

Stepping Stones Quarterly Report



1 April – 30 June 2018

This report looks at the performance of the support services delivered by Stepping Stones.

Members' feedback for the period of the report.

"My therapist was very understanding, helpful and very patient with me and helped me very much. I was very pleased to have made contact with Stepping Stones." (PCT - April 18)

"The therapist was great, very helpful and has greatly helped to make me able to cope with loss of my father and more understanding of feelings towards father and how deeply these feelings are and my deep love of my dad. I will forever be grateful." (PCT - April 18)

"1:1 support was really helpful, found discussing my thoughts and situation with support worker and writing up a plan was really effective. Felt my mental and emotional health had noticeably improved over the 6 week period and I intend to keep going with the plans made as part of my support. The support inspired and energised me to make positive changes in my lifestyle." (Support Work - April 18)

"There is a good bunch of people attend this group, very supportive and encouraging. Lynda is a fabulous teacher and a really nice person too, very helpful and understanding." (Tai Chi Class - May 18)

"The therapist helped me to think positively instead of constantly thinking negatively. Helped regards going away on holiday, I was always thinking something not nice could happen when I was on holiday." (CBT - June 18)

"The facilitator and participants are friendly and welcoming, friendly and relaxed group. Breathing techniques help stress and anxiety longer attendance and more practice and techniques easier to follow." (Relaxation Group - June 18)

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www.stepstones.org.uk

Stepping Stones is a charity registered in Scotland SC 019270.

Care Inspectorate Registration no. CS2016353166

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Introduction:

Welcome to the Stepping Stones quarterly report for 1 April- 30 June 2018. Within the report you will find information about the various aspects of Stepping Stones' supports and how the organisation has performed over the period of the report.

Stepping Stones operates an open referral system where the vast majority of our referrals are self referrals or are signposted by GP's, agencies, carers, etc. People who are signposted to our services can self refer by telephoning our reception on 0141 941 2929.

We accept referral forms from agencies. Contact our business administration team for a referral form on admin@stepstones.org.uk. More information about our referral process can be found at the following web address - <http://www.stepstones.org.uk/our-support-services/referral-process/>

We offer home visits to new referrals where this has been requested or is required because of the persons mental health issues, but this will be for a short period of time, usually a few weeks. Our work during these few weeks is to establish a supportive relationship with the person, help them to formulate their goals, agree a plan of support and offer support and encouragement that will hopefully facilitate their attendance at appointments in their chosen locale. If, after a few weeks, it becomes apparent that the person will need longer term support to leave their home, we will work with them to access appropriate services. In some cases we will offer a support intervention in their home. We can meet people in the Clydebank, Dumbarton or Vale of Leven areas.

Stepping Stones Services:

Individual Support (IS)

Cognitive Behavioural Therapy (CBT)

Person Centred Therapy (PCT)

Complementary Therapies

Wellness Recovery Action Planning

Group Work

Finally, if you require clarification on any of the info within the report then please contact me on 0141 941 2929 or via email john.white@stepstones.org.uk.

John White

Operations Director

Stepping Stones Quarterly Report: 1 April – 30 June 2018

People Who Use our Services:

At 30 June 2018 there were;

- 450 active members.
- 112 active member's cases were closed in this quarter to the end of 30 June 2018.
- 72% of all appointments offered for Individual Support (IS) were attended.
- 78% of counselling appointments were attended in this quarter.
- 76% of all appointments offered were attended.
- From referral our minimum waiting time for new appointments for individual support was 10 weeks.
- From referral our minimum waiting time for Cognitive Behavioural Therapy (CBT) was 9 weeks.
- From referral our minimum waiting time for Person Centred Therapy (PCT) was 25 weeks.
- 54% of initial assessments attended were allocated to CBT or PCT.

ATTENDANCE	Appointments Offered	Attended	Number of Members			
Individual Support	275	206 (75%)	88			
Initial Assessment (1 st appt)	190	138 (73%)	138			
Referral Appt (2 nd appt)	47	27 (57%)	27			
CBT, PCT & Integrated	716	560 (78%)	130			
Group	--	--	101			
Caring for children over 5 years						
Caring for children under 5 years						
Full time carer						
Living Alone (not including dependents)						
Living in temp accommodation						
Living with other relatives / friends						
Living with parents / guardian						
Living with partner						
Other						
OF THOSE WHO ATTENDED ASSESSMENT		Male	Female			
Referrals in paid work		51%	39%			
1:1 SUPPORT	Apr	New members	May	New members	Jun	New members
CBT members attended	27	4	26	6	18	8
CBT appointments offered	61	--	46	--	44	--
CBT appointments taken	51	--	36	--	30	--
Individual Support – members attended	46	17	56	11	40	5
Individual Support appointments offered	92	--	112	--	71	--
Individual Support appointments attended	71	--	80	--	55	--
Integrated Counselling members attended	4	0	4	1	2	0
Integrated Counselling appointments offered	10	--	7	--	6	--
Integrated Counselling appointments taken	10	--	4	--	5	--
PCT members attended	50	12	48	19	55	16
PCT appointments offered	155	--	130	--	162	--
PCT appointments taken	123	--	107	--	132	--

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Referrals:

- We received 251 referrals for the quarter.
- During this period, our normal times for assessment were between 4-6 weeks, however, our minimum waiting time was 3 weeks.
- Referrals who attend their initial assessment complete a CORE10. In this period the CORE10 average score for first appointments was 23. (The CORE methodology is the system of choice for routine outcomes measurement in psychological therapies in the UK. The scoring range is between 40 (severe) and 0 (healthy)).
- Referrals for the Dumbarton/ Vale of Leven and Clydebank areas are 40% and 60% respectively.
- WDHSCP referred or sign posted 43% of referrals received, whilst 49% of referrals came from informal sources. 8% of referrals came from other sources.

Area	Referrals received 1 Apr-30 Jun 18					
	Ref	Att	DNA	IN	NFA	OG
Clydebank, Bowling & Old Kilpatrick	151	79	19	3	17	33
Dumbarton	52	25	1	3	13	10
Alexandria	48	21	3		12	12
Total	251	125	23	6	42	55
Percentage		50	9	2	17	22

Note:

The turn up rate for referrals is showing at 50% for the quarter. It is important to note that the likely figure will be higher as 55 referrals have not had the opportunity for an assessment by the 30 June. Over the past few years referral conversion rates have been around 63% and are reported in the annual review.

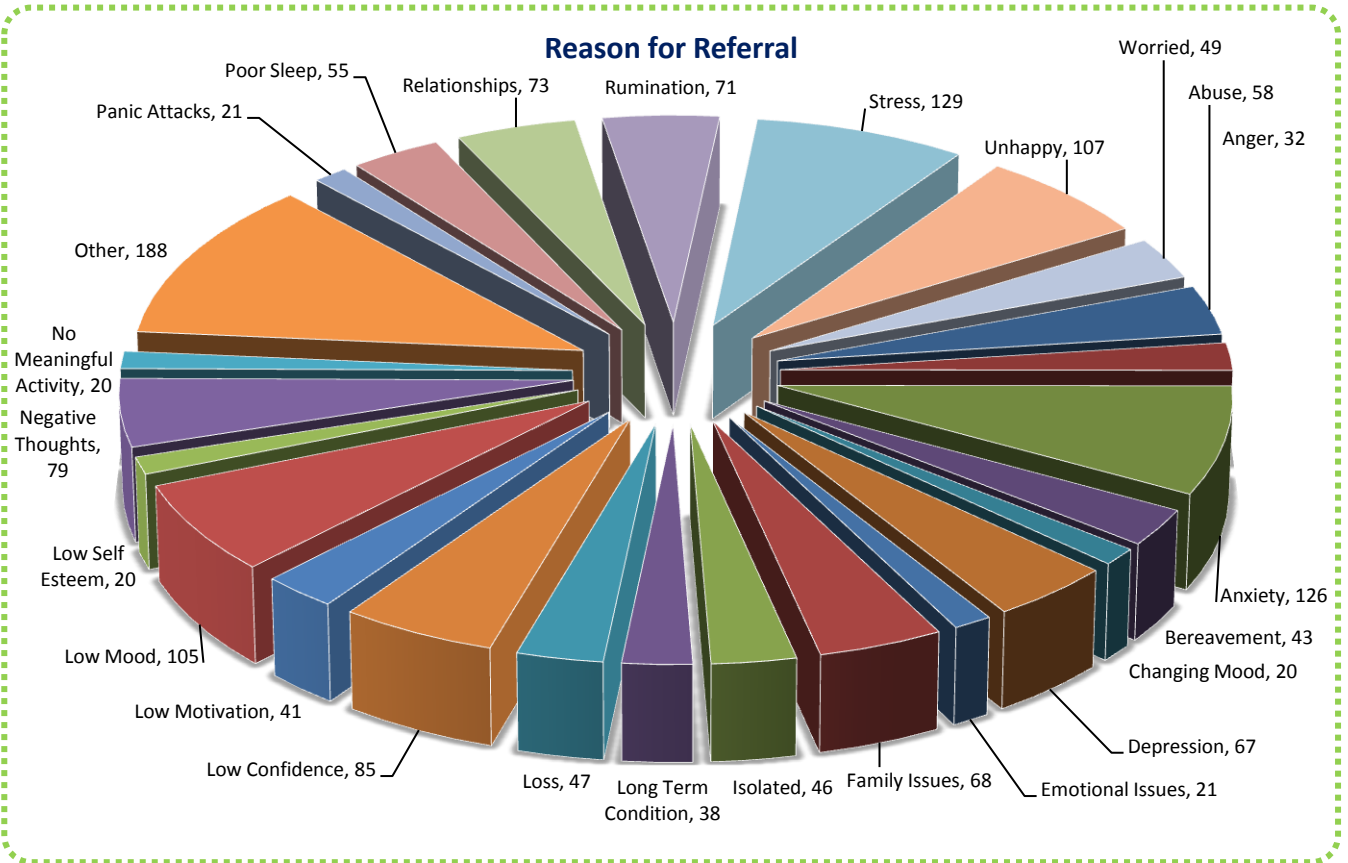
Referred / Advised to refer						
	Ref	Att	DNA	IN	NFA	OG
Blue Triangle	1		1			
Community Addiction Team	1	1				
Community Mental Health	1	1				
Criminal Justice	7	2	1		2	2
Crisis Team	1				1	
Family/Friend	10	4			3	3
Former Member	16	10	1	1	1	3
Goldenhill	9	4	2			3
GP Alexandria	4	1			2	1
GP Clydebank	15	6	3	1	3	2
GP Dumbarton	3	2		1		
Health Visitor	1					1
Joint Hospital	2				2	
Lennox Partnership	3	1			2	
PCMH Team	63	44	1	2	9	7
Practice Nurse	1	1				
Riverview	6	3			3	
Safe as Houses	1	1				
Sandyford	1	1				
School	1					1
Self	94	39	13	1	13	28
Social Work	2	1				1
Victoria Infirmary	1					1
WD Housing Support	1				1	
Website	1	1				
West Dun Council	2	1	1			
Work Connect	1	1				
Working Matters	1					1
Young People In Mind	1					1
Total	251	125	23	6	42	55
Percentage		50	9	2	17	22

Abbreviations

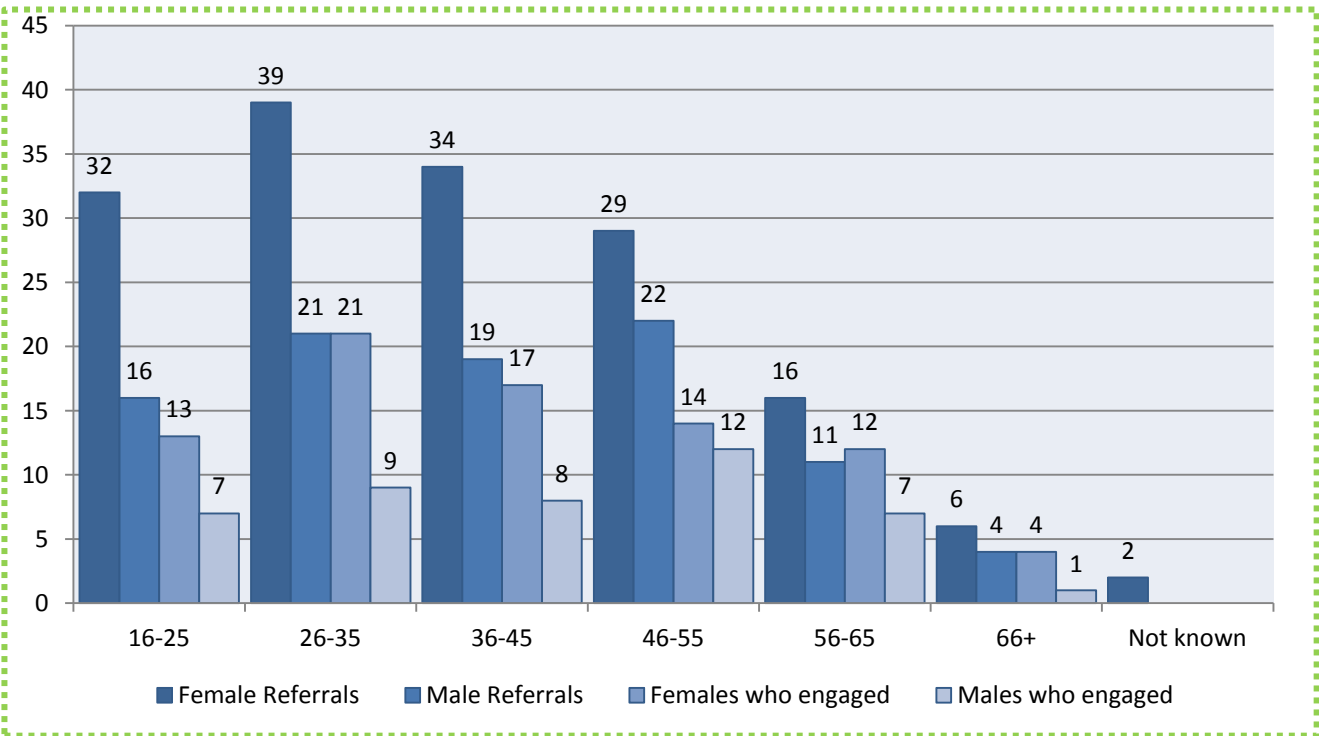
- Ref:** Referrals Received.
- Att:** Referral meetings attended.
- DNA:** Did not attend appt.
- NFA:** No further action / no uptake – closed.
- IN:** Inappropriate referral and signposted to alternative service – closed
- OG:** Ongoing - awaiting appointment, delayed because referral unable to attend for various reasons.

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Reason for referral for those who attended their initial assessment meeting:



Age and gender of those referred who have and have not engaged with the service:



The largest number of referrals received for men was in the 46-55 age range, with the women's largest being 26-35.

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Support Groups in Stepping Stones:

	Average Apr	New members	Average May	New members	Average Jun	New members
Aspire Social Group	15	0	16	0	15	0
Aspire to...	--	--	6	11	8	0
Board Game Group	2	0	--	--	1	0
Connections Social Group	8	1	8	0	7	0
Reflect & Connect Social Group	7	1	9	1	8	0
Relaxation (Clydebank)	14	7	11	0	10	0
Relaxation (Dumbarton)	8	3	4	0	5	0
T'ai Chi	10	5	8	0	8	0
WRAP Peer Development	2	0	3	0	4	0

Aspire Social Group (Clydebank):

This group meets at Stepping Stones offices in Whitecrook every Tuesday from 2-4pm. It offers a social networking opportunity for members to meet people. The event is recovery focussed and the activity is member led. Workshops are a regular activity. Access to this group is closed for new members as the space we have for the group limits the numbers accessing it. Aspire to... is in the process of being set up to alleviate the demand for this group.

Aspire To...

Discussions have been ongoing with members to set up a new social group within the Clydebank area to meet the needs of members who wish to have more control and say in how their support service is run in Stepping Stones. The motivation for those attending is to give something back to people who have experienced mental health issues in the past. The members recognise the benefits of peer support and hope this group will benefit people who are experiencing social isolation. West Dunbartonshire Communities Team is involved to help the group design their constitution.

Board Game Group:

The Board Game developed as an idea at a Stepping Stones social networking group, following a group activity for members. The group are working on the design of the board game and meet regularly to work on this.

Connections Social Group (Dumbarton):

A weekly group that meets at the St. Augustine's Church Hall in Dumbarton from 2pm – 4pm, offering a variety of activities, discussion and invited speakers. This group aims to encourage social contact, reduce isolation, increase confidence and provide information on community based resources.

Reflect and Connect (Alexandria):

A weekly peer support group that meets in the Vale of Leven Community Centre on Wednesdays from 2-4pm. The group focuses on supporting those people who may be isolated due to mental health support needs and supports people to make social contact with others, increase confidence, lift mood and provide information on community based resources.

Relaxation Classes:

This group meets to set aside time to unwind and learn new techniques in relaxation for daily use. It meets on a rolling programme of 4 x 10 sessions per year, in Clydebank Leisure Centre on Mondays from 11am – 12noon, and the Concord Centre, Dumbarton from 1pm – 2pm.

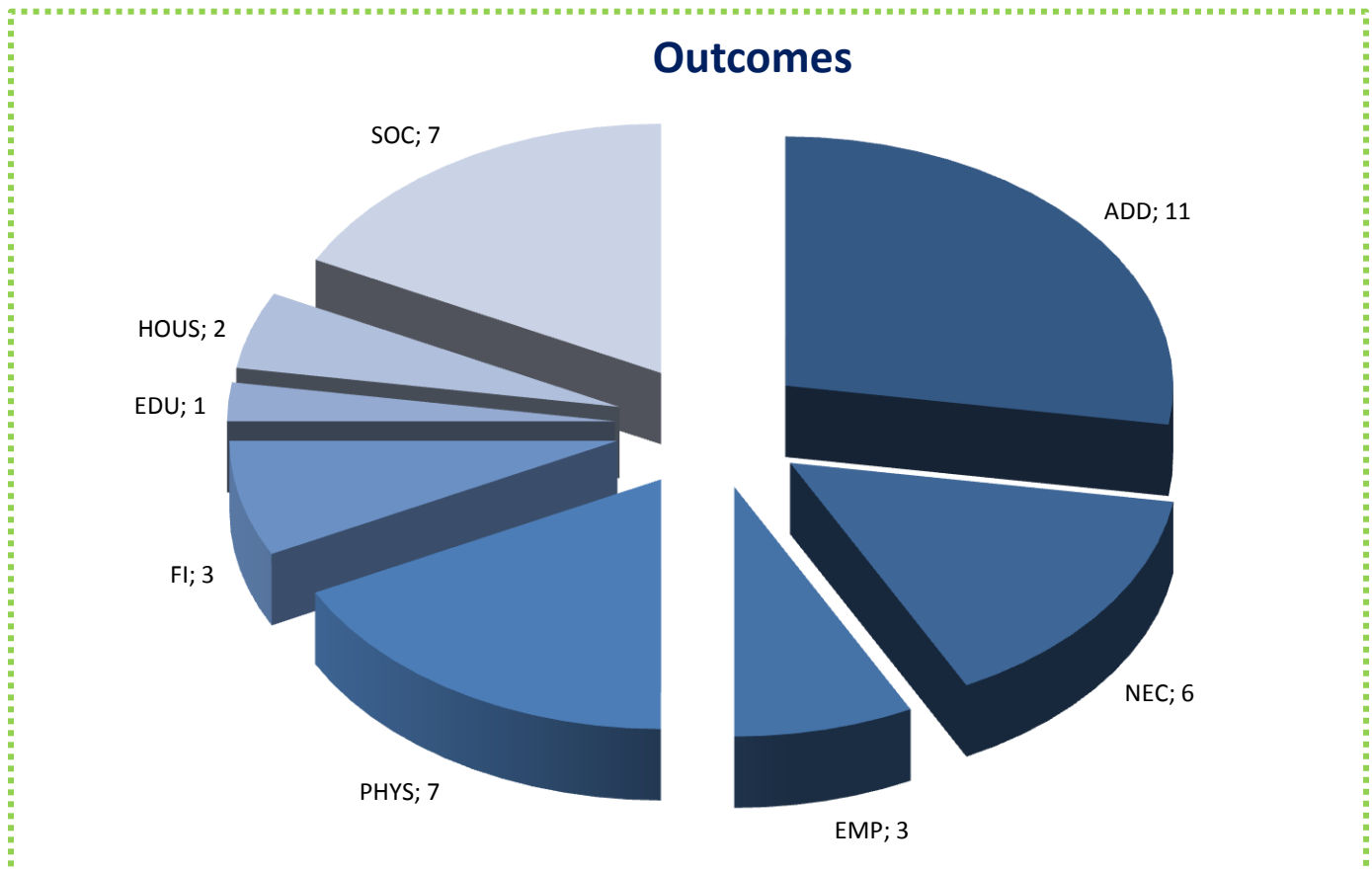
Tai Chi Class:

This course involves helping people to focus and balance the mind and body using slow and gentle movements. The group meets at the Dalmuir Community Education Centre on Wednesdays from 6pm – 7pm. The group runs on a rolling programme of 4 x 10 sessions per year.

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Stepping Stones Outcomes:

The pie chart below describes the outcomes member's achieved over the period of the report for Individual Support and Counselling.



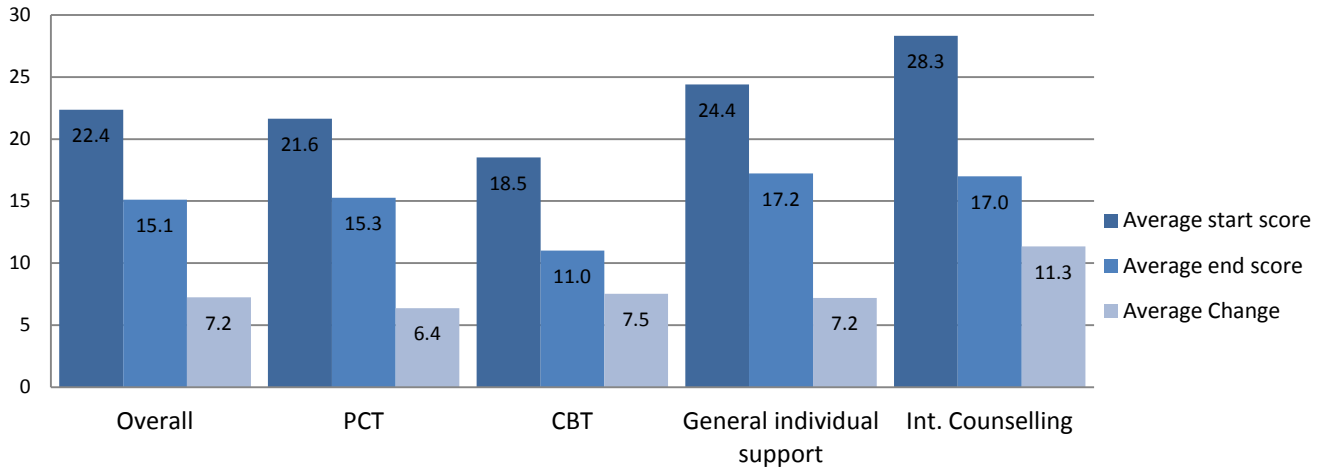
OUTCOME LEGEND	Total 18/19
ADD (Additional Support Services): Referral made and appointment attended with any other service e.g. Advocacy, CAB, DACA, Carers Service, etc	11
NEC (National Entitlement Card): Stepping Stones can sign off these cards that allow discounted travel on public transport for people who meet certain criteria.	6
EMP (Employment): Interviews, training for work, returning to work after period of sickness absence, new employment, increase of hours, CV writing, referral to LET, Work Connect, Strive, etc.	3
PHYS (Physical Activity): Any physical activity uptake, e.g. Live Active, dance class, gym, running, walking, tai chi, etc.	7
VOL (Voluntary Work): Started this activity with intervention from Stepping Stones.	0
FI (Financial Inclusion): PIP, Employment and Support Allowance, Community Care Grant, support with debts, information forums attended, Housing Benefit and Council Tax benefit arrears, meeting with debt advisors, opening up bank account, joining a credit union.	3
EDU (Education and Training): any training / education applied, attended or completed.	1
HOUS (Housing Issues): any issues resolved, e.g. new home, repairs, gas, electricity, TV, neighbour disputes, etc.	2
SOC (Social Networking Opportunities): Started with intervention from Stepping Stones, e.g. shopping, library, non mental health support group attended.	7
Total Outcomes for the year so far.	40

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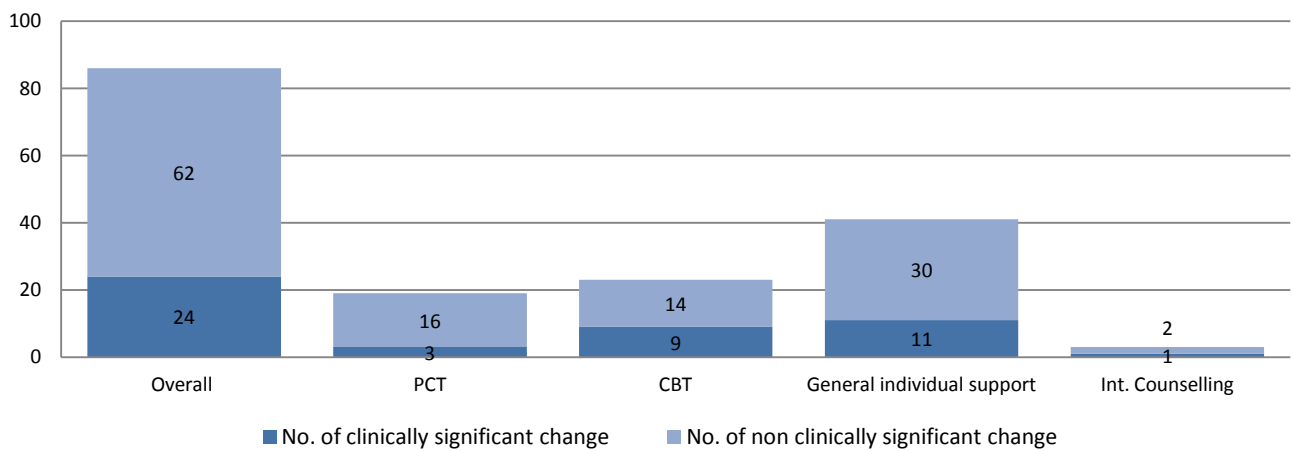
CORE10 Outcomes (for files closed 1 April to 30 June 2018):

The CORE addresses global distress and is therefore suitable for use as an initial screening tool and outcome measure highlighting symptoms of distress and flagging up where there may be situations where the members is at risk of harm to self and others. The CORE system helps us to demonstrate the clinical effectiveness of our 1:1 support services.

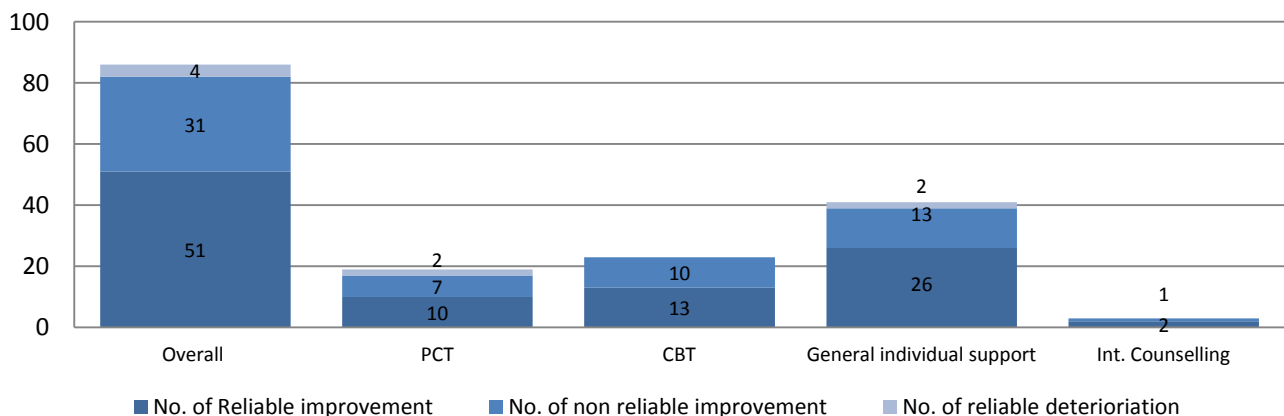
Start and End Core10 Score by Intervention Type



Clinically significant change by one to one intervention



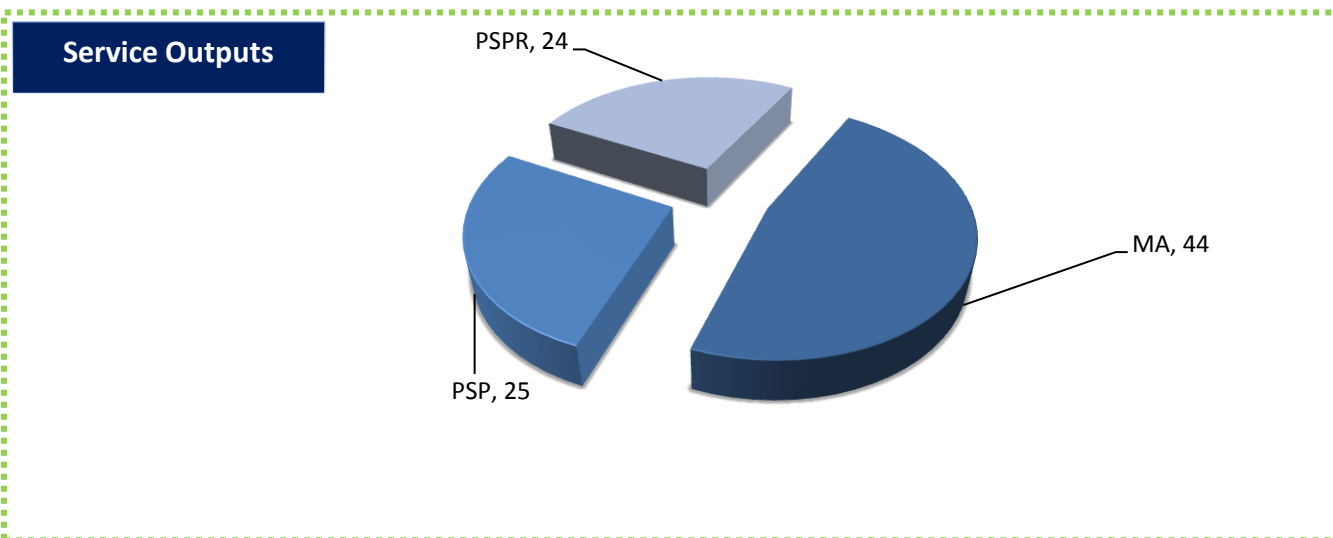
Progress type by one to one intervention



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Service Outputs:

The table and shows the outputs the organisation delivers to evidence our outcomes. Member Agreements (MA), Personal Support Plans (PSP) and Personal Support Plan Reviews (PSPR) are the tools the organisation uses to record member goals and outcomes. The Structured Psychological InteRventions in Teams (SPIRIT) is based on cognitive behavioural therapy and looks at how a practical or emotional problem can affect emotions, behaviours, activity levels, etc.



Service Agreed at Initial Assessment

Personal Support Plan (PSP)	39
Guided CBT (Self Help)	41
Spirit	2
Social Group	4
Relaxation Group	11
T'ai Chi Group	6
Person Centred Therapy	62
Cognitive Behavioural Therapy	25
Social Care Support Plan	2
Opt In for Individual Support	1

The table above highlights the service that people agreed to receive after initial assessment in the period of this report.

Following initial assessment, 41 people were offered Individual Support (IS) services. In 1:1 IS support sessions members complete a Personal Support Plan which will record the goals agreed at assessment. 1:1 IS services are time limited to up to 6 months. Support services can be extended following a 6 monthly review (PSPR), although the review can take place sooner if this is deemed appropriate. Members can choose to have advocates, carers or agency supports at the review.

Members who access counselling services, such as Person Centred or Cognitive Behavioural Therapy do not have a Personal Support Plan, but will have therapy goals.

Stepping Stones Quarterly Report: 1 April – 30 June 2018

Report Summary:

1. 251 new referrals received in this period and 112 cases closed during 1 April to 30 June 2018.
2. We note that 63% of those who referred were female and 37% were male. Male referrals increased by approximately 1% in the period of this report.
3. Our referral conversion rate for this period for initial assessments post screening is 75%.
4. Referral uptake; GP = 41%; Self = 41%; NHS WD Mental Health Services = 57%.
5. 64 people disclosed trauma/abuse and 11 people disclosed suicidal ideation at initial assessment.
6. We note that 57% of those who attended assessment were not in paid work.
7. In the period of this report we note that our CORE10 scores indicate an average downward shift of approximately 7.2 points from first to the last appointment in our 1:1 services.
8. 47% of referrals were signposted to Stepping Stones by WDHSCP sources and 48% from informal sources (self, etc.).
9. At the 30 June 2018, shortest waiting times for services in Stepping Stones were as follows, however it should be noted that waiting times can fluctuate depending on the availability of the person requiring support and the availability of support staffs on the day the person requires it. Recruitment exercise has been undertaken for trainee, volunteer and professional Person Centred Therapists.
 - Individual Support - 10 weeks from receipt of referral
 - Person Centred Therapy - 25 weeks from receipt of referral
 - Cognitive Behavioural Therapy - 9 weeks from receipt of referral
 - Connections Social Group - 1 week
 - Aspire Social Group - Waiting list closed
 - Aspire to... - Group under development
 - Tai Chi Class - 1 week
 - Relaxation Group - 1 week
 - Reflect & Connect Social Group - 1 week

Staffing Report:

1. The staffing complement is 1 Operations Director, 1 Business Administration Team Leader, 1 Team Leader, 1 Counselling Team Leader, 1.6 WTE Support Worker, 0.4 WTE Person Centred Therapist, 1.5 WTE Admin Assistant.
2. We have a partnership with Flourish House Clubhouse, a mental health service for people with long term mental health issues from Glasgow. From this we employ one domestic technician from the Transitional Employment Placement service for 4 hours per week and one person from the Supported Employment Service also for 4 hours per week.
3. We have 5 volunteers filling specific roles in Stepping Stones. One volunteer provides Reiki sessions, two relaxation classes are facilitated by a volunteer. Three volunteers facilitate CBT and PCT. We also have one freelance contractor who facilitates a Tai Chi class.
4. In the period of this report, 1 staff member completed a BA in Business and Enterprise Business Processes module (blended) at Napier University, 3 staffs undertook Boundaries Training, 1 staff member undertook Facebook for Business training, 3 staff undertook Emergency First Aid Training.
5. In the period of the report, 7 days (1.5%) were lost to staff sickness.

Acknowledgements

Stepping Stones is a registered charity. We are grateful for the funding we receive from West Dunbartonshire Health and Social Care Partnership.

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