

BIRCHWOOD HIGHLAND

CHAIRMAN'S REPORT

Welcome to our 18th Annual Report that yet again demonstrates Birchwood Highland as a successful charitable company with over 57 staff delivering services and support with enthusiasm to 97 clients, who live from Caithness to Fort William. This year has provided the Board with opportunities to look forward on a secure foundation as well as celebrate past vision and success.

In November we celebrated 10 years since we opened Birchwood House in response to the need for 24-hour psychiatric care beyond Craig Dunain Hospital in a community setting. Staff, clients, Board members, friends old and new attended a happy party. We reflected on the changing profile of mental health services in Highland during the life of Birchwood Highland for the better, but never fast enough or with sufficient resources.



The foundations of the Company were further strengthened by gaining the Scottish Health at Work (SHAW) bronze award, presented by Tom McCabe MSP, retaining our IIP status and raising our profile through very active participation in Mental Health Week with clients paintings and a drama production.

The new housing support service in Caithness is up and running so we are actively looking for a Director from the North to assist the Board in their thinking about the challenge of providing Highland wide mental health services with well trained and supported staff.

Supported by

This year's new activities include, achieving a three-year Big Lottery Grant enabling our Service Users Committee to appoint their own facilitator supporting them in the development of their skills and activities. One of their first tasks is now to encourage greater participation by more of their colleagues in these activities and in the Committee work. We look forward to hearing about the exploits and to greater participation by the clients in Company plans.



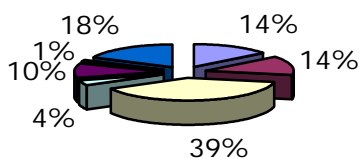
Peter Cattanach was appointed Operations Director in April 2004 and has continued to develop both the services Birchwood Highland provides to its clients along with the level and type of training provided to staff. Working with the Board and the Strategic Director, Peter has pursued a number of opportunities to develop our services further with the Highland Council and the Health Board. He has tackled the challenge of our Supporting People contract with the Highland Council in a constructive and supportive manner, thus ensuring the continued high esteem in which all colleagues and stakeholders hold Birchwood Highland.

Finally I wish to acknowledge that the quality, professionalism and enthusiasm of the services we provide can only be sustained through friends, volunteers as well as staff, clients and Directors continuing to give generously of their personal time and energy. Particular thanks are due to Directors who give time not just to Board meetings but to all the additional tasks that arise in between regular meetings and I look forward to future development and another successful year.

Helen Betts-Brown

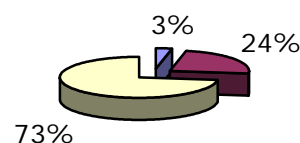
EXPENDITURE £1,396,449 (INCLUDING DEPRECIATION)

Total Spend per Project



■ Inverness Support Service - £200,507
■ Easter Ross Support Service - £191,015
■ Birchwood House Care Home - £544,280
■ Caithness Support Service - £49,284
■ Lochaber Support Service - £145,359
■ Employment Support Project - £19,404
■ Head Office - £246,600

Spend per Area of Activity



■ Administration - £46,417
■ Project Overheads - £329,623
■ Staff Costs - £1,020,409

INVERNESS SUPPORT SERVICE

Over the past year staff have been encouraged by the new-found confidence of most of the tenants. Housing Support has given people much more independence and they have flourished, by taking more control of how they feel and want to live their lives.

We have supported people to re-furnish and decorate their homes with their choice of furnishings and design, and have visibly seen the pride and the change in people at being able to do this. One person has employed a landscape gardener and had his front garden chipped, he then bought patio pots and flowers. Other people have invested in pets giving them company and motivation and the responsibility of taking care of them.

Staff and tenants from Inverness Support Service joined with other services to put on a pantomime over the Christmas period, this was well attended and enjoyed by all who saw it. One of our tenants wrote an article for a local newspaper, telling his story of how his illness has affected his life. He also told of the support and the service he was able to access. The article resulted in the person receiving some welcome positive feedback, and the opportunity to be involved with Highland Users Group (H.U.G.) in delivering talks.

The staff continue to attend training sessions and most staff are now undertaking SVQ's. Staff also continue to build and gain knowledge and information as to what services are available in different communities throughout Inverness, giving people a wider choice of what is available, within their own community. Quote from a tenant "I don't know where I would be without Birchwood, I am treated as an individual and staff respect me, and we have a laugh".
Contact Liz Edgar, Team Leader on (01463) 792402

Mental Health Services in the Highlands. Birchwood Highland offers 24 hr residential care to 20 people with severe and enduring mental illness at Birchwood House. The Company also offers housing support to people with mental health problems in their own homes or tenancies. For some people we offer a personal care service.

BIRCHWOOD HOUSE CARE HOME

Birchwood house remained full for most of the year. Unfortunately one lady died in August 2004, she had been very ill and died peacefully here at her home. Another resident moved in during early November and that was all the movement until March 2005, when another resident moved out. We celebrated our tenth anniversary with a buffet and disco for residents and were joined by Easter Ross tenants and staff, as it was also their tenth anniversary. We also had an afternoon tea party with residents and members of the Board of Directors, past and present.

Residents continue to participate in activities and building on their skills. One resident designed the company Christmas card and another resident has broadened his work experience and enjoys his 2 days at L'Arche gardening. He said he has made friends there and looks forward to increasing it to a third day soon. Two service users particularly enjoyed taking part in the pantomime.

Staff have had training on brief solution focused therapy and cognitive behaviour which has been very useful. One staff nurse and one support worker who undertook training in moving and handling have also presented training to other staff on these techniques. SVQ's continue with one nursing support worker working on her level 3 and 2 managers working on R.M.A and Assessors courses through Inverness College. **Contact Cath MacInnes, Manager on (01463) 716600.**

CAITHNESS SUPPORT SERVICES

The Caithness Support Service opened for referrals in September 2004 having established a staff base at "Turnaround", right in the heart of the community in Wick. The building is shared with another organisation.

The Team Leader and two part-time Support Workers have worked closely with other agencies to build up a caseload of service users.

One Support Worker has commenced SVQ Level 3 whilst the Team Leader is undertaking Assessors Award for SVQ. **Contact Trevor Walker, Team Leader on (01995) 605719.**

EMPLOYMENT SUPPORT PROJECT

In the first 7 months of the project, open meetings were held for all service users and staff to attend, this was to discuss the future planning/needs of this new project. To date two service users have started college and one has a placement within a Hotel.

I attended many conferences, seminars, workshops all relating to Employment and returning to work after a long illness. I have visited both the Touchwood Project social firm in Skye and also the Flourish House Club in Glasgow. **Contact Lesley Glen, Project Manager on (01463) 716146.**

EASTER ROSS SUPPORT SERVICE

During October 2004 and as part of mental health week an art exhibition was held in Invergordon Arts Centre. Paintings were provided by service users throughout the company and was visited by 150 people over 3 days.

We have revised the Befrienders Training Programme and have a Befriender Co-ordinator in all locations to help recruit, train and support volunteers. **Contact Stephen Dunphy, Manager on (01349) 853153.**

LOCHABER SUPPORT SERVICE

It has been an exciting year at the Lochaber Support Service with fundamental changes taking place. Since the beginning of the year work has been underway in the transformation of Garbheinn House. Seven apartments will replace the house and this development will usher in a new era for the tenants in Lochaber. All service users are fully involved in the plans and current development which should be complete in September 2005.

One individual tenant offered to highlight the various stages of the project by photography. His work will reflect the transformation process for all to see. **Contact Janet Davidson, Manager on (01397) 874225**

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INVESTOR IN PEOPLE

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Scottish Charity Number SC 003198

see me
LET'S STOP THE STIGMA OF MENTAL ILL HEALTH

Birchwood Highland fully supports the See Me campaign. For more details please see: - www.seemescotland.org