

Together for Mental Wellbeing

Service Description

8/11/2014

About Our Services:

Together Barnsley Mental Wellbeing services offer a range of practical support that can help you to improve your mental wellbeing and lead an ordinary life. You can request our services yourself, you may have an Individual Budget or choose to pay yourself, or you can be referred to us by your Care manager or another professional.

The support we offer includes help with your home, practical help, looking after yourself, hobbies and interests, getting out and about, making choices and opportunities for peer support. Whatever help you might want, whether it's assistance around the home or support with more complex mental health needs, you'll be in control of the service you receive.

We are open 365 days a year and can provide support any day of the week, including evenings and weekends.

Together also run a Drop in service at the YMCA in Barnsley where you can meet new people, build a circle of support in a safe environment, enjoy sport and recreation, go on social outings, have regular health and wellbeing checks and receive support from the team including volunteers and peer supporters. This service is open on Thursday and Friday afternoons.

We are called Together for Mental Wellbeing

Where our service is: Priory Campus

Pontefract Road, Barnsley, S71 5PN

Our telephone number: 01226 770895

Safeguarding (Staying safe)

People are kept safe in our services as:

- Everyone creates their own staying safe plan and are supported to co-produce risk assessments
- Together's policies and procedures including Safeguarding, health and safety with all staff and volunteers attending annual Safeguarding training.
- We can raise safeguarding concerns with Barnsley Safeguarding leads.
- Our staff and volunteers receive regular supervision and support from us.
- An Independent Advocate attends our weekly drop-in's and is able to provide support to people to get their voice heard and report concerns about our service or any other area of their life.

If we think someone is not safe and at risk of harm, abuse or neglect we will speak with the individual and let their care coordinator and safeguarding team know. If it is safe and appropriate to do so we will support the individual to speak with family and friends.

Quality

A good service must be Personalised, offer choice and control, be flexible and responsive, ensuring service users' needs are met and positive outcomes achieved. This also involves effective skills matching when allocating staff and a skilled, experienced and knowledgeable workforce made up of Peers, Volunteers and paid staff who know the local community. A service that has in place a quality assessment, support planning and regular review of plans to ensure we are meeting your outcomes and achieving throughput.

To ensure we continually improve we carry out monthly/quarterly monitoring, attend Contract Review meetings, follow Together's own QA systems. We have robust recruitment and selection procedures, induction, training and regular supervision of staff Peers and volunteers.

Our service relies on the input of all service users to continually improve, It is very important that we listen to what you tell us to continually adapt to meet new requests and changing needs.

We ask people what they think about our service, what is good and bad.

Service User Involvement

We have a dedicated Service User Involvement Directorate (SUID). SUID lead on our service user involvement to ensure service users have a voice about how we do things and what we do.

Our 'Let's Work Together' programme offers training to build confidence and self esteem and develop skills such as dealing with conflict or chairing a meeting. Over 2,500 people have been through this programme since it's launch in 2004.

We believe that the best way to improve services is by learning from service users, we do this in a number of ways: regular individual feedback; group focus sessions; annual service reviews; a service user forum, regional steering groups; complaints; compliments, contract performance meetings with commissioners.

Our drop-in service is led by service users who decide activities, events, trips, training and groups. Examples include health trainers and independent advocates at our Drop In, The Exchange college providing talks and presentations.

What people have said about our service

"The world would be a better place if there were more organisations like yours in it"- comments form

"She is friendly, reliable and helpful"- comments form

"Thank you for all your help and support" - greetings card

"A big thank you to everyone involved in my care. I can honestly say, hand on heart, you saved my life in so many ways" -greetings card

What individuals felt our service has done that was important to them:

"The service means my husband can go to his art class and not have to worry about me"

"The Together service gives me confidence and a happy outlook on life"

"Together has improved my son's standard of life and for that we are both grateful"

"Nothing is too much trouble for my support worker, she makes me laugh and feel safe"

“Brilliant, amazing, helpful”

The above are from comments and compliments forms.

Friendship and meaningful relationships Outcomes

Physical Disability	Mental Health	Learning Disability	Autism	Other Vulnerable Adults
	✓			

Outcome Box

Our support starts with an open conversation, finding out what is the most important aspiration and outcomes they would like to achieve. This helps us ensure that the person is placed at the centre of their support planning and the assessment.

Friendships and meaningful relationships are supported through:



- 1:1 Support to maintain existing relationships/friendships by setting goals, we also deliver mental health first aid training open to all.
- Establish new ones through One to one support, community based groups and peer support i.e. a group of friends who met through our drop-in service meet up regularly to go for a drink, meal or cinema independently of service.



We check that outcomes are being achieved by asking the individual, reviewing goals plans and track using recovery star. We tell the commissioners using reports that include; service user goals reached, number of new/ leavers.

Leisure Outcomes

Physical Disability	Mental Health	Learning Disability	Autism	Other Vulnerable Adults
	✓			

Outcome Box

Our support starts with an open conversation with the individual to find out what is the most important aspiration/ outcome they would like to achieve. This helps us ensure that the person is placed at the centre of their support planning and the assessment.



Support planning includes identifying hobbies and/or interests with an individual choosing their support worker based on profiles and interests.

Our Drop in service delivers activities led by service users such as football, cricket, crafts, board games and IT and also has a cafe where people can socialise and chat. We support people to take part and access community based leisure centres and community facilities such as Fit Reds.



We check that outcomes are being achieved by asking the individual, reviewing goals plans and track using recovery star. We tell the commissioners using reports that include; service user goals reached, number and variety of Leisure activities

Volunteering Outcomes

Physical Disability	Mental Health	Learning Disability	Autism	Other Vulnerable Adults
	✓			

Outcome Box

Our Barnsley service has a Volunteer Pathway that supports individuals in their volunteering journey. Volunteer opportunities are offered initially within our services through befriending, peer support within Mental Wellbeing Service, Volunteer



Befriending service and the new Mental Wellbeing Navigator services. Volunteering opportunities for individuals develop skills and confidence in preparation for employment such as CV writing, letter writing, interview skills and preparation. All volunteers receive a comprehensive induction and training programme and regular support and supervision.

Following volunteering within our services, support is then provided to explore volunteering within other organisations and agencies such as shops, hospitals, charities. We have strong links with Voluntary Action Barnsley and advertise on the 'Do-It' website.



We check that outcomes are being achieved by asking the individual, reviewing goals plans and track using recovery star. We tell the commissioners using reports that include; service user goals reached, number of volunteers, hours and where.

8. Transport/Mobility Outcomes

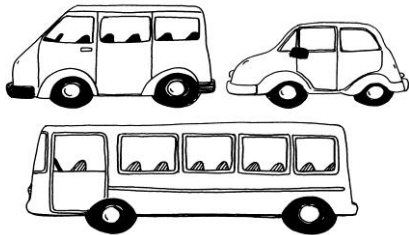
Physical Disability	Mental Health	Learning Disability	Autism	Other Vulnerable Adults
	✓			

Outcome Box

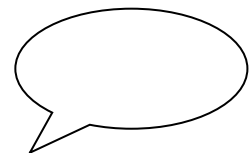
Our support starts with an open conversation with the individual to find out what is the most important aspiration/ outcome they would like to achieve. This helps us ensure that the person is placed at the centre of their support planning and the assessment.



Our support can help individuals overcome obstacles in mobility and accessing transport. Example: An individual had significant anxieties around using public transport. A planned, gradual, step by step approach resulted in the service user travelling independently on public transport after 6 months. Support plans and regular reviews showed progress and evidence using the Recovery Star.



Feedback from individuals purchasing our service is gathered through comment cards, at the end of a support session, annual reviews compliments and complaints. We share this information with commissioners using reports that include; service user goals reached, hours and where.



Health Awareness/Promotion of Emotional Wellbeing Outcomes

Physical Disability	Mental Health	Learning Disability	Autism	Other Vulnerable Adults
	✓			

Outcome Box

Our Assessment and Support Planning is centred around the individual we support. We write plans together. These plans include a Staying Well Plan and includes physical and mental health. Support can be provided by Support Workers, Peer Support, Volunteers and befrienders to:



- Visit GP's and health services (optical, dental, etc)
- Advice, guidance and support with healthier food options (through support with shopping and menu planning).
- Tools and information to stop smoking
- Taking part in exercise
- Attending the Recovery College/ The

We also utilise the skills and knowledge of the Mental Wellbeing Navigator in signposting people to other services and community resources. Some service users have been involved with and attended 'Fit Reds'.



We check that outcomes are being achieved by asking the individual, reviewing goals/ plans and recovery star. We tell the commissioners using reports that include; service user goals reached, number of volunteers, hours and where.

Enablement Outcomes

Physical Disability	Mental Health	Learning Disability	Autism	Other Vulnerable Adults
	✓			

Outcome Box

Service users receive a flexible service tailored to meet their identified needs and we continually review the support offered to ensure we are getting it right.



Service Users are offered a choice of how they wish to pay and have opportunities to bank support hours to ensure they receive the service as and when they want it and when they are most in need.

The service is responsive to changes in the needs of individuals and staff can provide support in the evenings and weekends and make changes from week to week. Service users are always in control of how they utilise their time and support allocation. The service works with individuals to enable them to be as independent as possible for the future, supporting reablement and recovery and furthering the aspirations and hopes of the individuals we support so that they are less reliant on services in the future.

Education/Training Outcomes

Physical Disability	Mental Health	Learning Disability	Autism	Other Vulnerable Adults
	√			

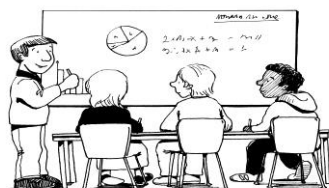
Outcome Box

Our support starts with an open conversation with the individual to find out what is the most important aspiration/ outcome they would like to achieve. This helps us ensure that the person is placed at the centre of their support planning and the



assessment. Education and training is discussed and if the individual would like to set goals that focus on education or training we support them to break the goal in to small manageable steps.

We support and encourage individuals to access any learning and development opportunities including college courses if they wish.



We deliver mental health training for service users and the Exchange also deliver courses at our drop in. Peer Support training is offered with induction and supervision.



We check that outcomes are being achieved by asking the individual, reviewing goals plans and track using recovery star. We tell the commissioners using reports that include; service user goals reached, number of volunteers, hours and where.

Lifeskills including /budgeting and financial management outcomes

Physical Disability	Mental Health	Learning Disability	Autism	Other Vulnerable Adults

Outcome Box

Individuals are supported with life skills such as budgeting, housing support (maintaining tenancy, receiving appropriate benefits, etc) and making payments (bills, etc).

We use support planning to break plans down in to smaller goals. One example is of a service user who had had his benefit stopped. His support worker helped him investigate why this had happened; a sick note had not been submitted. He was supported to access a GP and problem solve the situation so that his benefit was reinstated. The service user was able to learn more about the benefits system and understand why his benefits had been withdrawn and he is now better placed to deal with this issue when it comes up again.



We check that outcomes are being achieved by asking the individual, reviewing goals plans and track using recovery star. We tell the commissioners using reports that include; outcomes achieved, feedback, skills gained.

Housing related support outcomes

Physical Disability	Mental Health	Learning Disability	Autism	Other Vulnerable Adults
	✓			

Outcome Box

The support we can provide for housing related support includes changes to accommodation, support with landlords and housing associations, the environment, benefits, neighbourhood disputes. Leaving hospital can be a difficult time and we support individuals to gain skills and maintain housing by asking what the 3 hardest things are.



Outcomes are set at the start of the support planning and individuals decide which ones they would like to work towards with their support worker. We review support plans and goals and check to see if anything has changed.

We check that outcomes are being achieved by asking the individual, reviewing goals plans and track using recovery star. Our support staff receive supervision and training in housing and tenancies to be able to support individuals better.

We tell the commissioners if outcomes are being achieved in reports that include; outcomes achieved, feedback from the individual, new skills gained, case studies.

Costing Model

Type of Service	Cost	Any additional cost / info
Low level preventative and early intervention services	£5.56- £7.50	45p per mile is charged in addition to the hourly rate if our support workers use their vehicle during the support time. If the support outcomes include car travel then 45p will not be charged.
Individual support 1:1	£13.85 - £16.67	45p per mile is charged in addition to the hourly rate if our support workers use their vehicle during the support time. If the support outcomes include car travel then 45p will not be charged.
Building based activity	£9.04- £10.00	45p per mile is charged in addition to the hourly rate if our support workers use their vehicle during the support time. If the support outcomes include car travel then 45p will not be charged.
Community group activity	£11.00- £15.00	45p per mile is charged in addition to the hourly rate if our support workers use their vehicle during the support time. If the support outcomes include car travel then 45p will not be charged.
Specialist service	£95.00	45p per mile is charged in addition to the hourly rate if our support workers use their vehicle during the support time. If the support outcomes include car travel then 45p will not be charged.