

Stepping Stones Quarterly Report



TO WELLNESS
WELLBEING
AND
RECOVERY

1 October to 31 December 2020

This report looks at the performance of the support services delivered by Stepping Stones for the period 1 October – 31 December 2020.

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Key Findings – Stepping Stones

Referrals

- We received 126 referrals in this period.
- 68% of referrals were received from WDHSCP services.
- 33% of referrals were from the Primary Care Mental Health Team.
- 10% of referrals were from West Dunbartonshire GPs.
- 24% of referrals were from self/informal sources.

Service Usage in this Period

- 139 people were offered an initial assessment of their mental health needs;
- 17 people were offered a re-assessment;
- 80% of assessments were attended;
- 602 support appointments were offered with an attendance rate of 83%, with our counselling services experiencing 81% turn up rate.

Groups

6 different types of social and activity groups were offered in the report and there were a total of 91 member attendances.

The types of groups included;

- T'ai Chi group running 2 mornings per week in Clydebank;
- 3 x weekly Zoom Social Networking groups across the authority;
- Several Peer Support meetings;
- A virtual Christmas Drop in on 30th December.

Waiting Times

- Shortest waiting times for assessment and services in Stepping Stones were as follows;
 - 1st Assessments - 1 week from receipt of referral
 - Individual Support - 10 weeks from receipt of referral
 - Person Centred Therapy - 8 weeks from receipt of referral
 - Cognitive Behavioural Therapy - 5 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 7.7 points was achieved.
- Individually, Person Centred Therapy had an average 8.2 point reduction, Cognitive Behavioural Therapy had an average 7 point reduction and Individual Support had an average 7.9 point reduction.

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

- 3 people gained additional support services following signposting by Stepping Stones.
- 1 person received a National Entitlement Card
- 1 person took up work related activity
- 3 people participated in physical activity
- 3 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 26-35 age range. (*Appendix 3*).

Reasons for referral

- In this period our most common reasons for referral were Anxiety (108), Stress (99), Negative Thoughts (67), Low Confidence (67), Worries (62), Low Mood (46), Relationship issues (44), Unhappy (58), Rumination (43) and depression (48).
- 31 people referred due to bereavement, 5 of those stating their referral was because of bereavement due to suicide.
- In their assessment meeting, 12 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 Support Workers, 0.6 Group Development Worker, 1 Person Centred Therapist, 1 Peer Support Worker, 0.46 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 have one freelance contractor who facilitates a Tai Chi class.
- In the period of the report, 7 days (1.3%) were lost to staff sickness.

Training and CPD

- 2 staff undertook “Ask, Tell, Save a Life” training
- 1 staff undertook “ACEs Screening” training
- 1 staff undertook “ACEs Poverty” training
- 1 staff undertook “Equality & Diversity” training

- 1 staff undertook “Grief, Loss & Dying during COVID19” training
- 1 staff undertook “Mindfulness for wellbeing and peak performance” training
- 1 staff undertook “National Trauma Training Plan Introduction” training
- 1 staff undertook “Suicide Prevention (national & local data)” training
- 1 staff undertook “Supporting Victims of Domestic Violence” training

Service Member Feedback

“I have learned a lot from the materials we went over to help with coping skills. And it was great to have a lot of help from Coliosa. She was a great therapist and really helped me greatly the last couple of months.”

“I clicked with Lorna, easy to open up to. My immediate problem was to do with recent death of my wife (felt lost). Realised my wife of twenty years had been my protection from what I was before, i.e. lost. Danger of me returning to that. So explored reasons for being lost (mother / first wife removing self-confidence). This is very much an ongoing exploration of myself, which I shall have to do myself. The help I have had is not measurable, I have a direction. I have learned not to blame, but to use what I find to understand myself. Thank you all.”

“I found the worksheets to be a useful practical resource through only when reading / working alongside my counsellor. Being made to understand unhelpful thinking habits and negative core values that have had an impact on my everyday life was a lot to handle but I was well supported and checked up on accordingly.”

“I believe the counselling sessions have helped me understand by situation more. Coliosa helped me understand my anxiety and anxiety as a whole and taught me many ways of dealing with it which will help me throughout my life, we managed to narrow down the causes of it and I was given tips and I am developing new skills in order to deal with it. I found that relaxed breathing and challenging irrational thoughts worked best for me. I also found that adjusting my negative core beliefs will help how I see things from now on and help my feelings as my old core beliefs weren't healthy. I am very thankful for the sessions.”

“I think during lockdown and if there are any future lockdowns, it would be good if the online newsletter was more interactive, e.g. asking members for their experiences, things they've done, things they might want to share with others. That might help others, or have a quiz or something to get folk involved.”

Developments

Recruitment

Exercise commenced to increase the capacity of Person Centred and Cognitive Behavioural Therapy services.

Newsletter

Our e-bulletin continued to be sent out on a monthly basis to over 600 subscribers.

Networking

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

Bereavement and Loss Support Service

This new service will be rolled out in Stepping Stones from 1 January 2021 following a successful tendering process and result. The new service will provide 1:1 and group support for people who experience bereavement and loss and will look at the impact the Covid-19 pandemic has and continues to have on the local population. A new web page was set up on our website available by [clicking here](#).

Stepping Stones Trauma Informed Statement – November 2020

We took the step of writing a statement following the work developed over the past few years in ensuring our services move towards being trauma informed. The path we took was to provide support to people who had experienced single issue or complex trauma. In some cases the people we supported needed specialist services that helped them to deal with the symptoms they experienced because of their traumatic experiences. These services have included specialised support for people who experienced child sexual abuse, domestic abuse, single issue trauma, etc. Many people who present to Stepping Stones with trauma also have a history of substance misuse. If people are able to engage with our services then we feel it is our duty to ensure they have a safe and welcoming place to come to and get an apt level of support. We are not perfect and we recognise that we have our own challenges in facilitating trauma informed services. Our trauma informed statement can be [read here](#).

Appendix 1

Referral Sources:

Referred / Advised to refer	Ref	Att	DNA	IN	NFA	OG
Action for Children	3	2			1	
Alcohol & Drug Recovery Service	4	2	1		1	
Ashton View Homeless Project	1	0			1	
Auchnacraig ELCC	1	0			1	
Blue Triangle	1	1				
CAMHS	1	1				
Children & Families U12s	1	0			1	
Community Addiction Team	1	1				
Community Link Worker	4	4				
Cope	1	1				
Criminal Justice	1	1				
Family / Friend	4	3			1	
Goldenhill Mental Health Resource Centre	8	7			1	
GP Alexandria	2	2				
GP Clydebank	5	4	1			
GP Dumbarton	6	5			1	
GP Old Kilpatrick	1	1				
Health Visitor	1	1				
Liaison Psychiatry Nurse	1	1				
Lifelink	1	1				
Primary Care Mental Health Team	41	34	2		3	2
Riverview Mental Health Resource Centre	3	3				
Self	27	19	3	2	2	1
WD Housing	1	0			1	
WDC Education	2	1	1			
Wellbeing Nurse	2	2				
Working 4U	1	1				
Youth Services	1	1				
Total	126	99	8	2	14	3
Percentage		79	6	2	11	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

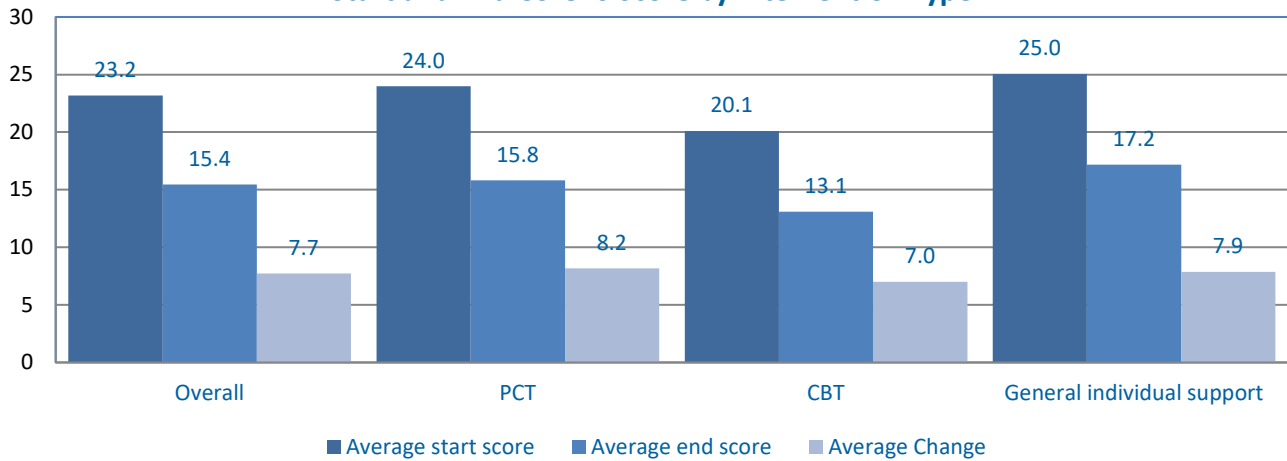
OG: Ongoing - awaiting appointment, delayed because referral unable to attend for various reasons.

Appendix 2

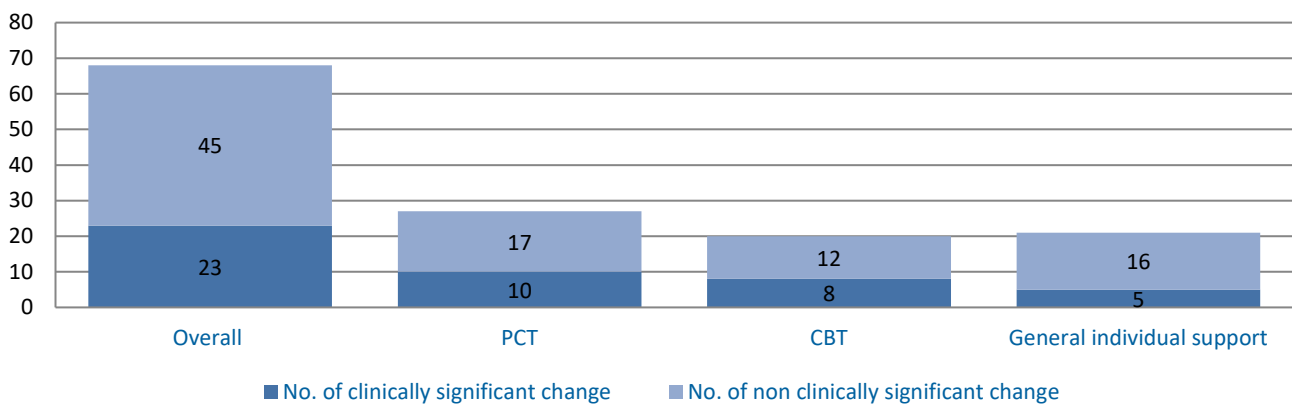
CORE10 Outcomes (for files closed 1 October 2020 to 31 December 2020):

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.

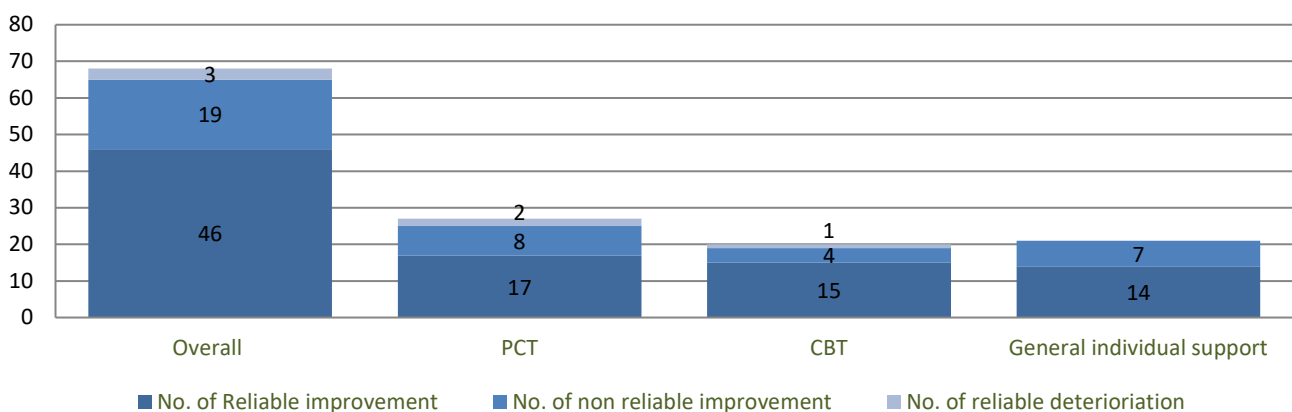
Start and End Core10 Score by Intervention Type



Clinically significant change by one to one intervention

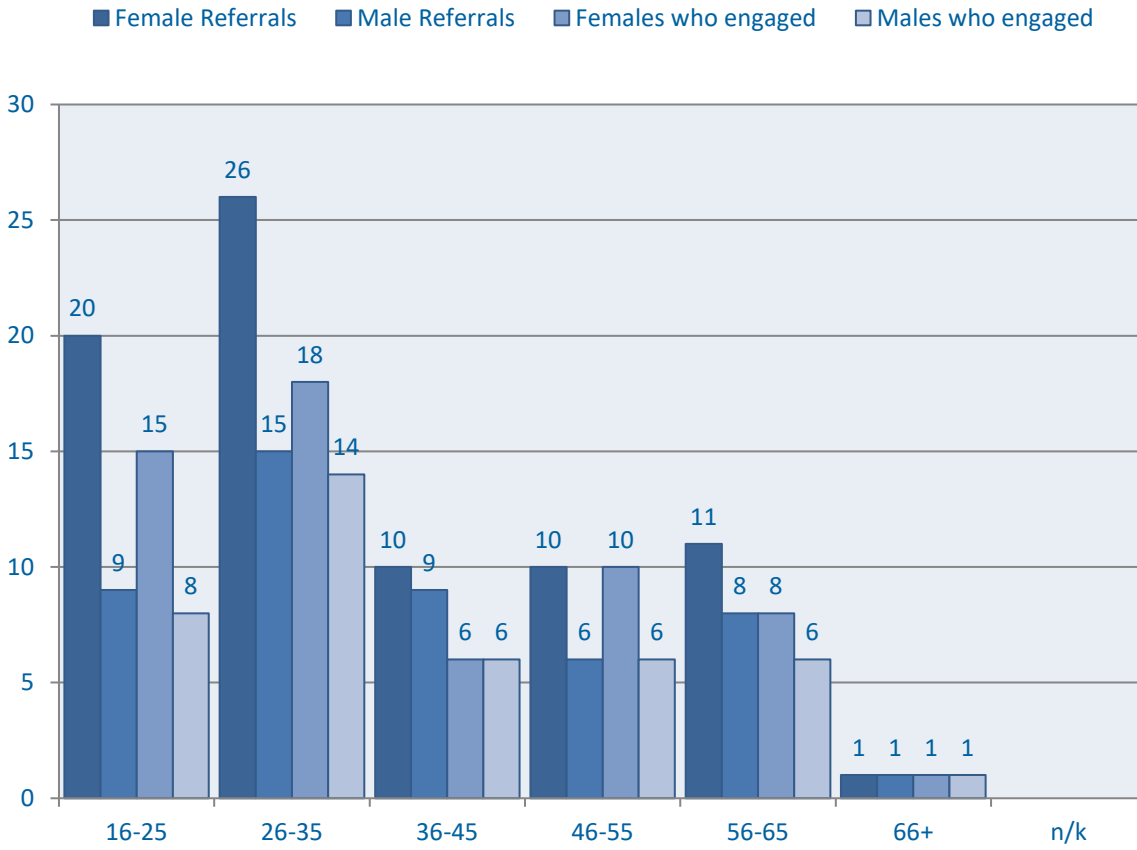


Progress type by one to one intervention



Appendix 3

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



Acknowledgements

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West Dunbartonshire
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