

**penumbra**  
your way to a brighter future

Falkirk Supported  
Living 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:

- **1<sup>st</sup> 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

### Contact details

Penumbra Supported Living Service  
Suite 5C Earls Court  
Roseland Hall, Earls Gate Park  
Grangemouth  
FK3 8ZE

e 01324 473007

t Falkirk@Penumbra.org.uk



### About the service

Falkirk Supported Living Service was established in 1992, is registered with the Care Inspectorate who inspects the service yearly. The service is commissioned by Falkirk Council; we are registered as a supported living service and care at home service. The service provides support to people within their own homes within the Falkirk Council area, our geographical is from Falkirk, Denny, Bonnybridge, Carronshore, Camelon, Bo'ness, Stenhousemuir, Larbert, Grangemouth and Polmont.

### Types of support provided

We provide 1-1 support within mental health, providing advice and emotional support for those with drug and alcohol problems or those who self harm, suffer from anxiety or have suicidal thoughts, people who have been abused or personal neglect or personality disorder. We engage people using I.ROC and Hope Toolkit, within our service some supported people have Short Break Vouchers, these are a method of additional hours, are allocated on a 3 monthly basis, which the person can use at any time for their own specified goals.

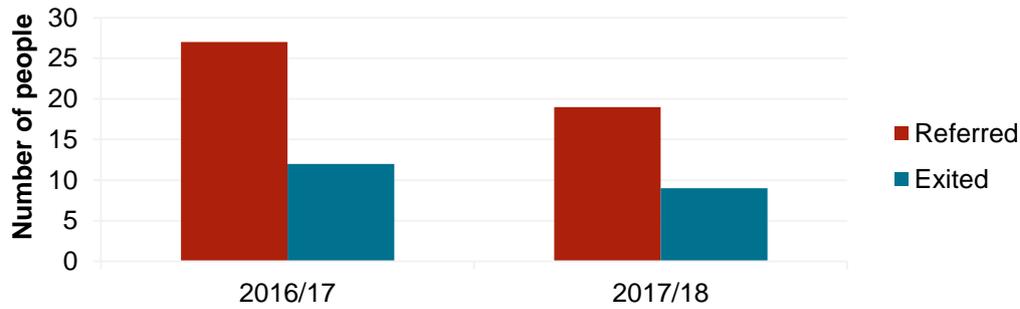
Our model of support aims to empower supported people on their recovery journey, helping them achieve their desired outcomes. This could include keeping their tenancy, maintaining an independent life through acquiring appropriate life skills, maintaining their health and wellbeing, building links with the wider community and society, and most importantly, valuing themselves using the hope toolkit.

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## People who use our services

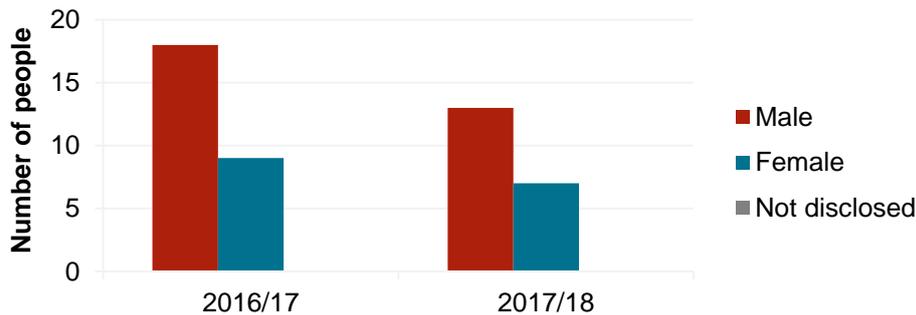
Our referrals come through via Falkirk Council through a spreadsheet, and if successful the social worker will contact the service. The spreadsheet is emailed to the service 3 times per week, showing all supported people looking for services.

### Referrals



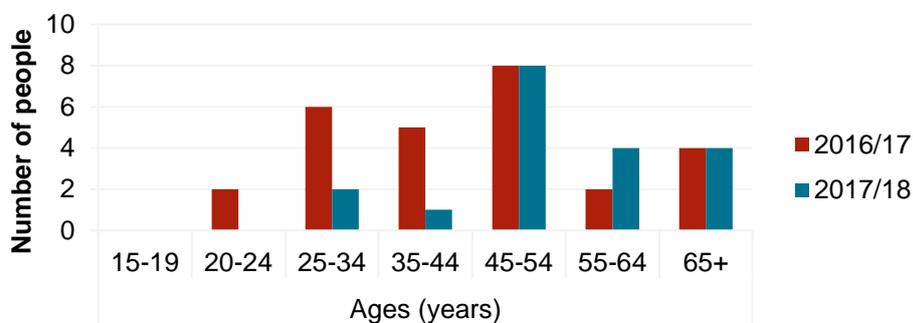
There has been a decrease in referrals from 27 in 2016/17 to 19 referrals in 2017/18, there is a notes decrease in people moving on from the service from 12 in 2016/17 to 9 in

### Referrals by gender



Of the 19 referrals in to the service there were 13 females and 7 males.

### Referrals by age



This year there has been a decrease in age ranges 25-34, 35-44 and an increase in age range 55-64

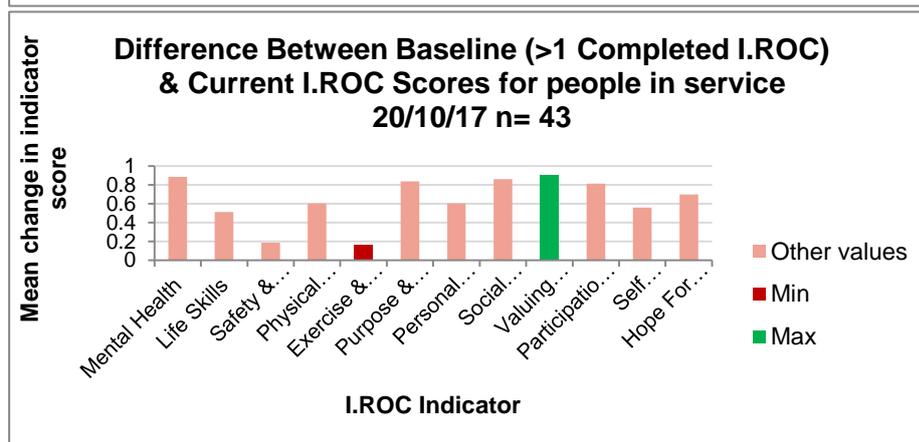
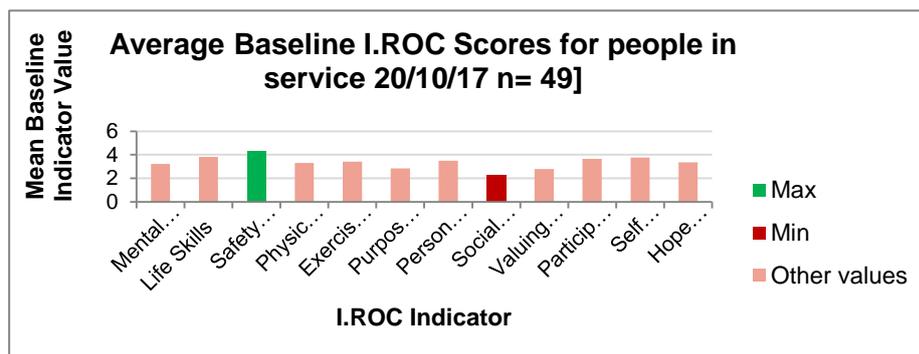
## Recovery

### 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.

In comparison to indicators in 2014-2015 the evidence provided by I.ROC for 2015-2016 suggests that there has been a decrease in exercise and activity and physical health. This may be linked to an increase in referrals of people who have chronic pain and are over retirement age. However, I.ROC scores also indicate an overall improvement in Life Skills, Safety and Comfort, Participation and Control, and Self Management look at figures within the service. Within the service we havenow taken on board the FIT 150 and are moving forward with this, which will enhance the area of Physical Health.

#### I.ROC Outcomes



## Recovery story

I had been physically unwell which resulted in me ending up in Forth Valley Hospital however I cannot remember being admitted into hospital. I was in a medical ward however I don't remember any of this due to being so unwell. I was later moved to Ward 3 which is the mental health ward through no choice of my own because had I been given the option to be put into hospital I would not have gone in for treatment. I remember my stay very well in ward 3 this was not what I expected as I was treated so well.

In the past when I had been admitted into mental health wards at Falkirk Infirmary I was so ill treated I do not want to explain why because I don't want my story to put anybody off from going into hospital, this was in the past and my experience lately is what I want to talk about because it was not what I expected. During my stay all my medication was reviewed I was taken off some medication I had been on long term and given new medication to try which is working well for me. For so long I was so agitated, anxious, depressed and hearing voices. There were days where I would go out and immediately have to come back home because I felt so unwell and overwhelmed with agitation however I don't feel like this anymore I feel I enjoy my time outside these days I don't feel I have to rush home even though I can still become agitated and anxious.

During my stay in ward 3 I had my own room with an ensuite I found this to be very relaxing. I even managed to read 2 books during my stay which I couldn't have done before due to my lack of concentration. I was given 3 meals a day which started off in my room for the first few weeks until I settled in and then I was slowly introduced to the dining room where I would have my meals with other people.

There was one in particular nurse who tried to make sure I had a sandwich to take to my room for supper because they usually got snapped up straight away. I was treated completely different from my past admissions years ago. I was treated with respect I was listened to and they were very obliging if I asked for anything they would usually get me it and if they couldn't they would explain why. I felt like I was in a 5 star hotel I laugh when I say this to anybody but it is true.

When you first arrive in the hospital it's like being at the airport that's exactly where I felt like I was with the Starbucks and WhSmith a small clothes shop and a M&S food court and there's a restaurant upstairs it did not feel like entering a hospital. Around the corner from my ward was a WRVS where I would get my cappuccino I had a pleasant stay. I want my story to help other people who may be afraid of going into hospital due to what it was like years ago but I can assure you there is nothing to be afraid of. My being admitted to hospital had been a blessing in a way because had I not have gone I would still be on the same medication which didn't help me and I wouldn't be feeling better today. I still have a mental illness which I accept but knowing I am on the right medication helps me to be stabilized.

**“Realisation”**

## Recovery story

I felt my anti-depressants were not working. So I contacted the GP and was told I wasn't eligible for a CPN, I then went to the psychiatrist and told him I was ready for a breakdown. I was referred to Penumbra and I had a visit from a manager and a support worker. They said they could help with debts and housework. I had been isolating myself so I got 6 hours support. At first I was nervous and felt like I was letting myself down but after a while I worked with Penumbra, who supported me with shopping and debt. I felt I could talk to the staff and was very honest when I felt down. Penumbra helped me get the right benefits and get on top of my money worries. I felt like I was getting my life back. I was never one for going on public transport but Penumbra helped me with this and I still have trouble with this but Penumbra help me, encouraging me all the way. I then started going along to the Client Involvement Group, I was nervous but wanted to meet other people, once there it was all very daunting but I was made to feel welcome. I was a nervous wreck going home that day but felt proud I had done it, I still have ups and downs and it's a rollercoaster sometimes dealing with my kids. Staff always encourage me and I started meeting other staff members and although it was scary I done it and liked seeing other faces.

I was asked if I wanted to take part in the new Client Involvement Group which we decided to call "The Place". This was a meeting held once a month and gradually became busier and I got talking to people and one lady in particular Lynda lived not that far from me. So our support worker would take us both. We had a good laugh and I felt myself getting more confident, Lynda stopped going due to other circumstances, I felt anxious going myself but I tried every month. I tried a few trips which I enjoyed. I loved the safari park. One day my support worker asked if I wanted to go to Blackpool I thought it was a day trip but I soon found out this was Monday to Friday. This was very scary for me but it was very exciting as it had been a long time since I had been on holiday. I got funding to help with the cost and staff helped me source this and before I knew it the day had come round. I must admit I had my doubts and I was anxious about going away. I slept in that morning so I was in a panic but I made it on time. I was met by the staff who were very understanding of my anxiety and they quickly calmed me down. I sat next to a lady who also looked anxious her name was Michelle. I felt we hit it off right away and I quickly felt good about going. The bus journey was brilliant I haven't laughed so much in my life. The Hotel was lovely and staff really nice. The full week was a brilliant laugh and it's the best I have felt in a long time. I had a couple of wobbles during the week but Penumbra staff knew exactly what to do and I quickly calmed down.

Its almost a year since I've been to Blackpool but I have kept in touch with Michelle. She had become my best friend. I feel I can tell her anything and she tells me everything. I am still struggling with the buses but I am feeling good about myself. I recently went to the Penumbra Road Show where I went to the open mic session and told some of my story. This inspired me to write this.

**"My Recovery Journey by Jess"**

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## People

### Staff

The service has gone through some important changes in how the staff teams are organised and we now follow the Recovery Teams model.

The service has 11 members of staff: a Manager, Two Recovery Practitioners and 4 full time Recovery Workers plus 4 part time Recovery Workers. This year we had 4 students on university placements.

In our service we have a newsletter which both staff and supported people are fully involved in along with incorporating information about community resources, cooking, advocacy and recovery stories. This newsletter is quarterly sent out to all supported people and emailed to all staff.

### Training

This is the e-learning which staff have completed within this service.

Health & Safety Induction

Fire Safety

Lone Working

Safeguarding

Bullying & Harassment

Equality & Diversity

Data Protection

Health & Safety Induction

Basic First Aid

Advanced First Aid

SSSC Learning Zone

Safe Administration of Medication for Care and Support Services

Steps into Leadership for Frontline Worker.

Local training

Adult Support and Protection Training - Awareness and Reporting

Adult Support and Protection Training - Financial Harm

Epilepsy Training provided by Epilepsy Connections 31.1.2018

### SSSC registration

The Manager and two Recovery Practitioners are registered with the SSSC. The register for Housing Support services is now open and all Recovery Workers will have to register.

## Innovation

### ROTA

August 2017 as a service we worked with the West Area Admin to work on a new rota template this template was disseminated shortly after and received very positive feedback from the staff. There have been alterations to this rota and now it is exactly what we need as a service, shows individual staffs week and individual supported people's rota for the week. This also feeds into the monthly invoicing for our finance Department and shows a breakdown of the actual support hours provided.

### Development Plan

The service started a development plan in March 2017 This covers outcomes, Penumbra's link to aims, risk, approach, assessment, dates, progress and who is leading. This is updated regularly to show achievements within the service and goals which we are meeting.

### The Place

The service boasts a local involvement group, run by the service and supported people, and is focussed more on meeting within the community, exploring new areas of interest. The group continues to develop and encourage engagement, activities and outings.

### Newsletter

The service continues to develop and involve supported people in the newsletter. The newsletter consistently has contributions from supported people on local and personal interests. The newsletter aims to give better promotion to The Place group and activities. It contains information on community resources.

### Carista

The service has developed processes of recording the notes in more detail incorporate the area of support along with evidencing the recording of the hope toolkit on Carista and ways of working to support documentation being put onto Carista. The service has shared this way of working with other services in the West Area of Penumbra. Our service now have all documentation electronically, with the supported person having their own hope toolkit within their home.

## POWWOWs and outreach

We are going to look at having small groups of POWWOWs (Penumbra Workshops on Wellbeing) for supported people. These groups for supported people can range from confidence building, expressing emotional and achieving goals. Within the service we are currently using POWWOW's for staff training these include IROC training, hope toolkit training and self harm toolkit.

## Influence

The staff who are registered with SSSC are starting to work on the learning logs within their own SSSC registration, they will record all training, development and POWWOW's.

Forth Valley College held an open day in March 2018 where we had Penumbra staff with freebies and leaflets and the member of staff was proactive with sharing information on our service and speak collabritavy to other organisations who also attended. Information received will be both past on to staff and contained in the newsletter for all supported people to read.

### Directory of Falkirk Mental Health Service & Sources of Support

This 2nd addition of the directory is for health professionals working in NHS forth vallley. It is designed to help signpost individuals with menal health problems to the most appropriate source of Support. We hope it makes it easier for those who experience menal health problems to get the right support, from the right place. Produced February 2018 from Falkirk Council in partnership.

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### Feedback and Development

Within the service we have a yearly information folder which contains evidence of supported people involvement, partnership working, local community and organisation information passed on to people we support, information on students having worked within the service and any involvement from people in internal interviews and recovery stories.

### Participations Plans

Supported persons voice is important to us, these participations plans are to gain information from the supported people. What they would like to be involved in, are they happy to receive Penumbra questionnaires, Care inspectorate questionnaires or be involved with inspections, family questionnaires, or with recruitment or coming along to The Place Group, suggestions or feedback and what hobbies people like. These have all been received back from people and we have colated this information on to a speadsheet for the service.

### Roadshow

The West Area Roadshow, Reflecting on Yesterday, Recovery Today, Reclaiming Tomorrow as held in February. The organisation of the day was driven by supported people looking at the issues/challenges, joys and achievements of their histories and vision of the life they want to lead, and how support had benefited them. This was to capture how far support has improved in recent history, moving from institutions into communities. There were 3 of the supported people from the Falkirk service you got up on stage and provided their own recovery story at the event. Feedback on the day was positive with 75% of attendees stating they had an excellent time, and remaining 25% had a good time.

## Improvement

### Care Inspectorate

The service was inspected in February 2018 and our grades have improved  
Grade 6 Quality of Care and Support  
Grade 5 Quality of Management and Leadership

What people told them:-

The Care inspector spoke with seven supported people who shared with him their positive experience with using the service to support them with their recovery journey. He visited the home of four supported people and observed positive interactions between the person and the staff member.

"I have epilepsy and problems with remembering things, but I get great help from staff"

"Penumbra helps me to have a healthy mind by supporting me along to the gym. This is really helpful forwards my physical health"

"Penumbra has changed my life immensely"

"Since being with Penumbra my life has improved in many ways"

### Quality Assessment Framework (QAF)

The QAF was completed in October 2017 and from this we created a development plan for the service and currently working through this completing areas of improvement and development with actions. This plan provides a lead responsible person and timescales for completion.

### Feedback

Care inspectorate - what the service does well

People commented favourably about the flexibility of the service and the quality of the staff to meet their individual needs.

The Staff worked closely with people to review the progress they were making utilising the self-assessment individual recovery counter (IROC) tool. We favour this approach as it enables the person to reflect on the progress they are making.

Monthly social activities organised through The Place and they heard of the positives this had on people through increasing their friendship and support circle.

## Contact Penumbra

Penumbra  
Norton Park  
57 Albion Road  
Edinburgh  
EH7 5QY

0131 475 2380

enquiries@penumbra.org.uk



penumbra.org.uk



@penumbra\_scot



FB.com/PenumbraScotland



Instagram.com/penumbrascotland



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