

Stepping Stones Quarterly Report



TO WELLNESS
WELLBEING
AND
RECOVERY

1 January to 31 March 2020

This report looks at the performance of the support services delivered by Stepping Stones for 1 January to 31 March 2020.

Contents:

Page 3 Key Findings

Page 5 Developments

Page 6 Feedback from Members in Cognitive Behavioural and Person Centred Therapy

Page 7 Appendix 1

Page 8 Appendix 2

Page 9 Appendix 3

Page 10 Acknowledgements

Key Findings

Referrals

- We received 262 referrals in this period.
- 62% of all referrals engaged with the service.
- 63% of referrals were received from the Clydebank locality.
- 16% of referrals were self-referrals, however, attendance rate was 51%.
- 55% of referrals were from West Dunbartonshire Health and Social Care Partnership (WDHSCP) agencies (*Appendix 1*).
- 31% of referrals were male, although 20% engaged with the service during this period.

Service Usage

- 239 people were offered an initial assessment of their mental health needs, and 15 people were offered a re-assessment. 85% of assessments were attended.
- 1053 support appointments were offered with an attendance rate of 78%, with our counselling services experiencing 76% turn up rate.
- 8 different types of social and activity groups were offered in the report and there were a total of 549 member attendances. The types of groups included 3 weekly Social Networking groups across the authority, a weekly Tai Chi class, twice weekly Relaxation classes, Peer 2 Peer meetings and a Stress Control course run by Dr Jim White.

Waiting Times

- Shortest waiting times for assessment and services in Stepping Stones were as follows;
 - Assessment Drop In - on day of referral
 - Assessment Waiting List - 3 weeks from receipt of referral
 - Individual Support - 7 weeks from receipt of referral
 - Person Centred Therapy - 12 weeks from receipt of referral
 - Cognitive Behavioural Therapy - 21 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 6.8 points was achieved.
- Individually, Person Centred Therapy had an average 5.6 point reduction
- Cognitive Behavioural Therapy had an average 7.2 point reduction

- Individual Support had an average 10 point reduction and the 1 member who received Behavioural Activation had a 5 point increase.

Individual Support & Counselling – We note that from 1 January to 31 March 2020 the following outcomes were achieved;

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

Demographics

- The largest amount of referrals for women were in the 26-35 age range with men in the 36-45 age range. (*Appendix 3*).

Reasons for referral

- In this period our most common reasons for referral were stress (136), anxiety (139), Low Confidence (128), Low Mood (120) and depression (97). 56 people referred due to bereavement, 4 of those stating bereavement due to suicide. In their assessment meeting, 30 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, 9.8 days (1.7%) were lost to staff sickness.

Training and CPD

- 2 staff undertook Bereavement & Grief Awareness training.
- 3 staff attended Stress Control Training.

- 8 staff undertook Naloxone/ Overdose Awareness Training.
- 1 staff member undertook Mental Health Awareness training.
- 1 staff member undertook Nurturing People & Building Resilient Communities training.
- 1 staff member undertook Human Trafficking & Exploitation Awareness
- 7 staff undertook Sage & Thyme Workshops

Developments

Hope Café

The Hope Café was a test of change established to look at an alternative response for people in distress. Funded by the West Dunbartonshire Health and Social Care Partnership Mental Health Services, this new service commenced on the 26th December 2019 for two nights per week (Thursday and Friday) until the 27th March. The service opened from 5pm – 10pm for people, primarily from the Clydebank area of West Dunbartonshire, who were experiencing distress.

Referrals were expected from Police Scotland, Scottish Ambulance Service, West Dunbartonshire Mental Health Crisis Team, Out of Hours GP Service and British Transport Police.

The service will provide a non-medical or clinical response as an alternative to Emergency Department attendance for local residents.

The service ended a week early towards the end of March 2020 because of the coronavirus pandemic. Despite considerable efforts and the general feeling that this type of service for people who experienced distress was welcome, no referrals were received. Plans to take forward lessons learned from the exercise will be discussed once the services move back to normal.

Peer2Peer

This new National Lottery Community Fund pilot went well. The original idea to offer walk in referral worked well in the Clydebank area and less so in Dumbarton. However, we received 5 new referrals, carried out 18 new assessments, facilitated 10 support sessions. We had incidences of 8 peer supporter contributions to the service although the group programme was cancelled before it could get off the ground because of the lockdown.

Stress Control

Stress Control came to Clydebank in January for six weeks. Hosted by Dr Jim White, the weekly sessions focussed on how attendees could develop new skills for managing stress. Based on the nine word mantra of Face your fears; be more active; boost your wellbeing,

the course was well received by attendees with an average of 55 people turning up each week.

Feedback from Members in Cognitive Behavioural and Person Centred Therapy

- Breathing and coping techniques, comfortable and calm environments. Great staff and great therapist.
- Really helpful in doing a letter for my work. Good environment, staff at reception always helpful and nice. Liked how sessions were structured and plan was agreed at start helped focus on areas that needed work on and gave tools to use going forward.
- I feel better having someone to talk to, however, I do feel I might need help to change the way I'm feeling.
- Managed to break down problems into smaller categories and solve them one by one.
- I have been able to look forward to life and cope with day to day living come a long way from where I was at beginning.
- Relaxed atmosphere and no pressure helped me to explore my feelings and help me internalise how to help myself. Danai's questions and no blame attitude worked well for me.
- My therapist was excellent at listening to me and talking about things of vary personal matters. Excellent work.
- My therapist was amazing at helping me understand my emotions and how not to let them take over my wellbeing. She has taught me about boundaries and being honest with myself.
- Comfortable environment. Supportive, good communication, skilled active listener. Able to reflect and feedback my discussions. Time all excellent skills therapist has and used.

Appendix 1

Referral Sources:

Referred / Advised to refer						
	Ref	Att	DNA	IN	NFA	OG
Alternatives	1	1				
Arndale Centre Glasgow	1	1				
Community Link Worker	2	2				
Criminal Justice Team	1		1			
Employer	1		1			
Family/Friend	10	6		1	3	
Former Member	23	18			4	1
Goldenhill	16	12			4	
GP Alexandria	19	13	2		4	
GP Clydebank	39	24	4	2	9	
GP Dumbarton	11	4	1		6	
GP Old Kilpatrick	2				2	
Health Visitor	1		1			
Home Care	1	1				
Joint Hospital	1				1	
Lifelink	3	2			1	
McMillan Support	1	1				
PCMH Team	47	31		2	9	5
Practice Nurse	1	1				
Riverview	4	4				
Safe As Houses	1	1				
Self	42	20	4		18	
Skills Development Scotland	1					1
Social Work	3	2	1			
Solicitor	2	2				
SS Leaflet / Poster	1	1				
Stress Control Classes	1	1				
WDCVS	1	1				
Website	22	12			10	
West of Scotland Mother & Baby Unit	1				1	
Womens Aid	1				1	
Yorkhill Hospital	1	1				
Total	262	162	15	5	73	7
Percentage		62	6	2	28	2

Abbreviations

Ref: Referrals Received.

Att: Referral meetings attended.

DNA: Did not attend apt.

NFA: No further action / no uptake – closed.

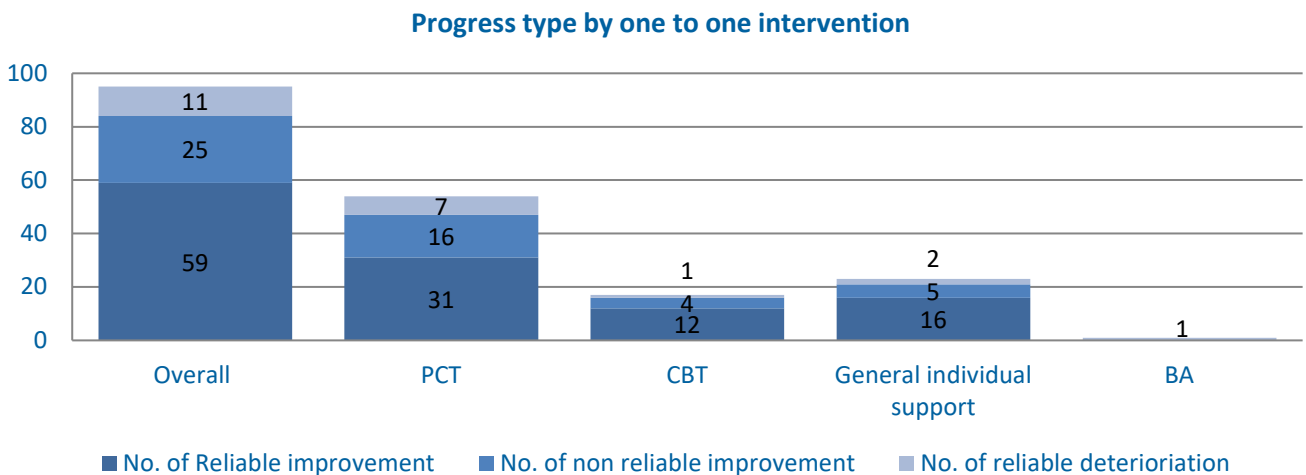
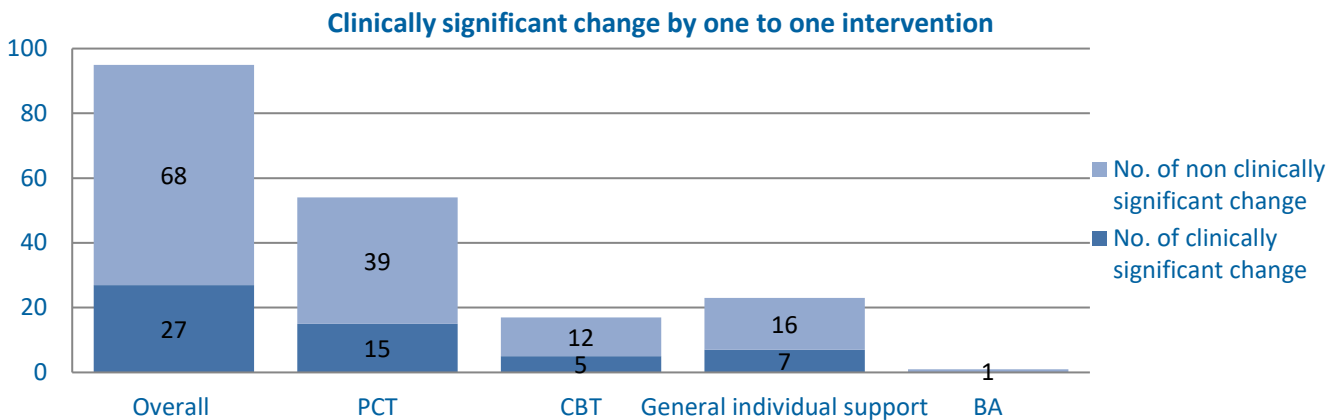
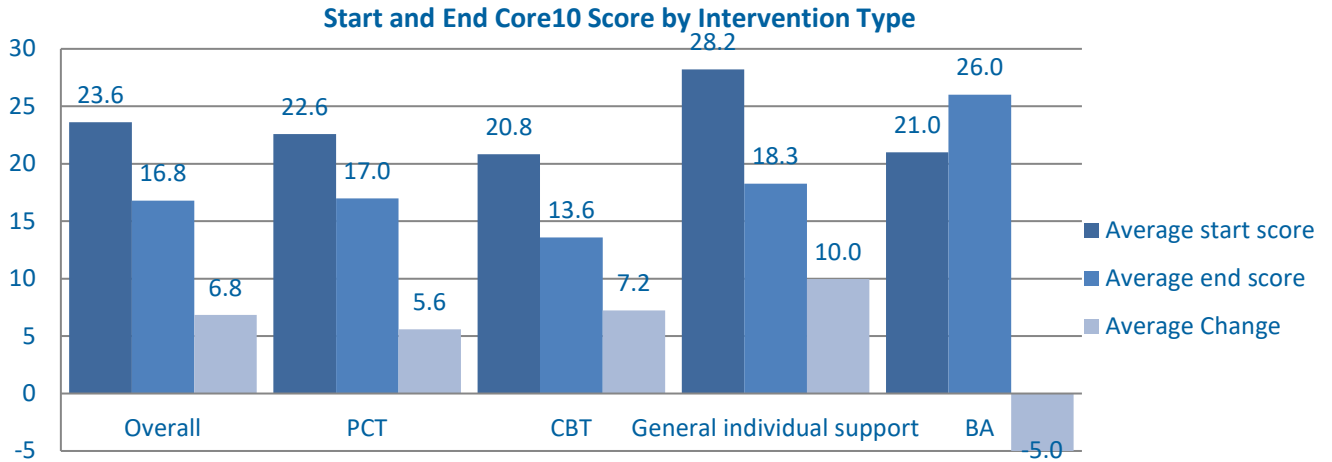
IN: Inappropriate referral and signposted to alternative service – closed

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

Appendix 2

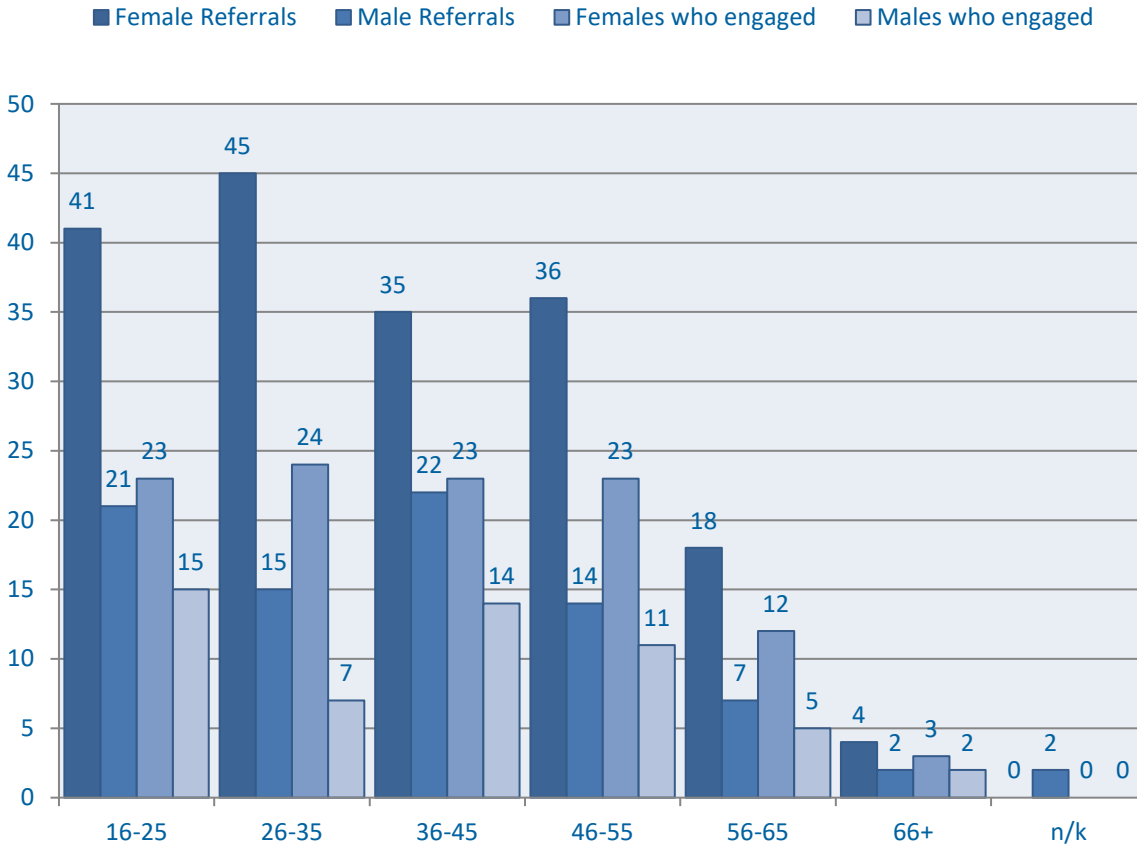
CORE10 Outcomes (for files closed 1 January 2020 to 31 March 2020):

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.

Stepping Stones, Unit A10, Whitecrook Business Centre, 78, Whitecrook Street, Clydebank. G81 1QF

Charity No: SC 019270, Company No: SC 213904

Care Inspectorate Registration no. [CS2016353166](#)

 0141 9412929

 admin@stepstones.org.uk

 www.stepstones.org.uk

Follow us on;



Our staff are registered with the SSSC

[Find out what this means here](#)

