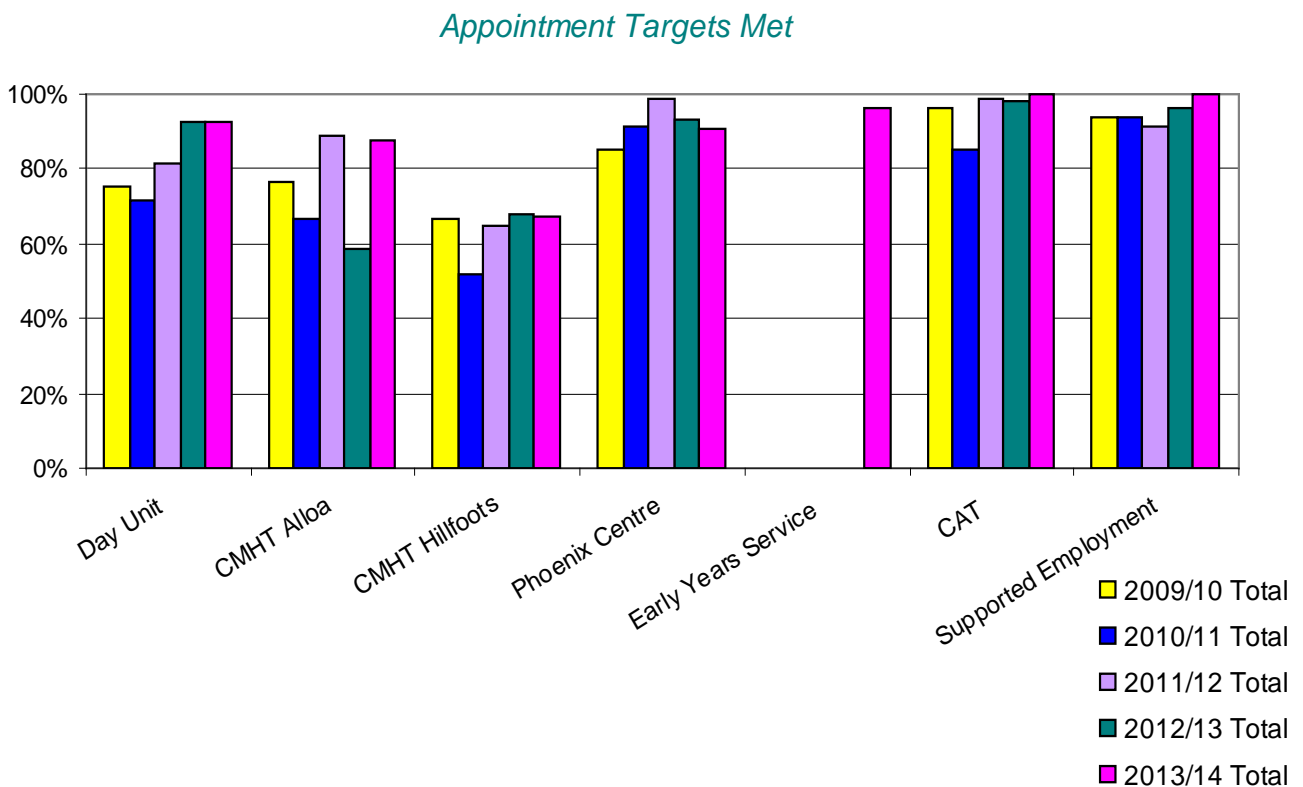


## Performance and Monitoring

### 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.



## 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:

### Staff Survey

We are pleased to report that the response to this year's staff survey shows high satisfaction in most areas:

- ✦ **94%** of staff fully understand the role and responsibility of their job
- ✦ **94%** are clear on the purpose, aims and objectives of the tasks they carry out
- ✦ **100%** are clear on the standards expected in all areas of their job
- ✦ **83%** feel encouraged and supported in taking on new responsibilities and tasks
- ✦ **89%** feel encouraged to strive for excellence and improvement
- ✦ **89%** feel encouraged to contribute to service development and planning
- ✦ **94%** feel there is clear systems, procedures and guidance in key areas of their work

One of the areas where there was a lower level of satisfaction is training and development; we will look at improving this over the next year:

- ✦ **72%** feel there is a regular assessment of their training needs
- ✦ **78%** said they get the training and development they need to carry out their jobs effectively

### Stakeholder Survey

This year we distributed our 4th annual 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 are pleased to report that our stakeholders remain satisfied with the range of services and information we provide. However, there continues to be a fairly low level of satisfaction with general communication, despite re-establishing visits to GP practices in the area early last year. We will continue to look at ways that we can improve this.

#### Services and Information

- **75%** feel the service is easy to access
- **92%** feel the range of services is adequate to meet client needs
- **85%** feel the information provided about services is sufficient and easy to obtain
- **85%** feel the information provided is accurate and easy to understand

#### Communication and the Single Referral Pathway

- **70%** rated the Single Referral Pathway as good - excellent
- **75%** rated client related communication as good - excellent
- **50%** rated general communication as good - excellent

#### The Overall Service

- **77%** feel satisfied with the overall service

## Evaluation

### Stress Control Classes

Stress Control Classes continue to be very popular with a wide range of people from the community accessing the course.

8 courses were held throughout the reporting period 2013-14. The results of the evaluations for these courses show high satisfaction for the majority of participants.

#### **Course Presentation**

**97%** of participants rated the presentation of the course as satisfactory-excellent

#### **Materials and Information**

Over **95%** rated the materials provided as satisfactory-excellent (booklets, relaxation CD, question box). Over **92%** felt the information provided was accurate, easy to understand, given to them at the right time and they were given everything they needed.

#### **The Venue and Timing of the Course**

Over **98%** said the venue was clean, comfortable and suitable for the activity, and **99%** were satisfied with the timing of the course.

#### **Effectiveness of the Course**

**85%** of participants who completed the course felt their ability to manage stress had improved; **99%** said they would recommend the course to someone else who may be suffering from stress; and **99%** rated the overall course as good-excellent.

### Carers Survey

Due to a very low number of identified carers, we did not carry out our annual carers survey this year. We continue to view carers support as a key priority and work is ongoing to improve in this area. This includes finding new ways to identify carers; opportunities for carers to be consulted and involved in service developments; providing wider family support; and providing carers courses on an annual basis.

### Tell Us What You Think

This year we changed our evaluation questionnaire to include questions from the previously distributed annual service user survey. This means that all service users are regularly given the opportunity to feedback on a wider range of aspects about the service.

#### **Access and Timeframes**

📌 **97%** said it was easy to access the service

📌 **90%** feel they don't have to wait too long for the service

#### **The Service Provided**

📌 **97%** said their needs were identified by the person they saw at first point of contact

📌 **97%** said they discussed and agreed the service that would be provided with their keyworker

📌 **84%** said they were given choices about the type of service they received

📌 **98%** said their keyworker was understanding and helpful

📌 **89%** felt the service has helped them with all or some of the problems they needed support with

📌 **92%** feel the service is of a good quality

📌 **98%** feel they were treated fairly

#### **Information Provided**

📌 **96%** felt the information provided was accurate

📌 **92%** felt it was easy to understand, they were given all the information they needed and given the information at the right time

#### **The Venue**

📌 **100%** said the venue was clean, comfortable and suitable for the activity

#### **The Overall Service**

📌 **84%** rated the overall service as good - excellent

## 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

*I feel more confident, speak out in front of people now. I feel we are all the same. They helped me survive life.*

(Mental Health Resource Centre service user)

*Thank you for your help and support over the last many years. Your help with my illness and helping me get my life in order. Also the support from you getting help updating my CV, with you looking over my updated CV and getting advice was invaluable.*

(Supported Employment service user)

*Hi my name is Jennifer and I moved to Alloa in March 2013. I knew no-one in the area except for my family who work full-time.*

*I suffer from depression which has been long term. Due to this I have lost the confidence to go out on my own and was getting more and more depressed.*

*June came along and took me for a coffee and then introduced me to WISH in the Leisure Bowl and also to classes for computing. This helped to build my confidence and also encouraged me to go out alone.*

(Community Access Team service user)

*I feel more confident and happy in myself. I still have health problems that need remedied but otherwise I feel a lot better.*

(Phoenix Centre service user)

*Before the course I could hardly leave the house, but thanks to the information given I can now go out on my own and I am now back at work.*

(Stress Control Class participant)

## Finance

### How did we spend our budget?

In 2013/14 the Pooled Budget experienced an underspend of £54,924 as illustrated in the accounts. This was mainly due to staff vacancies.

	Annual Budget £	Expenditure £	Variance £
Staffing Costs	405,000	385,689	(19,311)
Transport Costs	2,160	4,742	2,582
Supplies & Services	17,610	15,495	(2,115)
Third Party Payments	729,510	717,785	(11,725)
Transfer Payments	1,520	1,247	(273)
<b>Total Expenditure</b>	<b>1,155,800</b>	<b>1,124,958</b>	<b>(30,842)</b>
Income	(561,720)	(585,802)	(24,082)
<b>Net Expenditure</b>	<b>594,080</b>	<b>539,156</b>	<b>(54,924)</b>

### 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

## Fundraising

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

### Silver Day

On 30 August 2013, Clackmannanshire Council held a 'Dress Down Day' to raise funds towards intensive cancer treatment for local girl Mackenzie Furniss.

This date corresponded with the Scottish Families Affected by Alcohol and Drugs 2013 Overdose Awareness Day. This is a world wide annual day highlighting the issue of overdose and the severity of harm that can be suffered including possible death if not acted upon quickly. The theme of the 2013 event was "Wear, Bake or Make Silver".

Integrated Mental Health staff at Carsebridge House and Lime Tree House decided to take the opportunity to raise funds for Mackenzie but also to participate in raising awareness of overdoses. By dressing in silver instead of dressing down they raised £100 towards the Mackenzie Fundraising event.

The photo below shows some of the staff who dressed in silver for the day.



## Further Information

Information on our services can be found on our website: [www.clacksweb.org.uk](http://www.clacksweb.org.uk)

We can be contacted either using the details of the relevant service/team below or by email: [integratedmentalhealth@clacks.gov.uk](mailto:integratedmentalhealth@clacks.gov.uk)

### Integrated Mental Health Service

Service Manager Partnership  
Integrated Mental Health Service  
Social Services  
4th Floor  
Kilncraigs  
Greenside Street  
Alloa, FK10 1GB  
Tel: 01259 225021 / 450000

### Community Mental Health Team and Day Unit

Senior Charge Nurse/Team Leader  
Mental Health Resource Centre  
Clackmannanshire Community  
Healthcare Centre  
Hallpark Road  
Sauchie, FK10 3JQ  
Tel: 01259 290343

### Klacksun

Involvement Development Worker  
Carsebridge House  
3-8 Carsebridge Court  
Alloa, FK10 3LQ  
Tel: 01259 215048

[www.klacksun.org.uk](http://www.klacksun.org.uk)

email: [admin@klacksun.org.uk](mailto:admin@klacksun.org.uk)

### Quality & Performance

Quality & Support Manager  
Integrated Mental Health Service  
Carsebridge House  
3-8 Carsebridge Court  
Alloa, FK10 3LQ  
Tel: 01259 215048

### Phoenix Centre, Community Access Team, Supported Employment and Early Years Service

Team Manager  
Carsebridge House  
3-8 Carsebridge Court  
Alloa, FK10 3LQ  
Tel: 01259 215048

### SAMH Devon House and Counselling Service

Team Leader  
SAMH, Devon House  
Carsebridge House  
3-8 Carsebridge Court  
Alloa, FK10 3LQ  
Tel: 01259 217382

email: [devon.house@samh.org.uk](mailto:devon.house@samh.org.uk)





Clackmannanshire  
Council

