

Stepping Stones Quarterly Report



TO WELLNESS
WELLBEING
AND
RECOVERY

1 January 2019 – 31 March 2019

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

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Key Findings

Referrals

- We received 228 referrals in this period. We note that this is slightly greater than our average.
- 68% of referrals were received from the Clydebank locality.
- 59% of referrals were self referrals.
- 38% of referrals were from West Dunbartonshire Health and Social Care Partnership (WDHSCP) (Appendix 1).

Service Usage

- 218 people were offered an initial assessment of their mental health needs, and 9 people were offered a re-assessment. 75% of assessments were attended.
- 1183 support appointments were offered with an attendance rate of 78%.
- 11 different types of social and activity groups were offered in the report and there were a total of 493 member attendances.

Waiting Times

- Shortest waiting times for services in Stepping Stones were as follows;
 - Individual Support - 11 weeks from receipt of referral
 - Person Centred Therapy - 4 weeks from receipt of referral
 - Cognitive Behavioural Therapy - 9 weeks from receipt of referral
 - Activity and Social Groups - 1 week

Outcomes

Psychological - The Clinical Outcome Routine Evaluation (CORE) system helps us to measure how effective our 1:1 support services are and provide us a baseline with which to identify our outcomes (Appendix 1).

- Using the CORE10 questionnaire for one to one support, we established that in all modalities combined an average drop of 7.3 points was achieved.
- Individually, Person Centred Therapy had a 7.3 point reduction, Cognitive Behavioural Therapy had a 7 point reduction, Individual Support had an 8.2 point reduction and Integrative Counselling had a 5.3 point reduction.

General Support – We note that during the year to the end of March 2019

36 people had gained additional support following signposting by Stepping Stones.

- 24 people applied for a National Entitlement Card
- 13 people took up work related activity
- 3 people started voluntary work
- 7 people received support with welfare benefits
- 12 people attended external training or education
- 6 cases of housing support work were resolved
- 32 people were signposted to external social networking activities

Demographics

- The largest amount of referrals for women fell in the 26-35 age range. For men it was 46 -55 (Appendix 2).

Reasons for referral

- In this period our most common reasons for referral were stress (153), anxiety (129) and depression (83). 23 people expressed suicidal thoughts during assessment.

Staffing

- The staffing complement is 1 Operations Director, 1 Business Administration Team Leader, 1 Support Team Leader, 1 Counselling Team Leader, 1.5 WTE Support Workers, 0.6 WTE Group Development Worker, 1 Person Centred Therapist, 1.4 WTE Admin Assistants.
- 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.
- We have 5 volunteers filling specific roles in Stepping Stones. One volunteer facilitates two relaxation classes and four volunteers facilitate CBT and PCT. We also have one freelance contractor who facilitates a Tai Chi class.
- In the period of the report, 10 days (1.6%) were lost to staff sickness.

Jack's Story

My most recent referral was about 18 months ago, but I have been coming to Stepping Stones on and off for a number of years. I have lived in Clydebank for 22 years and I have been coming to Stepping Stones for a good part of that. My GP first referred me here to address anxiety issues that I have been dealing with since I was a wee boy.

I first met with a Support Worker weekly or fortnightly, and then moved on to seeing a counsellor here. Stepping Stones has been a bit of a lifesaver, no doubt about it. In my darkest moments I could have easily went and jumped off the Erskine Bridge, but Stepping Stones has saved me from doing anything like that.

“Coming here has given me hope...”

I got a lot out of doing the Wellness Recovery Action Planning (WRAP) course. I find it empowering to be in a room amongst like-minded people – other people dealing with the same sort of issues that I am. I am in the peer group now and I support staff in the group.

“If you had told me years ago that I would be standing up speaking in front of a group I would have said no chance...”

You can come to the end of a process like counselling and think you have addressed your issues and you are fine, but then slowly fall back, but WRAP gives you the information and the tools to write your own action plan. I stay engaged and stay focused. The course is well structured and detailed. There is lots of information and lots of communication. Lots of openness.

Staff make me feel comfortable. Make me feel like I am not alone. They have helped me move forward to a more healthy way of life. Stepping Stones staff are using their own lived experiences to guide you in the right direction and that is important. I feel strongly about WRAP. It could be successful for other people in my position.

“There is strength in numbers...”

It is a powerful self-management tool – knowing that other people are going through the same thing as me. It is like fitness training for my mind.

I would recommend Stepping Stones to other people. Just knowing that I can pick up the phone and speak to someone at Stepping Stones is a great benefit. I cannot stress highly enough how much of a lifesaver Stepping Stones is.

Appendix 1

Referral Sources:

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 apt.

NFA: No further action / no uptake – closed.

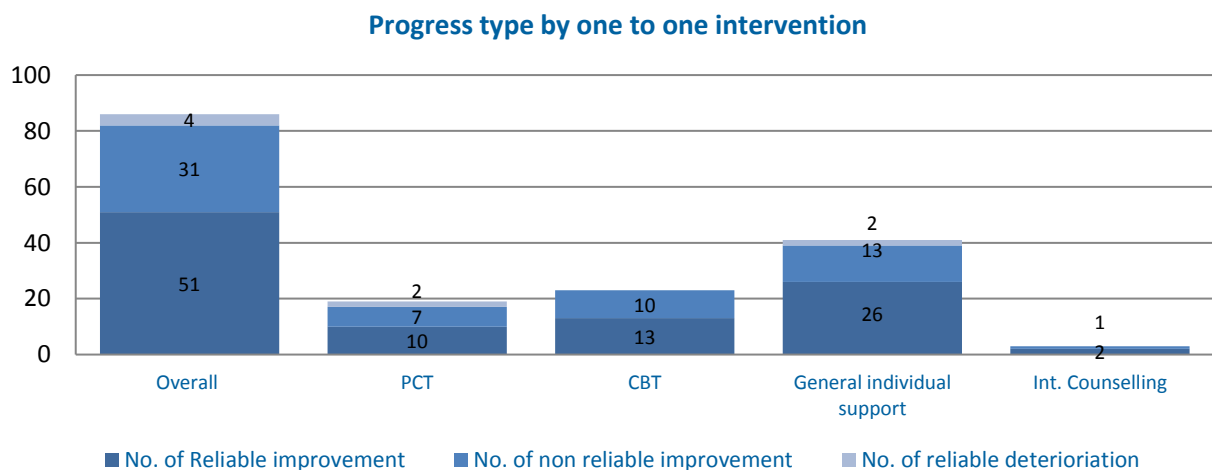
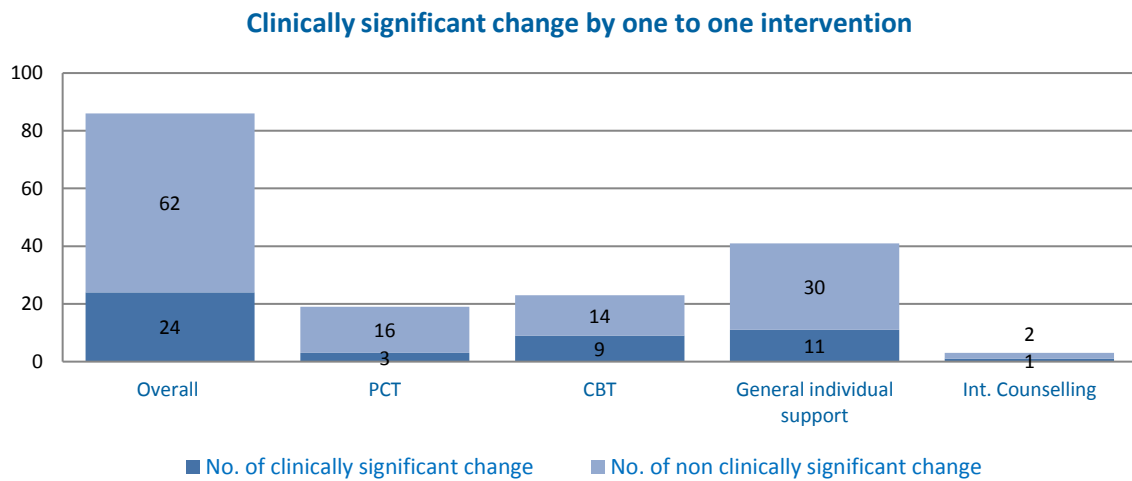
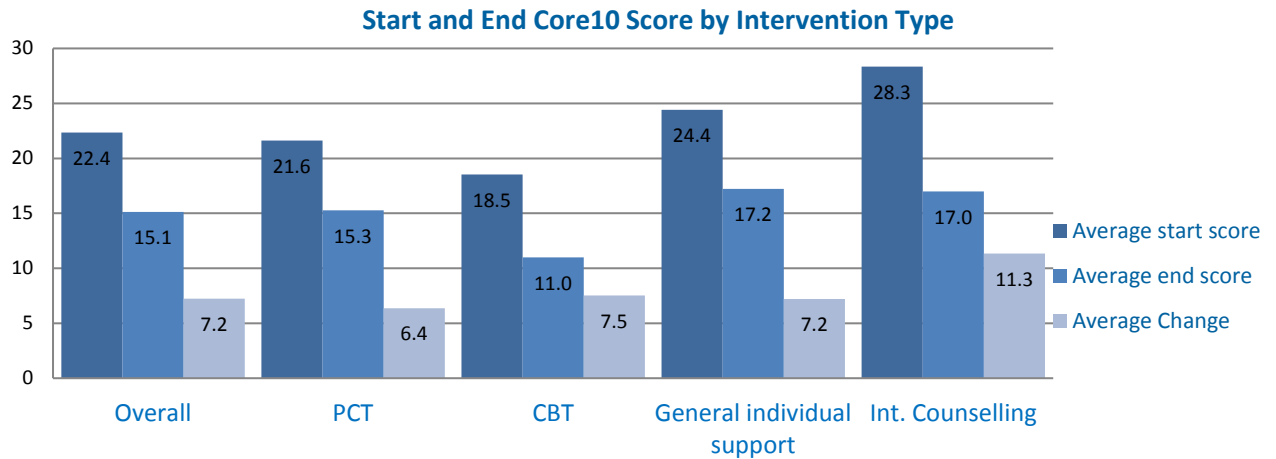
IN: Inappropriate referral and signposted to alternative service – closed

OG: Ongoing - awaiting appointment, delayed because referral unable to attend for various reasons.

Appendix 2

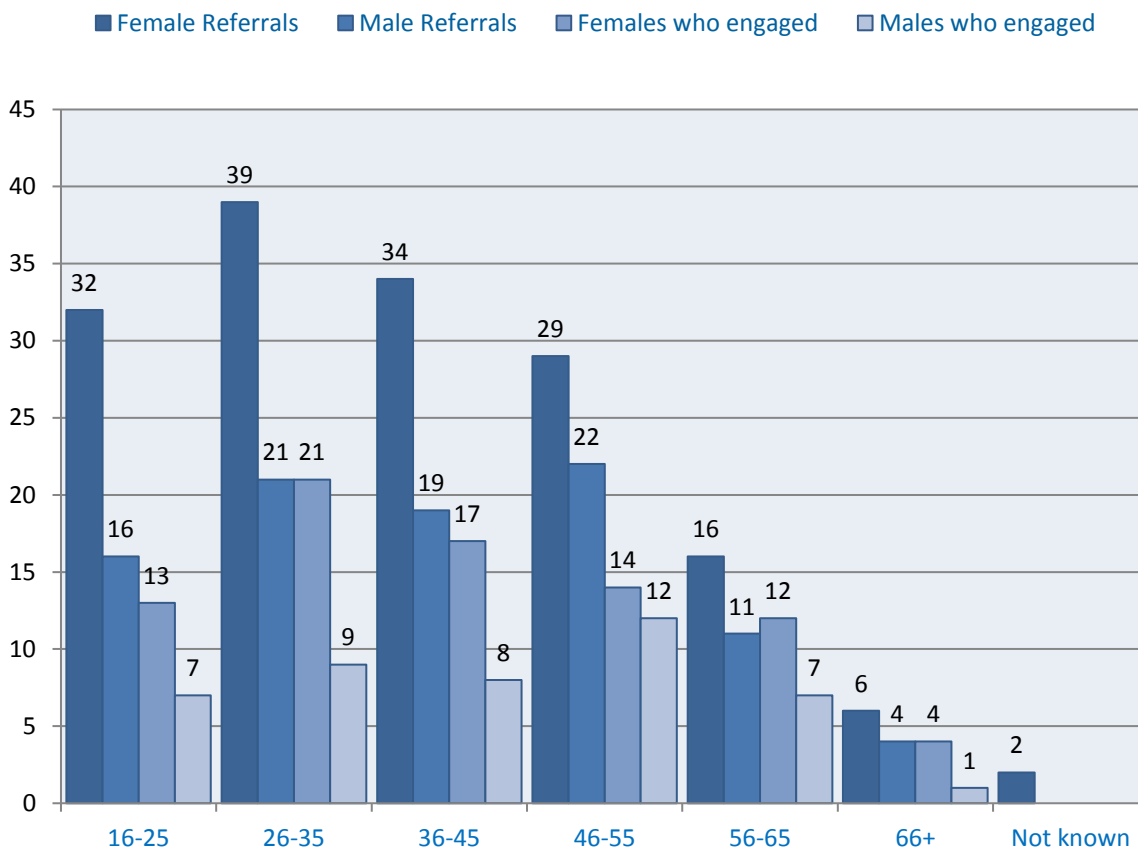
CORE10 Outcomes (for files closed 1 January 2019 to 31 March 2019):

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.



Appendix 3

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



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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