

Stepping Stones Quarterly Report

1 October – 31 December 2018

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

Members' feedback for the period of the report.

PCT

"I've identified a number of sources of my feelings both in terms of anger and sadness, through the sessions I have begun to implement ways of understanding and dealing with them to help reduce the negative feelings I've had."

CBT

"Karen was great as my therapist, she was very positive and non-judgemental. A great technique she used was to get me to argue both sides of my main issue as if I were two different people and this really worked for me. Breaking down my problems into bite-sized chunks also helped alienate some of the weight and anxiety behind them."

Groups

"I enjoy going to the group and feel I am helping others as well as having company and helping myself."

"The group leaders are brilliant at running the group and making sure we all feel included. Building my self-confidence again. Laughing about things, being less serious."

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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 October – 31 December 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 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 because of their mental health difficulties. This usually lasts 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. We support people in Clydebank, 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.

John White

Operations Director

People Who Use our Services:

At 31 December 2018 there were;

- 437 active members.
- 109 active member's cases were closed in this quarter to the end of December 2018.
- 66% of all appointments offered for Individual Support (IS) were attended.
- 78% of counselling appointments were attended in this quarter.
- 75% of all appointments offered were attended.
- From referral our minimum waiting time for new appointments for individual support was 15 weeks.
- From referral our minimum waiting time for Cognitive Behavioural Therapy (CBT) was 12 weeks.
- From referral our minimum waiting time for Person Centred Therapy (PCT) was 15 weeks.
- 45% of initial assessments attended were allocated to CBT or PCT.

ATTENDANCE	Appointments Offered	Attended	Number of Members
Individual Support	226	157 (69%)	73
Initial Assessment (1 st appt)	176	126 (72%)	126
Referral Appt (2 nd appt)	39	30 (77%)	30
CBT, PCT & Integrated	698	541 (78%)	92
Reassessment	26	23 (88%)	23
Group	--	--	97

PERSONAL CIRCUMSTANCES	Those who attended initial assessment.	
Caring for children over 5 years	31	
Caring for children under 5 years	12	
Living Alone (not including dependents)	59	
Living with other relatives / friends	3	
Living with parents / guardian	13	
Living with partner	41	
OF THOSE WHO ATTENDED ASSESSMENT	Male	Female
Referrals in paid work	48%	45%

1:1 SUPPORT	Oct	New members	Nov	New members	Dec	New members
CBT members attended	23	9	27	8	22	1
CBT appointments offered	54	--	69	--	36	--
CBT appointments taken	45	--	58	--	25	--
Individual Support – members attended	43	9	34	10	34	11
Individual Support appointments offered	80	--	81	--	65	--
Individual Support appointments attended	54	--	56	--	47	--
Integrated Counselling members attended	4	3	3	0	4	1
Integrated Counselling appointments offered	10	--	7	--	4	--
Integrated Counselling appointments taken	10	--	7	--	4	--
PCT members attended	64	17	56	16	40	3
PCT appointments offered	224	--	197	--	97	--
PCT appointments taken	164	--	152	--	76	--

Referrals:

- We received 214 referrals for the quarter.
- During this period, our normal times for assessment was 12 weeks, however, our minimum waiting time was 7 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 39% and 61% respectively.
- WDHSCP referred or sign posted 36% of referrals received, whilst 58% of referrals came from informal sources. 6% of referrals came from other sources.

Area	Referrals received 1 Oct - 31 Dec 18					
	Ref	Att	DNA	IN	NFA	OG
Clydebank, Bowling & Old Kilpatrick	130	66	8	2	23	31
Dumbarton	45	22	2		8	13
Alexandria	39	19	1	1	8	10
Total	214	107	11	3	39	54
Percentage		50	5	2	18	25

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 54 referrals have not had the opportunity for an assessment by the 31 Dec. 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				
CAT	1					1
Community Mental Health	1				1	
Cope	1	1				
Criminal Justice	2			1		1
Drug Treatment & Testing	1					1
Family Nurse	1				1	
Family/Friend	2	2				
Former Member	8	5				3
Goldenhill	4	2			1	1
GP Alexandria	4	2	1		1	
GP Clydebank	10	4	1		3	2
GP Dumbarton	2				1	1
Kershaw Unit	1	1				
Leaflet	1				1	
PCMH Team	48	37			6	5
Queen Elizabeth Hospital	2				1	1
Riverview	2	1				1
Self	111	46	9	2	22	32
Skill Development Scotland	1	1				
Social Work	2	1				1
WD Addictions	1	1				
WD Carers Centre	1					1
WD CAMHS	1					1
WD Housing Support	1					1
WDHSCP	1	1				
Website	1	1				
Women's Safety Support	1				1	
Working 4 U	1					1
Total	214	107	11	3	39	54
Percentage		50	5	2	18	25

Abbreviations

Ref: Referrals Received.

Att: Referral meetings attended.

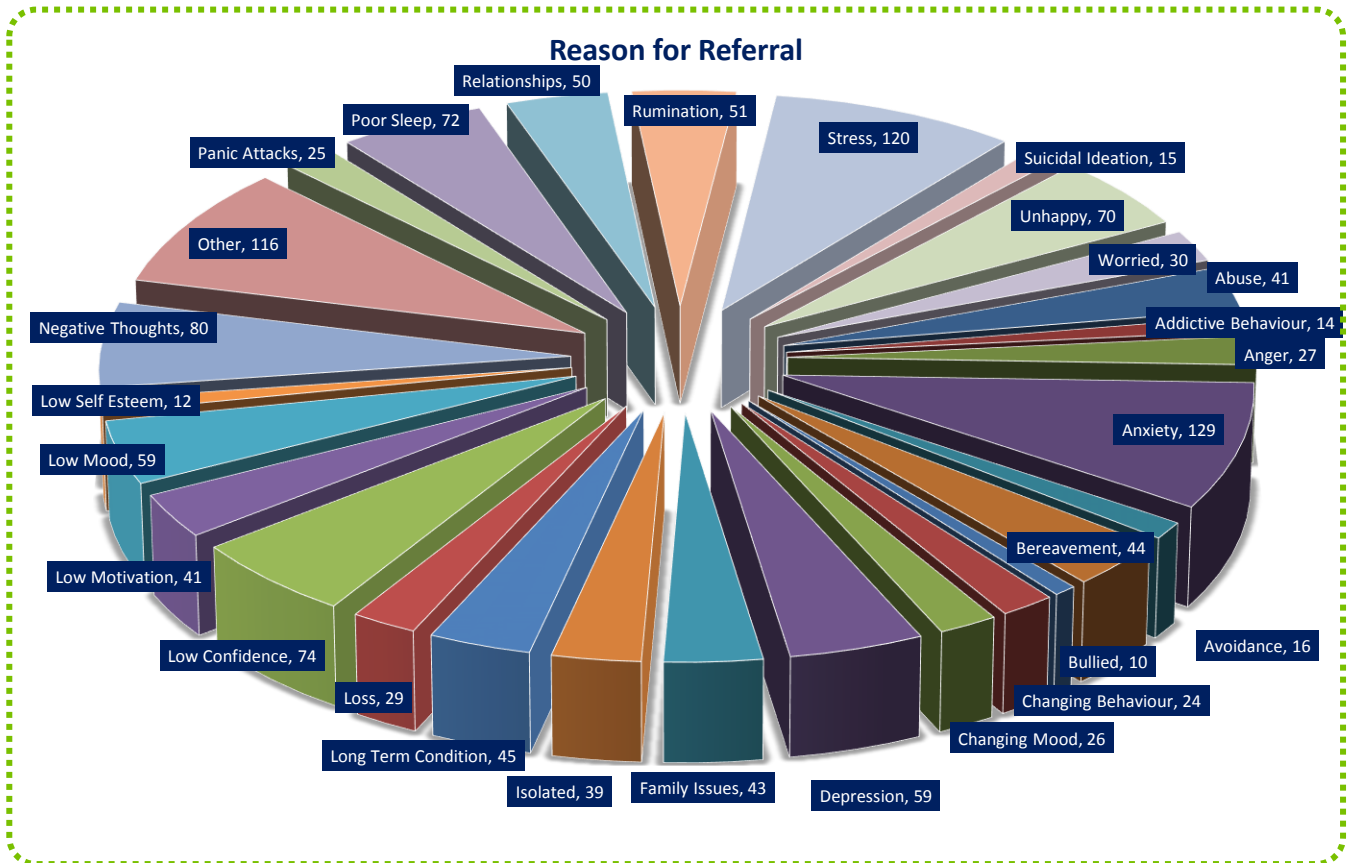
DNA: Did not attend appt.

NFA: No further action / no uptake – closed.

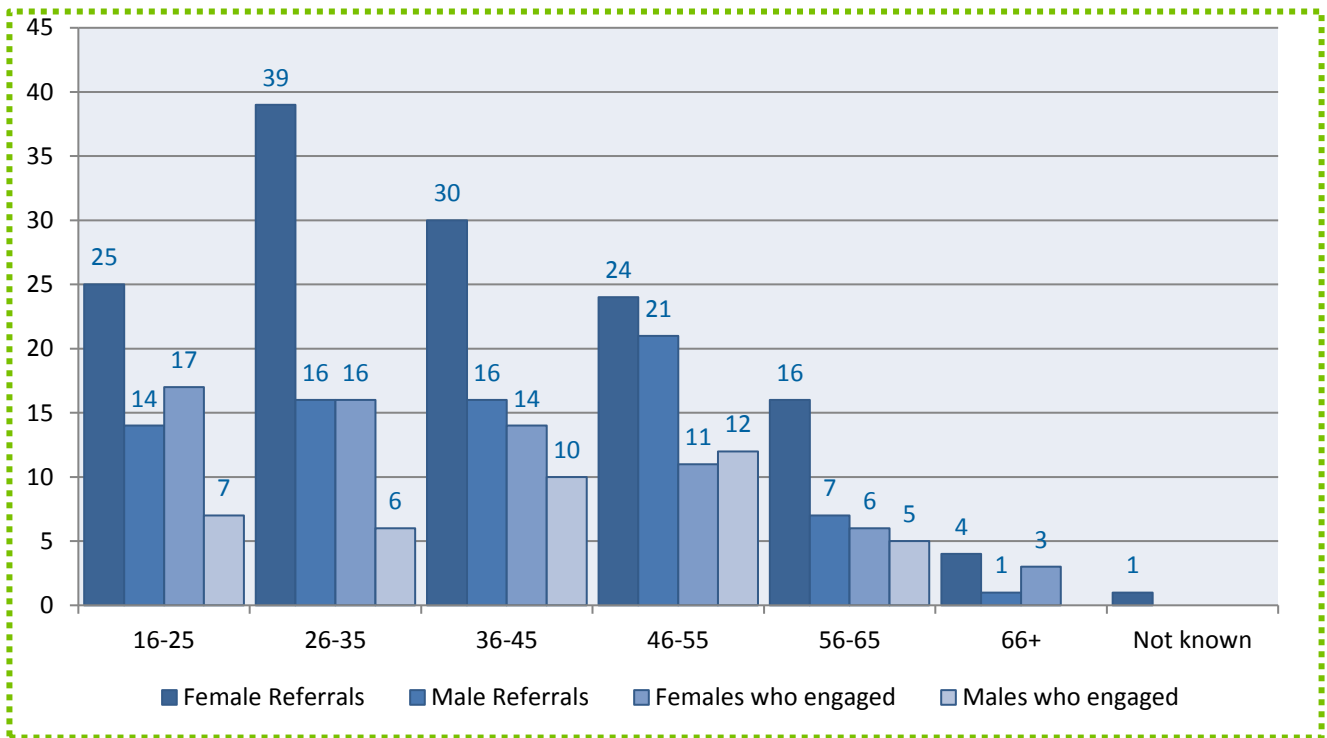
IN: Inappropriate referral and signposted to alternative service – closed

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

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 women was in the 26-35 age range and for men was in the 46-55 age range.

	Average Oct	New members	Average Nov	New members	Average Dec	New members
Aspire Social Group	7	0	6	0	4	0
Aspire to...	8	0	11	0	10	0
Connections Social Group	8	1	9	0	8	1
Festive Drop In	--	--	--	--	11	7
Mind, Body & Soul	8	0	--	--	--	--
Reflect & Connect Social Group	9	1	9	1	9	0
Relaxation (Clydebank)	11	6	10	1	8	0
Relaxation (Dumbarton)	6	2	7	1	7	0
T'ai Chi	9	4	9	0	6	0
WRAP	4	3	3	0	--	--
WRAP Peer Development	--	--	--	--	4	3

Support Groups in Stepping Stones:

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.

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):

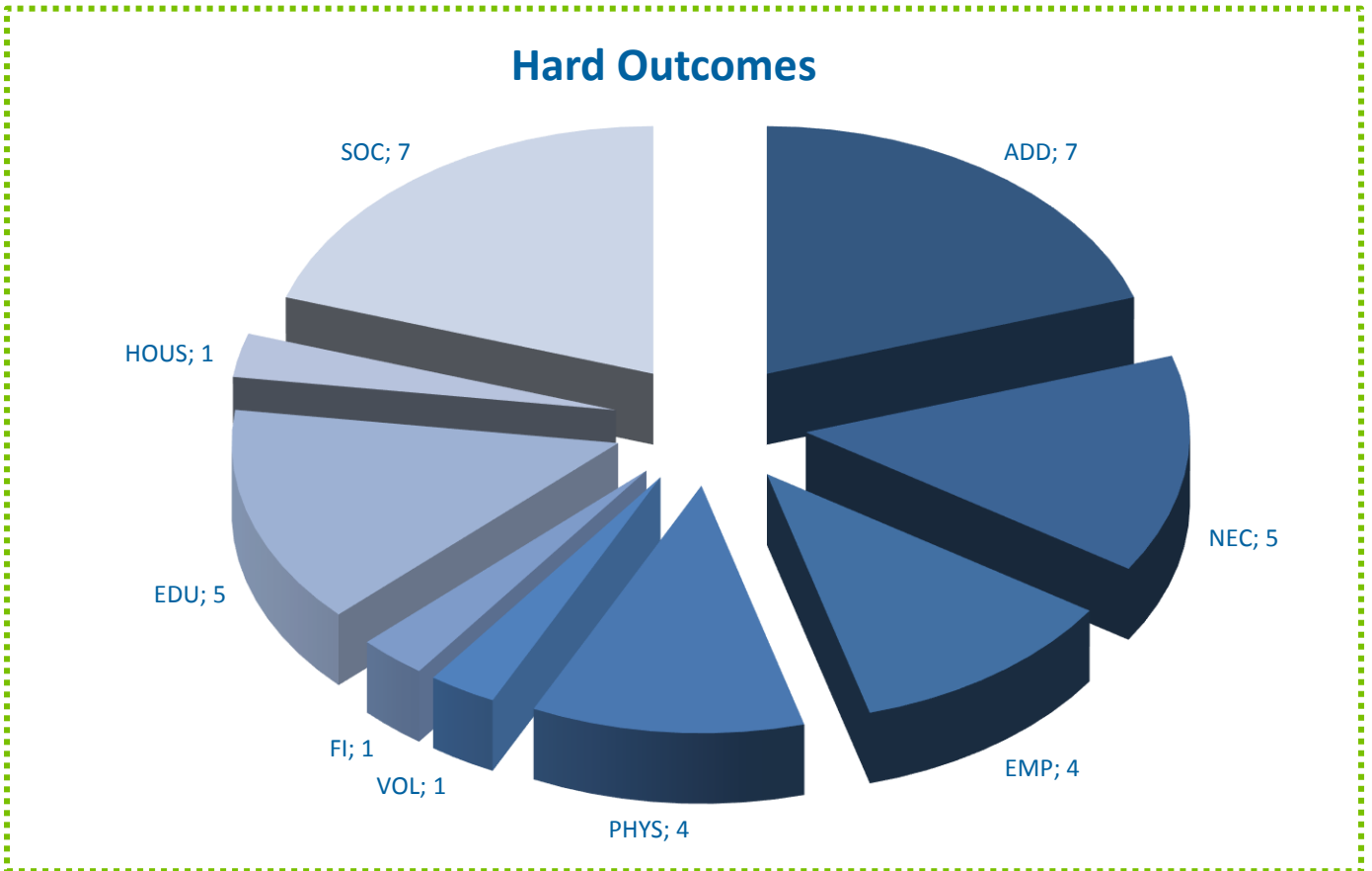
The Wellness Recovery Action Plan, is a self-designed prevention and wellness process that anyone can use to get well, stay well and make their life the way they want it to be. Stepping Stones has two WRAP facilitators and the course is six weeks long with a call back session after a few months. **Wellness**

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 Hard Outcomes:

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

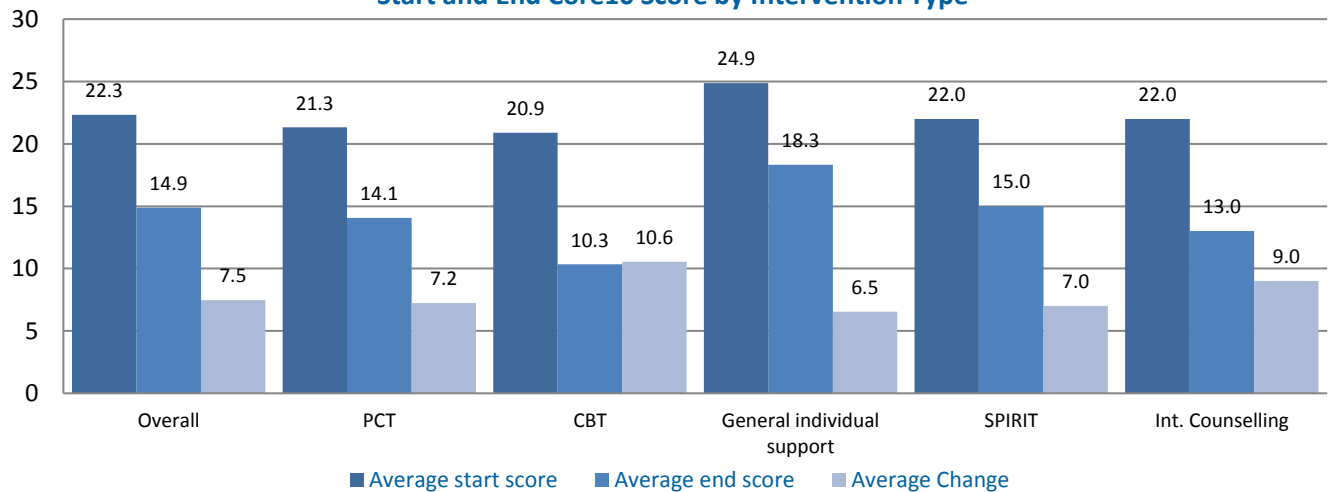


OUTCOME LEGEND	Total 18/19
ADD (Additional Support Services): Referral made and appointment attended with any other service e.g. Advocacy, CAB, DACA, Carers Service, etc	26
NEC (National Entitlement Card): Stepping Stones can sign off these cards that allow discounted travel on public transport for people who meet certain criteria in terms of their mental health.	22
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.	9
PHYS (Physical Activity): Any physical activity uptake, e.g. Live Active, dance class, gym, running, walking, tai chi, etc.	19
VOL (Voluntary Work): Starting this activity with intervention from Stepping Stones support staff.	3
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.	6
EDU (Education and Training): any training / education applied, attended or completed.	11
HOUS (Housing Issues): any issues resolved, e.g. new home, repairs, gas, electricity, TV, neighbour disputes, etc.	4
SOC (Social Networking Opportunities): Started with intervention from Stepping Stones, e.g. shopping, library, non mental health support group attended.	22
Total Hard Outcomes for the year so far.	122

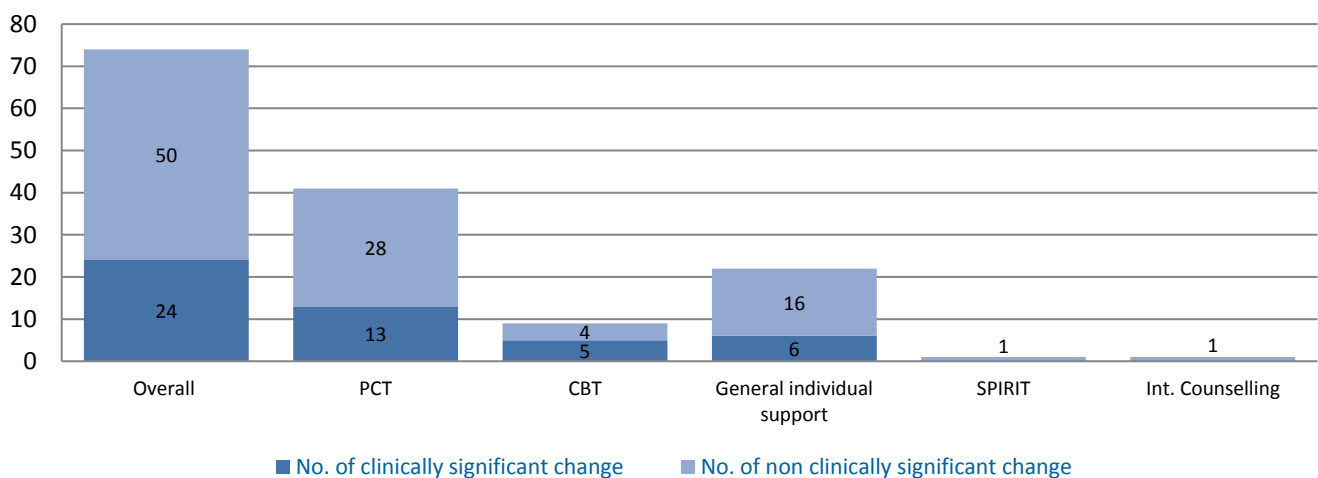
CORE10 Outcomes (for files closed 1 October to 31 December 2018):

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.

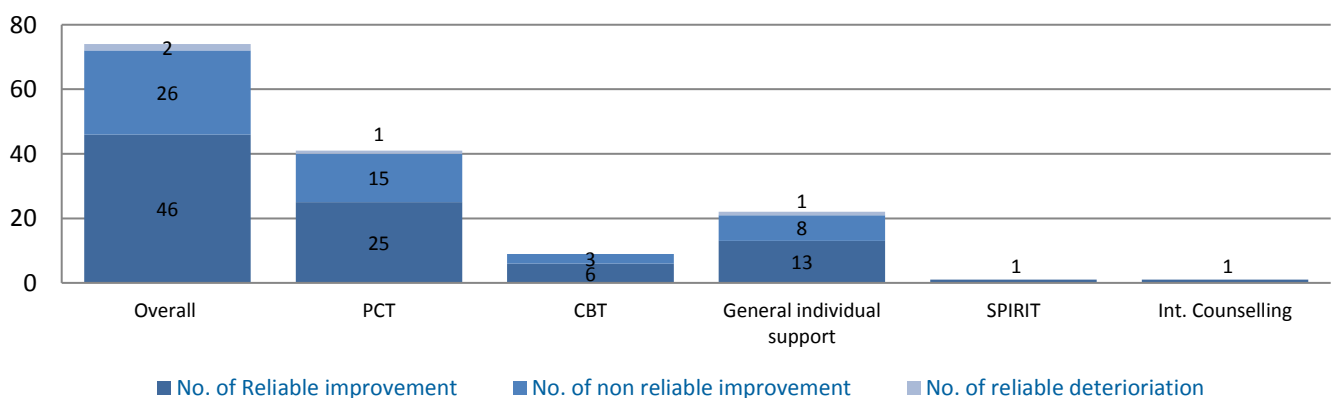
Start and End Core10 Score by Intervention Type



Clinically significant change by one to one intervention

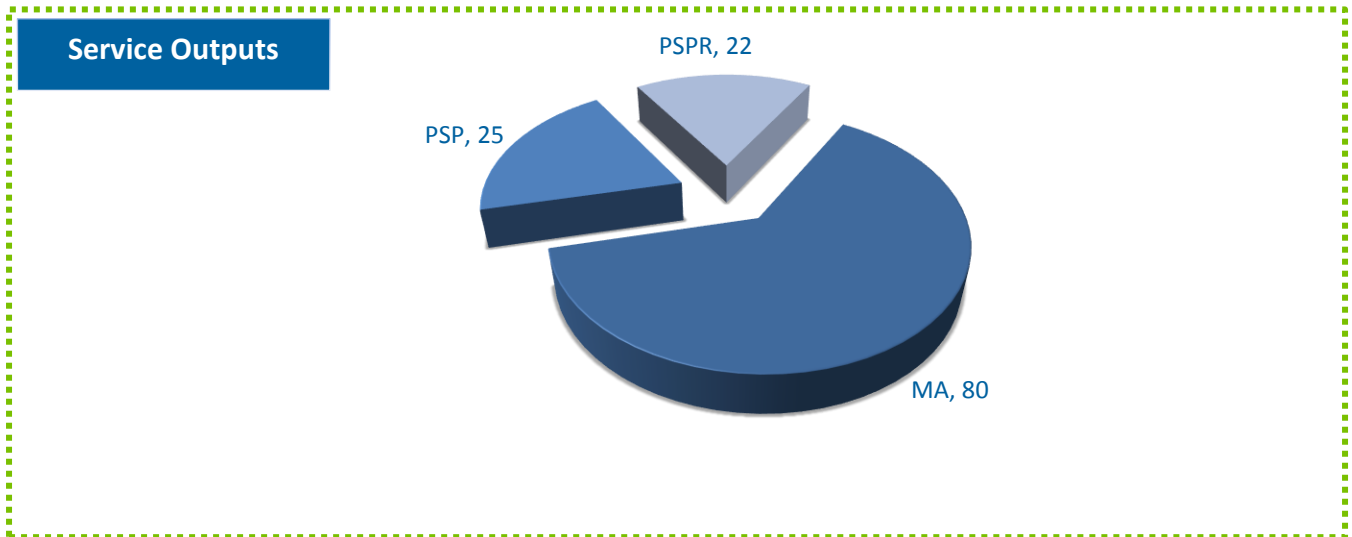


Progress type by one to one intervention



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)	35
Behavioural Activation	1
Guided CBT (Self Help)	31
Social Group	6
Relaxation Group	11
T'ai Chi Group	6
WRAP Group	2
Person Centred Therapy	42
Cognitive Behavioural Therapy	23
Opt In for Individual Support	4

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

Following initial assessment, 35 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 review (PSPR. Reviews are facilitated at least three monthly. Members can choose to have advocates, carers or agency supports at a PSPR.

Members who access counselling services, such as Person Centred or Cognitive Behavioural Therapy do not have a Personal Support Plan, but will set their therapy goals at the outset of their support.

Report Summary:

1. 214 new referrals received in this period and 109 cases closed during 1 October to 31 December 2018.
2. We note that 65% of those who referred were female and 35% were male.
3. Our referral conversion rate for this period for initial assessments post screening is 72%.
4. Referral uptake; GP = 38%; Self = 41%; NHS WD Mental Health Services = 71%.
5. 41 people disclosed abuse and 15 people disclosed suicidal ideation at initial assessment.
6. We note that 46% 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 7.5 points from first to the last appointment in our 1:1 services.
8. 36% of referrals were signposted to Stepping Stones by WDHSCP sources and 58% from informal sources (self, etc.).
9. At the 31 December 2018, shortest waiting times for services in Stepping Stones were as follows;
 - Individual Support - 15 weeks from receipt of referral
 - Person Centred Therapy - 15 weeks from receipt of referral
 - Cognitive Behavioural Therapy - 12 weeks from receipt of referral
 - Connections Social Group - 1 week
 - Aspire Social Group - Waiting list closed
 - Aspire to... - 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 the report, 4 days (0.8%) were lost to staff sickness.

Developments:

1. Care Inspectorate
An unannounced visit was carried out by the Care Inspectorate in October 2018 and the organisation received very good grades (5's) in the areas of Quality of Care and Support, Quality of Management and Leadership and Quality of Staffing.
2. Peer Support – Action 15
Discussions have been ongoing with representatives from the Community Mental Health teams to identify ways in which Action 15 funding from the Scottish Government can be utilised effectively and efficiently in the provision of mental health services. Key to this is engagement with third sector

organisations, like Stepping Stones, to ensure people with long term mental health difficulties have access to a broad range of supports that enables the achievement of positive outcomes.

3. Stepping Stones' Seminars

We have developed a number of seminars focusing on Stress, Anxiety, Depression, Self Harm, Suicide and Mental Health Awareness for our forthcoming work with schools. Within the next few months they will be tested with various groups to gain insight into how the seminars can be improved.

4. Rebranding

We designed a new logo (see front and back cover) and we will be updating our promotional material and social media presence as a consequence. We also reviewed our values and these can be found below.

Stepping Stones Values

We expect all of our staffs, volunteers and trainees to act in a way which shows they understand our core values and are willing to put them into practice with service members, their friends, family and carers and also other staff members.

Our values are based on the acronym **BELIEVE**. This is an iconic word in Stepping Stones, borne out of WRAP activity, and it is commonly used in our individual work and in our group activities. A values exercise with trustees and staffs in 2018 developed the concept and the definitions associated with the words.

#BELIEVE

- **Be the best that we can be to support our people;**
 - The organisation will ensure that it supports its human resource in whatever way it can to ensure our services meet the expectations of the people who utilise them;
- **Empower and enable members to connect with their communities;**
 - Support our members to fulfil their potential and contribute to their communities in a way that is meaningful and helps build their resilience and capabilities;
- **Lead the way in addressing inequality in our communities;**
 - Stepping Stones will have a community presence and will undertake activities that address wider issues that impact the way mental health is perceived in the public domain;
- **Innovate so that we can be great at what we do;**
 - We will seek ways in which to design services that have the greatest impact on our mission and maximise the organisations potential;
- **Empathise with and support those who reach out for help;**
 - We will ensure our service portfolio is relevant and up to date and respond as quickly as we can to those who are in distress;
- **Visualise a better future for people with mental health issues;**
 - We will ensure what we do is available to all sections of the community by marketing our services appropriately;
- **Expect the best out of our staff, volunteers, trainees and peers;**
 - We will give our colleagues the opportunity to be the best that they can by supporting them in their aspirations for personal development to increase their competences and build their capacity and resilience;

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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