

# Stepping Stones Quarterly Report



1 July – 30 September 2018

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

## Members' feedback for the period of the report.

*"Talking about past experiences has gladly brought out all my hidden demons and felt more relaxed about how to deal with past demons so talking to Scott has helped me in all respects of my past life." PCT - July 18*

*"Stepping Stones has made a huge difference to my life and the trajectory that I am on, though my counselling sessions and reflect and connect which I plan to continue the office staffs have all been exceptionally nice too." CBT - September 18*

*"I enjoy the company of most of the members of the group and feel I am getting to know them and beginning to be more sociable. The girls that run the group have helped me to come out of myself a lot." Connections Group - September 18*

*"This class has helped me with my anxiety I am trying to bring this into my everyday life." Relaxation Class - June 18*

*"The support worker helped me sort out my current issues and gave me the skills to use in future should further issues arise. I was fully supported throughout my sessions" Individual Support - June 18*

*"My support worker is inspirational and very supportive. I feel that had I not had this support I would still be seriously depressed." Individual Support - June 18*

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Stepping Stones is a charity registered in Scotland SC 019270.

Care Inspectorate Registration no. CS2016353166

# Stepping Stones Quarterly Report: 1 July – 30 September 2018

## Contents:

<b>Page 2</b>	<b>Contents and Introduction</b>
Page 3	People who use our services
Page 4	Referrals
Page 5	Reason for referral / Age and gender of Referrals
Page 6	Support Groups in Stepping Stones
Page 7	Stepping Stones Outcomes
Page 8	CORE 10 Outcomes
Page 9	Service Outputs
Page 10	Report Summary and Staffing Report
Page 11	Acknowledgements

## Introduction:

Welcome to the Stepping Stones quarterly report for 1 July - 30 September 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](mailto: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/>. To comply with GDPR requirements, agency referrals cannot be accepted unless explicit consent is received from the person being referred. We ask that agencies complete a consent form with the person referred and send this in with the referral form.

We can offer home visits to new referrals if this is required because the person is unable to meet with staff in our community based venues. We mainly offer home visits to people who have anxiety disorders, over a short period of time, usually a few months. Our work during this time 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 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 longer term support intervention in the persons home. We support people in Clydebanks, Dumbarton and 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](mailto:john.white@stepstones.org.uk).

John White

Operations Director

## Stepping Stones Quarterly Report: 1 July – 30 September 2018

### People Who Use our Services:

At 30 September 2018 there were;

- 437 active members.
- 88 active member's cases were closed in this quarter to the end of 30 September 2018.
- 71% 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 11 weeks.
- From referral our minimum waiting time for Cognitive Behavioural Therapy (CBT) was 11 weeks.
- From referral our minimum waiting time for Person Centred Therapy (PCT) was 19 weeks.
- 58% of initial assessments attended were allocated to CBT or PCT.

ATTENDANCE	Appointments Offered	Attended	Number of Members
Individual Support	241	171 (71%)	68
Initial Assessment (1 <sup>st</sup> appt)	175	133 (78%)	133
Referral Appt (2 <sup>nd</sup> appt)	32	25 (78%)	25
CBT, PCT & Integrated	643	499 (78%)	124
Group	---	---	92

Caring for children over 5 years	25	
Caring for children under 5 years	13	
Full time carer	1	
Living Alone (not including dependents)	53	
Living with other relatives / friends	6	
Living with parents / guardian	28	
Living with partner	43	
Other	3	
<b>OF THOSE WHO ATTENDED ASSESSMENT</b>	<b>Male</b>	<b>Female</b>
Referrals in paid work	23 (50%)	43 (51%)

1:1 SUPPORT	July	New members	Aug	New members	Sept	New members
CBT members attended	11	0	17	8	20	8
CBT appointments offered	29	--	40	--	49	--
CBT appointments taken	19	--	31	--	37	--
Individual Support – members attended	40	7	38	12	38	6
Individual Support appointments offered	81	--	87	--	73	--
Individual Support appointments attended	62	--	58	--	51	--
Integrated Counselling members attended	2	0	2	0	1	0
Integrated Counselling appointments offered	6	--	3	--	2	--
Integrated Counselling appointments taken	6	--	3	--	2	--
PCT members attended	52	14	67	28	54	12
PCT appointments offered	162	--	203	--	149	--
PCT appointments taken	126	--	165	--	110	--

# Stepping Stones Quarterly Report: 1 July – 30 September 2018

## Referrals:

- We received 215 referrals for the quarter.
- During this period, our normal times for assessment was 8 weeks, however, our minimum waiting time was 4 weeks.
- Referrals who attend their initial assessment complete a CORE10. In this period the CORE10 average score for first appointments was 22. (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 44% and 56% respectively.
- WDHSCP referred or sign posted 41% of referrals received, whilst 54% of referrals came from informal sources. 5% of referrals came from other sources.

Area	Referrals received 1 Jul-30 Sept 18					
	Ref	Att	DNA	IN	NFA	OG
Clydebank, Bowling & Old Kilpatrick	123	72	7	1	12	31
Dumbarton	50	28	3	1	9	9
Alexandria	42	24	1		4	13
<b>Total</b>	<b>215</b>	<b>124</b>	<b>11</b>	<b>2</b>	<b>25</b>	<b>53</b>
<b>Percentage</b>		<b>58</b>	<b>5</b>	<b>1</b>	<b>11</b>	<b>25</b>

### Note:

The turn up rate for referrals is showing at 58% for the quarter. It is important to note that the likely figure will be higher as 53 referrals have not had the opportunity for an assessment by the 30 Sept. 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
Clinical Genetics	1	1				
Criminal Justice	2		1			1
Family/Friend	2	1			1	
Former Member	20	10	2		3	5
Family Therapist	1	1				
Goldenhill	6	2	1	1		2
GP Alexandria	14	5			4	5
GP Clydebank	12	5			1	6
GP Dumbarton	7	4			1	2
GP Old Kilpatrick	1					1
PCMH Team	46	40			1	5
Riverview	1	1				
Self	95	52	6	1	13	23
Skill Development Scotland	2	1				1
Support Worker	1				1	
WD Housing Support	3		1			2
WDHSCP	1	1				
<b>Total</b>	<b>215</b>	<b>124</b>	<b>11</b>	<b>2</b>	<b>25</b>	<b>53</b>
<b>Percentage</b>		<b>58</b>	<b>5</b>	<b>1</b>	<b>11</b>	<b>25</b>

### 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.



## Stepping Stones Quarterly Report: 1 July – 30 September 2018

### Support Groups in Stepping Stones:

	Average Jul	New members	Average Aug	New members	Average Sept	New members
Aspire Social Group	12	0	11	0	6	0
Aspire to...	5	1	5	0	10	3
Connections Social Group	7	0	7	1	7	0
Mind, Body & Soul	--	--	11	15	12	2
Reflect & Connect Social Group	7	2	10	0	8	0
Relaxation (Clydebank)	8	2	11	4	8	0
Relaxation (Dumbarton)	7	1	7	4	6	0
T'ai Chi	8	4	7	1	6	1
WRAP	--	--	--	--	3	3
WRAP Peer Development	3	0	2	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...

This peer support group meets every Tuesday at Centre 81. It exists to support members develop and grow the confidence they need to have whilst attending other Stepping Stones activities. They plan to have a greater say in designing the support they need to keep well.

#### 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.

#### Wellness Recovery Action Plan (WRAP):

The Wellness Recovery Action Plan, is a self-designed prevention and wellness process that anyone can use to get well, stay well and make their life the way they want it to be. Stepping Stones has two WRAP facilitators and the course is six weeks long with a call back session after a few months.

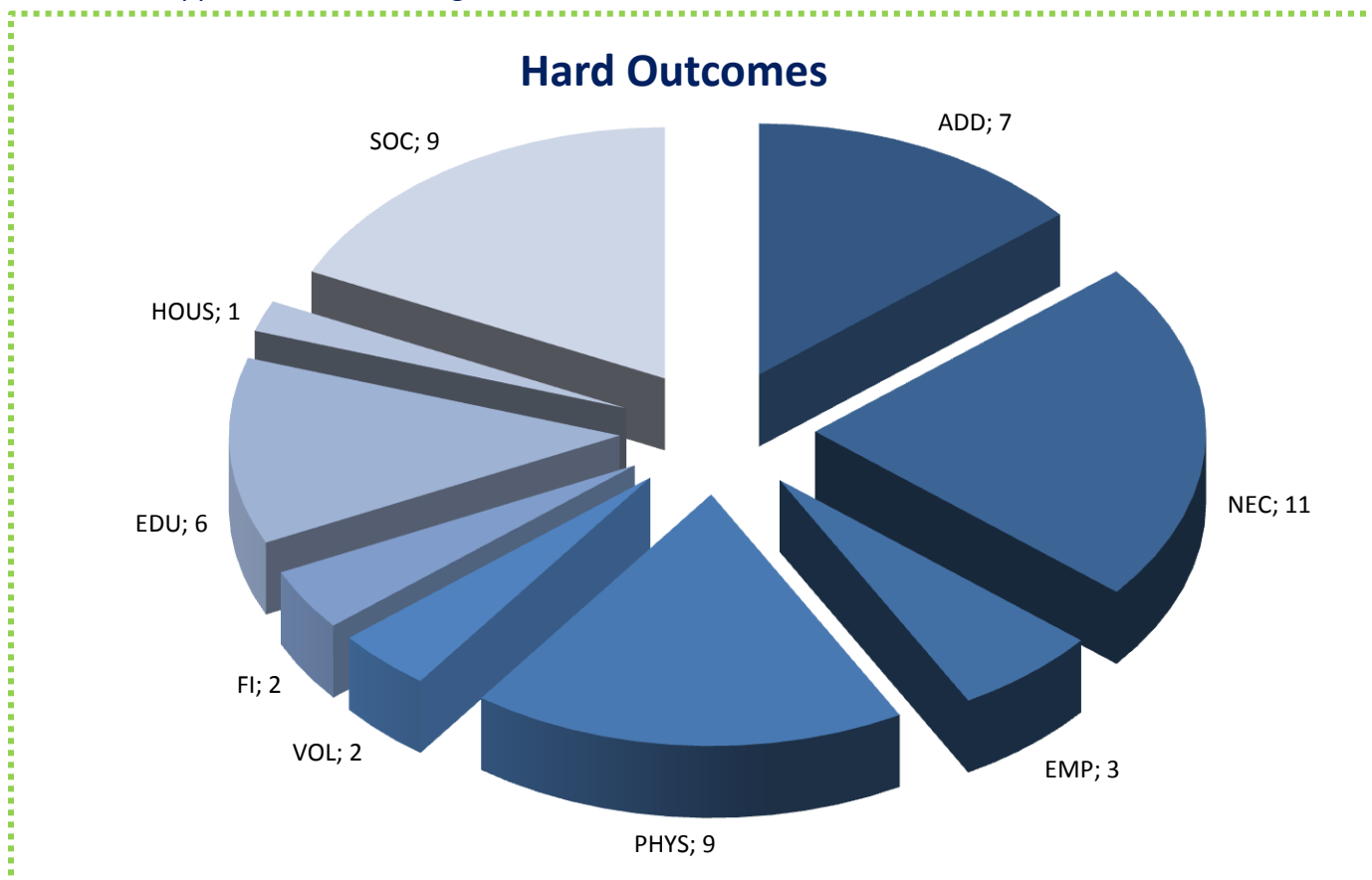
#### Wellness Recovery Action Plan (WRAP) Peer Development:

Members who want to help other members in their recovery meet regularly to refresh their WRAP and network with other members and learn how to co-facilitate WRAP courses.

# Stepping Stones Quarterly Report: 1 July – 30 September 2018

## Stepping Stones Hard Outcomes:

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



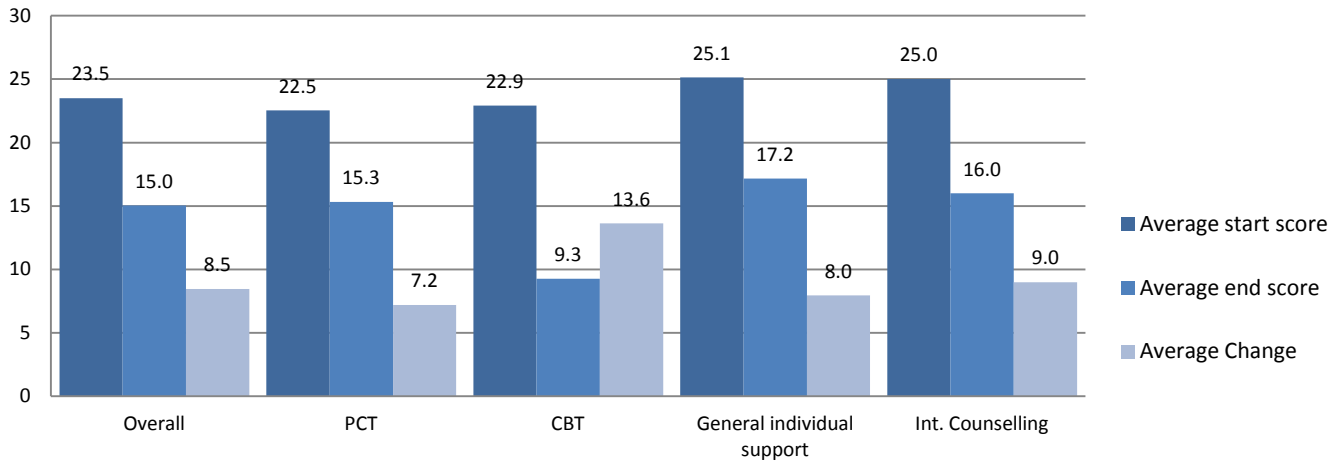
OUTCOME LEGEND	Total 18/19
<b>ADD (Additional Support Services):</b> Referral made and appointment attended with any other service e.g. Advocacy, CAB, DACA, Carers Service, etc	19
<b>NEC (National Entitlement Card):</b> Stepping Stones can sign off these cards that allow discounted travel on public transport for people who meet certain criteria in terms of their mental health.	17
<b>EMP (Employment):</b> 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.	6
<b>PHYS (Physical Activity):</b> Any physical activity uptake, e.g. Live Active, dance class, gym, running, walking, tai chi, etc.	16
<b>VOL (Voluntary Work):</b> Starting this activity with intervention from Stepping Stones support staff.	2
<b>FI (Financial Inclusion):</b> 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.	5
<b>EDU (Education and Training):</b> any training / education applied, attended or completed.	7
<b>HOUS (Housing Issues):</b> any issues resolved, e.g. new home, repairs, gas, electricity, TV, neighbour disputes, etc.	3
<b>SOC (Social Networking Opportunities):</b> Started with intervention from Stepping Stones, e.g. shopping, library, non mental health support group attended.	17
<b>Total Hard Outcomes for the year so far.</b>	<b>92</b>

# Stepping Stones Quarterly Report: 1 July – 30 September 2018

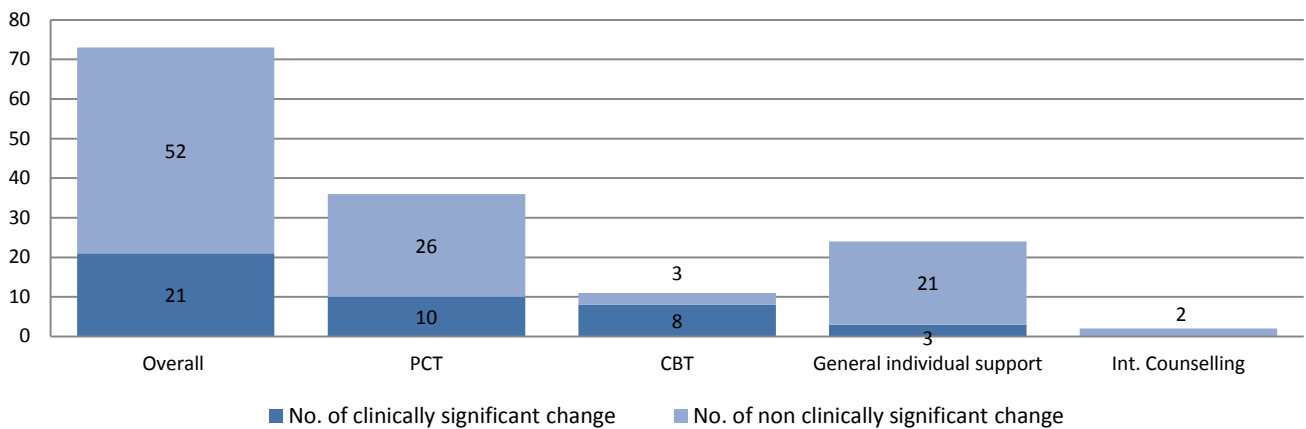
## CORE10 Outcomes (for files closed 1 July to 30 September 2018):

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 member is at risk of harm to self and others. The CORE system helps us to measure how effective our 1:1 support services are and provide us a baseline with which to measure our activity.

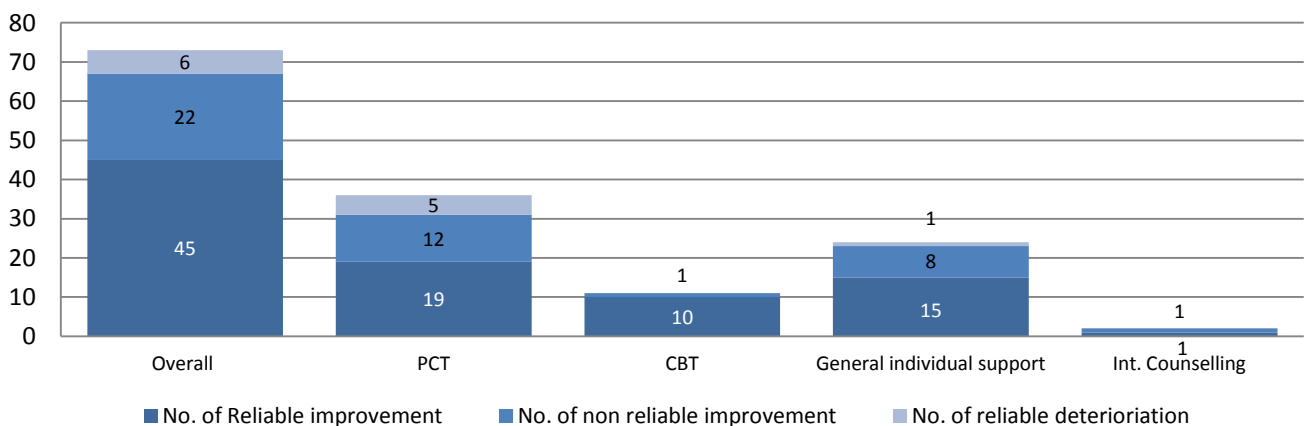
**Start and End Core10 Score by Intervention Type**



**Clinically significant change by one to one intervention**



**Progress type by one to one intervention**

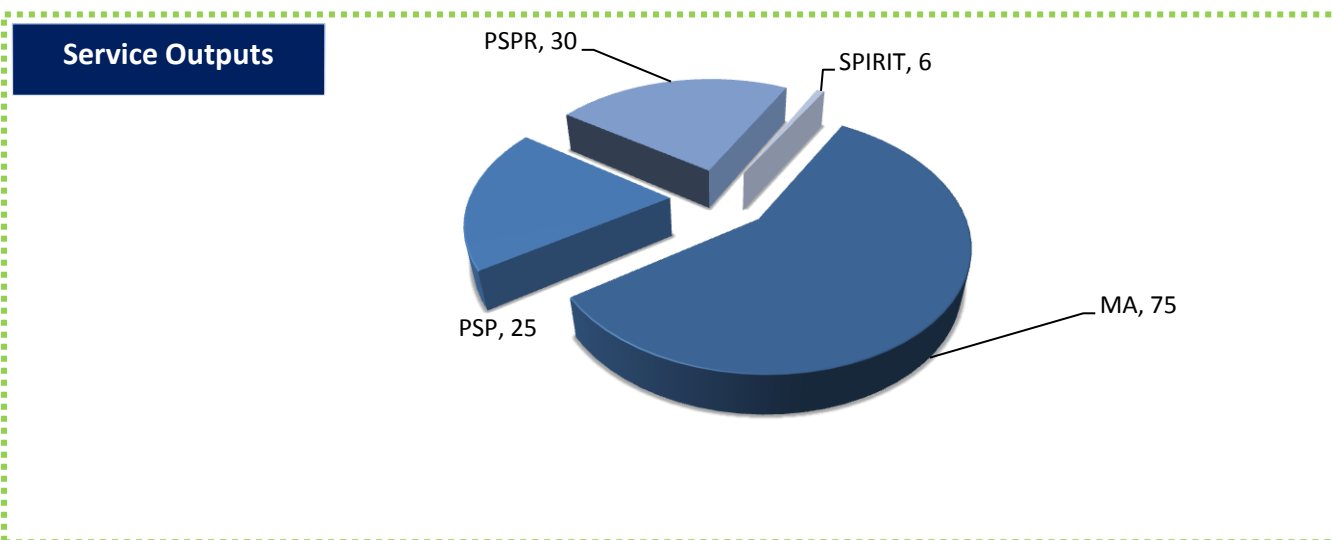




# Stepping Stones Quarterly Report: 1 July – 30 September 2018

## Service Outputs:

The table and shows how our activity helps us to achieve 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. 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)	40
Guided CBT (Self Help)	39
Spirit	1
Social Group	6
Relaxation Group	11
T'ai Chi Group	11
Person Centred Therapy	82
Cognitive Behavioural Therapy	36
Referred to other service	3
Opt In for Individual Support	2

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 July – 30 September 2018

## Report Summary:

1. 215 new referrals received in this period and 88 cases closed during 1 July to 30 September 2018.
2. We note that 67% of those who referred were female and 33% were male.
3. Our referral conversion rate for this period for initial assessments post screening is 78%.
4. Referral uptake; GP = 41%; Self = 55%; NHS WD Mental Health Services = 81%.
5. 52 people disclosed trauma/abuse and 27 people disclosed suicidal ideation at initial assessment.
6. We note that 50% 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 8.5 points from first to the last appointment in our 1:1 services.
8. 41% of referrals were signposted to Stepping Stones by WDHSCP sources and 54% from informal sources (self, etc.).
9. At the 30 September 2018, shortest waiting times for services in Stepping Stones were as follows;
  - Individual Support - 11 weeks from receipt of referral
  - Person Centred Therapy - 19 weeks from receipt of referral
  - Cognitive Behavioural Therapy - 11 weeks from receipt of referral
  - Connections Social Group - 1 week
  - Aspire Social Group - Waiting list closed
  - Aspire to... - New group just commenced and access protocols yet to be established
  - 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, 2 WTE Support Workers, 1 Person Centred Therapist, 1.5 WTE Admin Assistants.
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 facilitates two relaxation classes and 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 the PDA Health & Social Care Supervision course, 1 staff member completed ASIST Training & Supervision Training and 8 staff members completed Health & Social Care Standards training.
5. In the period of the report, 14.5 days (2.5%) 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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