

Community Grants 2017/18

FINAL REPORT TEMPLATE



Wandsworth
Clinical Commissioning Group

MindworksUK - Final Report

NHS Wandsworth Clinical Commissioning Group

The purpose of this grant is to support community and voluntary sector organisations to:

- work with disadvantaged communities, and those most at risk of poor health
- ensure those most often unheard are enabled to strengthen their voice about their healthcare needs to shape NHS services in Wandsworth and improve access to appropriate and local healthcare
- help groups to tackle health inequalities by supporting people to live healthier, happy lives

Please use this template as a guide to the main points that should be covered in your final report. You can be as creative and expressive as you like in your report and how it is presented. It is not necessary to stick to this template as long as you cover all the points below:

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1. Who were the beneficiaries of your project?

Where they older people; younger people; people with physical disabilities, people with learning disabilities; people with mental health conditions; LGBTQ; pregnant women and those who have recently given birth; ethnicity; religion; men or women; carers; socio-economically deprived communities; working population; other...? (please describe)? An Equalities Monitoring form template is available from the CCG.

We found that the majority of our clients are women, they come from a wide variety of ethnic backgrounds and ages. MindworksUK provides counselling in eight languages and attract clients for whom English is a second language. The clients participating are referred or self referrals that are in need of support because they have mental health issues or have suffered trauma most likely due to domestic violence. MindworksUK receives referrals from Victim Support, Social Services (Wandsworth Early Help Pathways or Thrive teams) Turning Point Academy and there are also clients that self refer. The clients participating with this project are earning low incomes or receiving benefits.

- 11 women
- 1 man
- ages range from 20 - 66
- Only those from socio-economically deprived communities could access free counselling as part of the project.
- Ethnicity - 1 Turkish, 3 Pakistani, 1 African, 1 Eastern European, 5 White British, 1 Greek

2. Please tell us how you promoted equality, diversity and inclusion? For example, think about the communication and access needs of the project beneficiaries and how you worked to support them.

By offering counselling in eight languages people from communities that would not normally access counselling have an opportunity to discuss their thoughts, feelings and anxieties in their mother tongue. We also offer telephone and skype counselling available for those that do not feel able to leave their homes, have anxiety with regards travel or have physical limits that make travelling on public transport difficult.

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3. What did you do? (List your activities, locations, number of times they were held, how many people took part)

We provided counselling in blocks of six sessions at no cost for 12 residents of Wandsworth that are earning low incomes or receiving benefits. The monies granted by Wandsworth CCG paid for our counsellors clinical supervision and room hire. Our counsellors speak English and additional languages too - Arabic, Bengali, Punjabi, Urdu, Somali, French and Czech. The sessions were held at Merton Civic Centre, Vestry Hall and Morden Mosque.

4. How did you measure the impact of this project? How did your achievements compare with what you set out to do? (methods, any pre and post measures, your theory of change, learning, barriers)

We developed starting and ending questionnaires for our clients to complete and our intention was to compare the before and after answers from the questionnaires. This allows us to see an improvement in the clients mental health and well being. We also wanted to find out if clients were using local services both statutory and voluntary and if they were more likely to seek help/support from such organisations after they had received counselling. We feel it is an important part of our work that clients are able to seek help for themselves without embarrassment or shame. The counselling sessions endeavour to raise self esteem and enable those that feel marginalised to see that they are part of the community and it is ok to ask for help, hopefully that they are more able to deal with what life throws at them.

5. What went well?

We were able to allocate counsellors to clients and counselling sessions to start within two weeks from the initial contact with the client. The venues we used were local to our clients homes and being able to offer telephone or skype counselling meant attendance for sessions was very good. People coming from communities where there is a stigma attached to mental health issues it takes courage for them to ask for counselling support and then to be told by a GP that you now have to wait four months or more puts people off. Clients feedback their appreciation at being seen quickly and not having to be on a long waiting list, this is important for clients that would not usually seek counselling, as often when they do they are at a crisis in their lives.

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6. What could have been better?

We feel that we need to improve the processes on how data is collected and how we do evaluation, we have come to the realisation that we need to implement additional training on the paperwork that our counsellors have to complete with clients and improve our engagement with clients during this process. Time needs to be scheduled before the first session starts and after the sixth session to complete the questionnaires, this is in order for clients to be more open with their answers and to realise that we need their opinions to learn what works well and what can be improved.

7. What were the results (outcomes) of your project?

All twelve of the clients participating with the projects started and completed the block of six counselling sessions. The results of the project was improved confidence, raised self esteem and feeling more able to deal with their lives. This motivated the clients to help themselves and engage with local services that could provide help/support for the practical issues in their lives. We learned this from the counsellors ending case management reports and from the client ending questionnaires.

8. How has this project helped you to sustain your work with disadvantaged communities?

The monies from Wandsworth CCG was received when we started working with Victim Support Wandsworth it enabled us to offer free counselling to new clients that were experiencing financial hardship. We were able to build a professional relationship with Victim Support and they have continued to refer clients and most of them pay a fee between £5 - £35 depending on their situation. The fee we charge is low compared to other counselling provision however it means we can put the money towards our counsellors travel and clinical supervision which in turn means we can offer free counselling to those in need. This also applies to Social Services Early Help Pathways and Thrive teams.

9. What benefit did your organisation or your beneficiaries get from you attending Thinking Partners, the CCG AGM?

MindworksUK has benefited greatly in attending Wandsworth CCG Thinking Partners meetings. We are a voluntary organisation and at the moment we are all volunteers, though we hope that changes in the future as we have applied for CIO (Charity Incorporated Organisation) status and we are making funding applications for core costs. By attending the meetings we meet, network with other voluntary and third sector organisations in Wandsworth that has enabled us to find out what is going on in the Borough and what other services are provided. We find this extremely helpful as we are then able to sign post our clients that are in need of practical help with their day-to-day lives. By attending the meetings and networking we were offered a space free of charge to run our Women's Theatre Therapy group at the Hope for Well being project,

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we have continued to work collaboratively with them and once a month we run “Drama and Cake” workshop with their clients. Share community that works with adults with learning

difficulties contracted MindworksUK to deliver a six session Theatre Therapy programme in April - May this year, a direct result of our networking through the Thinking Partners meetings. MindworksUK is now known of in the borough and we receive some referrals from organisations that we have met at the meetings.

10. What are the health and wellbeing priorities of your beneficiaries?

The priorities for our clients to is improve their psychological well being which in turn helps/enables them to cope with daily life. The counselling explores coping strategies and tools to deal with issues such as trauma and anxiety brought on by bereavement, domestic violence, violent crime, sexual violence, abusive relationships and dealing with children / families. Clients benefit from such intervention because they feel heard and believed by building a trusting appropriate relationship with the counsellor, the sustainable outcome for the clients means they can appropriately engage with family, friends, community and encourages them to access other agencies.

11. What recommendations do you have for how health services can be improved? Please indicate, if known, which level of health or social care the recommendations apply to. For support with this please see the National Involvement Standards to support your thinking.

National Level (Strategic)

Clinical Commissioning Group

Local Authority – Council

Service provider (Operational)

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<p>Your organisation / group</p> <p>Individuals</p>
<p>12. Please add anything else that you would like the Clinical Commissioning Group to know about your project and where possible include quotes, photos and stories about your project and its beneficiaries. (The CCG may use these materials on social media/ online to promote areas of good community practice.)</p> <p>Please note that we cannot send photos or reveal names of clients and counsellors due to our code of confidentiality</p> <p>Quotes from Ending Questionnaires</p> <p>Client 1 I very much appreciated compassion and understanding, and the patience that she showed towards me. I could see that she has an in-depth knowledge in her field, and that she brought this knowledge into the sessions. Many thanks to, Sahar and to Miranda for their assistance and prompt response to my request for help.</p> <p>Client 2 Feeling more comfortable in my skin no longer feeling scared around men, especially those taller than me.</p>

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Client 3

How to deal and cope with the aftermath of what happened get my life and self back

Quote from Counsellor

Developed her own sense of self and strong personal boundaries

Please return your completed report by Monday 17th December 2018 to:

Naomi Good

Patient and Public Engagement Manager

Wandsworth Clinical Commissioning Group

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W: www.wandsworthccg.nhs.uk/

T: <https://twitter.com/NHSWandsworth>

