

Birchwood Highland Inverness Support Service



Annual Report 2010/2011

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Introduction

We have had another exciting and busy year of supporting and enabling people to move forward in their recovery journey.

During the year from April 2010 to March 2011, 41 people were supported, 7 people joined the service and 4 people left the service. The trend shows that people's support hours are reducing and In March 2011 25 people had 5 hours or less a week, with everyone else at 10 hours or under.

The staff team remained stable and we had an HNC student on placement for 60 days. Audrey, one of our support staff, completed a Professional Development Award in Supervising and Mentoring and she had the practical experience of supervising the student on her placement. This was part of the support worker's personal development plan and she enjoyed the experience.

Other staff qualifications achieved

This year also saw June, our Team Leader, achieve her Personal Development Award in Managing a Care Service. She is now planning to undertake her SVQ Level 4 as her practice qualification in preparation for registration on Scottish Social Services Council's (SSSC) register.

All of our permanent staff are qualified to SVQ level 3, which is the appropriate level for support staff who work as keyworkers.

Other training included mandatory refreshers on First Aid, Moving and Handling, De-escalation, and WRAP (Wellness Recovery Action Plans). All training was open to staff and service users and delivered by our own trainers and educators from within the Team.



Audrey



June

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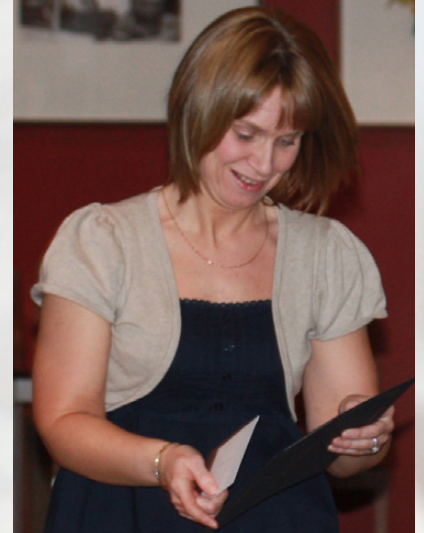
Wendy updated her First Aid Educator's training and delivered the training to a group of service users. She says, *"I have done my basic educator's First Aid training with The British Red Cross so that I can pass on the information to staff and service users. I did an update myself and we were given packs with picture cards which I've used since, and people seem to like them as it helps to take them away and read over them."*

June updated her Challenging Behaviour training and also delivers the Moving and Handling training for the company. She says *"The benefit of delivering in house training is being able to share experiences and using scenarios that are relevant to our client group so the training can be really focused"*.

Marie and June also deliver WRAP training and June facilitated a Team WRAP which was a really useful exercise in raising our awareness of our combined strengths and how we can improve our effectiveness in reaching our team outcomes.

June said *"In May 2011 Inverness Support Service worked together to develop our Team WRAP. This idea grew from my involvement in facilitating WRAP workshops for both our service users and staff groups."*

I would like to thank every member of our team at Inverness Support Service for their willingness to participate in the development of our Team WRAP. Although at times difficult issues were raised you all stuck with it and made my role as facilitator much more pleasant and enjoyable. I truly hope we can use this as a positive resource, not only to look at challenges within our team, but as a way to recognise the fantastic skills and experience we have. Our team members, both individually and collectively, are our



Wendy



First aid training



Marie

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most precious and valued resource.

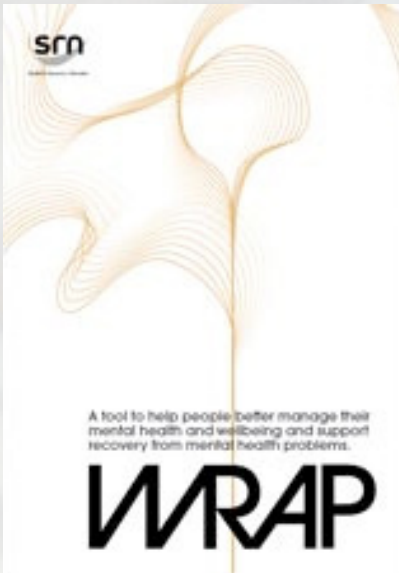
Developing our Team WRAP was intended to bring our team together; it was built in a safe environment where every team member was valued and respected. Every effort was made to enable all members of our team to participate.

The creation of our Team WRAP as a self management tool allowed us to develop self awareness. This enabled us to choose how we will respond and create action plans to manage ourselves in a way which encourages personal responsibility, individually and collectively, as a strong and effective team. Having the belief that there is potential for us to reach our goals and ambitions motivates and enables us to reach our full potential and continuously strive to improve the service we offer. Having the ability to make good decisions requires self awareness, really knowing what works for us, what our resources are, what our strengths are and areas requiring development. The knowledge gained through discovering and getting to know ourselves as individuals and as part of a team made it easier to have confidence, to have a voice and thus develop strong self advocacy. Self advocacy can create opportunities to ask for the support we need to continue to grow and develop as a well functioning and effective team.”

The Service Users' Group

We are always looking for opportunities to enrich our service users' lives and support them to develop confidence, knowledge and skills.

The Service Users' Group continues to be facilitated by Audrey although the numbers have dwindled to two regular attenders. Despite the low numbers of



Service users' AGM, Wick

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regular attenders, five people attended the Birchwood Highland Service Users' AGM, which was held on 26th August 2010 in Wick. Inverness Service Users gave a presentation on activities and fundraising events they had arranged throughout the year, for example a sponsored walk around the Islands.

Audrey said, *“On 28th January 2011 we held another fund raising ceilidh in the Columba Hotel, organised by service users and staff from Inverness Housing Support Service and Birchwood Highland Recovery Centre. The purpose was to raise funds for service users to continue attending the Abriachan Forestry Project. Duncan Dyker and the Inverness Fiddlers, Frankie Fraser on the accordion and the Elizabeth Fraser School of Dancers provided us with the evening entertainment. Raffle prizes were donated by some local companies and a total of £2,130.50 (£951.60 after deductions) was raised. Master of Ceremonies on the night was Brian - the volunteer who drives the mini bus for the Abriachan project.”*

The money raised from the ceilidh was used to part-fund a continuation of the Abriachan project, which was initially funded by Scottish National Heritage (SNH) and Forestry Commission Scotland. This was very popular with our service users who really enjoyed getting out on the hills.

Abriachan Project

Maggie, one of the support workers who helped, said, *“The service users from Inverness Support Services and the Recovery Centre were picked up by our volunteer Brian each Tuesday and taken to Abriachan by minibus.”*

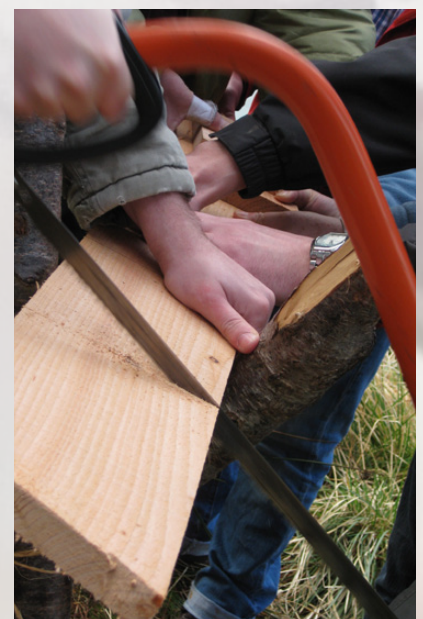
“During their time at Abriachan the service users enjoyed many lovely walks through the forest. These



Ceilidh



At Abriachan



Learning woodcraft skills

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Cooking lunch



Barry



Can You See Me?
Film 1 The Process
Film 2 Stories of Recovery

A production by Birchwood Highland and Zenwing Puppets,
filmed by Irisaria Pictures

DVD of workshops
and performances

walks have been hugely beneficial, not only for their fitness levels but it has given them the chance to enjoy the fresh air and wildlife. It also gave them the opportunity to chat to different people and make friends. They gained many skills such as building and lighting a bonfire to make their own lunch from scratch. Every week two service users took a turn at cooking for the rest of the group. This has been a great experience for everyone who enjoyed the healthy fresh food and developing their cookery skills. Simon had taught them to make a windbreaker using fallen branches, tying them in a criss cross pattern with twine and filling in the gaps with bracken. Other skills they learned were how to ride a mountain bike safely, how to make a bird box and they are currently working on making a small boat which they hope to sail during the summer months. All these activities have been very successful in terms of building confidence and self-esteem, communication skills and having a sense of achievement. At the end of the previous session each of the service users were presented with their own certificate for completing the course which was very much appreciated.”

Barry, one of our service users said, “I really like going to Abriachan and I have been taking pictures and doing some cooking”.

Mike said, “I like being outside, building shelters and cooking. I caught some fish and cooked them on the barbeque, which was great”.

Another project we managed to get funding for was “Can you see me?”

Can you see me?

‘Can you see me?’ was another very successful project funded by a See Me local grant. The Project set up a

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series of workshops in which service users made their puppets and put on a show, which was filmed and shown at Eden Court as part of The second annual Scottish Mental Health Art and Film Festival in October. In Inverness we were joined by the Recovery Centre service users and came together as a group of 16 people to make puppets and tell their stories about the stigma of mental ill health and recovery. Karrie Marshall and Chris King of Zenwing Puppets, and Ally from Irisaria films were fantastic and there was a real buzz of excitement during the workshops. Everyone who was involved got very enthusiastic and the stories were very moving. Sharon said *“I really enjoyed it, they took time to show me how to make the puppets. I don't like to talk about myself but I felt ok expressing myself through the puppets”*. Mike said *“I enjoyed making the puppet and seeing how they progressed. I felt I achieved something and made friends”*.

There are 2 DVDs. One has 12 stories and the other tells of the process. The films are powerful and describe real experiences of mental ill health and factors contributing to recovery. We now use the DVDs as part of our staff induction, and other agencies have bought them, for example Inverness College and Volunteer Highland.

Staff and service users have been involved in taking the DVDs to local community groups and schools, for example Merkinch Primary and Muirtown Primary. We plan to continue to visit community groups and make the DVDs available to all to help break down barriers that stigma creates.

Standards

We continue to evaluate, review and improve the service we provide and our internal audit programme has included:



Karrie



At the workshop



At the workshop

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The service user and stakeholders' annual questionnaires and subsequent actions.

- The audit of service users personal plans.
- The audit of contact times.
- Health and Safety audit.
- Risk assessment audit.
- Petty cash audit.

The audits resulted in action plans which were implemented and reviewed by the team.

The feedback from service users has been very positive, for example *“First class service”, “Being there for me helps me.”* One service user, when asked In what way does your support worker help you stay well said, *“She listens to me and guides me when I am losing my way, she is absolutely brilliant.”*

We also have a team representative who keeps us on track to achieving The Mental Health Award and Gold Award in Healthy Working Lives.

Healthy Working Lives

Staff and service users did a sponsored walk in November 2010 as part of the Healthy Working Lives Project. This was a 5k walk where both staff and service users who were more fit met at Bught Park to walk round the islands. We walked along the islands to the corner of Bridge St. where we met with the service users who were less mobile. As it was a lovely sunny day the scenery was enjoyed by all. We went at a pace that suited everyone and the walk took us approximately one hour, although not everyone managed to walk the full distance.



Pausing by the river

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After the walk the staff met at Pringles for refreshments where we had our weekly team meeting in more comfortable surroundings than usual! This was part of our team building which we plan to have every three months and was an action coming out of our team WRAP.



Birchwood Highland Inverness Support Service

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INVESTOR IN PEOPLE



**Healthy
Working
Lives**

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