

Rotherham and Barnsley Mind

Service Description

8/11/2014

About Our Services:

Rotherham and Barnsley Mind is a mental health charity based in Barnsley Town Centre at:

Arcadia House, 72 Market Street, Barnsley, S70 1SN. (Our building has full disabled access)

Our telephone number is 01226 211188 and we can be contacted at contactus@rbmind.co.uk

Website is www.rbmind.co.uk

Our reception is open Mon- Fri 9-4 but we can also provide support outside of these hours and currently provide a counselling service until 7pm on a Tuesday and Wednesday.

We provide group and 1:1 support to individuals with mental health issues and currently provide the following services in Barnsley:

- 1:1 time limited support including tenancy support
- Anger Management Groups
- Men's and Woman's therapeutic groups
- Social groups
- Person centred counselling
- Employment support via a weekly Work Club
- Support for individuals to access mental health service who are ex-military, unemployed or from a protected characteristic

We believe in recovery and seek to encourage all individuals to lead independent lives adding value to society.

Safeguarding (Staying safe)

All new clients undergo an assessment when accessing services at Rotherham and Barnsley Mind, these assessments are regularly reviewed and outline our commitment to safeguarding and confidentiality and under what circumstances we would break confidentiality to help keep individuals safe.

The names and contact details of our safeguarding leads are displayed in all public areas.

All appropriate staff are registered with the appropriate professional body i.e. BACP

All staff and volunteers have been subject to a DBS and Baring check

Satisfactory references are obtained for all new employees.

We follow BMBC safeguarding procedures and work in partnership with many statutory and voluntary sector agencies including SWYFT.

Quality

A good service in mental health is one which leads to a sustainable recovery by keeping the client in control of their support which is delivered in a time limited and safe manner.

We also measure our quality by external means and currently hold the following quality marks:

- ISO9001
- Investors in People
- CHAS
- Quality Management in Mind
- Supporting People Quality assessment framework

The internal process we use that allow us to continually plan, do and review via quarterly meetings with staff and service users.

We also engage with key stakeholders and formally and informally to improve the quality of our service.

All leaving staff complete an exit interview and get the opportunity to candidly discuss how we could improve as an organisation.

Quality assurance procedures in place for staff include:

- Regular 1:1 supervision
- Group supervision to share best practice
- Observations of practice
- Annual appraisals
- All staff have an individual training budget

Service User Involvement

We have 2 service user reps on the board of trustees and in addition our vice chair is a current service user.

Our support planning is all client-led and our welcome pack and assessment paperwork has recently been back to our service user focus group as part of our commitment to ongoing service improvement. Our service user focus group meets quarterly where any appropriate service development opportunities are discussed.

As all 1:1 support is bespoke to the client's needs, requirements and preferences we ensure it gives the client the best chance to engage with this support effectively leading to an increased chance of achieving and maintaining independent living.

What people have said about our service

"Following a period of successfully completing a work placement with Morrison's. I was offered a full time position. Instead of accepting the position I have pursued my long term goal to return to education. When applying for the course I was open about my mental health issues, I explained that through the support of Rotherham and Barnsley Mind I had learned to plan achievable practical and timed steps to achieve my goals. I believe this helped assure the University that I could manage both my studies and mental health"

"Before receiving 1:1 support from Rotherham and Barnsley Mind my insecurity and lack of confidence was affecting every part of my life including food shopping, leisure activities and any social interaction. 2 years later I am now a member of a gym and have even learned to drive and purchased a car. I can't thank Rotherham and Barnsley Mind enough for their support."

Friendship and meaningful relationships Outcomes for:

Physical Disability	Mental Health	Learning Disability	Autism	Other Vulnerable Adults
	✓			

We have been providing 1:1 support to individuals with mental health issues for many years and have a lot of experience of demonstrating our work to commissioners. We would do this by providing reports, statistics and most importantly case studies and examples of client journeys. We would propose meeting quarterly to discuss performance.

We use the recovery star to measure outcomes and use an initial assessment with regular reviews to review progress. The client is central in shaping their support plan but the views of carers and care co-ordinators are also regularly taken into account, to ensure independent living is achieved and maintained as quickly as possible.

Staff practice is observed, training given and regular supervision takes place to ensure support is appropriate, timely, safe and effective.

Leisure Outcomes for:

Physical Disability	Mental Health	Learning Disability	Autism	Other Vulnerable Adults
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We supported a client to play badminton and after a few weeks she was confident enough to go unsupported.

Employment Support Outcomes for:

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We have supported 8 individuals into employment over the last 18 months

Volunteering Outcomes for:

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One of our current support workers attended our services firstly as a client and then volunteered with us and outside agencies before gaining employment

Transport/Mobility Outcomes for:

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We have supported 30 clients over last 12 months with confidence using public transport, as part of this support they have received a disability bus pass helping them to live independently.

Health Awareness/Promotion of Emotional Wellbeing Outcomes for:

Physical Disability	Mental Health	Learning Disability	Autism	Other Vulnerable Adults
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Many of our clients have worked with us and health trainers to stop smoking, diet and increase exercise. The food and mood programme has been particularly effective.

Enablement Outcomes

Physical Disability	Mental Health	Learning Disability	Autism	Other Vulnerable Adults
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We signpost clients to shop-mobility to help them access equipment to enable them to live more independently.

Education/Training Outcomes for:

Physical Disability	Mental Health	Learning Disability	Autism	Other Vulnerable Adults
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By accessing an IT course with our support one of clients is now in full time employment.

Lifeskills including /budgeting and financial management outcomes for:

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Income maximisation is a standard part of our support planning and all clients are assessed in this area. Better financial management has had an significant impact on the mental health our clients

Housing related support outcomes for:

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Settled accommodation is key to good mental health and our housing and floating support services have many years' experience in this area. We current have 8 quality bed spaces available to our clients as a stepping stone to independent living

Other Outcomes

Physical Disability	Mental Health	Learning Disability	Autism	Other Vulnerable Adults

Outcome Box

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Our anger management course has helped support numerous parents to have regained access to their children reducing the potential finance burden on social care

Costing Model

Type of Service	Cost	Any additional cost / info
Low level preventative and early intervention services	£17.20 per hour	
Individual support 1:1	£17.20 per hour	Including tenancy support and 1:1 support to prevent hospital admissions and crisis intervention
Building based activity	£17.20 per session	Including Anger Management
Community group activity	£17.20 per half day session	
Specialist service	£25 per hour	Counselling