

# Stepping Stones Quarterly Report

**Stepping  
Stones**  
ORGANISATION  
(MENTAL HEALTH)

TO WELLNESS  
WELLBEING  
AND  
RECOVERY

1 July to 30 September 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 - Stepp

## Referrals

- We received 127 referrals in this period.
- 52% of referrals were received from the Clydebank locality.
- 45% of referrals were from the Primary Care Mental Health Team.
- 17% of referrals were from West Dunbartonshire GPs.

## Service Usage

- 127 people were offered an initial assessment of their mental health needs, and 6 people were offered a re-assessment. 84% of assessments were attended.
- 890 support appointments were offered with an attendance rate of 83%, with our counselling services experiencing 82% turn up rate.
- 5 different types of social and activity groups were offered in the report and there were a total of 65 member attendances. The types of groups included our T'ai Chi group running 2 mornings per week in Clydebank. We also ran 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;
  - 1<sup>st</sup> Assessments - 1 week from receipt of referral
  - Individual Support - 5 weeks from receipt of referral
  - Person Centred Therapy - 4 weeks from receipt of referral
  - Cognitive Behavioural Therapy - 7 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 9.4 points was achieved.
- Individually, Person Centred Therapy had an average 9.5 point reduction, Cognitive Behavioural Therapy had an average 12.2 point reduction and Individual Support had an average 6.1 point reduction.

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

- 1 person gained additional support services following signposting by Stepping Stones.
- 5 people participated in physical activity

- 3 people attended / completed training
- 2 people received support to resolve issues with their housing
- 4 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 Anxiety (97), Stress (95), Negative Thoughts (61), Low Confidence (59), Worries (57), Low Mood (56) and depression (52). 27 people referred due to bereavement, 6 of those stating bereavement due to suicide. In their assessment meeting, 19 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, 1.2 WTE Support Workers, 0.6 WTE Group Development Worker, 1 Person Centred Therapist, 1 Peer Support Worker, 0.5 WTE Admin Assistants.
- We employ one domestic technician from the Flourish House Transitional Employment Placement service for 3.5 hours per week.
- We have three volunteers who facilitate individual CBT and PCT. We also have one freelance contractor who facilitates a Tai Chi class.
- In the period of the report, 15.3 days (2.8%) were lost to staff sickness.

## Training and CPD

- 2 staff undertook “Managing bereavement in the workplace” training
- 1 staff undertook “Ask, Tell, Save a Life” training
- 1 staff undertook “Understanding ADHD” training
- 1 staff undertook “Running online group support sessions and one-to-one live chat” training
- 1 staff undertook “Using PCS and other portals” training
- 1 staff undertook “2.1 Tender Procedures and the ESPD” training
- 1 staff undertook “Supporting and Engaging People with Autism” training
- 1 staff undertook “PVG Signatory Training”
- 1 staff member undertook “Building Resilience” training.
- 1 staff member undertook “Maintaining Well-being” training.
- 2 staff undertook “Explore the impact of COVID 19 on the issues of bereavement grief & loss” training.
- 1 staff member undertook “Understanding Maternal Mental Health” training.

- 1 staff member undertook “COVID 19 - Psychological First Aid” training.
- 1 staff member undertook “COVID-19: Psychological Impact, Wellbeing and Mental Health” training.
- 1 staff member undertook “Understanding Stigma: Promoting inclusive attitudes and practice” training.
- 1 staff member undertook “GCVS Employment Law” training.
- 1 staff member undertook “SRN Conversation Café for Glasgow” training.

## **Service Member Feedback**

*“My Support worker helped me a lot to get the best out of my support by being understanding with my situation.”*

*“Liked that I was not told what to do/no one interpreted what I felt - was always invited to reflect. Being able to speak to family members that it is on to think of me once in a while. Increased my confidence mind stronger CBT techniques helped and therapist helped too.”*

*“The first step was the most important for me, actually asking for help. I found writing a diary exposed what my life looked like and although I knew changes had to be made, this really shocked me into making changes. The positive affirmations helped greatly to appreciate the small things that you took for granted like calls and texts from friends and family. The thought record, although tough to begin with, has made a difference in my immediate reaction to a situation which in turn has lessened my anxiety and low mood. I enjoyed writing an activity schedule and got real achievement when I completed tasks I had prepared for myself and ended up exceeding all expectations. In the last week I carried out a few behavioural experiments and found that to be really useful in boosting my confidence.”*

*“Flexibility for sessions using Zoom was very helpful over the lock down period. Regular contact helped me stay in a positive frame of mind and when at times my mood slipped I was able to use some of the techniques discussed, such as meditation, journaling to help me lift my mood again.”*

*“Due to Covid 19 all but one session were held by telephone. This is something I feel I would consider in the future if I ever had to have counselling again. As I am quite an emotional person I felt the phone calls were a better method as it gave some distance and I feel I cried less than I would have if the sessions were face to face. My therapist always gave me the space to talk and I was not overwhelmed by information given. I believe the sessions with Fiona have helped me greatly by improving my OCD and accepting it instead of fighting it.”*

## **Developments**

### **Services**

Our services continued and plans were made to re-open some groups following advice from the Scottish Government.

### **Newsletter**

Our e-bulletin continued to be sent out on a monthly basis to

### **Networking**

Online meetings and discussion continued with the West Dunbartonshire Community Response Network. Agreement was reached to establish a mental health sub group.

### **Face Coverings**

We distributed more than 600 face coverings to Service Members following receipt of a grant from the Scottish Government.

### **Peer2Peer**

This service continued with meetings and discussions held on zoom. The main focus of discussions were about coming to terms with the pandemic and planning to work through the Peer 2 Peer workbook.

### **Funding**

We successfully gained £17000 per annum from the Robertson Trust over three years to part fund a Person Centred Counsellor.

## Appendix 1

### Referral Sources:

Referred / Advised to refer	Ref	Att	DNA	IN	NFA	OG
CAMHS	5	4			1	
Community Link Worker	2					2
Criminal Justice	5	1			3	1
Former Member	4	2			1	1
Goldenhill	10	8	1			1
GP Alexandria	3	2				1
GP Clydebank	8	6				2
GP Dumbarton	10	8				2
Health Visitor	3	1			1	1
Lennox Partnership	1					1
Liaison Psychiatry Nurse	1	1				
PCMH Team	57	35			1	21
Riverview	1	1				
Royal Alexandria Hospital	2	1				1
Self	12	8			1	3
Supported Housing Service	1			1		
WDCVS	1				1	
Wellbeing Practitioner	1	1				
<b>Total</b>	<b>127</b>	<b>79</b>	<b>1</b>	<b>1</b>	<b>9</b>	<b>37</b>
<b>Percentage</b>		<b>62</b>	<b>1</b>	<b>1</b>	<b>7</b>	<b>29</b>

#### 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

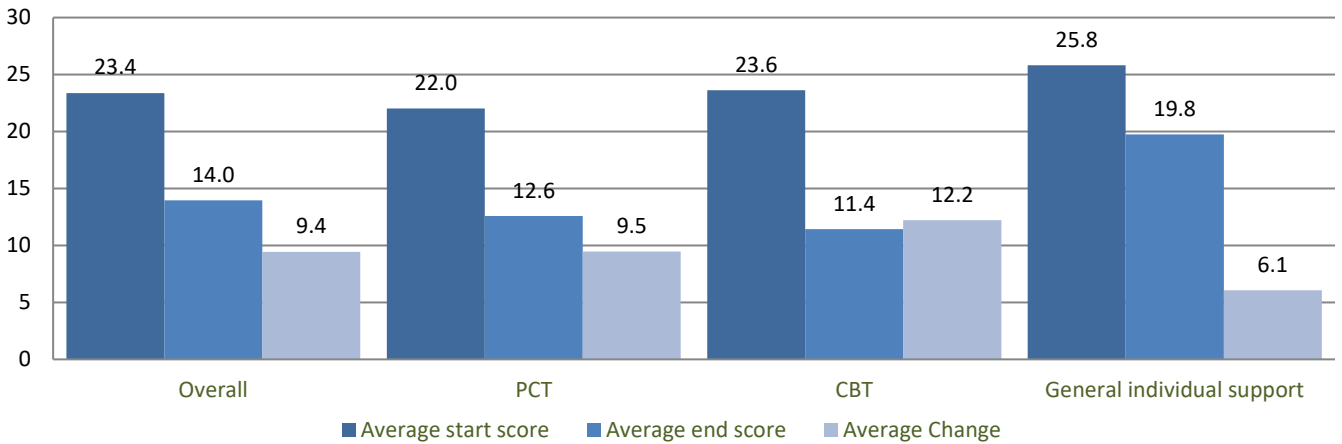
**OG:** Ongoing - awaiting appointment, delayed because referral unable to attend for various reasons.

## Appendix 2

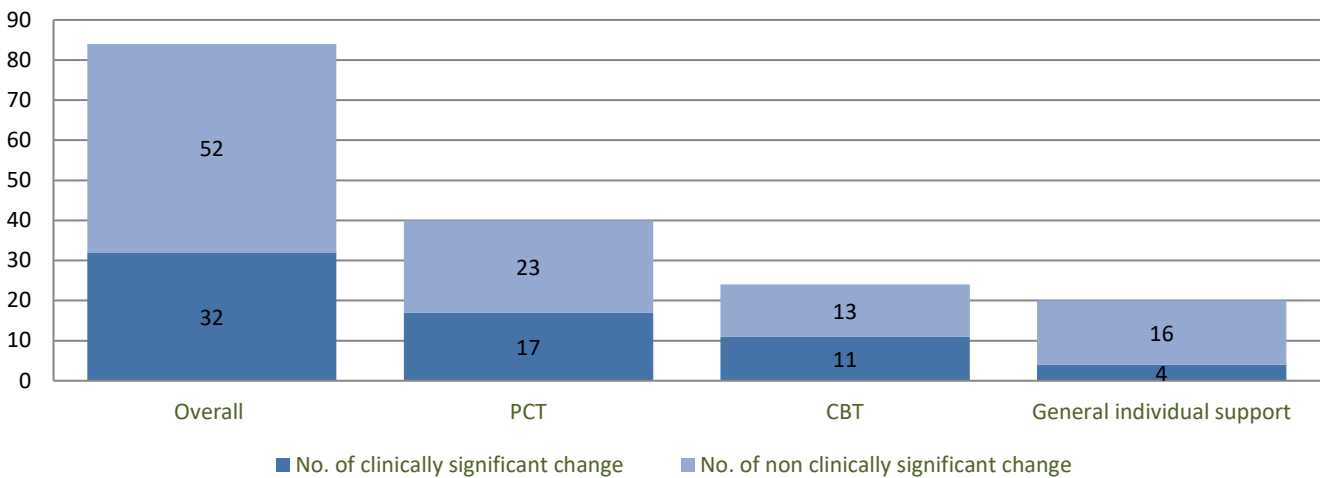
### CORE10 Outcomes (for files closed 1 July 2020 to 30 September 2020):

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.

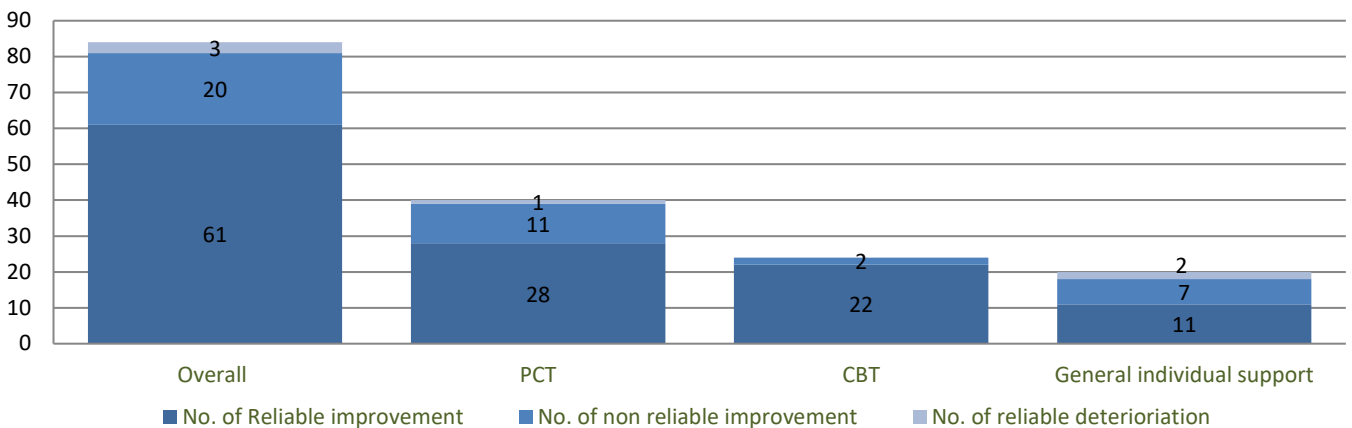
**Start and End Core10 Score by Intervention Type**



**Clinically significant change by one to one intervention**



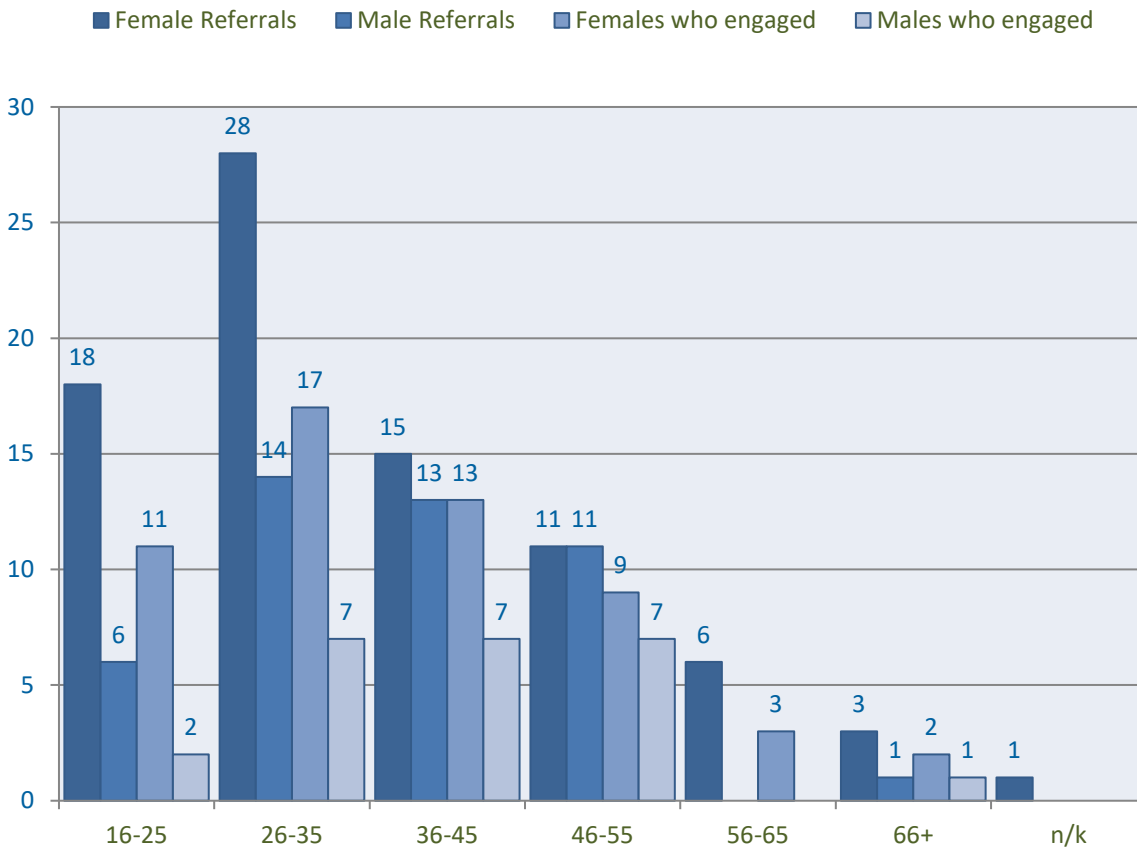
**Progress type by one to one intervention**





## Appendix 3

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



# Acknowledgements

Stepping Stones is a registered charity. We are grateful for the funding we receive from West Dunbartonshire Health and Social Care Partnership, our small donors and other funding partners.

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Follow us on;



**Funded by the following agencies with thanks.**

West Dunbartonshire  
Health & Social Care Partnership

