

Stepping Stones Quarterly Report



TO WELLNESS
WELLBEING
AND
RECOVERY

1 July 2019 – 30 September 2019

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

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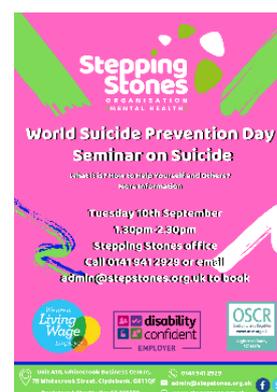
Key Findings

Referrals

- We received 232 referrals in this period.
- 63% of referrals were received from the Clydebank locality.
- 40% of referrals were self referrals.
- 34% of referrals were from West Dunbartonshire Health and Social Care Partnership (WDHSCP) (*Appendix 1*).

Service Usage

- 256 people were offered an initial assessment of their mental health needs, and 6 people were offered a re-assessment. 73% of assessments were attended.
- 859 support appointments were offered with an attendance rate of 77%, with our counselling services experiencing 82% turn up rate.
- 10 different types of social and activity groups were offered in the report and there were a total of 310 member attendances. The types of groups included 4 weekly Social Networking groups across the authority, a weekly Tai Chi class, twice weekly Relaxation classes, a seminar on suicide as part of World Suicide Prevention Day, several Wellness Recovery Action Plan peer meetings, several Conversation Café planning meetings and 3 Mind Body and Soul complementary therapy group sessions.
- We facilitated a seminar on Stress for employees of Clydebank Housing Association in their premises.



Waiting Times

- Shortest waiting times for assessment and services in Stepping Stones were as follows;
 - Assessment - 6 weeks from receipt of referral
 - Individual Support - 20 weeks from receipt of referral
 - Person Centred Therapy - 6 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 2*).

- Using the CORE10 questionnaire for one to one support, we established that in all modalities combined, an average drop of 6.7 points was achieved.
- Individually, Person Centred Therapy had an average 6.9 point reduction, Cognitive Behavioural Therapy had an average 9 point reduction, Individual Support had an average 3.9 point reduction and Integrative Counselling had an average 6.2 point reduction.

Individual Support – We note that from 1 July to 30 September 2019 the following outcomes were achieved;

- 6 people had gained additional support services following signposting by Stepping Stones.
- 6 people applied for a National Entitlement Card
- 4 people took up work related activity
- 12 people participated in physical activity
- 1 person took on voluntary work
- 2 people received support with welfare benefits
- 3 people attended external training or education
- 3 cases of housing support work were resolved
- 6 people were signposted to external social networking activities

Demographics

- The largest amount of referrals for men and women were in the 26-35 age range. (*Appendix 3*).

Reasons for referral

- In this period our most common reasons for referral were stress (118), anxiety (138) and depression (93). 53 people referred due to bereavement, 7 of those stating bereavement due to suicide. 20 people indicated that they had experienced suicidal thoughts in the previous week.

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 Peer Support Worker, 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 individual CBT and PCT. We also have one freelance contractor who facilitates a Tai Chi class.
- In the period of the report, 8.6 days (1.3%) were lost to staff sickness.

Training and CPD

- 9 staffs undertook Impact Guidance Training Action on Smoking and Health (Scotland).
- 1 staff undertook Health Matters Health Behaviour Change Training.
- 1 staffs attended a Resilience Film
- 1 staffs attended Taking the Fear out of Peer2Peer
- 1 staffs attended What's the Harm - Self Harm skills & awareness training facilitated by the NHS

Developments

Online Referral

We have added to greater choice to how people can refer to Stepping Stones As well as self-referring through telephone call, or through an email, members of the public can refer via our website. Once the referral has been received we follow it up with a phone call at the time they have indicated is most convenient for them on the online form. Agencies can refer directly to us by using our referral form which can be requested on admin@stepstones.org.uk. In the period of the report 46 people had referred through online referral.

E-Bulletin

Our e-bulletin reached one year old in this period. We managed to get an ebulletin out every month within a few days of the turn of the month. Our average opening rate for the period was around 36 – 37%.

Conversation Café (The Big Chat)

Planning meetings were held for the event and it was agreed to work with WDHSCP Work Connect and host the event at Levensgrove Park.

Peer Support Work

A peer support worker was recruited in September 2019 to complement the existing team. This post was co-produced with the Community Mental Health Teams from the WDHSCP.

New Developments

Walk in Drop in – We are looking at how we respond to distress given the waiting times for our services. A walk in referral, or support service is the idea gaining most traction in our communities as it will be accessible for people who need more urgent support.

Peer2Peer – A lot of interest in the course and how we can support service members as a group to work their way through the book.

Hope Café @ Stepping Stones – Stepping Stones and partners prepared a proposal two plus years ago that is now being looked at by the WDHSCP – interesting times! The proposal initially looked at an alternative response for people in distress. Outcomes identified were reduced isolation, reduction in suicidal intent and less time used by the emergency services.

Cognitive Behavioural and Person Centred Therapy Feedback.

Did Well!

My therapist Ben was understanding of my feelings and helped me to understand them too.

- I felt that I was understood and supported in my ramblings about feelings, etc.
- I found Stepping Stones to be a friendly, clean, warm environment where I felt calm and able to talk freely with a very understanding therapist. I never felt judged or uncomfortable in the presence of any member of staff.
- Tanya was a great help to me 'order' my thinking, was supportive and encouraging always seemed to be able to help me express my feelings in a positive way and to channel my thoughts positively.
- My therapist was amazing has so much empathy and is comforting. The staff were very polite.
- The therapist discussed at length with me about my issues with my manager and gave me strategies to deal with him.
- Karen adapted her approach to suit me and my specific needs. It worked very well as she focused on me as an individual.
- Therapy worked quite well for myself, very friendly staff (therapist) who listened to my problems etc. Think the sessions I have had were good and were very useful for me.
- Firstly, I am so grateful that services like Stepping Stones exist to help people like me, in times of need. I can't believe the progress I have made, and Fiona M is testament to that, her caring nature, professionalism and ability to help you through the toughest of times in something I will be forever thankful for.
- The opportunity to have a safe place to reflect and consider the emotions surrounding bereavement extremely valuable.
- I have a better understanding of myself and other people why we react the way we do.

- I feel therapy let me look and deal/handle situations differently it pieced parts of my story together. Marta helped me look at things from different points of view.
- The relationship in working together with my counsellor was in all great and had an understanding that was beneficial to myself.
- Just helped having someone to talk to.
- Challenging different thoughts, pushing, myself to do things that would otherwise make me uncomfortable. Helping me to see that the past doesn't necessarily define me.
- My Therapist Sam was so nice and easy to talk to she's helped me change the way I think about things and I know and can always turn to her again if ever I need help.
- Just having someone that I could tell how I feel to without being judged, advised, comforted or hearing about their similar experiences.
- Exploring more about childhood/past experiences. Being able to talk to my family about feelings. Feeling validated by therapist as to how I felt
- Always made to feel welcome listened to and supported.
- The support and help I received from Colin was amazing if it wasn't for the help and support received each week I don't know where I would be just now - great therapist.
- I've learned not to be so harsh with myself.
- Environment is good it's comfortable I have learned to change my thinking for the better.
- Gave me an understanding of why I behave the way I do/did helped me to work on these things.
- Danai was a great source of help during the sessions she always fed back her understanding of my issues to always ensure that she could give the best possible advice.

Could do Better!

- A couple of sessions were cancelled, not by me, and I was only informed when I got to the building.

Appendix 1

Referral Sources:

Referred / Advised to refer	Ref	Att	DNA	IN	NFA	OG
Alternatives	1					1
CAMHS	1	1				
Family/Friend	4	2	2			
Former Member	14	8	2		2	2
Goldenhill	7	5				2
GP Alexandria	11	7				4
GP Clydebank	20	12	2		2	4
GP Dumbarton	2	1			1	
GP Old Kilpatrick	1	1				
Key Worker	1				1	
National Autistic Society	1	1				
PCMH Team	24	17		2		5
Physiotherapist	2		1		1	
Renfrewshire HSCP	1				1	
Safe as Houses	1					1
Sandyford	1				1	
Self	91	60	9		11	11
Skill Development Scotland	3	3				
Website	46	25	2	1	2	16
Total	232	143	18	3	22	46
Percentage		62	8	1	9	20

Abbreviations

Ref: Referrals Received.

Att: Referral meetings attended.

DNA: Did not attend apt.

NFA: No further action / no uptake – closed.

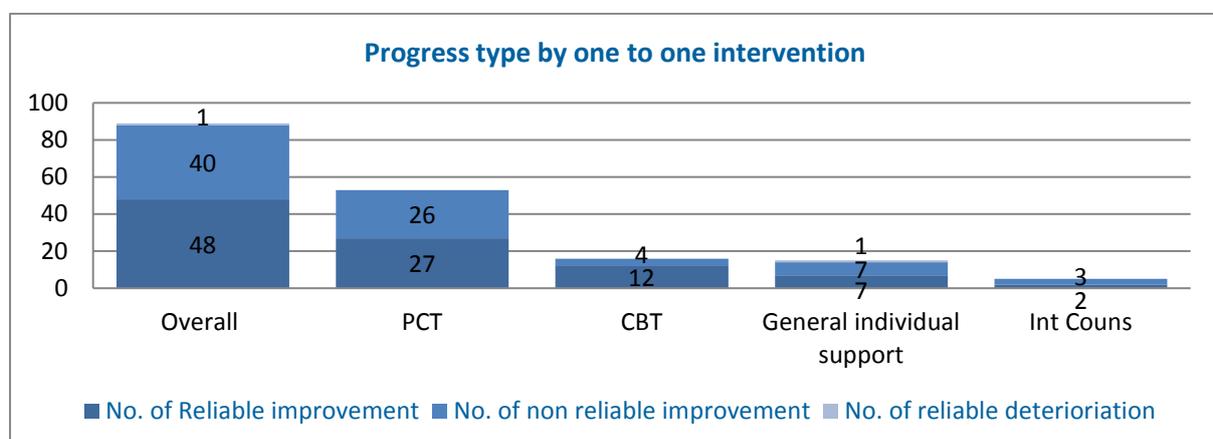
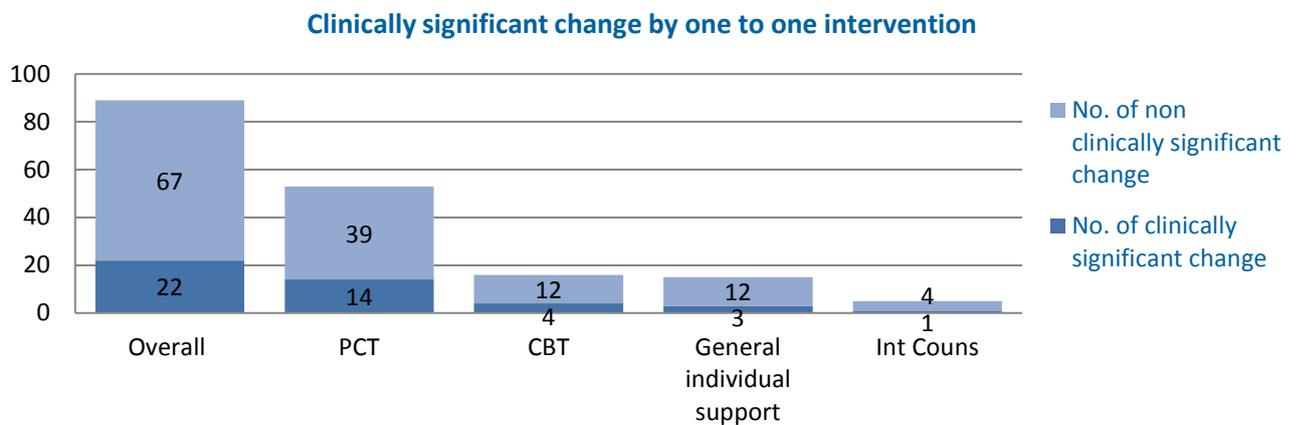
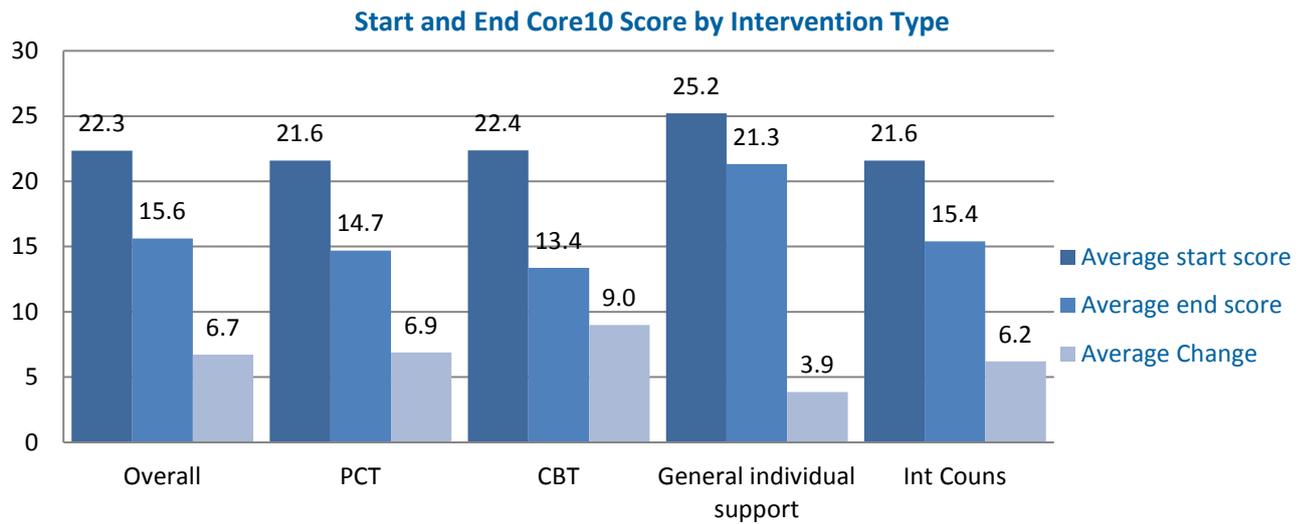
IN: Inappropriate referral and signposted to alternative service – closed

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

Appendix 2

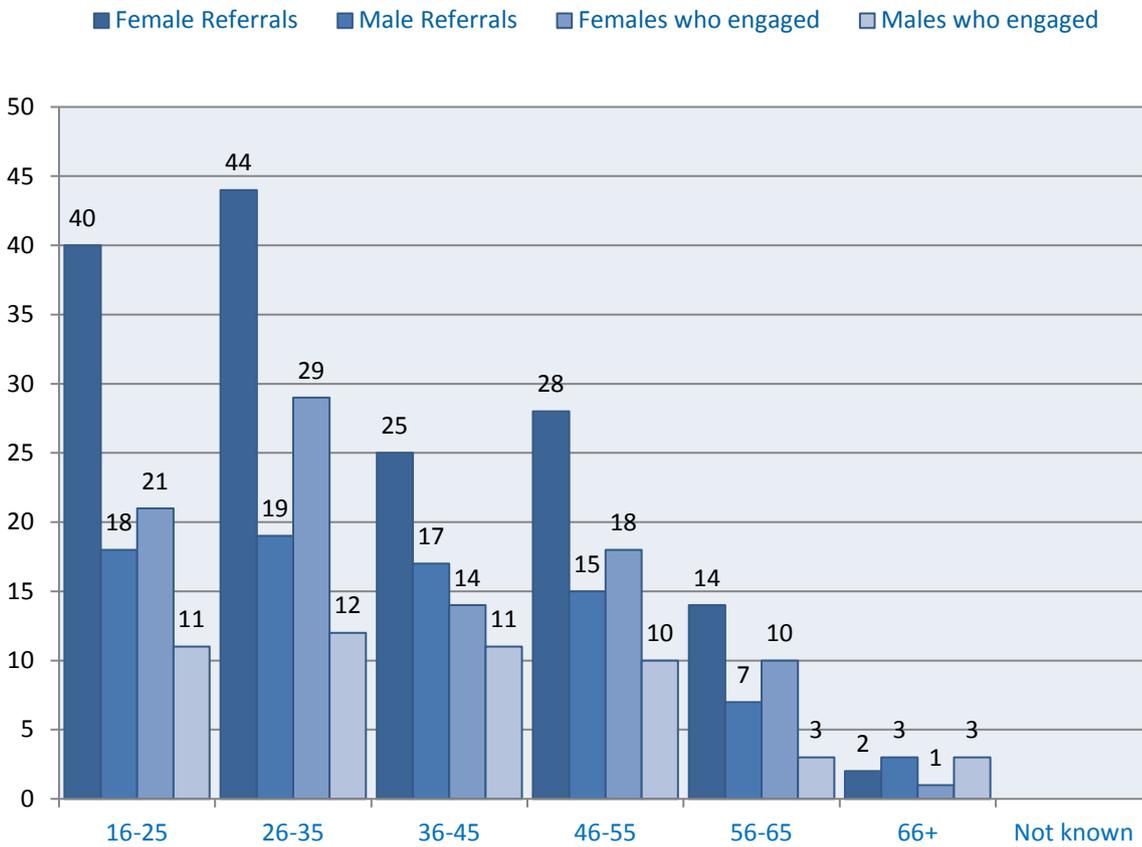
CORE10 Outcomes (for files closed 1 July 2019 to 30 September 2019):

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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