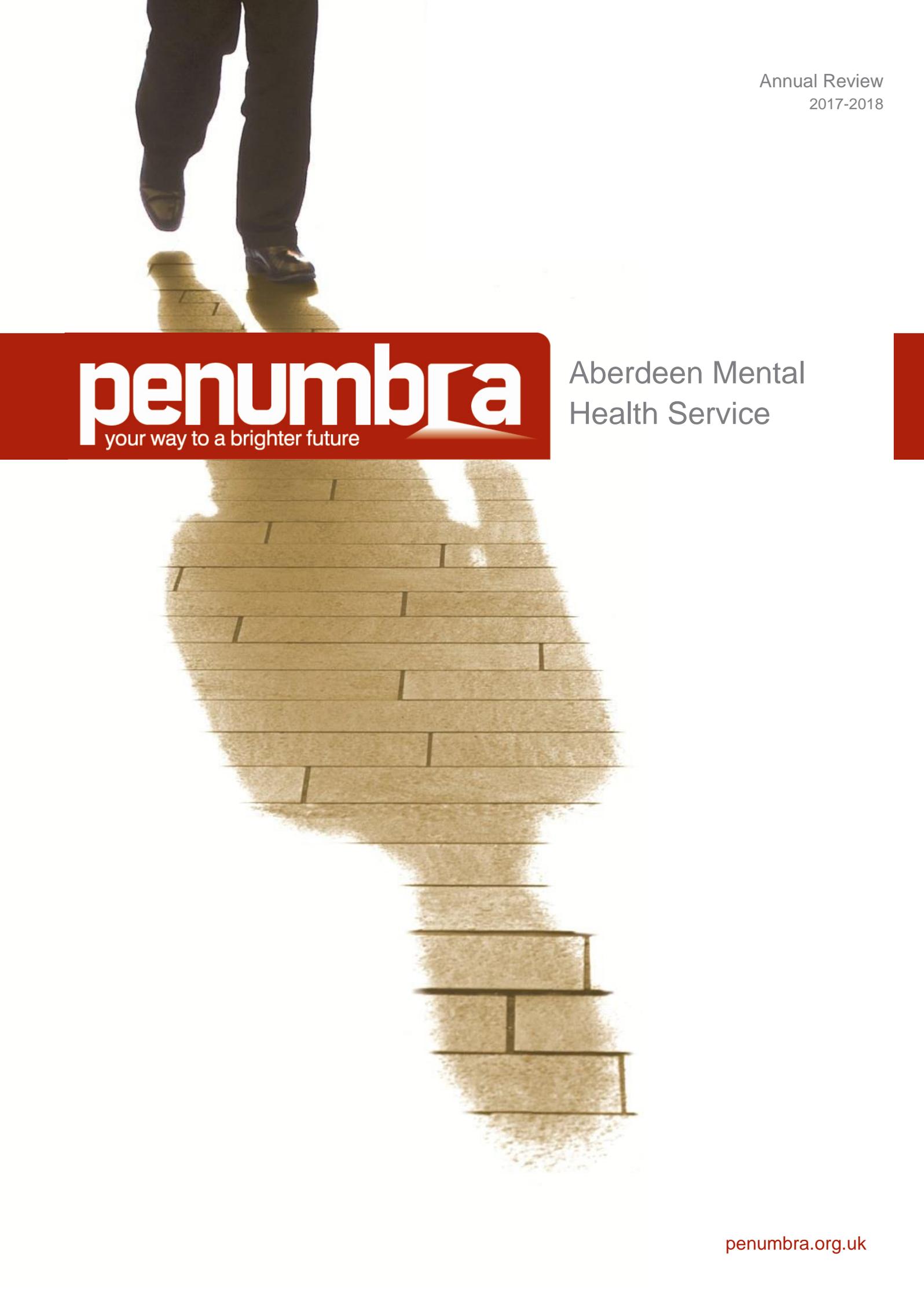


Annual Review
2017-2018



penumbra
your way to a brighter future

Aberdeen Mental
Health Service

About Penumbra

Penumbra is one of Scotland's largest mental health charities. We support around 1600 adults and young people every week.

Founded in 1985, we provide a variety of innovative services in communities across Scotland:

- **1st Response and Crisis Support** - Short term support for people experiencing a mental health crisis.
- **ARBD** - Recovery focused support for people with Alcohol Related Brain Damage (ARBD).
- **Carers Support** - Support for people who are caring for someone with a mental health challenge.
- **Nova Projects** - Services that promote recovery, social inclusion and self-management.
- **Peer Support** – Services where staff use their own experience of mental ill-health to help other people recover.
- **Self Harm Projects** - Services for both adults and young people who self-harm.
- **Short Breaks** - Supportive breaks for people to focus on their recovery.
- **Supported Accommodation** - Supported housing and tenancy projects.
- **Supported Living** - Practical and emotional support provided in people's own homes.
- **Wellness Centre** - Access a range of services in the community which promote positive mental health and support people to recover from mental ill health.

Our vision for Scotland

We envisage a society where people with mental health problems expect recovery and are accepted, supported and have the resources to fulfil their potential. To achieve this vision our Strategic Plan sets out five aims (RPIII):

- **Recovery** - To ensure that all mental health services and activities are hopeful, personalised and recovery focused.
- **People** - To ensure a highly valued, skilled and involved workforce.
- **Innovation** - To develop, support and provide innovative responses that promote recovery, social inclusion and citizenship for people with mental health problems.
- **Influence** - To promote mental health and wellbeing in communities by influencing; policy makers, funders and others.
- **Improvement** - To ensure quality and continuous improvement in all business processes to achieve our mission.

RPIII is supported by objectives and a results and monitoring framework. As part of this framework, Penumbra services compile an Annual Review which summarises the work undertaken to meet the five key aims, to achieve our mission, and to realise our vision for society. This Annual Review is based around the RPIII structure, with sections for Recovery, People, Innovation, Influence, and Improvement.

Service overview

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About the service

The Aberdeen Mental Health Service delivers high quality, recovery focused, 1:1 support to approximately 80 supported people in the four locality areas of the City. This includes supported living in our Hardgate and King Street sites. The service is registered with the Care Inspectorate enabling the team to provide both Housing & Care at Home support. We provide personalised outreach support, aiming to promote independent living. The service empowers people to develop skills required to lead a meaningful and fulfilling life and connect positively with their local communities.

Types of support provided

Support is provided on a one-to-one basis in the person's own home or in their local communities, dependent upon their specific needs.

Home - Practical Support - Assistance with the life skills associated with independent living, including budget setting and money management, planning, making and attending appointments, dealing with correspondence, managing medication and planning healthy meals.

Opportunities / People - Encouraging people to engage with local and wider communities and accessing everyday resources and activities they may not be aware they can use, i.e. Community Centre groups, local libraries for information and What's On! - A guide to things they may wish to attend.

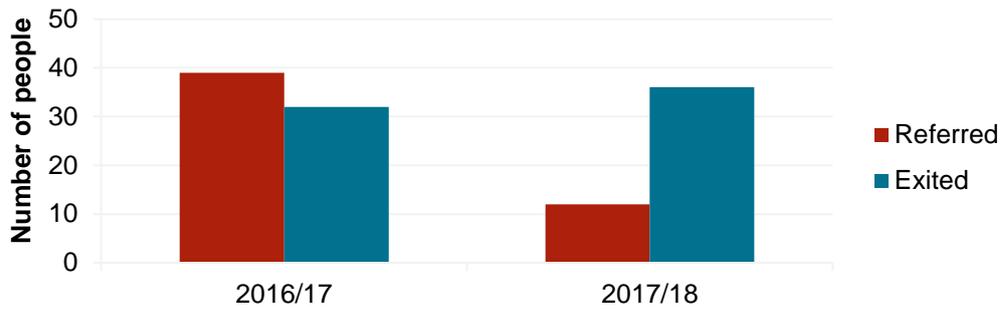
Empowerment - Focusing on building trust, developing positive relationships, self management and building up resilience to day to day pressures.

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People who use our services

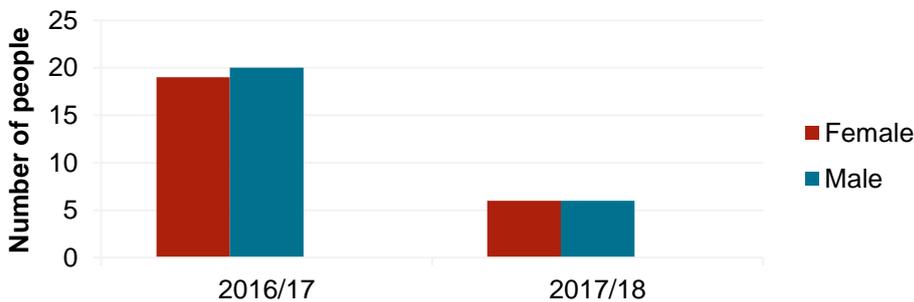
On securing the new Mental Health Service Contract, which had a reduction in support hours, the service now only accepts referrals from Social Work or from the Mental Health Resource Allocation Panel at RCH for the accommodation sites within the Service.

Referrals



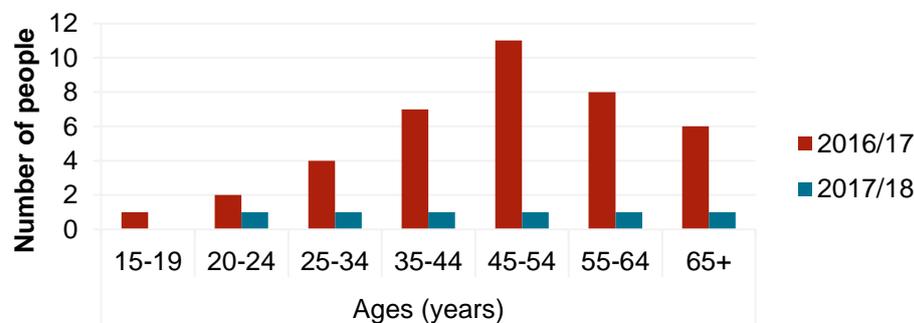
A suspension of referrals between Apr-Aug 2017 allowed us to refocus on support packages and guide our people through a transition period to the new contract in September 2017.

Referrals by gender



From April 2017 - March 2018 referrals by gender have remained equal in number at a low level, the result of a 5 month freeze on any new referrals, to allow a Service review.

Referrals by age

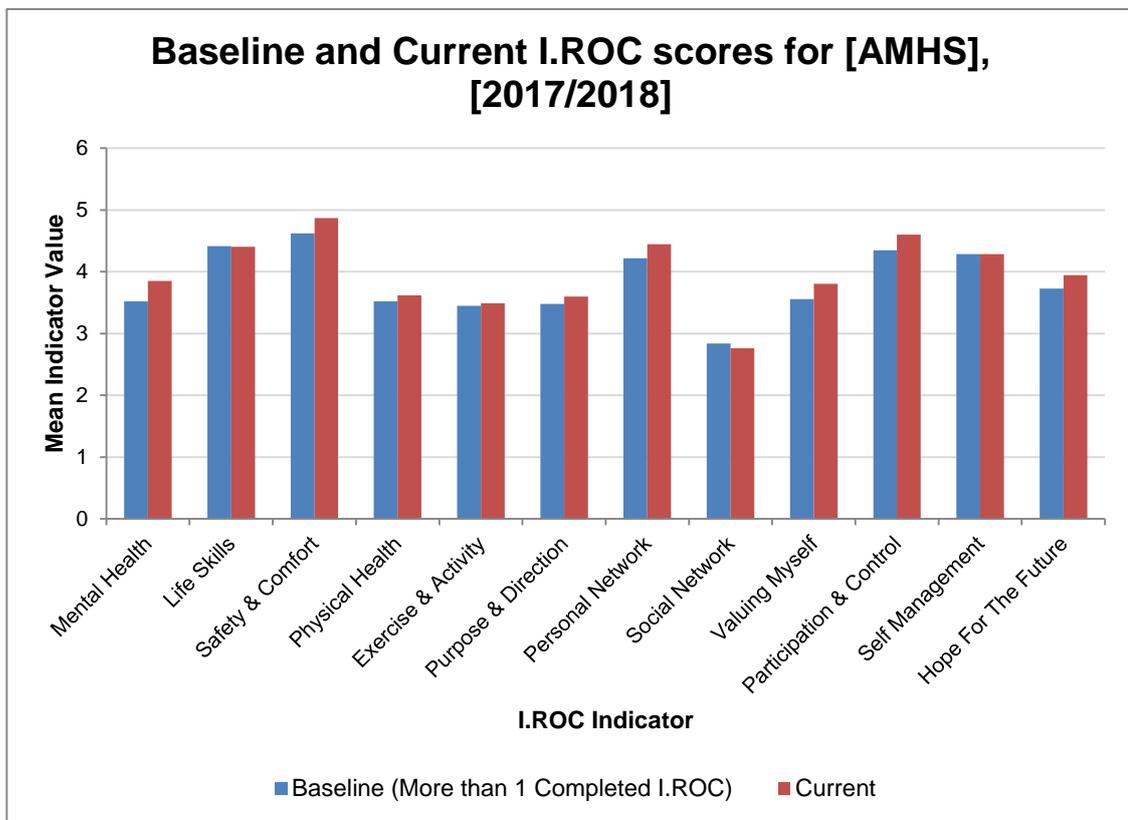


From April 2017, of the 12 referrals received by the service, the youngest age group was not referred. This has been a year on year trend for the AMHS, this may be due in part to an improvement in service's for mental health being provided to the younger age group in the city.

Recovery

I•ROC

The Individual Recovery Outcomes Counter (I•ROC) is an outcome measurement tool we created to measure recovery journeys. People who use our services complete an I•ROC by scoring 12 wellbeing indicators every three months. These scores allow us to build up a picture of their wellbeing over time, and assess and measure their personal recovery journey. Scores for everyone using a service can be averaged to show general trends.



Based upon the data provided above, the AMHS is making positive impacts on most of the I.ROC indicators, with the main improvements being made in Mental Health, Safety & Comfort, Personal Network and Participation and Control, these had been identified by supported people as key areas for improvement over the last year.

The areas where least impact has been made, are in the areas of Social Networking, Self Management and Life Skills. Positively, we believe this may be due to the fact that a number of people who had their support reviewed, moved on from the Service over the last year.

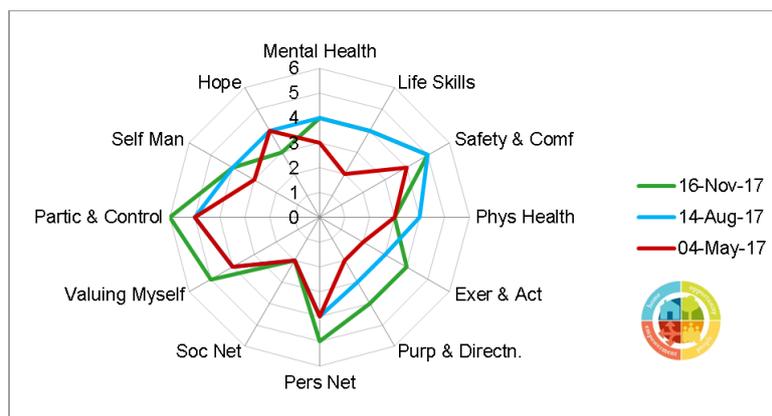
The service is currently providing a POWWOW's on Life Skills, supporting menu planning, healthy food choices and hygiene, to promote knowledge, confidence and enables social networking.

Recovery story

Ken's Story:

Before Penumbra, Ken's flat had become very cluttered and he was struggling to stay on top of his laundry and cleaning. He had a number of debts and, although he had made steps towards becoming bankrupt, he'd been struggling to pay the bankruptcy fee. Ken didn't have adequate furniture and wasn't using his gas central heating due to his debts. He was over-reliant on takeaway meals and had let his confidence with cooking skills fall away. Ken also experienced periods of low mood and would isolate himself when this happened.

With Penumbra's support and encouragement, this has helped Ken to de-clutter his flat, and clear a lot of floor space. Ken has managed to work through a large pile of washing, and his flat is looking a lot tidier as a result. Ken managed to save the fee required to go bankrupt and has completed this process, and, as a result, he has a new start, free from debt, and is able now to use his gas central heating. Ken has improved his cooking skills – learning to make a few different meals with staff support. Some replacement furniture has been sourced, including a chest of drawers, a cooker, and a fridge.



Ken's cooking skills have improved greatly and he has started making home-cooked meals for himself out-with support time, and he has benefited from a new cooker and fridge which has helped with this.

The stress of debts has been lifted, and Ken now has the chance to live within his means and work with staff on managing his budget. Ken is much more comfortable in his flat and although he still has periods of low mood, he is much better at communicating with staff and therefore staff can provide appropriate support and encouragement.

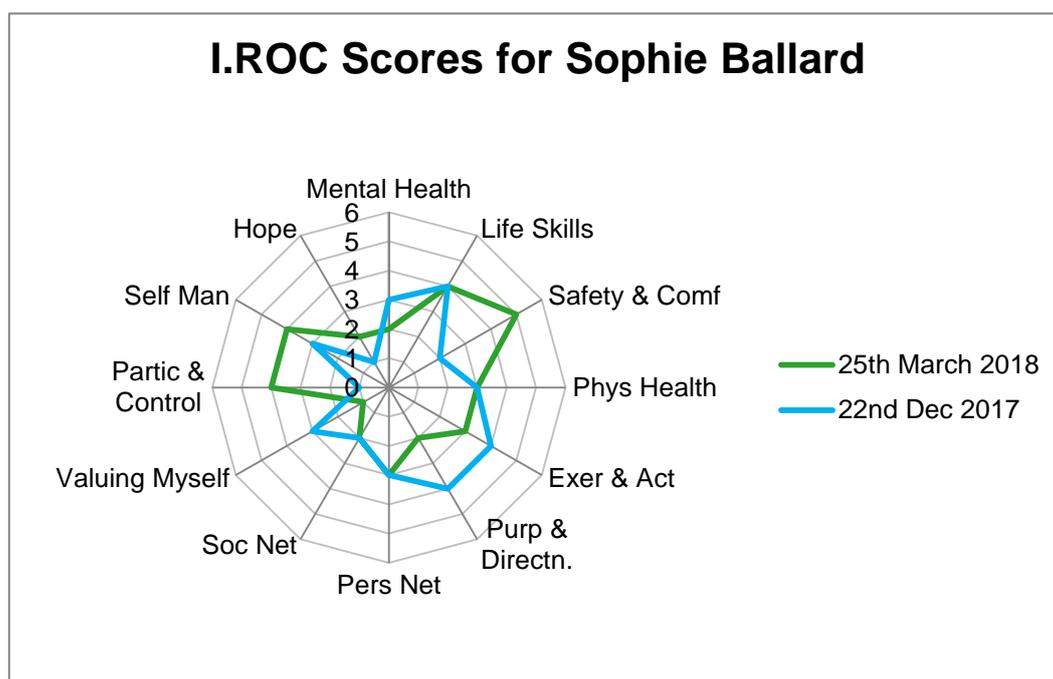
“I'm proud of the progress I've made in my flat !”

Recovery story

I've been supported by the AMHS since December 2017. My support has given me confidence because we can work through problems together. The coping strategies I am learning to use have helped me develop an inner strength to take control of situations that I would have struggled with in the past.

With Penumbra I have made a weekly planner in my support time which helps me keep on top of cleaning, shopping and also activities. Penumbra, have supported me with managing money so I have a healthy bank balance, and I have money left over to spend.

I haven't self harmed in over 4 months because I have a crisis plan in place which Penumbra, have supported me to develop. There is good communication between staff so they know about my plan and can pass on what I feel works, between them. This makes me feel confident that I don't have to repeat everything over and over again as this can be distressing for me.



“I am genuinely more positive about my life”

People

Staff

The Aberdeen Mental Health Service currently has one Support Manager, and 12 staff. This comprises both full and part time staff, divided into 2 recovery teams. Each team led by an experienced Recovery Practitioner, operates city wide, covering all four localities maximising staff deployment.

The service also has one Volunteer who moved on from the Service 5 years ago and works 5 hours per week using his experience to provide a peer element of support.

Training

This year has seen the introduction of our own Penumbra e-learning platform which our staff have greatly benefited from. As well as taking part in regular refresher training the staff team initiated bespoke wheelchair training as a need for the Service and sought out Adult Support & Protection training.

RBS Mentor provides Penumbra with a suite of online e-learning and staff make this a priority to keep up to date with all recommended courses.

Currently we have five staff who have achieved SVQ Level 3 in the service, with a further candidate due to finish later this year.



SSSC registration

The Support Manager is registered with the SSSC as a Manager of a Housing Support and Care at Home Service having achieved both Level 4 SVQ In Health & Social Care and Leadership & Management for Care Services (LMC)

Both Recovery Practitioner's are currently registered as Supervisors with the SSSC and all Recovery Workers are working towards registration in line with SSSC requirements since the register opened in October 2017.



Innovation

In March 2018, the service began the process of working towards attaining the Healthy Working Lives Bronze Award, which we will achieve in the year ahead.



POWWOWs and outreach

The Walk and Talk Group to align with Penumbra's Fit150 initiative has continued in 2017/2018, bringing together supported people on a monthly basis with the focus being to introduce & encourage gentle exercise as a way of helping to increase good health and mental wellbeing. As part of FIT150, this year will see us focus on a specific "theme" on each walk to promote discussion which will encourage the sharing of ideas and self management techniques.



Having identified a need within the Service to improve on cooking skills, particularly with some male supported people, we created a very small closed men's cooking group. This has allowed for individuals who felt they required a little more time than support could offer, to acquire new skills with the focus upon a healthy balanced diet and also the importance of good kitchen skills when at home.

Initial feedback received from the men directly at the end of each session, has been very positive, an evaluation of the effectiveness of this programme at the end of the 8 sessions will inform future service planning.

The outcome of these smaller groups will be to build confidence in and around the kitchen and encourage people to become more self managing with the hope of moving into mainstream learning, when they feel ready.



Influence

Celebrating Recovery

We rounded off the year by hosting our own 'Celebrating Recovery' event at the Lemon Tree in Aberdeen. This was a really positive day, showcasing the work that we do, alongside our colleagues from all over the North Area. The guests included staff, partners and stakeholders and most importantly our supported people. The day consisted of a morning of fun and audience participation, the sharing of recovery stories and a mix of taster POWWOW's. In the afternoon we hosted a series of conversation café's each with a different topic for discussion, which was summed up by our guest Dame Anne Begg. At the end of the day we collected our feedback in a novel way and as you can see from the comments below it was overwhelmingly positive.



"Fun experience, loved hearing from others. Brilliant recovery stories,"

"An absolutely brilliant day, I feel so exhilarated. Well done everyone,"

"Great to hear mental health talked about so openly and by real people,"

"It was so inspiring and heart-warming to hear what everyone is doing,"

"Great networking opportunity, I am looking forward to furthering co-production opportunities,"

Improvement

Care Inspectorate

In January 2018 the service was inspected at short notice by our Care Inspectorate Officer, the service received Grade 5's which are "very good". This was in relation to the Service's Quality of Care and Support and its Quality of Staffing. Detailed below are comments from the report:

"The service provides a flexible and personal approach to the people they support, provided in a variety of ways depending upon people's changing needs."

"The service continues to compile recovery stories from the people they support, and people highlight what they have achieved and how this fits into their recovery plan."

Quality Assessment Framework (QAF)

In February 2018, the service was assessed for quality in line with our 5 strategic themes, Recovery, People, Influence, Innovation and Improvement. Of a possible score of 5, the AMHS retained 4's for all five RPIII themes. After receiving the report, we created a development plan and this will inform our focus areas that we will take forward in the coming year. These were 5 areas in which were the lowest scoring in the assessment but they will be made a priority for the coming year.

Feedback

My support has given me more confidence.

Staff are friendly, helpful and listen to me.

I am slowly getting my life back.

I like how polite and understanding staff are.

Getting out shopping- it's smashing being able to do this after years of depending on my family.

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