

Stepping Stones Quarterly Report



TO WELLNESS
WELLBEING
AND
RECOVERY

1 October 2019 – 31 December 2019

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

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Key Findings

Referrals

- We received 239 referrals in this period.
- 63% of referrals were received from the Clydebank locality.
- 18% of referrals were self-referrals.
- 55% of referrals were from West Dunbartonshire Health and Social Care Partnership (WDHSCP) agencies (*Appendix 1*).

Service Usage

- 173 people were offered an initial assessment of their mental health needs, and 10 people were offered a re-assessment. 70% of assessments were attended.
- 791 support appointments were offered with an attendance rate of 73%, with our counselling services experiencing 74% turn up rate.
- 10 different types of social and activity groups were offered in the report and there were a total of 572 member attendances. The types of groups included 3 weekly Social Networking groups across the authority, a weekly Tai Chi class, twice weekly Relaxation classes, a festive drop in, several Wellness Recovery Action Plan peer meetings, Peer 2 Peer meetings and a WRAP course.

Waiting Times

- Shortest waiting times for assessment and services in Stepping Stones were as follows;
 - Assessment - 2 weeks from receipt of referral
 - Individual Support - 8 weeks from receipt of referral
 - Person Centred Therapy - 11 weeks from receipt of referral
 - Cognitive Behavioural Therapy - 19 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 5.9 points was achieved.
- Individually, Person Centred Therapy had an average 5.9 point reduction, Cognitive Behavioural Therapy had an average 8.5 point reduction, Individual Support had an average 5.9 point reduction and Behavioural Activation had an average 11 point reduction.

Individual Support – We note that from 1 October to 31 December 2019 the following outcomes were achieved;

- 6 people had gained additional support services following signposting by Stepping Stones.
- 7 people accessed the National Entitlement Card (bus pass)
- 2 people took up work related activity
- 6 people participated in physical activity
- 6 people received support with welfare benefits
- 2 people attended external training or education
- 4 cases of housing support work were resolved
- 3 people were signposted to external social networking activities

Demographics

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

Reasons for referral

- In this period our most common reasons for referral were stress (119), anxiety (134), Low Confidence (77), Low Mood (72) and depression (71). 28 people referred due to bereavement, 1 of those stating bereavement due to suicide. In their assessment meeting, 29 people indicated that they had experienced suicidal thoughts (CORE10) 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 WTE Admin Assistants.

- We employ one domestic technician from the Transitional Employment Placement service for 3.5 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, 7.5 days (1.3%) were lost to staff sickness.

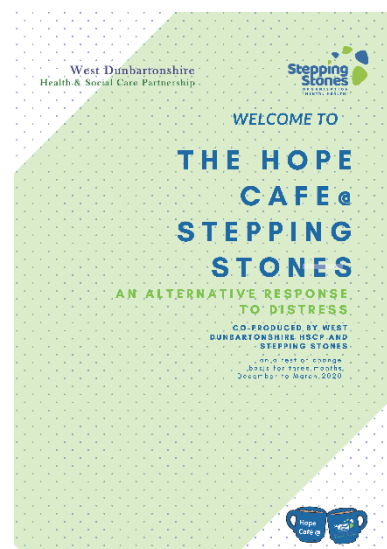
Training and CPD

- 1 staff undertook Support & Supervision skills training.
- 1 staff undertook No Home for Domestic Abuse: Breaking the Cycle training.
- 1 staff attended What's the Harm - Self Harm Awareness training.

Developments

Hope Café

This new development commenced on Boxing Day 2019. The plan was to operate this service out of Stepping Stones to evenings per week (Thursdays and Fridays) to 10pm. The purpose of the service was to create a new approach to supporting people who experienced distressful situations. The service offered local people a listening ear, a non-judgemental approach and follow up support. Out of Hours GP's, Police Scotland, British Transport Police, NHS Mental Health Teams and the Scottish Ambulance Service can make referrals to the Hope Café.



Peer2Peer

We were awarded a grant of almost £10000 from The National Lottery Community Fund to pilot two new weekly drop in services. The new drop in will offer new and existing service members of Stepping Stones the opportunity to access mental health supports on an as and when required basis which will improve access to mental health supports and reduce isolation. Drop ins are

planned in Clydebank and Dumbarton with an emphasis on supporting peers to get involved and support the new service.

AGM – October 2019

This was held in Clydebank Town Hall. We were pleased that the turnout was an increase on the previous year. The chairperson John Mooney introduced the board and paid his respects to former Director Jimmy Murphy, who sadly passed away earlier this year. Sam Beckett presented a paper on Trauma Informed Services which was well received by the audience

Service Members Steven Hastings and Sarah Dillon provided a preview of the Big Chat event scheduled at the end of the month.

Conversation Café (The Big Chat)

People from all over West Dunbartonshire attended the mental health and recovery event held in the Work Connect training suite in Levensgrove Park last month. This was organised by our staff and members, Work Connect and The Scottish Recovery Network. Discussions were based around what helps individuals' recovery and, if anything, what else could be done in West Dunbartonshire.

The event was an informal occasion and had people from all different backgrounds sitting next to one another and sharing their stories with each other. There are lots of 'wee chats' planned for future as members seek to have a say in the services available to them.

Groups Feedback

Tai Chi (Did Well)

I now realise when I feel tired. It is often due to stress, this group has changed my thinking, helping me address the problem and be more active, more positive.

I loved Linda's class but now I really like Chris as well. I am very happy that Chris will continue to take the T'ai Chi group.

Tai Chi (Do better)

Exercises too hard for my skill set and does them too long and too fast. Need more time to practice sword and form.

Relaxation (Did Well)

It has helped me not to panic, and less nerves in the stomach.

Relaxation (Do Better)

The venue (Concord Leisure Centre) has become very noisy in recent weeks with people outside our room talking very loudly disturbing our relaxation session.

Social Networking Groups (Did Well)

I have enjoyed going here (Aspire) and will continue the group.

I feel valued as a member of Reflect and Connect and I like how group members can suggest activities.

Social Networking Groups (Do Better)

The venue (Stepping Stones Office) is very small and can make me feel agitated.

Appendix 1

Referral Sources:

Referred / Advised to refer	Ref	Att	DNA	IN	NFA	OG
CAMHS	1					
Clydebank Job Centre	1	1				
Criminal Justice Team	1				1	
Crisis Team	1	1				
Dumbarton Job Centre	1	1				
Employer	2	1	1			
Family Nurse	1	1				
Family/Friend	9	7				2
Former Member	32	20	3	1	3	5
Goldenhill	7	3	1		1	2
GP Alexandria	8	4			1	3
GP Clydebank	37	19	2		5	11
GP Dumbarton	15	9			1	5
GP Old Kilpatrick	2	1				1
GP Website	1					1
GP Whiteinch	1					1
Health Visitor	2	1				1
Lennox Partnership	2					2
Link Worker	1	1				
PCMH Team	36	24	1		4	7
Practice Nurse	1	1				
Psychiatrist	1	1				
Riverview	6	4				2
Safe As Houses	1					1
Self	44	15	5		16	8
Social Work	2	1				1
SS Leaflet / Poster	2	1				1
Victim Support	1					1
WD Homeless Team	3			1	1	1
WDHSCP	2	1			1	1
Website	9	7				2
Wellbeing Nurse	2					2
Work Coach	1	1				
Working 4 U	1			1		
Youth Services	2					2
Total	239	126	13	3	34	63
Percentage		53	5.5	1	14	26.5

Abbreviations

Ref: Referrals Received.

Att: Referral meetings attended.

DNA: Did not attend apt.

NFA: No further action / no uptake – closed.

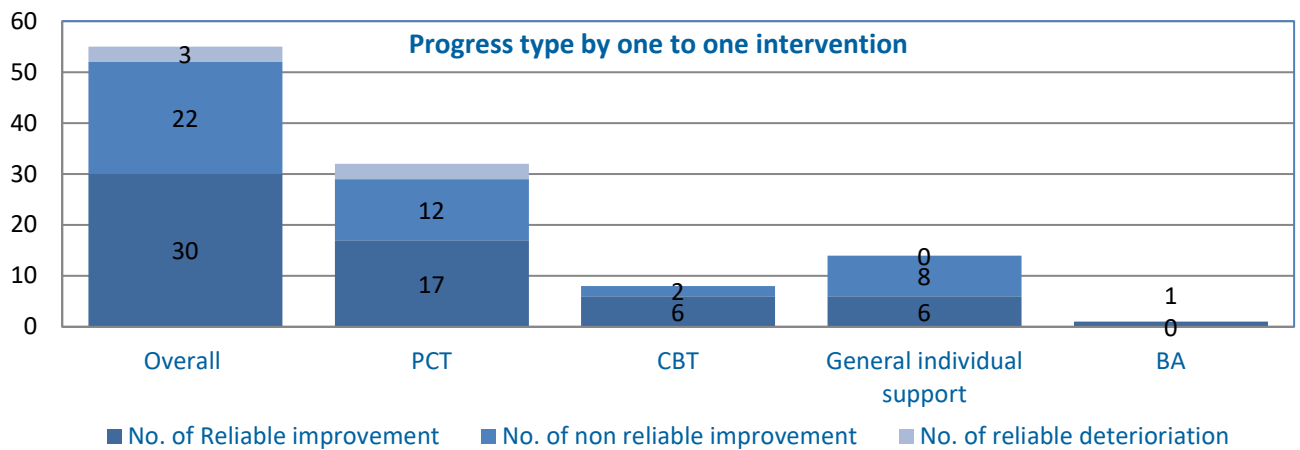
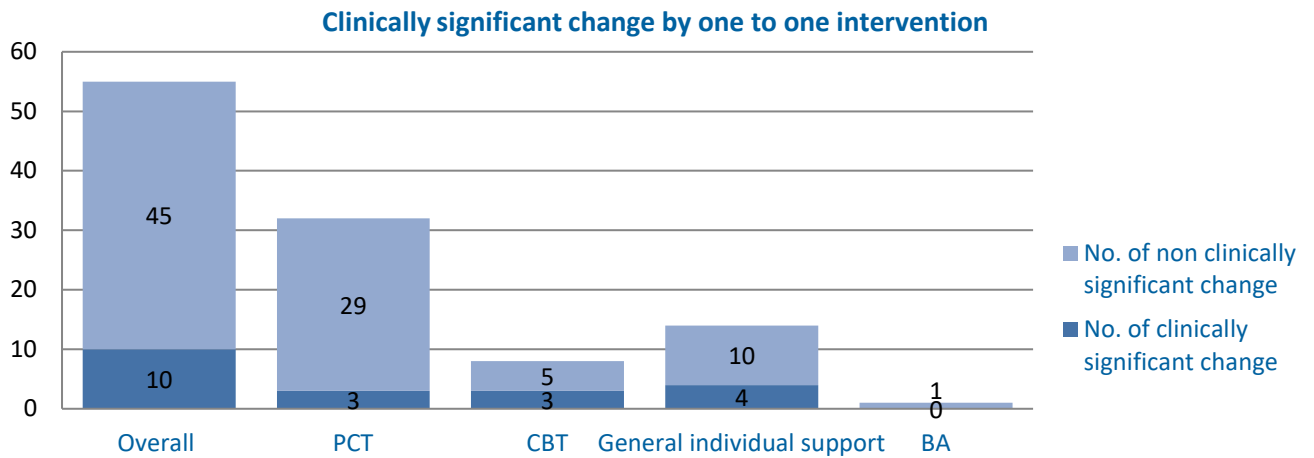
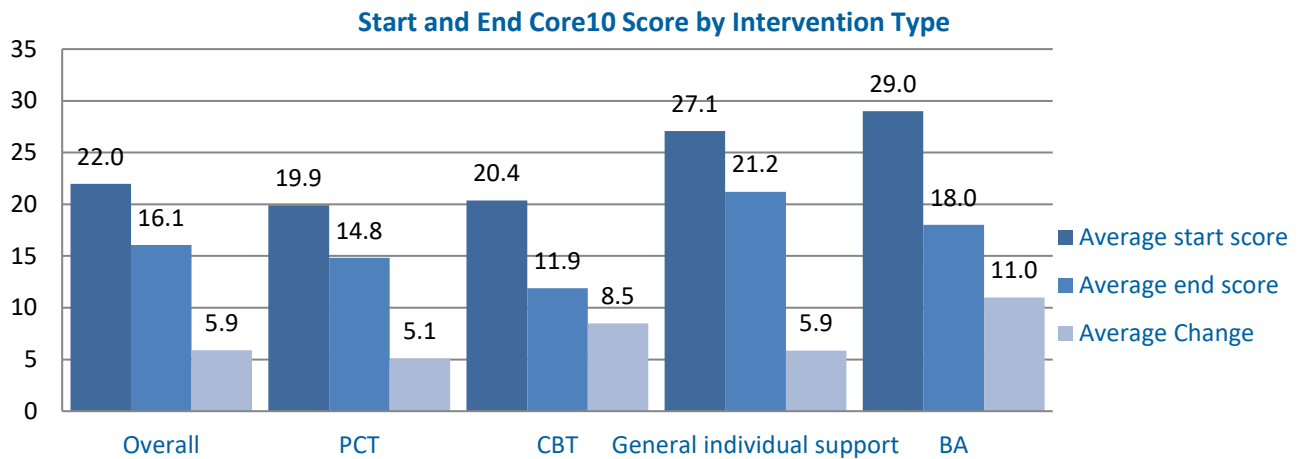
IN: Inappropriate referral and signposted to alternative service – closed

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

Appendix 2

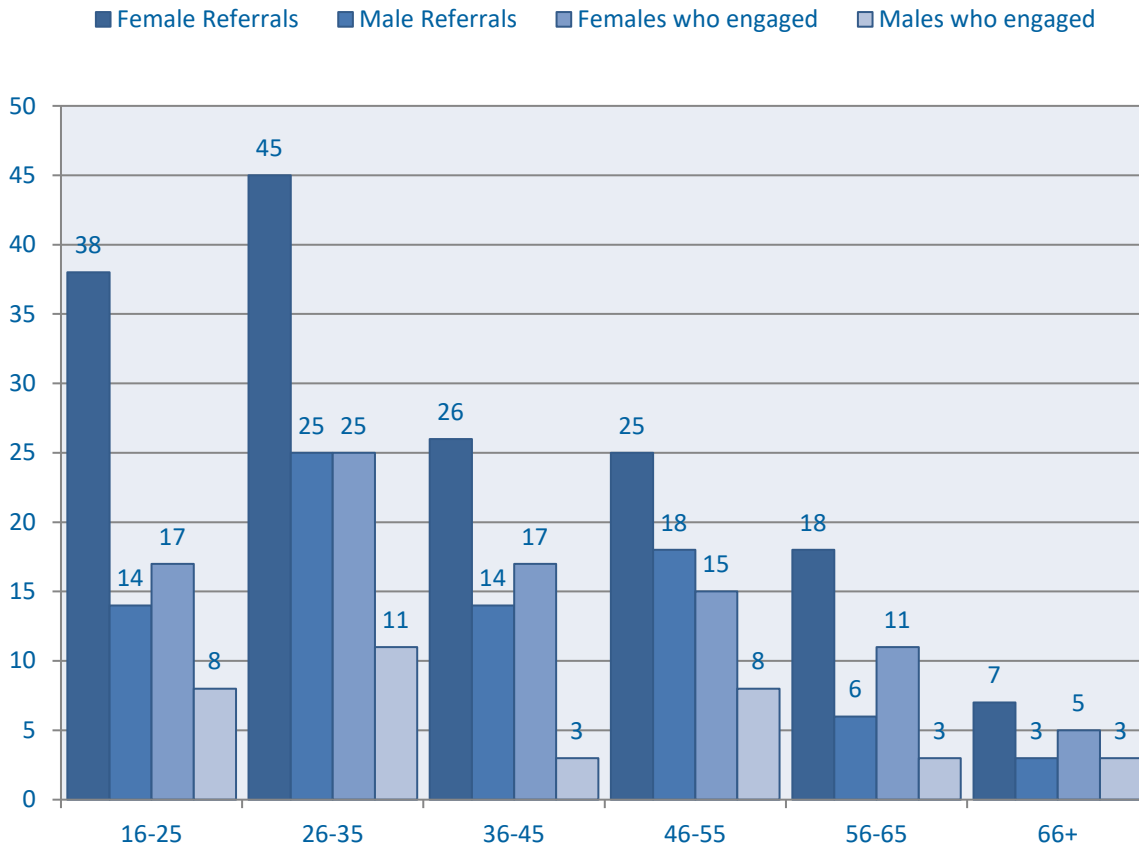
CORE10 Outcomes (for files closed 1 October 2019 to 31 December 2019):

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, our donors and other funding partners.

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