Shared Learning Event – Wednesday 17th June

Deborah McCready - Volunteer Officer MindWise
Gwynneth Witherow – Area Manager

“Taking Control of your own Well being through Volunteering and WRAP Training”
TOGETHER FOR YOU is funded by the Big Lottery Fund Northern Ireland.

It is an innovative and exciting new project led by Action Mental Health (AMH) in partnership with Aware Defeat Depression, CAUSE, Cruse, MindWise, NEXUS NI, Praxis Care and Relate NI, which will deliver mental health and wellbeing services to a range of people across NI.
What Volunteering has brought to organisations through Together For You

• Balance – a fresh perspective and new ideas
• Belief in the ethos and mission statement of the organisation
• A range of skills specific to Volunteer roles
• Feedback into your organisational structure
• Diversity
• Specialised Attention – *They are there because they choose to give their own free time*
What has worked well

• Volunteer Roles have been identified with a number of successful placements undertaken with – AMH, CRUSE, CAUSE, Praxis and Nexus. Volunteers are also being signed up to help with Support Groups in Omagh and Ballymena, run by The Rainbow Project.

• Since the project began there has been involvement of 96 Volunteers to date across the partners in all Trust areas, with a low turnover of leavers – currently 11 to date – with 5,543 hours of Volunteer support given to date.

• Volunteers have been able to get involved at all levels of organisation. Some of our TFY Volunteers now sit on the Board of Trustees, are involved with Quality Audits and others through Volunteering in Admin roles with Praxis Care have gone on to have success of employment within the organisation.
• The involvement of service users. Through Volunteering they are able to move forward with their own *Recovery*.

• TFY Volunteers in Hydebank and Maghaberry were invited to support an Award Day for prisoners for completion of OCN courses.

• Admin Volunteer with Cruse is due to attend Bereavement workshops.

*Who better to be a spokesperson for our organisations than a Volunteer who has seen and experienced the benefits of services delivered first hand!*
Challenges

• Geographical scope each organisation covers, with no base established in the Western Trust this can make effective placement of Volunteers difficult.

• Individual Partner targets

• Staff time available to support Volunteer roles

• As the number of applicants grow, the number of new roles created must also be developed and areas of support identified.
Learning Points from involvement in TFY Project

• The importance of involving partner organisations in the creation of clear and concise Volunteer Role descriptions – *two way mutual relationship.*

• Project Advisory Group Meetings – Volunteers have given feedback to the evaluator on impact of the project for themselves and service users they have supported. Some of the words used to describe their experience of the project are –

  • **Impowered – More confident – Accepted – Welcomed – No judgement – Rewarding – Equal – No more discrimination - Free from medication – Friendships – At home – Self Worth**
Collaborative Working

- Opportunity to link in with external stakeholders through client Volunteers - The Cedar Foundation

- Currently there are 5 Beneficiary Group Volunteer Members – This group will feedback to management on impact of service delivery across the project.

- Attendance at Befriending Network meetings with Praxis Care - platform to distribute Volunteer Opportunities available across the partners through TFY.

- Volunteer Facilitator training opportunities with Arthritis Care and Volunteer Now to be arranged. – Training relevant to Volunteer roles with AMH in Youth Group Awareness Sessions.
Shared Learning

• Volunteers placed with AMH had been able to complete SafeTALK training along with 11+ course offered through Volunteer Training Programme.

• Attendance at Partner Cruse’s conference and workshop with CAUSE

• Link and Learn – Business in the Community Event with CAUSE

• Attendance at Mental Health Awareness Week event – The Dock Cafe
Success Stories!

One of the clearest ways to see the benefits of Volunteering is through personal impact Case Studies.

Case Studies have been provided from the following -

- Education and Literacy Assistant in MenSana Prison Volunteer, on the impact training programmes have had on prisoners.

- Volunteer Youth Group Facilitator with AMH who speaks about her own experience of OCD and how she used this experience to spread awareness in schools with AMH Project Worker.

- Volunteer WRAP Facilitator that uses her own experience of RECOVERY to help others.
Volunteer Quotes

“Although my first day in Maghaberry prison was one full of nerves and self doubt, I soon relaxed into the role and am now much more confident. Working with the men in the prison has been a priviledge...I hope to continue in this role for as long as possible.” – Education and Literacy Volunteer – AMH Maghaberry

“In my Volunteering I feel I accept everyone for who they are. I have learnt as much from service users and other Volunteers, we are a support to each other.” – Volunteer Driver, MindWise Newry

“Because of my Volunteering with Together For You, the future looks more positive, happier and more hopeful.” – Volunteer Facilitator and Beneficiary Volunteer

“The Resource Centre is an incredibly important environment. I don’t think people realise just how vital it is. It’s a place where people can truly come together.”
Wellness Recovery Action

Gwynn Witherow
WRAP
What is it?

• a simple and systematic approach to assist people to recover and/or maintain mental wellness.
• it decreases and prevents intrusive or troubling feelings and behaviours
• it increases personal empowerment and responsibility
• it improves quality of life
• it supports people to achieve their own life goals and dreams.
How does it work?

It helps and allows people to develop:

• Their Wellness Toolbox
• Daily maintenance plan
• Recognise what I am like when I am well
• Triggers
• Early warning signs
• When things are breaking down
• Crisis planning
• Post crisis plan
Who could create a WRAP plan?

- WRAP is for everybody!
- People in recovery.
- Students, Young People, Mothers, Fathers, Grandparents
- Employers, employees
- Can be used to support anybody’s day to day living
- People living with anything from deep sadness, arthritis, hearing voices, diabetes to “burn out”.
- Anyone who wants to create positive changes in the way they feel, or increase their enjoyment of life.
What is working well?

- 4 partners already have had WRAP delivered to staff groups and to service user groups
- Feedback very positive on the impact of the course for individuals
- Feedback very positive on the delivery of the course
- Co delivered by a WRAP Vol with lived experience
Learning for the delivery process

- Need to get courses booked early
- Importance of matching facilitators to group
- Difference delivering to staff group
- Difference in 2 day presentation
- Need to be more focussed
Shared learning

• More knowledgeable about the work done by partners

• Collaboration with course co-ordinators from partners

• To date over 50 people have had the opportunity to develop their own WRAP
Shared learning

- Staff groups have had the opportunity to refresh prior learning and use it in a new way

- Staff can now support individuals to develop their own WRAP

- Additional learning and confidence building for Volunteers
Learning recognised by Participants

• Understanding WRAP

• What WRAP means

• Applying wrap for myself

• Using the tools

• The benefit of group discussions
Learning recognised by Participants

• Recognising triggers

• Importance of looking after myself

• Being prepared for crises

• The value of peer support

• Review of the plan
Personal insights from Participants

• “It’s an Action Plan... I structure it and organise it so I feel I am in control.”

• “I am an expert on my own well being...I am the expert on me !”

• “I have hope now and don’t feel so alone.”
Personal insights from Participants

• “The responsibility for my mental health lies with me and not anyone else!”

• “It lets me see that here is more hope and it lessens fear for me.”

• “Recovery to Discovery....Evolving and changing to be more capable of looking after myself in the long term.”
Feedback on course delivery

• “My file was full at the end of the training. It was impressive and it was full of my words. I felt achievement.”
• “Being listened to and seen as important.”
• “The positive vibes in each session.”
• “The support I gained from others in the group.”
• “The facilitators had been through similar things and knew where we were coming from.”
Thank you for your time........

Any questions?

Gwynn Witherow
Keep up to date with Together For You

: www.togetherforyou.org.uk

: TFY_Project

: www.facebook.com/TFYProject
Relate NI

“Building Partnerships, Building Relationships”.
Relate’s Counselling Service

• Counselling is offered across NI with three direct counsellors, in Belfast, Coleraine, Cookstown, Dungannon, Enniskillen, Londonderry, Newry, Portadown and Hydebank/Maghaberry Prison.

• Each client is offered 10x1 hour therapeutic counselling sessions.

• Counsellors are accredited or working towards accreditation. i.e. BACP, IACP and NCS
Building the Service

- Flexibility of service; Time/Location
- Accessibility; Across NI, Individual, Couple, Family
- Client/Partner feedback; Case study/Testimonies/Evaluations
- Referral Process; 25% Self, 52% Community, 23% Statutory
- Partnership; Working collaboratively/Sharing
- Networking; Greater awareness of partner services
- Publicity; Belfast Barbers/BBC/Newspaper
- Evaluation; Evaluation steering meetings
Working in Partnership

- Big Lottery Fund
- Action Mental Health
- Aware
- Cause
- Cruse Bereavement Care
- Mindwise
- Nexus
- Praxis Care
- Rainbow
- Probation Board NI
- NI Prison Service
- Youth Justice
- Alzheimer's Society
- Family Support Hubs
- Emotional and Wellbeing Hubs
- Men’s Health Forum Ireland
- Disability Action
- Men’s Action Network
- CAMHs
- Barnardo’s
- Action For Children
- Social Work Teams across all Trust areas.
- Positive Steps
- Fermanagh House
- Breakthru
- Parenting NI
- Sure start
Quote: Family Support Hub

“As co-ordinator of Fermanagh and Omagh Early Intervention Family Support Hub, we welcome Relate and the “Together for you Project” to the area. This project is a great example of how a regional service can provide services in rural areas, by working in partnership with other agencies via the Family Support Hubs, to meet the needs of families.”
Quote: Disability Action

“The project provides a valuable and accessible counselling support service to adults and young people supported by Disability Action in the workplace and in training. We are delighted to have developed a very positive working partnership with this project and staff team.”
Quote: Positive Steps

“Relate NI in the past year has been providing an excellent counselling service in Positive Steps, supporting the most vulnerable within the community. I found Relate to be a professional caring organisation and the working partnership has most certainly enhanced the services for the users from Mid Ulster”.
Learning from TFY
Involvement

• Greater understanding of partners services and expertise.
• Collaborative working leading to partnership working with partners and external contacts
• The needs of our clients and the complexity of mental health and wellbeing.
• Dedicated project staff involvement.
• External organisation involvement due to other commitments.
• Greater selection of venues would give more access
• Client engagement and attendance
“I was overwhelmed by the support I received from Together For You, seen straight away at a time and place that suited me, fantastic I felt so relieved, it was a lifeline to have someone who was outside my life and be allowed to look at choices and options without judgement, to have support for the first time to make my own changes, most importantly to be able to no longer carry guilt I carried for years I feel free and know I can do anything !!”
“Building Partnerships, Building Relationships”.

Marjorie Houston
Relate NI

Relationship focus

*Our focus is how the clients relate to others.*

- Intimate partners
- Family relationships
- Interacting with peers
- Connecting with professionals
Context for Counselling

Working within an Ethical Framework

• Autonomy – respect for the client’s right to be self-governing
• Trustworthy - regard for confidentiality and realistic expectations
• Beneficence - commitment to promoting the client’s well-being
• Non-malefience – commitment to avoiding harm to the client
• Justice - fair and impartial of all clients
Presenting Issues

- Communication difficulties
- Social Isolation
- Affairs
- Separation
- Learning Disabilities
- Addiction
- Carers
- Self Harm

- Childhood Sexual Abuse
- Domestic Abuse; both Male & Female
- Suicide
- Schizophrenia
- Low Self-Esteem
- OCD
- Physical Disabilities
- Phobias
Counsellor Assessment

• Importance of referral information; i.e. suitability for relationship counselling.
• Establishing a safe environment in which clients can explore the many feelings they are experiencing; i.e. shame, guilt, anger, resentment

  However the counsellor is also holding in mind commitment to;
  promoting the client’s well-being
  And avoiding harm to the client

• Engaging with couples the relationship becomes the client. It is important for the counsellor to hold a neutral position, even when one appears to carry the presenting issue.
How we work

Interventions / Techniques

• Development of visual boxes
  – To aid work with learning disabilities and clients who need something more than talking therapies

• Development of safety plans for those in abusive relationships

• Working with self harm and developing coping techniques

• Education on sexual health, boundaries, self care etc.
Training completed

• Dual diagnosis

• Working with young people

• Working with clients on the Autistic spectrum

This has helped the counsellors to understand the context of the clients’ life and use techniques appropriate to the clients’ needs.
Client centred framework

• Flexibility of length of session
• Breaks from therapy, e.g. to come for 5 sessions and then return later
• Extra sessions for those who need it
• Easily accessible venues in town and city centres, close to public transport
• Importance of direct link with Relate NI i.e. the co-ordinator who shares appropriate information with counsellors and referrers and if appropriate contact clients between sessions.
• Access to a range of multiple services within the partnership
Challenges

• Working in the clients best interest.
  Holding the balance between confidentiality, client autonomy and sharing information.

• Collaboration with other professionals
  Works well when it is a 3 way process; open communication between client, counsellor and other services/professionals.

• Funders
  Working with requests for information; statistics; client’s stories – shared through case studies or in person.

• Family/Carers
  Sharing – 3 way process
Self Care

• Working with mental health can be;
  – Stressful
  – Tiring
  – Requires ongoing training
  – Support from management
  – High level of both supervisor and group supervisor
  – Appropriate holidays/breaks
Quote: Karen and David

• “I would encourage anyone in crises to attend Relate counselling. The counsellors are experts in their field and it was refreshing for us to have the space and time to be listened to and for the stress of our life to be fully appreciated. We felt validated and supported and it gave us confidence. I am not sure we would still be a family unit if it wasn’t for Relate”.
Thank You
AMH MensSana

Working with a collaborative focus
Under ‘Together For You’

AMH is offering MensSana
Mental Health promotion & Wellbeing Resilience Training in the form of
‘Provoking Thought’ Workshops
TFY AMH MensSana
Is delivering to
• Young People 8 to 25yrs
• Their Key Contact &
• Targeted Groups
TFY MensSana  Mental health training includes

<table>
<thead>
<tr>
<th>Provoking Thought work shops</th>
<th>Wellbeing training programmes</th>
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<tr>
<td>B Positive Workshops</td>
<td>Personal Resilience Programmes</td>
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<tr>
<td>SafeTALK programmes</td>
<td>MHFA programmes</td>
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<td>ASIST programme</td>
<td>OCN accredited wellbeing programmes</td>
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## Targets Achieved

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<tr>
<th>Actual to May 15</th>
<th>% reporting improved knowledge</th>
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<tbody>
<tr>
<td>6711 Young People</td>
<td>80% - 63%</td>
</tr>
<tr>
<td>766 Key Contact</td>
<td>90% - 50%</td>
</tr>
<tr>
<td>533 Targeted Groups</td>
<td>97% - 50%</td>
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Hydebank & Maghaberry

Women, Young offenders, Males

OCN Personal Wellbeing Programme
Positive Impact
One Young man’s account of being a participant on the OCN Personal Well being Programmes
How we worked with a collaborative focus
• Knowledge off all the services TFY partners
• Collaboration Edc protocol,
• Collaboration CAUSE, Mindwise Relate
• Networking
• Maximising resources capacity
• Co Facilitation through volunteering opportunities
Positive Impact

Benefits of being a Volunteer and Co Facilitator
Mark & Kevin Co Facilitating
What has worked well?
Collaboratively focused

• Promotion of TFY
• Up take
• Feedback
• Referral system
• Evaluation design
• Development Edc protocol

• Recruitment volunteers
• Networking TFY partners
• Maximising opportunities/resources
Shared learning

• Education protocol
• Follow up letter for schools
• Designing the evaluations
• General evaluation improvements
• Development workshops
• More knowledgeable other partners
• Maximising opportunities
Enhancement policy/provision

- Galvanising the MensSana programme across N Ireland
- Improve Service
- Standardisation of programmes
- Coordinated approach to theme days etc
Thank you

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LUNCH

#TFYlearn