

penumbra
your way to a brighter future

North Ayrshire
Self Harm 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

Contact details

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About the service

The North Ayrshire Self Harm Service is based in Ardrossan Youth Centre and provides support to residents of North Ayrshire who wish to reduce or stop self harming. We also work to raise awareness of self harm issues and to help reduce the stigma around self harm.

The service has been running since January 2005 and is funded by Choose Life. We work with adults and young people (aged 12 years and over) who self harm, and provide informal support to their parents/carers. In addition, we also provide information and advice to assist other services to develop good practice.

Service aims

The service provides non-judgemental and confidential support to people who wish to reduce or stop self harm. We aim to:

- Provide and promote individual self harm coping strategies and an understanding of the triggers for self harming behaviour
- Reduce self harming behaviour and minimise harm
- Increase awareness and promote understanding of self harm and the issues associated with it for individuals, families and workers
- Increase the community of understanding around those who self harm

Types of support provided

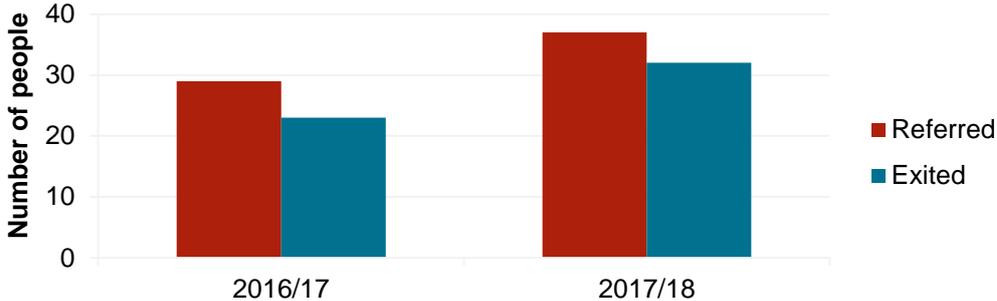
- One to one - Support for those who are self harming, including support to minimise risk, manage their self harm and develop alternative coping mechanisms.
- For parents/carers - Informal support to parents/carers of service users.
- Information and advice - Information and advice for professionals who come into contact with people who self harm.

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People who use our services

208 people benefited from our service this year which is a 54% increase on last year. This includes service users, parents, and professionals who have received training, information/advice.

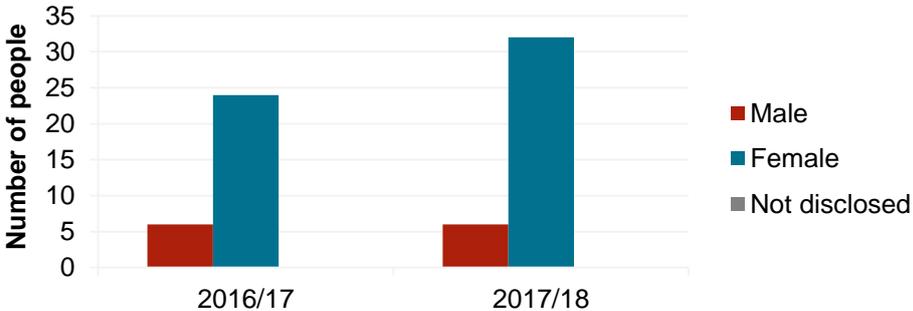
Referrals



The service received 37 referrals this year, which is a 30% increase on last year. However, it should be noted that approximately 30% of the referrals received were inappropriate.

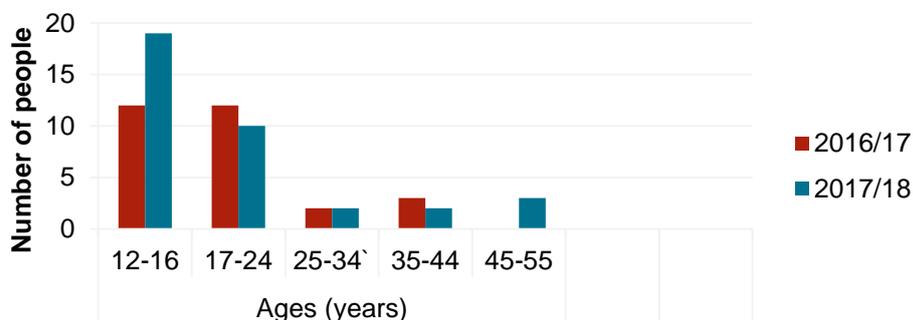
The service has noted a significant increase in inappropriate referrals in the last 2 years, the majority of which are from the NHS.

Referrals by gender



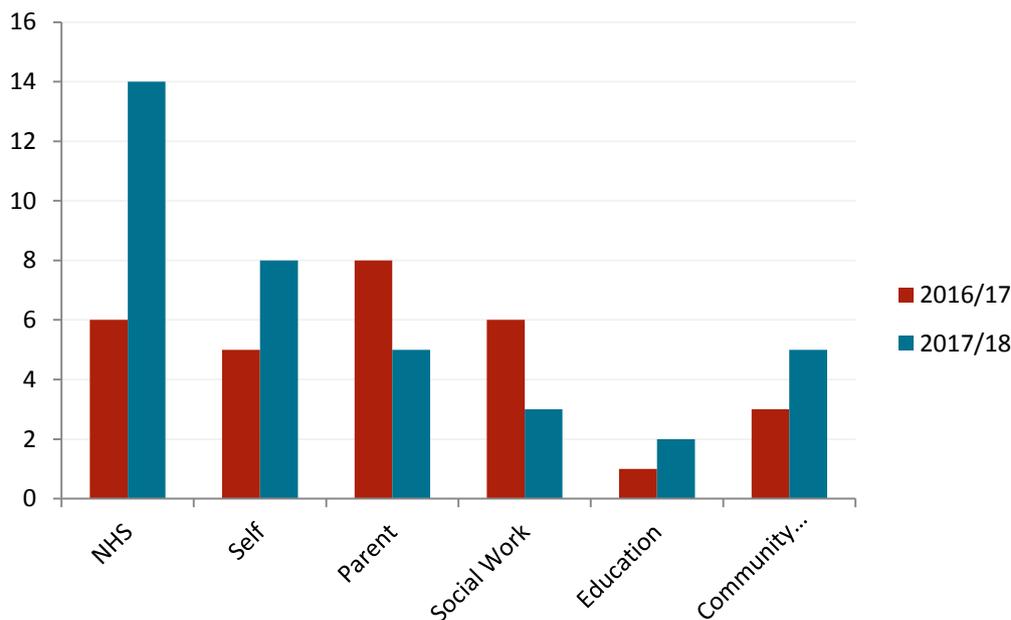
In keeping with previous years the majority of referrals were females at 86%. Although in the last 2 years we have seen an increase in males being referred, compared to previous years.

Referrals by age



The majority of referrals received (51%) were again in the 12-16 age group and this year we had a significant increase (63%) in referrals in this age group, compared to last year. However, this increase may be explained, in part, by the increase in inappropriate referrals to the service. We also experienced an increase in referrals in the over 45 years age group.

Source of Referrals

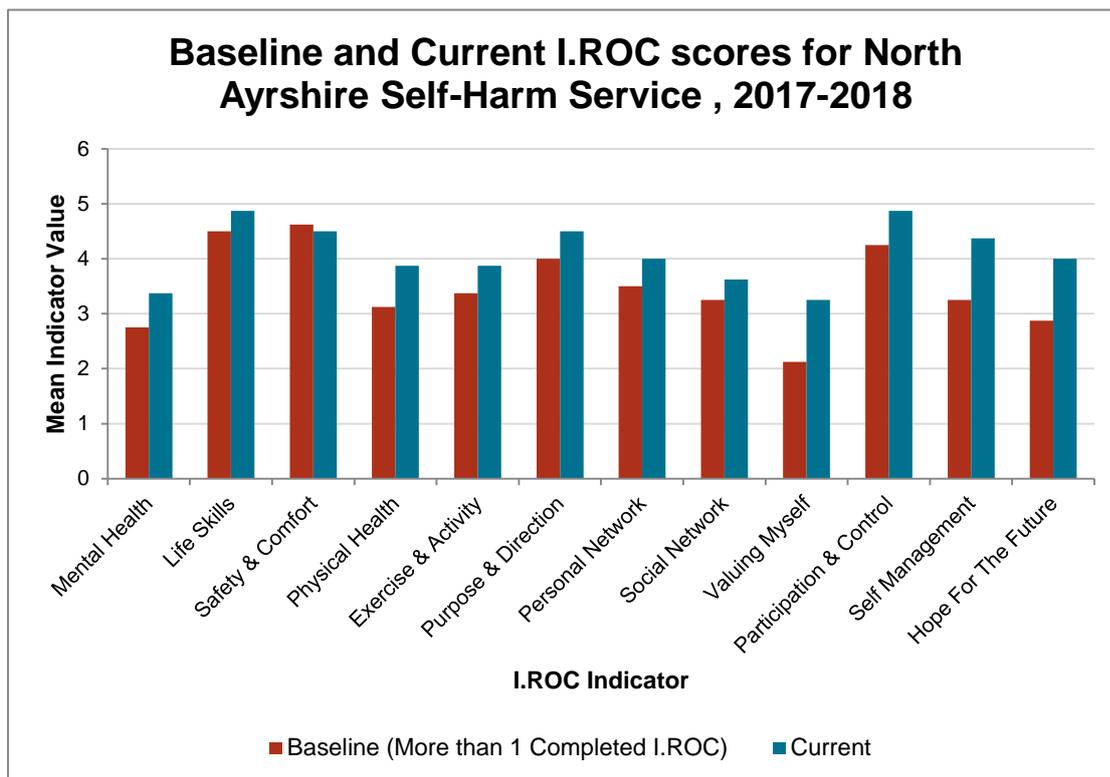


This year 38% of referrals came from NHS, 21% Self, 14% Parents, Social work 8%, Education 5% and remainder came from Community Groups. The largest percentage of referrals came from NHS and this year the service experienced a 116% increase in referrals from NHS compared to last year. It should also be noted that the majority of self referrals are signposted by the NHS. Likewise the majority of referrals from Parents have been signposted by Education.

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.



The graph above shows the difference between the baseline scores and current scores across the service. The lowest baseline score was valuing myself and the highest score was safety and comfort. As a result of support there has been an increase in all of the scores, with the exception of safety and comfort, which can be explained by a change in some of our service users' living circumstances. The highest improvements have been in valuing myself, self management and hope for the future. This reflects the work of the service, in helping people increase their self esteem, and learn to cope better with their emotions and in turn reduce/stop self harm. As a result, their hope for the future increases.

"I have achieved my goal I had made when I first came to Penumbra."

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Staff

The service is run by Helen Gibson, Support Manager, who is employed on a part-time basis. Fiona Tall, West Area Manager, oversees the service.

Helen Gibson provides one to one support, self-harm awareness raising sessions and good practice advice to teams. She regularly meets with Sarah Watts, Choose Life Manager, North Ayrshire, to discuss and monitor the service's progress. The Support Manager and Sarah Watts of Choose Life regularly undertake partnership work and co-deliver training.

This year the service has also employed Abbie Henderson, Facilitator (Young Peoples Development), to develop pilot work on negative body image.

Training

Helen Gibson and Abbie Henderson have completed all of Penumbra's core training for the post, which includes training on I•ROC – Penumbra's outcomes measurement tool. This core training gives staff a detailed understanding of Penumbra's recovery-focused approach.

In addition, the Support Manager has attended Training for Trainers workshop, TALK (Suicide Alertness Training) and ASIST (Applied Suicide Interventions Skills Training). These suicide alertness courses are delivered by Choose Life and provide staff with the skills they need to keep people safe. This year the Support Manager also attended Childhood Protection Awareness and Adverse Childhood Experiences Conference organised by Criminal Justice.

In addition, this year the Support Manager has completed following National Autistic Society's e-learning modules:

- Understanding Autism
- Autism and Communication
- Safeguarding Children on the Autism Spectrum
- Autism, Stress and Anxiety
- Autism and Sensory Experience
- Autism: Supporting Families

SSSC registration:

The service is not required to register with SSSC.

Innovation

Practical Based Training Sessions

The service continues to develop and improve our practical based training sessions to organisations within North Ayrshire. These sessions are intended to provide front line workers with practical tools which can assist them in supporting people in their communities/services who self-harm. These training sessions have received very positive feedback from participants.

Ayrshire College

The service has collaborated with Paul Hough, (Student Mental Health and Wellbeing Liaison Officer, Ayrshire College) to develop a Self-Harm Flowchart for use in Ayrshire College.

Negative Body Image

Abbie Henderson Penumbra's Facilitator (Young Peoples Development) consulted with pupils from Stanley Primary and Ardrossan Youth Centre to gain their views on body image. This has resulted in the development of a body image pack called My Body My Way aimed at Primary 6/7 pupils. This resource was successfully piloted with pupils in Stanley Primary in September 2017. This resource is available for use by all North Ayrshire education staff and pupils. The pack includes a facilitator's guide and an information sheet for pupils. Education staff and pupils can access this pack in the Connecting with Mental Health resource contained within the Glow Network.

Connecting with Mental Health Resource

The service collaborated with Maureen Kenefick, CAMHS Development Worker and Myra Hessett, CAMHS Project Officer (two teachers seconded to this role as part of the Attainment Challenge, by North Ayrshire Education and Youth Employment). The service provided self-harm resources, developed by the service, for inclusion in the innovative Connecting with Mental Health Resource. The Connecting with Mental Health Resource was launched at November 2017 at Irvine Royal Academy and is aimed at education staff and pupils in North Ayrshire.

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Influence

Health and Social Care Partnership

The Support Manager and/or the West Area Manager attend the North Ayrshire Health and Social Care Provider Forum, and the Support Manager also attends the Children's Services Providers Forum. These forums are a good opportunity to provide feedback on, and influence developments in health and social care in North Ayrshire.

The Support Manager also participated in an event held by North Ayrshire HSCP in February 2018. (Commissioning Strategy 2018-2021 for People with Learning Disabilities, Physical Disabilities & Mental Health Issues).

Pan Ayrshire People in Distress Steering Group

We have also participated in the Pan Ayrshire People In Distress Steering Group meetings organised by Dale Mellor, Senior Manager, Community Mental Health and Sarah Watts, Choose Life.

Collaboration with CAMHS and Choose Life

The service collaborated with Amy Bannon, Early Intervention Nurse, CAMHS and Sarah Watts, Choose Life to deliver a twilight session at Arran High School (June 2017). The service also collaborated with Amy Bannon on the development of a list of mental health apps.

Work with Education

Support Manager met with Sam March, Principal Educational Psychologist and School Counsellors (Jan 2018) to explain about our service and find out about remit of School Counsellors. Support Manager shared Penumbra's resources on self-harm and informed them that these resources were available for their use on the Connecting with Mental Health Resource.

Support Manager attended Fit 4UR Future at Ardrossan Academy in February 2018. This was a mental health event aimed at S4-6 pupils and parents and was organised by Mrs Futamoto, Deputy Head Teacher, Ardrossan Academy Parents' Council and Damian Taylor, Community Development Worker. Also attended Parents' evening at Ardrossan Academy organised by Sarah Watts, Choose Life. Support Manager and Sarah Watts from Choose Life met with school nurses in June 2017 to inform them about/share Penumbra's new resources.

Ayrshire College

The service hosted an information table at Kilwinning Campus, as part of Mental Health Awareness week in May 2017.

Throughcare Event - Bowhouse Prison (Sept 2017)

The Support Manager attended above event organised by Turning Point Scotland at Bowhouse Prison in September 2017. The aim of this event was to provide leavers with the opportunity to meet with outside agencies that may be of assistance to them upon leaving prison.

Embrace Documentary

Abbie Henderson, Penumbra's Facilitator (YP Development) arranged free screenings of the Embrace documentary in Glasgow, Edinburgh and Aberdeen (Jan-March 2018). These events were well attended. (Embrace is a social impact documentary that explores the issue of body image.)



Improvement

Care Inspectorate

North Ayrshire Self-Harm Project is not required to be registered with The Care Inspectorate.

Quality Assessment Framework (QAF)

At Penumbra we use EFQM - European Foundation for Quality Management as the framework for quality assurance in our organisation. EFQM is widely used in the UK and Europe and is a framework for excellence, based on the fact that Excellent Organisations achieve and sustain superior levels of performance that meet or exceed the expectations of all their stakeholders.

All services within Penumbra are assessed routinely by our Quality Improvement Manager. As a result of recommendations from these audits the Support Manager has completed RBS e-learning modules on risk assessment and health and safety. This has resulted in improved risk assessment and health and safety procedures for the service. The service received very good scores at its last QAF audit conducted in June 2017.

Feedback

Feedback is used to continuously improve our service. We conduct six weekly reviews with service users and collect feedback via End of Service Questionnaires from service users and Evaluation Forms from training participants. Feedback is consistently very good from service users and from training participants.

The following is feedback received from service users:

"Helen always goes the extra mile. Helen is always focused on me. She really knows her job and tailored things to suit me. I think this is due to Helen taking the time to get to know me and allowed us to build a trusting relationship. I attended in the hope that I would reduce my self harming, but have managed to completely stop."

The following is feedback received from training participants:

"The training has helped me to gain a better understanding of self harm and to feel more comfortable dealing with this issue. The training was informative and very relevant."

"Very informative and excellent trainer."

Contact Penumbra

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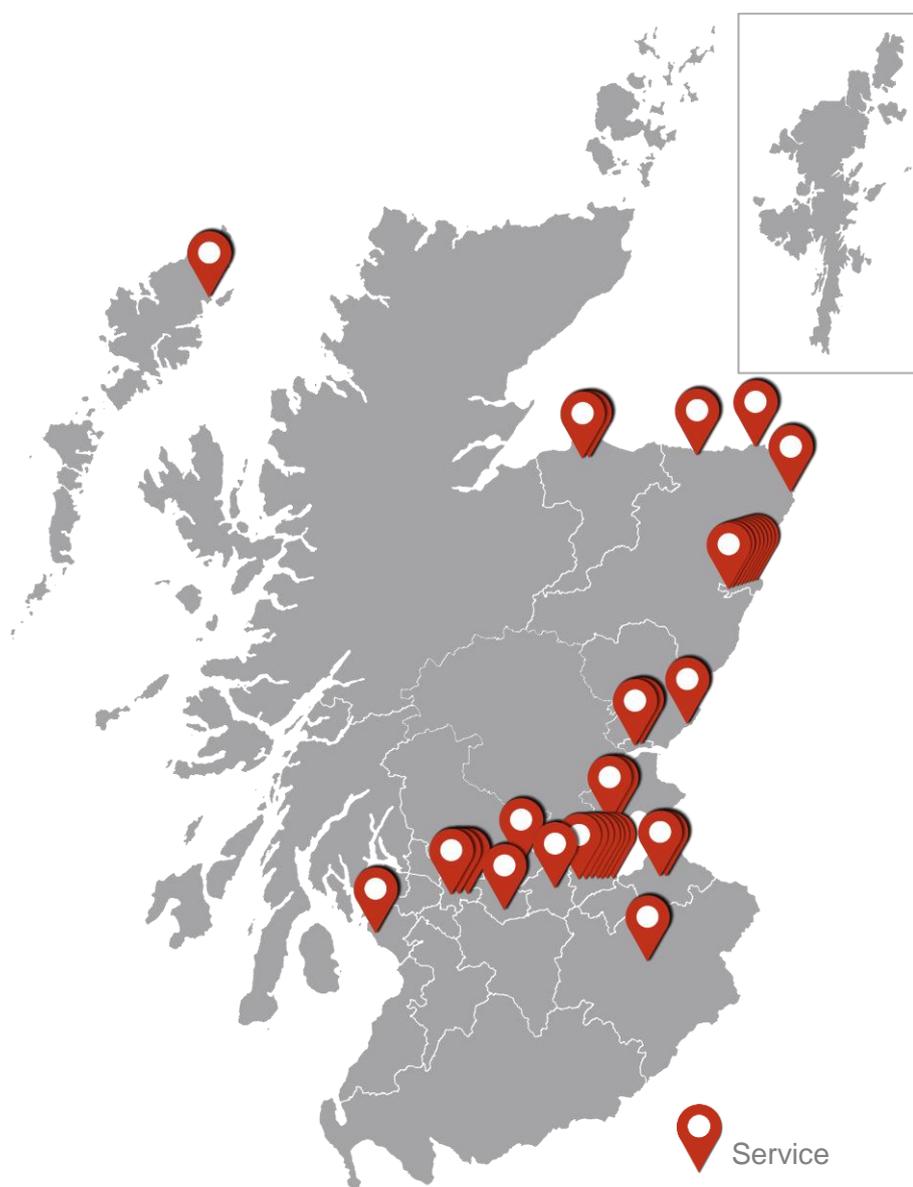
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