

Stepping Stones Quarterly Report



TO WELLNESS
WELLBEING
AND
RECOVERY

1 April to 30 June 2020

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 59 referrals in this period.
- 46% of referrals were received from the Clydebank locality.
- 46% of referrals were from the Primary Care Mental Health Team.
- 20% of referrals were from West Dunbartonshire GPs.

Service Usage

- 126 people were offered an initial assessment of their mental health needs, and 10 people were offered a re-assessment. 86% of assessments were attended.
- 1089 support appointments were offered with an attendance rate of 92%, with our counselling services experiencing 82% turn up rate.
- 4 different types of social and activity groups were offered in the report and there were a total of 49 member attendances. The types of groups included 3 weekly Zoom Social Networking groups across the authority and Peer 2 Peer meetings.

Waiting Times

- Shortest waiting times for assessment and services in Stepping Stones were as follows;
 - 1st Assessments - 2 weeks from receipt of referral
 - Individual Support - 4 weeks from receipt of referral
 - Person Centred Therapy - 2 weeks from receipt of referral
 - Cognitive Behavioural Therapy - 20 weeks from receipt of referral

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 6.3 points was achieved.
- Individually, Person Centred Therapy had an average 5.6 point reduction, Cognitive Behavioural Therapy had an average 8.9 point reduction, Individual Support had an average 4.8 point reduction and the 1 member who received Behavioural Activation had an 8 point reduction.

Individual Support & Counselling – We note that from 1 April to 30 June 2020 the following outcomes were achieved;

- 6 people had gained additional support services following signposting by Stepping Stones.
- 1 person accessed the National Entitlement Card (bus pass)

- 1 person took up work related activity
- 3 people participated in physical activity
- 1 person began volunteering
- 4 people received support with welfare benefits
- 1 person was signposted to external social networking activities

Demographics

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

Reasons for referral

- In this period our most common reasons for referral were stress (107), anxiety (106), Low Confidence (72), Low Mood (66) and depression (74). 40 people referred due to bereavement, 3 of those stating bereavement due to suicide. In their assessment meeting, 15 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, 7.9 days (1.3%) were lost to staff sickness.

Training and CPD

- 1 staff undertook “Trauma Talks” training
- 4 staff undertook “Mental Health Digital Service Delivery” training.
- 1 staff member undertook “Therapy Approaches” to Support health and social care staff training.
- 1 staff member undertook “Understanding Anxiety, Depression & CBT” training.
- 2 staff member undertook “Emotional Intelligence at Work” training.
- 3 staff attended a seminar entitled “Act in Support of Health & Social Care Staff”.

Developments

Lockdown Activities

Services

Like many other organisations and society in general, our services were severely disrupted by the pandemic. We used this period to review how we could continue our services and risk assess our activity.

Most of our services moved onto digital platforms, although we continued to facilitate a small amount of face to face appointments where digital means were not appropriate. We used an assertive outreach approach to support our members who were experiencing mental health crisis supporting them to access crisis support when required.

Newsletter

We used our digital newsletters to prioritise the issues around mental health and the coronavirus – focussing on supports and information. These were sent out monthly.

Networking

We continued to network with our colleagues in all sectors across the local area, including involvement in the West Dunbartonshire Community Response Network.

Peer2Peer

This lottery funded test for change continued to operate albeit at reduced capacity. However, we were able to continue our drop-ins although these became virtual.

We were able to host several Zoom meetings with peers to discuss self-management approaches for people who use our services and continue discussions with the Scottish Recovery Network about the national agenda for this.

We made YouTube videos of our classes and uploaded these to our YouTube page which is accessible to all.

Funding

Additional financial support was gained from the Scottish Government to assist in the move to remote working, to provide face coverings for members and to pay for additional counselling for members.

Appendix 1

Referral Sources:

Referred / Advised to refer	Ref	Att	DNA	IN	NFA	OG
Adult Care Team	1					
Alternatives	1	1				
CAMHS	1	1				
Community Link Worker	1				1	
Community MH Team	1	1				
Criminal Justice	3	1			1	1
Goldenhill	5	3	1	1		
GP Alexandria	1	1				
GP Clydebank	6	5			1	
GP Dumbarton	5	4			1	
PCMH Team	27	21			1	5
Riverview	3	3				
WD Addiction Services	4	4				
Total	59	45	1	1	5	6
Percentage						

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

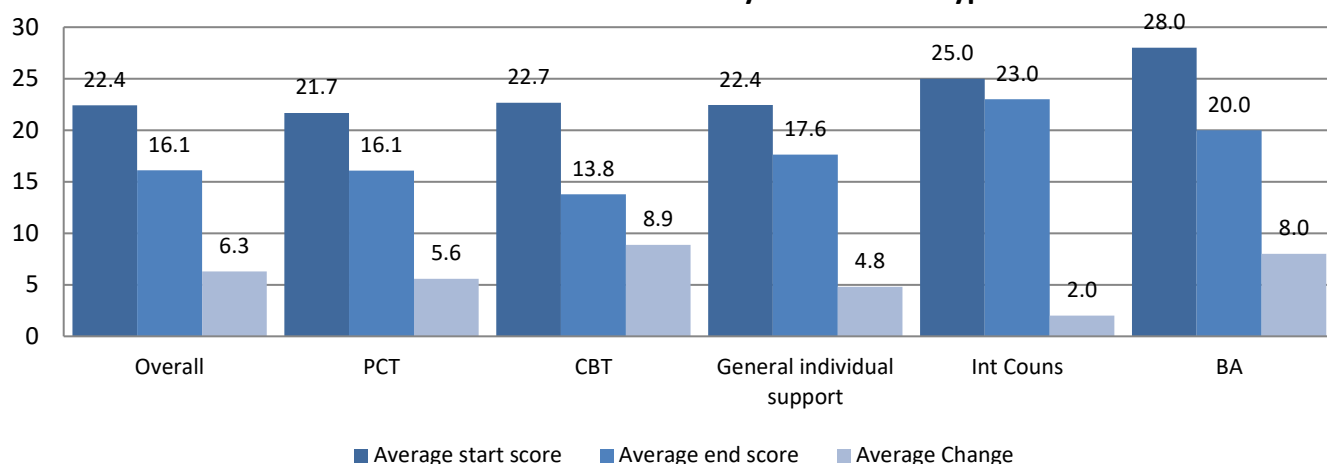
OG: Ongoing - awaiting appointment, delayed because referral unable to attend for various reasons.

Appendix 2

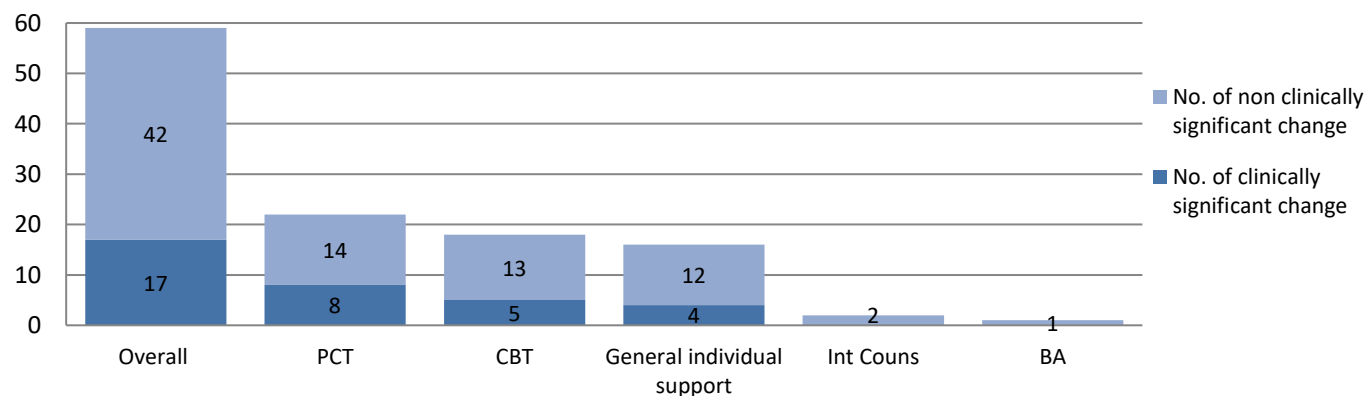
CORE10 Outcomes (for files closed 1 April 2020 to 30 June 2020):

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.

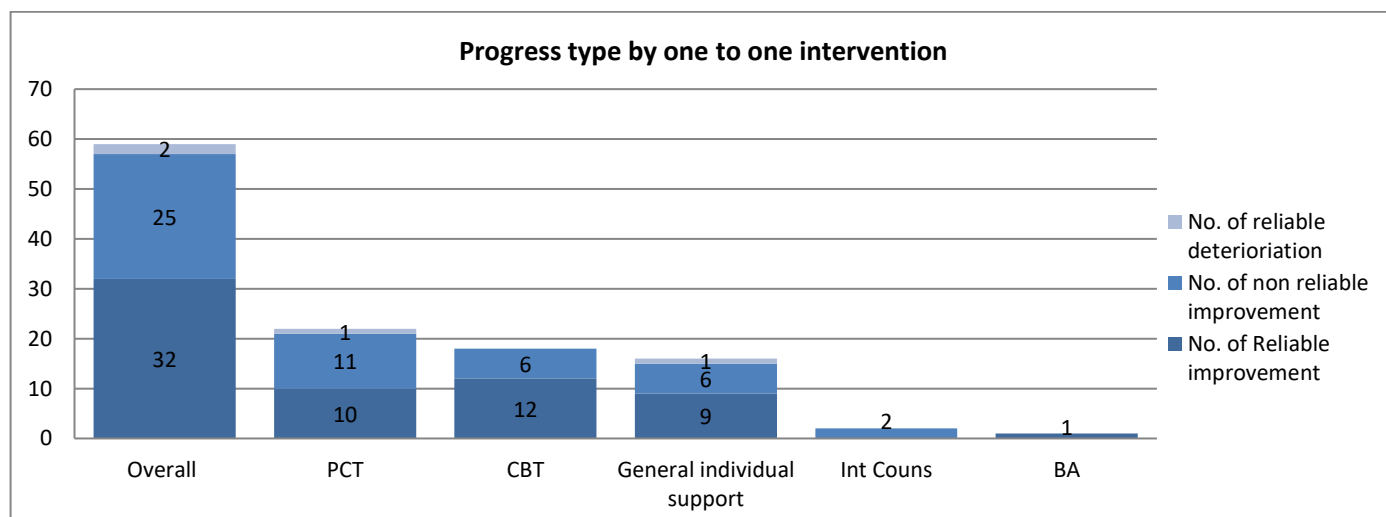
Start and End Core10 Score by Intervention Type



Clinically significant change by one to one intervention

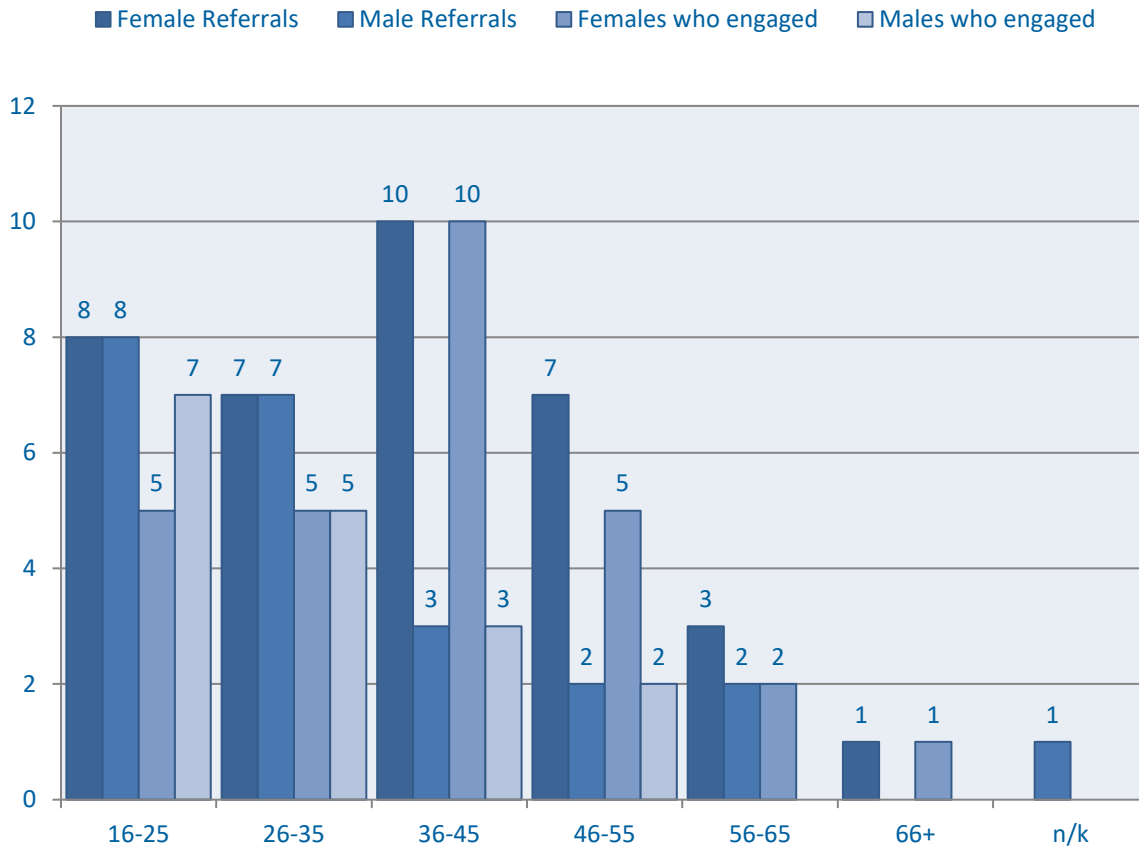


Progress type by one to one intervention



Appendix 3

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



Acknowledgements

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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

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