

TOUCHSTONE guide





vision

VISION

Inspiring communities, transforming lives.

values

VALUES

To promote the wellbeing, recovery and entitlements of service users and carers.

To ensure quality is at the heart of all we do and strive for continuous improvement.

To have integrity and to be open at all times.

To make independence possible by working with and for people and partner organisations.

To be person-centred, valuing difference and celebrating diversity.

To give respect and ensure dignity for all.

aims

AIMS

We aim to secure our values by:

Ensuring the views, entitlements and wishes of service users and carers inform every aspect of Touchstone's service delivery and design.

Working with partner organisations to create better recovery and wellbeing and to minimise harm.

Being community focused as well as strategically relevant.

Targeting resources in ways that make the best and most cost effective impact.

Recognising and rewarding staff as ambassadors. Committing to providing high quality leadership, training and support to underpin the provision of excellent services.

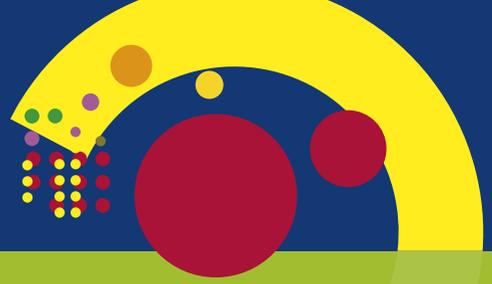
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Who does it support?

- NHS Leeds has commissioned Touchstone to improve the mental health and wellbeing of the seven largest BME communities in Leeds: African Caribbean, Bangladeshi, Chinese, Indian, Irish, Pakistani, and Refugee & Asylum Seekers.
- We also support other BME groups, for example we have worked with Azer-Turk, Kashmiri and Gypsy and Traveller communities.
- We support anyone who is interested in improving the mental health and wellbeing of BME people.
- Partners include community activists, faith groups, NHS services, charities and community organisations.
- We work best with groups of people, but if you are on your own, we will support you to find other people who share your concerns, and who are also interested in doing something about them.

What do we do?

- Our outcomes have been set out in the government action plan Delivering Race Equality.
- We support others to do just about anything that will improve the mental health of BME communities, including:
 - Promoting the strengths of BME communities - not just talking about gaps, problems and needs.

- Demystifying mental health and wellbeing - cutting through the jargon and the name calling, and talking about real life as it is.
- Giving practical support to people to make improvements for themselves.
- Enabling different religious groups to feel more confident at helping people in mental distress.
- Supporting the growth and development of religious and cultural events that celebrate mental wellbeing.
- Enabling services to think through the ways they can achieve equal outcomes for everyone.
- Lobbying decision makers and commissioners, and assisting them to take their equality duties seriously.

Information/contact

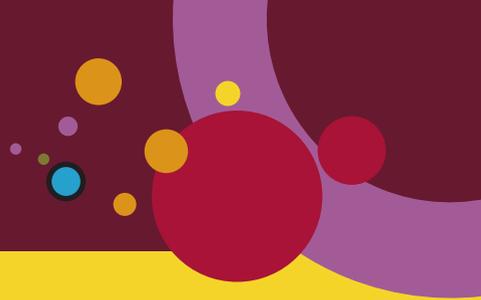
Tel: 0113 248 4880

**Address: 47-49 Cromwell Mount,
Leeds LS9 7ST**

Email: CDS@touchstone-leeds.co.uk

Website: www.touchstone-leeds.co.uk

Community Support Team



The Community Support Team (CST) provides outreach support to:

- People with complex mental health needs who are excluded or disengaging from other services
- People with complex mental health needs who are not in contact with other mental health services
- People aged 18 and over
- People resident or a homeless person in Leeds
- People who are not acutely ill at the time of referral

The aims

CST provides a seven-day-a-week city-wide service. Some people may be supported for a few months, for others support may be for a few years. The focus is to enable service users to increase inclusion in their community by improving social networks. We facilitate better access to other services including health, housing, social care, education, training and work.

How we work

Each service user is allocated a key-worker and a co-worker. The service user and worker agree an individual support plan together. Progress is reviewed every three months. To support social inclusion we also offer a range of groups.

What informs our practice?

The team has adopted the Strengths Model of Assertive Outreach as the basis of its values and practice. A service user's problems and difficulties are approached by emphasising the development of a collaborative, trusting, working relationship. The focus is on realising the service user's aspirations. We build on their strengths and resources. Staff may also draw on therapeutic approaches such as Cognitive Behavioural Therapy, Motivational Interviewing and Solution Focused Brief Therapy.

The team accepts referrals from professionals, self-referrals, and from friends, family and carers. We can offer an appointment to support people to complete the referral form.

Information/referrals

Tel: 0113 216 2792

**Address: Ground Floor, Dyson Building
Buslingthorpe Lane, Leeds LS7 2DB**

Email: office@touchstone-leeds.co.uk

**Referral form: download from
www.touchstone-leeds.co.uk**

Community Volunteers Project



This is a project for anybody who wants to volunteer at Touchstone.

We provide a six week training programme for new volunteers. The training is on Monday from 9.30am to 3.30pm. After this, the volunteer completes one or more work placements of their choice.

Placements can be at one of Touchstone's services. Ongoing support and supervision is provided for the volunteer.

Volunteers come from a wide variety of backgrounds. Sometimes people who have used Touchstone's mental health services become volunteers.

The aim is to increase volunteers' understanding of mental health and wellbeing, expand skills, reduce isolation and provide work experience. The project improves the life chances of participants - volunteers are highly valued at Touchstone.

Information/referrals

Tel: 0113 216 2792

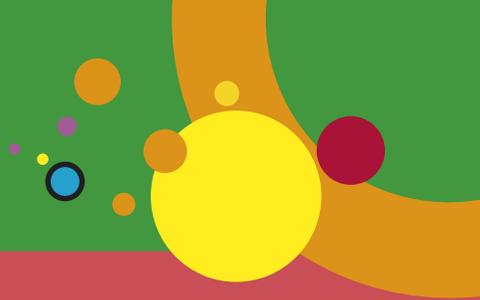
**Address: Ground Floor, Dyson Building
Buslingthorpe Lane, Leeds LS7 2DB**

Email: office@touchstone-leeds.co.uk

**Application form: download from
www.touchstone-leeds.co.uk**



East Leeds Health for All



East Leeds Health for All (ELHfA) supports residents of Burmantofts and the Bayswaters neighbourhood of Harehills and BME people who live anywhere in Leeds.

ELHfA works with NHS Leeds to reduce health inequalities between Leeds' most advantaged and disadvantaged communities.

We achieve this through:

- Community health development work
- Training community activists to deliver key health messages to their communities
- Facilitating volunteering opportunities
- Physical activities
- Signposting and partnership working
- Working in partnership with the NHS to deliver key public health messages

The team facilitates the following kinds of activities:

- Open door drop-in healthy living sessions
- Women's groups
- Trackmasters walking groups
- Women only swimming sessions (including learn to swim tuition)
- Healthy eating sessions
- Health activity sessions

Information/referrals

Tel: 0113 248 4880

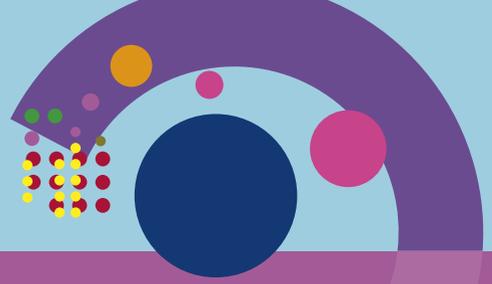
**Address: 41-47 Cromwell Mount,
Leeds LS9 7ST**

Email: office@touchstone-leeds.co.uk

Website: www.touchstone-leeds.co.uk



Housing Service



Touchstone's Housing Service is for people aged 16+ who are homeless or vulnerably housed including those with mental health needs. We provide both floating support and accommodation with support.

What is 'support'?

We work with service users to enable them to identify their goals, increase their choices and improve their wellbeing. The aim is to enable people to become more independent and more confident so that they are able to move into permanent accommodation. Regular visits by a Support Worker enable service users to review progress and set new goals in a tailor-made support plan.

The housing service does not provide emergency/crisis accommodation, domiciliary care services or counselling.

What is 'floating support'?

Floating support is for people who do not live in Touchstone accommodation - for up to two years.

What is 'accommodation with support'?

One bedroom furnished properties are let to service users for up to six months. We support tenants to improve their wellbeing, especially when discharged from hospital, and to move on to permanent housing.

Particular support is available for

- Young people aged 16-25
- Black and Minority Ethnic people
- People with dual diagnosis
- Single parents
- Refugees
- Ex-offenders

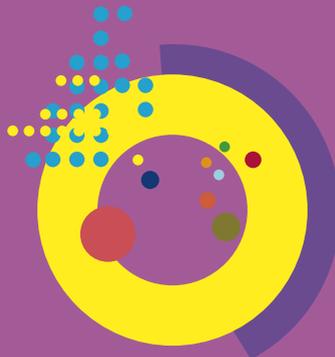
Information/referrals

Tel: 0113 271 8277

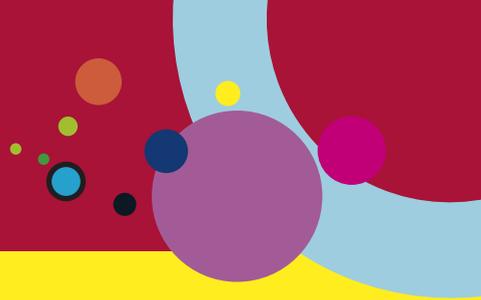
**Address: Touchstone House,
2-4 Middleton Crescent,
Beeston, Leeds LS11 6JU**

Email: office@touchstone-leeds.co.uk

**Referral form: download from
www.touchstone-leeds.co.uk**



Improving Access to Psychological Therapies Service



IAPT aims to widen access to talking therapies and as such is a key part of the NHS drive to reduce health inequalities.

Touchstone IAPT is part of a four partner consortium with NHS Leeds Community Healthcare, Community Links and Leeds Counselling.

The role of Touchstone IAPT is to improve access to talking therapies for BME communities, with a focus on African Caribbean, Pakistani and Irish communities, who have had poor access to such services in the past.

We provide CBT (Cognitive Behavioural Therapy) and CBT-based guided self-help, stress and mood management to improve wellbeing, achieve change and recovery. CBT is effective in improving the wellbeing of people with anxiety, low mood and depression. The support we offer is outcome focused and evidence based. We work with people to achieve the outcomes they determine.

The Touchstone service is provided by two Low Intensity Therapists who are qualified Psychological Wellbeing Practitioners, and three High Intensity Therapists who are qualified CBT Therapists.

Most people are initially offered 4-6 sessions of Low Intensity support, and can access 8-16 sessions at High Intensity if required.

The service is provided from a range of community venues across Leeds, from healthy living and wellbeing centres to BME counselling services.

In its first year of operation, the team offered 1,465 appointments at 10 different venues to 298 people.

In year 2 we expect to double the number of people we see.

Information/referrals

Tel: 0113 271 8277

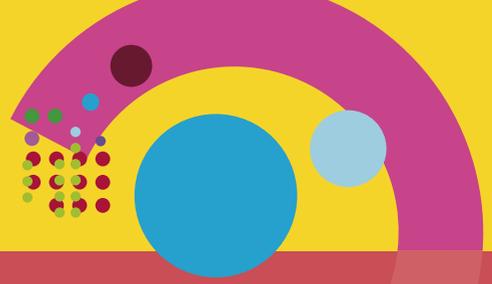
Address: 179-181 Haselwood Drive, Ebor Gardens, Leeds LS9 7RE

Email: office@touchstone-leeds.co.uk

Website: www.touchstone-leeds.co.uk



Personality Disorder Managed Clinical Network



The Personality Disorder Managed Clinical Network is led by Leeds Partnerships Foundation Trust (the mental health trust). The network provides a menu of services for people with a personality disorder diagnosis or symptoms.

Touchstone's part in the network

Journey - this is one option in the menu of services. It is a six month group-based programme which supports service users to develop and achieve goals set in a personal action plan (we call it an occupational plan).

One to one work - another option in the menu of services. Touchstone supports individuals to progress to recovery.

Diverse Pathways - this is a type of group therapy called a democratic community. Members make all of the decisions about how the group works by voting through a show of hands.

Pear Tree Partnership - an allotment project. Participants also take part in the Miles Better walking group.

Partnership work - we support other voluntary and statutory agencies to better understand personality disorder.

Journey, Diverse Pathways and another option from the menu called Dialectical Behavioural Therapy, are hosted at Touchstone House in South Leeds.

Information/referrals

Tel: 0113 216 2792

Address: Ground Floor, Dyson Buildings, Buslingthorpe Lane, Leeds LS7 2DB

Email: office@touchstone-leeds.co.uk

Website: www.touchstone-leeds.co.uk



Positive Care Programme

The Positive Care Programme (PCP) is for people with long term conditions and carers. It is a 24 week course of complementary therapies and motivational workshops. The course is provided once per week for three hours. Each week, every service user will take part in:

- One individual therapy (such as massage or acupuncture)
- One group therapy (such as Tai Chi or art therapy)
- One workshop (such as Tools and Skills for Living)

The aim of the Programme is to improve health and wellbeing, and the course has achieved fantastic outcomes.

“Being on the PCP has helped me to accept and cope with my conditions better, which has improved my confidence and outlook on life.”

For example, service users tend to:

- Visit their GP less often
- Make positive changes to their lifestyle which improves their long term health
- Take more responsibility for their health
- Experience improved mental wellbeing

Information/referrals

Tel: 0113 219 2727

Address: The Positive Care Programme, 53-55 Harehills Avenue, Leeds LS8 4EX

Email: positivecareprogramme@touchstone-leeds.co.uk

Referral form: download from www.touchstone-leeds.co.uk



LOTTERY FUNDED

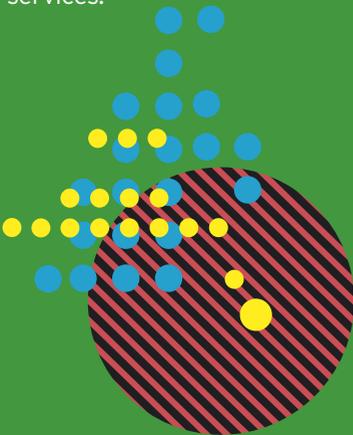
Self Directed Support and Direct Payments



Touchstone can provide support directly to individuals as part of a package of care.

People who have been assessed as having critical or substantial needs by Adult Social Care can use a Direct Payment or an Individual Service Fund to pay for support from Touchstone. Self-directed support service users will achieve the goals that they identify in a way that they choose.

We usually discuss how we can provide Self Directed Support with the individual or their Care Coordinator on a case by case basis. We have a great deal of experience of supporting people from BME communities, young people, older people, carers and those who are unable to access mainstream statutory services.



For example, we have experience in:

- Structured support planning and review
- Mental health and wellbeing
- Dual diagnosis
- Social inclusive practice which reduces isolation
- Complementary and alternative therapies
- Increasing independence, including housing support
- Group and one-to-one work

We have male and female workers who speak a broad range of community languages.

Information/applications

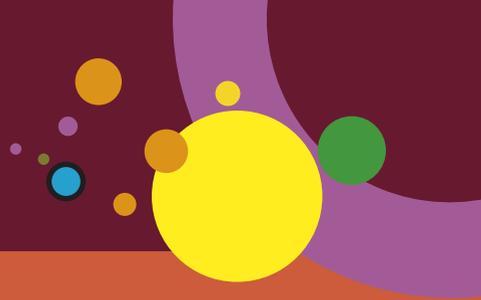
Tel: 0113 271 8277

**Address: Touchstone House,
2-4 Middleton Crescent,
Leeds LS11 6JU**

Email: office@touchstone-leeds.co.uk

Website: www.touchstone-leeds.co.uk

Sikh Elders Service



The Sikh Elders Service is primarily for Sikh people (aged 55 and over) who live in Leeds. Other South Asian people are also eligible to use the service. We have Punjabi speaking employees working on the project.

We bring service users together who may be isolated. We facilitate social activities such as luncheon clubs, and physical activities such as exercise classes. We work through the Gurdwaras (Sikh temples).

We run a befriending service, and through this volunteers offer one-to-one support to service users.

The aims of the project are to reduce isolation and improve health and wellbeing. We give service users the information that they need to increase their choices in life. We foster independence among service users.

Volunteering

To volunteer as a befriender or find out more, please contact the Sikh Elders team by telephone on 0113 271 8277 or email office@touchstone-leeds.co.uk

Information/Referrals

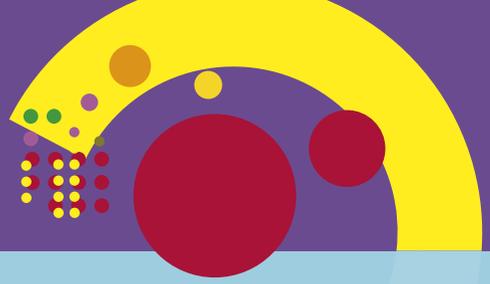
Tel: 0113 271 8277 or call the Punjabi line on 0113 216 3143

**Address: Touchstone House,
2-4 Middleton Crescent,
Leeds LS11 6JU**

Email office@touchstone-leeds.co.uk

Website: www.touchstone-leeds.co.uk





The Support Centre provides a range of mental health and wellbeing services for BME people. The staff are from BME communities and speak different community languages.

Case Management: with the support of a key worker, service users design their support plan and set goals to achieve. We enable people to get out and about more, resulting in increased social inclusion.

Structured Group Work: facilitation of different groups, including for women only and men only. Group work is structured, with practical, educational and therapeutic sessions.

Drop-In: drop-in sessions enable service users to develop social networks and build confidence.

Chinese Satellite Project: in partnership with Chinese community groups, we support members of this community in Leeds to improve their mental wellbeing.

Carers project: we support any carer of a BME person in Leeds. This is done through case management and group work.

Weekend service: in order to reduce isolation at the weekend, we provide one to one support and social activities on Saturdays and Sundays.

Exercise: we understand the link between physical and mental wellbeing.

Community Arts Project (Inkwell): delivered in partnership with Leeds Mind, this is an Art Therapy group.

Social events: service users plan social events throughout the year.

Information/Referrals

Tel: 0113 219 2727

**Address: 53-55 Harehills Avenue,
Leeds LS8 4EX**

Email: office@touchstone-leeds.co.uk

**Referral form: download from
www.touchstone-leeds.co.uk**

Service User Involvement, Training and Workshops

Touchstone has a range of services which are delivered directly by services users and which organisations may wish to purchase. We were highly commended in the national 2010 Charity Awards for our service user involvement practice.

Staying safe training

This is training produced and delivered by service users to other service users to build resilience and capacity in the event that someone becomes unwell. The course runs over four sessions and there is an accompanying Handbook Of Solutions, also produced by service users, which is given to course participants.

● Service user-led evaluation of services

Using an already developed framework, trained service users undertake objective evaluations of services and report back on findings to enable service review or redesign. As well as Touchstone, other commissioners of this service include Leeds Metropolitan University, Health and Social Care Faculty.

● Tailored training courses

Other courses can be delivered including self-harm training, with personal perspectives, Outcomes Star/Social Inclusion web training, chairing and minute taking training or basic IT.

● QAF audit support

Using the existing Supporting People Quality Assurance Framework, trained service users support the inspection of services by triangulating judgements made at self-assessment stage with the actual experience of the service by service users and staff. A report on findings is compiled to enable continuous improvement to be made.

Touchstone delivers informative, interactive and enlightening training and workshops for external partners. We design bespoke sessions. Recently, topics covered include mental health awareness, community engagement, wellbeing and BME communities, the strengths model, person-centred and self-directed support, socially inclusive practice and service user inclusion.

Information/queries

Tel: A member of SMT 0113 2718277

**Address: Touchstone House,
2-4 Middleton Crescent,
Beeston, Leeds LS11 6JU**

Email: office@touchstone-leeds.co.uk

Website: www.touchstone-leeds.co.uk



Touchstone House
2-4 Middleton Crescent
Beeston
Leeds LS11 6JU

t 0113 271 8277

f 0113 216 3140

e office@touchstone-leeds.co.uk

www.touchstone-leeds.co.uk

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