

penumbra
your way to a brighter future

Dundee Nova &
Carers Support

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

Penumbra's Dundee Nova Service offers recovery focused support to adults living in Dundee who are experiencing varying degrees of mental health challenges. We provide community based support across all localities in Dundee and the service is available to anyone aged 16 - 65.

Our Carers Support Service offers support to those who care for a family member or friend experiencing a mental health challenge. Practical and emotional support is provided to Carers on a flexible basis. Carers must be over the age of 16 to access the service and the person they care for will be aged 16 - 65 years. The Carer or the individual being cared for have to reside in Dundee in order to access support.

Both services are funded by the Dundee Health and Social Care Partnership.

Types of support provided

Nova Service: Person Centred support is provided on a one to one basis to explore self management and wellbeing tools. People supported by the service are also encouraged to access mainstream activities and increase their social network, which is achieved through careful planning of personal goals. This could include support in areas such as accessing leisure opportunities, education and work whether paid or voluntary.

Carers Support Service: Support is provided on a one to one basis, either face to face or over the telephone. Carers are encouraged to explore tools to assist with their own wellbeing to support them continue their caring role for as long as they may wish to.

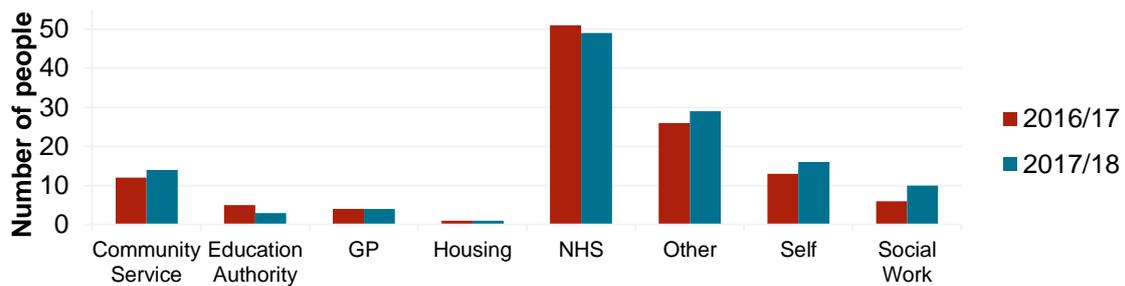
POWWOW's (Penumbra's workshops on wellbeing) and group activities are offered within both services. Workshop topics and social activities are chosen by those accessing the service at the time.

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People who use our services

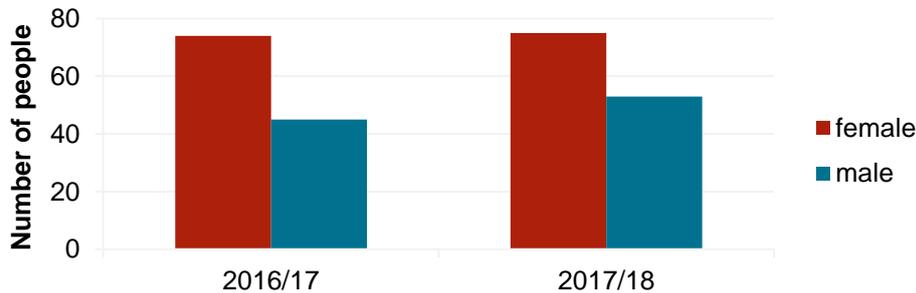
The largest source of referrals for both services continues to be the NHS. This incorporates a range of provisions including Adult Psychological Therapies, Social Prescribing Link Workers and Family Nurses. 2017-18 saw a 7% increase in referral overall.

Referrals



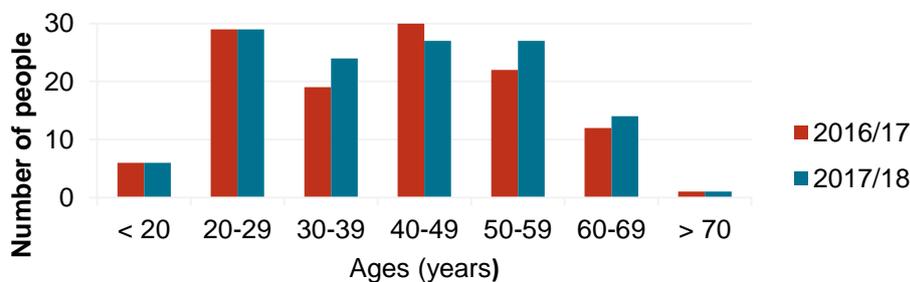
Of the 49 referrals received from the NHS, 13 of those were to the Carers Service. Self referrals to the Carers service were the second highest source with 6 people.

Referrals by gender



Our services continue to engage with more females than males although in comparison to the previous year, 2017-18 has seen an increase of 15% more males accessing support.

Referrals by age



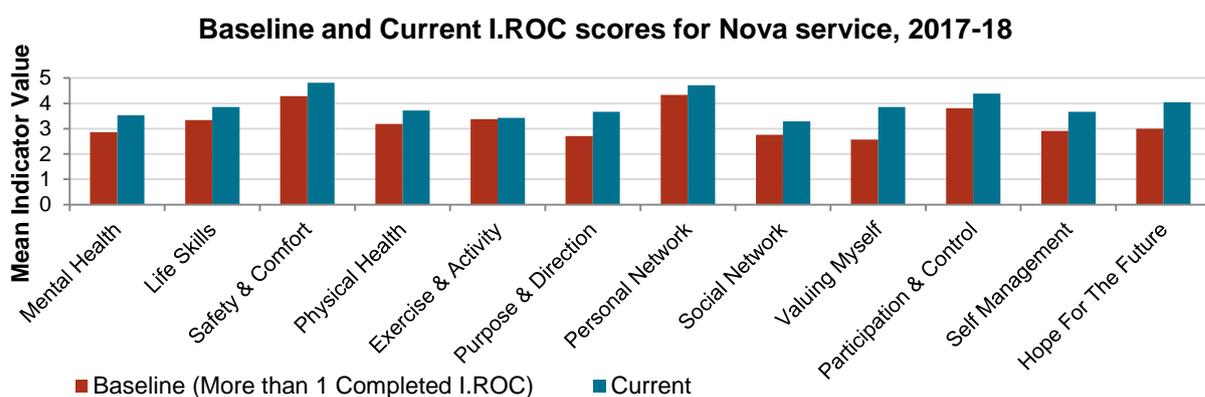
As an average for both services, the chart above demonstrates a similar age demographic to the previous year. Over the period 2017-18, the highest proportion of people accessing support were in the 20-29 age group.

Recovery

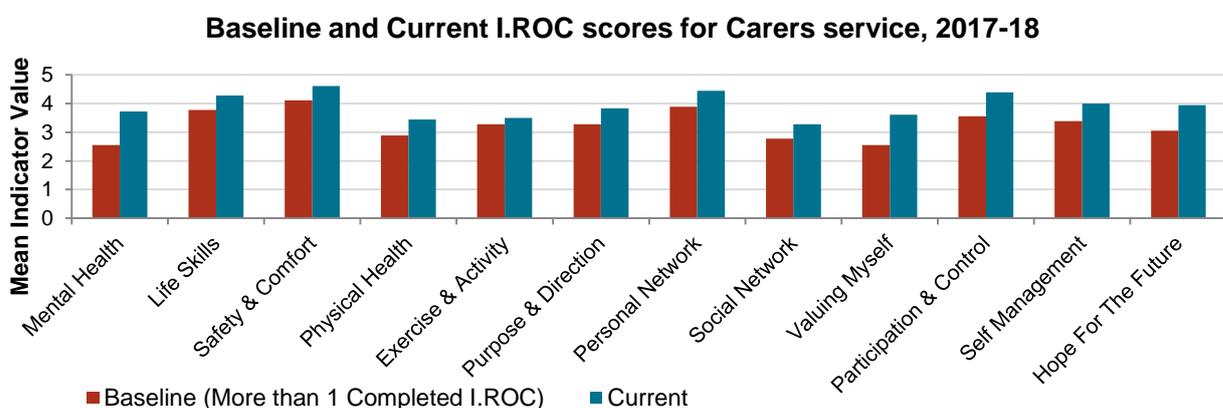
I•ROC

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 bar chart below demonstrates the difference in I.ROC scores within the Nova Service with a positive difference being made across all 12 indicators. This shows the service is making the greatest impact in the area of 'Valuing Myself' closely followed by 'Hope for the future'. The least impact is being made in relation to 'Exercise and activity' and in order to improve this we plan to run some group sessions with a focus on physical activity.



The following bar chart shows the overall difference in I.ROC scores for the Carers Service. Not everyone accessing the Carers service opts to complete an I.ROC but those who do report the benefits in terms of assisting them to identify their priorities and areas they wish to focus on during support. Carers who have engaged with I.ROC rate the areas of 'mental health' and 'valuing myself' lowest when initially completing. This demonstrates the impact the caring role can have for these individuals in relation to these areas and therefore the need to support carers to manage their own mental health and well-being to balance the demands of the caring role.



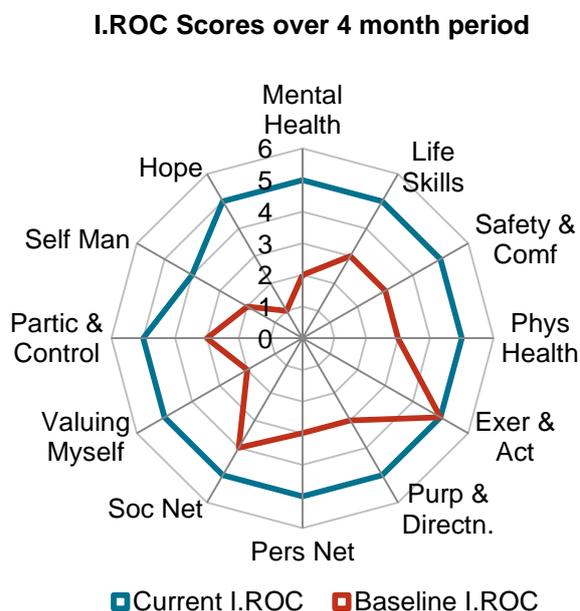
Recovery story

My name is Roxanne and I am originally from Nairobi, Kenya. I moved to Dundee in 1995, with my parents, Brother and Sister, who has multiple physical disabilities. Later my parents separated, my Mum stayed in Dundee and my Dad moved to London.

I was referred to Penumbra's Carers Support Service from Dundee International Women's Centre and at first I was very withdrawn and had very low self esteem. Eventually I started to talk about challenges I faced through my life. Growing up in Kenya was incredibly tough because we were poor and attitudes towards my Sister's disabilities were very negative. My mother had to fight hard to get my sister whatever treatment and help she could.

We all faced barriers when we moved here because of our race, culture, clothing and difficulty speaking English. My sister and I found it hard to fit into the community. Sadly my mother became ill and passed away and then, at the beginning of 2017, my father died too. This left my family in shock, with the three of us having to manage on our own and me as the main Carer.

I, along with my siblings had to grow up quickly and learn to deal with the outside world. Whilst my sister got quite a lot of support through social services because of her disabilities, I never asked for help until I accessed Penumbra's Carers service.



Since being at Penumbra, I have come on in leaps and bounds and have become more confident. I was recently able to access the short breaks funding which I used to pamper myself and have a break. I have become a very strong person and have learned to confide in my keyworker and build up a trust relationship with others, which in turn has helped me to gain self esteem and become more assertive. I have just completed an employability course and am presently doing a voluntary placement at a crèche. This has given me the confidence to look for a job once I have passed my exams.

“I have become a very strong person”

Recovery story

Sarah's story

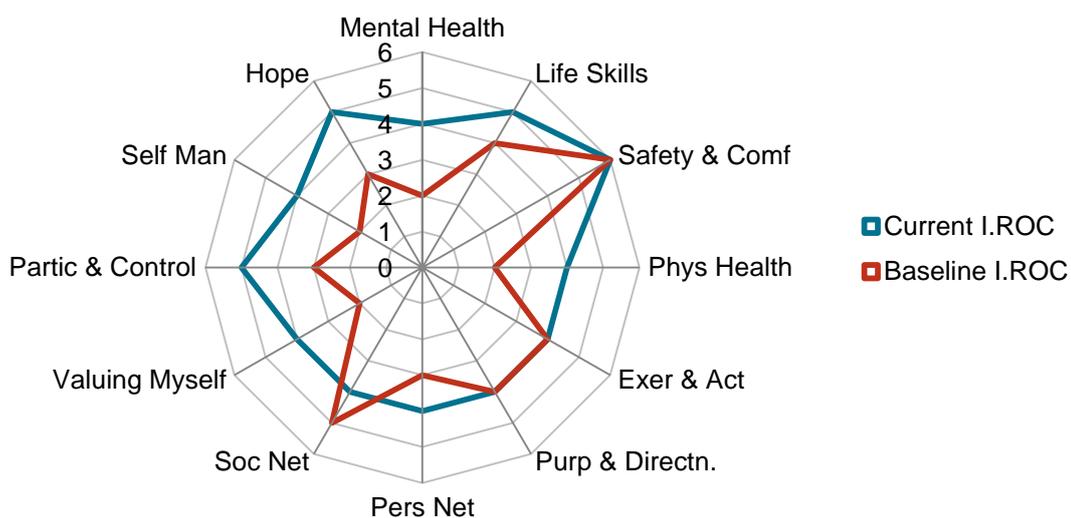
Before Penumbra I was accessing a health and information service for young people and saw my worker roughly once every two weeks. Mentally I was in a very dark place and saw very little to no hope for me getting better.

Before I started getting support I couldn't bear looking in the mirror unless it was only my face I was looking at. Now I can look into it on my better days as it has now registered in my head that the image I see isn't exactly what I look like, the image in the mirror is skewed as I see things bigger/smaller.

I'd say during my support with Penumbra the things I have found to be beneficial to me are the self help resources, WRAP and just having someone unbiased listen to me without belittling my feelings or making me feel as though they don't matter. As my I.ROC shows I now feel much more empowered to manage my own mental health and use my WRAP and other resources in my mental health toolbox on a daily basis.

My plans for the future are to be in a place where my eating disorder isn't ruling my every waking moment. I'll actually be able to lead a life, have kids, a job and be successful without issues from the years of neglect to my body and mind stopping me.

Sarah's I.ROC journey over 9 month period



“Before I started getting support I couldn't bear looking in the mirror”

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People

Staff

The Dundee team has six members of staff in total: A Support Manager; Our Nova team consisting of a Peer Recovery Practitioner, Recovery Practitioner and Recovery Worker; Our Carers team consisting of two Support Workers.

Supported people very much voice the value of Peer Support and the level of expertise that our Peer Recovery Practitioner brings to the service. This provides people with a strong sense of hope in relation to their own recovery journey.

Our Nova Recovery Team cover all of Dundee City and provide a focus on recovery by ensuring we are delivering an outcomes focused approach in practice. The Recovery Team model allows our staff greater opportunities for professional development with Recovery Practitioners taking a lead role within the team. Local networks are developed that contribute to recovery and social inclusion. The recovery team model will be further developed in forthcoming months as our Peer Recovery Practitioner takes the lead in supporting and supervising Peer Volunteers.

Training

Our newest team members have undertaken a variety of core training including training Penumbra offers such as I.ROC, Planning for HOPE, coaching for HOPE and WRAP (Wellness Recovery Action Plan). Penumbra's new e-learning modules are also an opportunity for all staff to continually reflect on and learn about Penumbra's ethos, aims and objectives. Penumbra also offer a robust health and safety e-learning platform via RBS Mentor which the team refresh each year. These modules ensure all staff are aware of their responsibilities in relation to a range of areas including Safeguarding, Data Protection and also managing their own well-being and stress.

The team also access local training opportunities and in the past year this has included a creativity workshop and a session focusing on health inequalities. Local training can be very beneficial as it can be specific to the geographical area we are working in and also a great opportunity to network with people working within other agencies.

SSSC registration

In line with SSSC registration guidance, the service Support Manager is registered with the SSSC. All staff members will register when this option becomes available through the SSSC and by no later than the end of 2019. In preparation for this, staff have been undertaking required qualifications and two members of the team have successfully completed their SVQ level 3 in Health and Social Care in the past year.

Innovation

Carers support staff continue to have a regular presence at Carseview Centre to open conversations with those visiting friends and relatives in an in-patient setting. Our staff attend Carseview Centre on the last Monday of every month between 2.30pm - 3.30pm.

An individual who previously accessed the Dundee Nova Service again took part in the annual Broughty Ferry New Years Dook. A generous £250.74 was donated to Penumbra's North area Recovery Fund, which can be accessed by those using the services to assist them with aspects of their recovery.

One supported person recently accessed Penumbra's Recovery Fund, a resource where Supported People accessing services in the North can apply for money to buy items that will help support their recovery. This individual utilised her funding to buy art supplies so she could rediscover her passion and utilise this creative outlet as a means of managing her mental health. She plans to share her skills by becoming a volunteer within the Nova Service and facilitating a Peer led art group for others accessing support.

POWWOWs and outreach

Our Carers Support Workers delivered two WRAP taster sessions to community groups in recent months with an average of eight people attending each session. Feedback from these was very positive and people felt this was a tool they could utilise to support and manage positive well-being in the future.

Both our Nova Service and Carers Support Service offer POWWOWs to those accessing one to one support. Over the past year one block of workshops was delivered within the Nova Service to a small group of four supported people. Topics included WRAP, Self esteem, Feelin' good and get motivated and achieve your goals. The Carers team also delivered a Carers well-being POWWOW.

In line with Service aims, many people have been supported to access a range of mainstream activities and groups which has included: Tai Chi; mindfulness; gardening; computing; cooking; the gym and swimming to name but a few.

Numerous Supported People have also moved on from support to engage with further education at University and also paid employment opportunities.

Both services regularly have a presence at local venues and events and over the past year we've had information stalls at: Royal Bank of Scotland on World Mental Health day; Technology enabled care conference; RESPECT event at Dundee and Angus College; Lochee hub which runs a drop in service.

Influence

Making Recovery Real

Penumbra continue to be an active partner in Making Recovery Real in Dundee, a partnership between a range of organisations from health and social care, third sector organisations and the Scottish Recovery Network. This initiative works to promote and advance mental health recovery in Dundee.

One of the main aims of the partnership has been to listen to lived experience and develop Peer Support opportunities in the city. In recent months two courses of Peer2Peer training have run, co-facilitated by our Peer Recovery Practitioner. A number of people Supported by Penumbra completed this training. A film was also produced which documents the accounts of 18 Dundonains. This was premiered in March at Dundee Contemporary Arts and the Health Minister Shona Robinson attended to present the Peer Graduates with their certificates. The video can be viewed via the following link:

<https://www.youtube.com/watch?v=AVAynjveuO0>

To further promote this work, the Nova Service is currently recruiting Peer Volunteers who will play a crucial role in delivering additional Peer Support within the service. We will be working closely with them to plan and implement a range of groups and activities which promote recovery and the team are excited to have the opportunity to develop this work within the service.

Dundee Carers Partnership

The partnership consists of a range of staff across all sectors who have been working to support implementation of the Carers (Scotland) Act 2016 over the past year. This has included contributing to 'A caring Dundee', the strategic plan for supporting Carers in Dundee and also the development of the 'Carers of Dundee' website which is due to launch in June during Carers week 2018.

Our Carers Service also plans to hold an open day during Carers week to try and engage with those who are caring for someone with a mental health challenge.

Consultations

Staff and Supported People have taken part in several consultations in recent months. This has included: The Scottish Government's consultation on isolation and loneliness 'A Connected Scotland'; Feedback on the Government's draft suicide prevention strategy; local consultation on 'Attend Anywhere' which has explored the use of technology enabled care in a variety of healthcare settings.

Improvement

Care Inspectorate

Our most recent inspection was unannounced and took place on the 12th and 19th of May 2016. During this inspection, the areas of Quality of care and support and Quality of staffing were assessed. Both areas were awarded scores of 6 'excellent' with no requirements or recommendations made.

Quality Assessment Framework (QAF)

The Service had its latest QAF in February 2018. QAF utilises Penumbra's strategic framework RPIII to assess each service. The overall feedback was very positive. The team have since had a session to devise a development plan and consider how we continually improve service delivery. Key areas that will be focused on include continuing to improve the recording of outcomes, implementing further Peer Support within the Nova Service and co-producing service developments with Supported People within both services.

Feedback

Both services continually gather feedback from those accessing support in order to ensure we are providing a quality service and striving for on-going improvements. Alongside feedback questionnaires, end of service questionnaires are also gathered when people move on from support. Some comments from the feedback has included:

Nova Service:

"Support has brought me on so far in a little time. I have always been encouraged to reach further"

"My worker has always been hopeful for my future-we have worked well together"

"The best bits about my support has been focusing on practical solutions"

"My key-worker has gotten me out of the house-I've been to the supermarket and been on a bus...I wouldn't have been able to do any of that without her help"

Carers Service:

"I think the service I have had is excellent, very helpful"

"My worker is enthusiastic about my goals and very helpful. She gives me confidence in my achievements"

"I've enjoyed getting introduced to different people in the same situation as myself and learning different ways to deal with mine & my partner's mental health"

"Through accessing support I have gained self confidence, have found work and am hopeful for the future"

"I feel support has been built around me and not just been provided around a template"

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