

# **Touchstone Kirklees Integrated Mental Health Advocacy & IMHA Service**

**Annual Report 2017-18**



## Introduction

Welcome to Touchstone's combined advocacy service annual report for 2017/2018. Over the next few pages we will explain our services to you and demonstrate some amazing achievements and outcomes from the past 12 months. It has certainly been a busy year with **500 people supported** in total, including 453 new referrals from over 40 different referral sources. We are a team of 7 staff, based in central Dewsbury and operating throughout Kirklees. We have an active IMHA presence on wards at Dewsbury District Hospital, Calderdale Royal Infirmary, The Priory Hospital Dewsbury and Fieldhead Hospital Wakefield. Our goal in all we do is to enable people living with mental health difficulties to have a voice, get themselves heard and find solutions to improve their wellbeing. We hope you get a picture of who we are in this report – you can also find out more on our website...

<http://www.touchstonesupport.org.uk>

The service took  
**453** new referrals in  
2017-2018;  
**192** for Community  
Advocacy and  
**261** for IMHA

**The Community Advocacy Service** works with people who are experiencing mental health difficulties to speak up for themselves. Our team of experienced advocates support people on wards and in the community, empowering them to know their rights, have a voice, find good information and make informed choices. We help people at important meetings, to write letters and deal with issues over the phone. We work with people of all ages (18+). In 2017/2018 we supported 227 people; 105 in the community and 122 as informal patients on hospital wards across the local area.

**The IMHA Service** works with people in hospital detained under the Mental Health Act, or in the community on a treatment order. We can explain how the law works, provide information on rights and responsibilities and help people to work out what they want. Our service is completely free, confidential and independent. We will ensure that the professionals involved are aware of their responsibilities and of the patients' rights. We will support people towards their recovery and any other goals they have once they have been discharged from hospital. In 2017/2018 we have supported 273 people who were detained under the Mental Health Act.



## Service Developments

2017-2018 has been by far our busiest year to date. The provision of one-to-one advocacy, which remains our primary function, has grown by 19% when comparing the number of people supported with that in 2016-2017. The majority of this increase can be seen in the IMHA service which has seen a 35% increase in new referrals. This is following the current national trend of increased detention rates under the Mental Health Act and demonstrates a significant achievement for our small team of advocates. The excellent outcomes we are able to help people achieve can be seen later in this report.

In addition to our core advocacy work, the team has been busy with a number of other initiatives in Kirklees, the key areas are summarised below:



Working alongside seven other voluntary sector mental health services, Touchstone has developed the **Mental Health Partnership in Kirklees**. Whilst remaining contractually separate entities, we have brought our services closer together to explore the possibilities of more collaborative ways of working. The starting point for this work has been a very successful and co-produced consultation exercise, with the people who access our services forming the central focus of our ongoing action plan.

The team is particularly proud to have secured a role in the Government's **Independent Review of the Mental Health Act**. Early in 2018 our IMHA's spent time in hospital wards enabling currently detained patients to take part in the review's consultation phase. This demonstrates the power of good advocacy – enabling those who often go unheard to speak the truth on their experiences and be an integral part of bringing about change. Touchstone has been invited to maintain our role within the review and we will continue this work into 2018-2019.



The advocacy service is a founder member of the **Kirklees Hearing Voices Group** which enables people living with voices, visions and other experiences to meet and talk. An excellent example of peer / group advocacy, these meetings are for many people their only safe space to share issues and experiences in a non-clinical environment built on mutual respect and peer support.

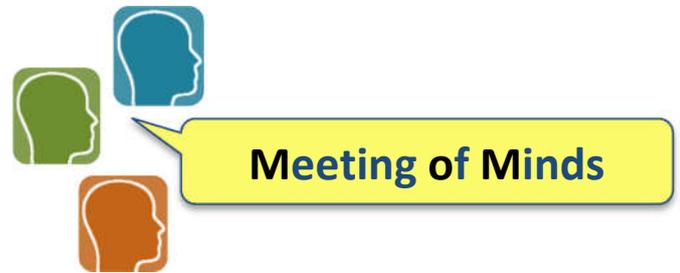
Touchstone has long been proud of leading in the field of representing Black, Asian and Minority Ethnic people and communities, fighting for better access to appropriate and well-informed support. In 2017-2018 the advocacy service joined with others to create the **Kirklees**

**BAME Network**, a collective of voluntary sector organisations and services with the dedicated goal of facilitating greater involvement by local communities and enabling more effective support to be provided.

Overall the advocacy service is exceptionally proud of the reputation we have in Kirklees for leading on co-production, empowerment, inclusion and improving services for all.



Once again, we would consider our greatest achievement in the year to be the growth of our peer-led forum **Meeting of Minds (MoM)**. In our second year of activity we have gone from strength to strength and now have over 65 members linked by various means including, face to face contact, group meetings and social media.



A friendly network for people accessing mental health support in Kirklees

**Meeting of Minds**

Come and join us...  
1:00 - 3:00pm  
Tuesday 25 April 2017

On the agenda...  
SWYPFT will be sharing information about their new model of rehab & recovery services

We'll be at Touchstone's office...

Dewsbury Business Centre  
13 Wellington Rd East  
Dewsbury  
WF13 1HF

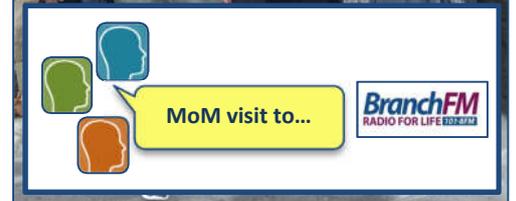
Find us on [www.facebook.com/momkirklees](https://www.facebook.com/momkirklees)  
Or contact us at Touchstone Advocacy Service  
01924 460211 [advocacy@touchstonesupport.org.uk](mailto:advocacy@touchstonesupport.org.uk)

MoM activities are **driven entirely by the steering group** and vary widely. We hold regular forums where we invite members of local statutory and community services to talk to us and, more importantly, to listen to us and understand our experience, skills and knowledge. This year we have been joined by staff from South West Yorkshire NHS Trust to discuss the SPA and Rehab & Recovery services, West Yorkshire Police for a session on victim care & crime prevention awareness, Kirklees Benefits Advice Service to discuss PIP, ESA and Universal Credit and also Paddock Community Trust on volunteering and access to work.



In addition to this we spend time out and about across Kirklees... here are some highlights:

The Steering Group have held numerous **information stalls** at different sites including Folly Hall Mills, Huddersfield University's World Mental Health Day event and Touchstone's Co-production Conference. In November 2017 we embarked upon an exciting publicity drive, the highlight of which was featuring on Branch FM a local Dewsbury radio station. Here we had the opportunity to explain to a wide audience how the group came about, what our values and aims are and how people can join us.



Meeting of Minds has also worked with other voluntary sector partners, supporting the work of the **Mental Health Partnership** as well as maintaining our place on both the Kirklees Partnership Board and Provider Forum. In June 2017 we linked in with Support to Recover (S2R) in Huddersfield and took part in their mental health awareness day with pupils from Honley High School. This enabled the pupils to meet and hear from people living with mental health difficulties, encouraging learning about lived experience, stigma, discrimination and respect.

Anti-stigma work has become a priority area for MoM and we are proud to be key partners in the new **Kirklees Time To Change Hub**. Along with the Touchstone Advocacy Service, MoM is increasingly involved in the Time To Change movement and on Time to Talk Day, 1 February 2018, we held a public event at Dewsbury Town Hall where we showcased our own and others' work as well as providing Dewsbury people with an opportunity to raise awareness of mental health stigma. Increasing this work is amongst the key goals for MoM in 2018-2019.

proud to support **time to change** **kirklees**

Meeting of Minds  
**Awareness Day**  
01/02/2018 at 12:00  
Dewsbury Town Hall

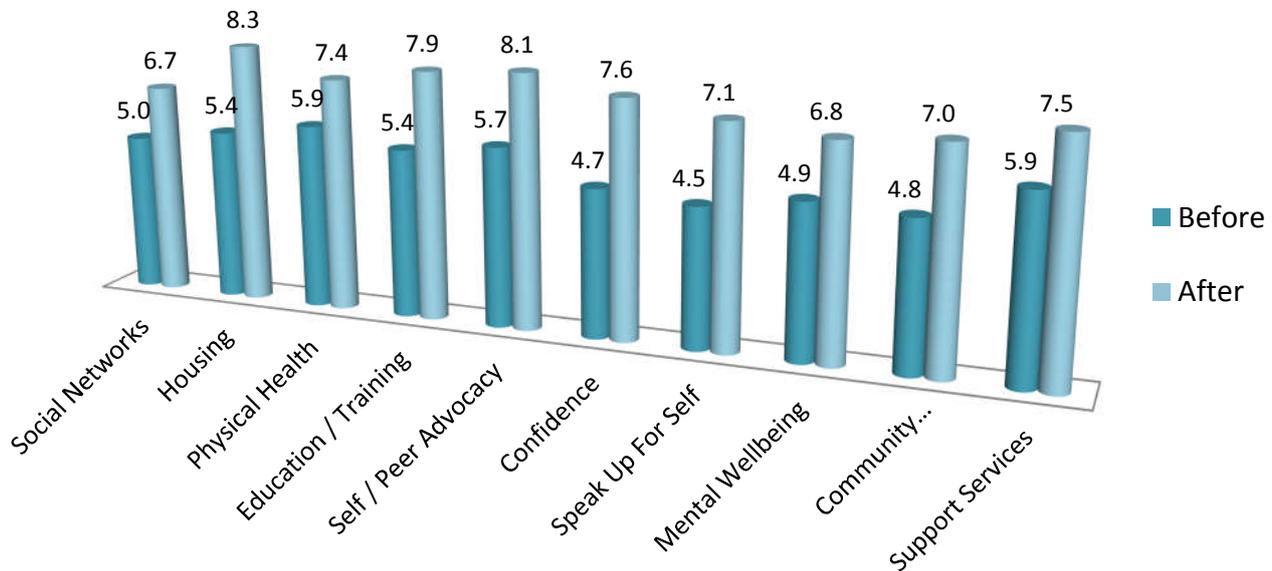
Join us 12pm - 3pm  
for our Time To  
Talk Day.

Come and have a  
chat over a cuppa,  
nibbles and fun  
activities.

## Advocacy Outcomes

When we first meet people we ask them to score how they feel about 10 areas of their life, where 1/10 is the worst that things could be and 10/10 is the best that things could be. We then review these scores each quarter and agree the priority areas to direct our support planning. The following chart illustrates the average scores people gave themselves in 2017/18:

**Comparison of self-assessment before & after receiving advocacy support**



We are delighted to be able to demonstrate that our outcomes data for each of the 10 areas of support show significant improvements for participants in 2017/2018, with an overall average improvement score of 30%. This is testament to the team’s hard work in both delivering our service and also in supporting clients to recognise and celebrate their own achievements.

“Coming to Touchstone (and Meeting of Minds) was the first time I felt accepted and able to deal with the fact that my previous experiences had made me feel like a failure”

### Outcomes: Social Networks

Being amongst other people, sharing a space and being a part of something; these are things that all connect directly to our mental health and wellbeing. Through MoM we have enabled people to come together and create something for themselves. Self assessments tell us that people have seen a **26% improvement** in how they feel about their social networks. This has a positive impact on many other areas of people’s lives.

### Outcomes: Housing & Finance

Supporting people through significant housing, debt and benefits issues continues to be one of our busiest areas of community advocacy work. We’re not specialists in these areas but we’ve become an important link between people in real need and the specialist services that are best placed to serve them. This year people have told us that they have achieved a **34% improvement** in this area after receiving our help.

“If it wasn’t for Touchstone I don’t think I would have got anywhere with my PIP appeal”

### Outcomes: Community Participation

We continue to support and encourage people to be involved in their local communities so that they can meet people, create opportunities and help each other. People report significant benefits of the feeling of having a purpose and goals to aim for. Mental health difficulties very often increase the likelihood of loneliness and isolation and our teams work to break down these barriers. This year we have helped people to achieve a **32% improvement** in this area.

**“My thanks & appreciation to everyone who came to talk to the Honley High School pupils yesterday. The fact that members of the MoM group were so willing to share their personal experiences of mental health and the services they have received was so helpful and really gave the young people genuine insight into living with mental illness”**

**“I have loved and enjoyed my time, so far, in the Touchstone family. The support, friendship and above all the inspiration you have given me as been life changing”**

### Outcomes: Employment, Training & Education

Whilst we are not ETE specialists, much of our work with people is about realising their existing strengths which in turn helps with confidence and self-esteem, enabling people to feel able to seek new opportunities. We have our own volunteer programme and we help people access this and any other they wish to try. Self assessments this year showed a **32% improvement** for people after receiving our support.

**“My advocate has gone out of her way to support me with very difficult issues and has never judged me, just empowered me and now I want to do the same to support other women with similar issues”**

### Outcomes:

<b>Self / Peer Advocacy</b>	<b>29% Improvement</b>
<b>Confidence</b>	<b>37% Improvement</b>
<b>Speak Up For Myself</b>	<b>37% Improvement</b>

Self advocacy, peer support and confidence remain the three key outcomes for the team. We often meet people who have endured years of feeling under-valued, worthless and not listened to. We tailor our support to each individual we work with but one thing always stays constant; we don't do things for people, we enable people to do things for themselves. Getting this right takes time, a lot of understanding and excellent **people skills** and our team have these in abundance, as evidenced by the feedback we get from our service users. The quote here comes from someone who has just applied to become a Touchstone volunteer after receiving our community advocacy support and realising she wants to do the same for others.

**“Oh my goodness... thank you SO MUCH, it really is appreciated. I’m so thankful I was given the opportunity to get my message out there... I’m feeling VALIDATED... valued... so thank you for being there. Thank you. 😊”**

### **Outcomes – Health & Wellbeing**

Many of our referrals are from people wishing to challenge decisions about their **mental health** support both in hospital and community settings. Our work helps them to feel more in control of their care and support, ensuring that they are listened to and involved in decision making. Our clients tell us that this enables them to access the right services to help them towards their recovery. Feeling empowered and in control of things is very important to mental wellbeing and we are proud to see a **27% improvement** recorded in this area.

**“In a vulnerable situation the most important thing is to trust that there is someone on your side. This is what you did for me. Thank you”**

**“I’ll ask for your help in ward round again because staff take me more seriously when an advocate is present”**

**“You have been the best help to me, you have done more than any doctor has ever done – just brilliant”**

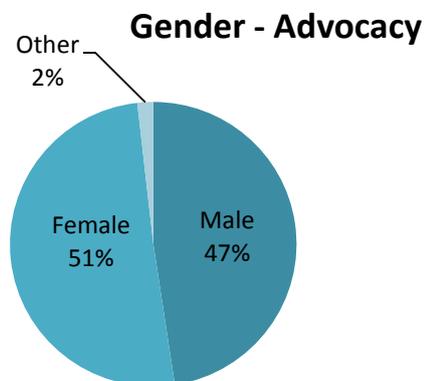
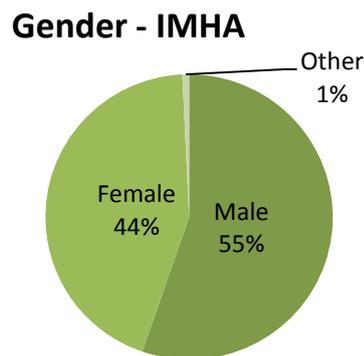
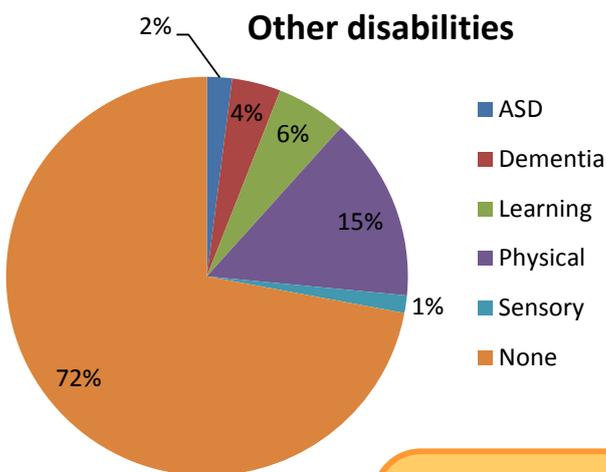
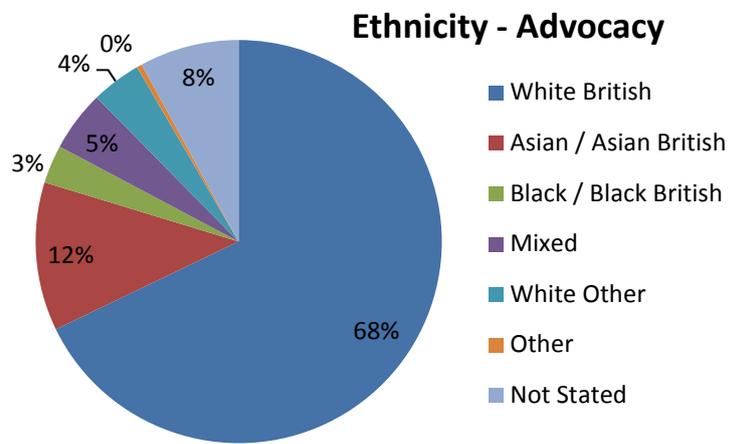
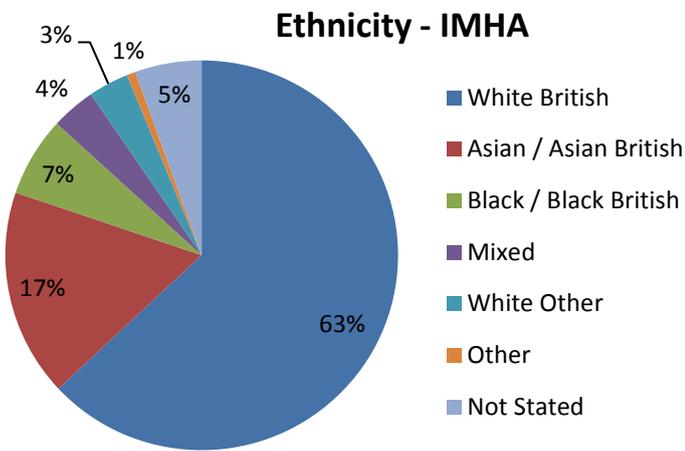
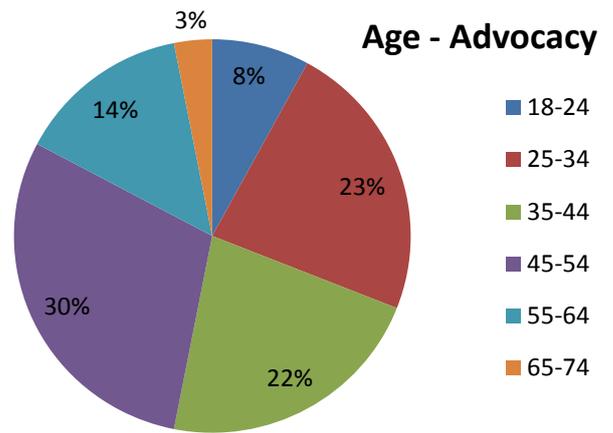
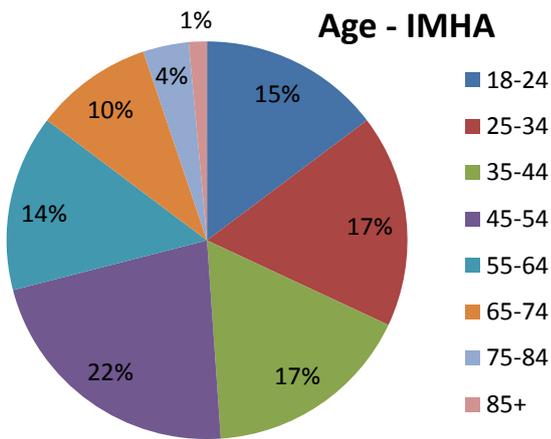
**Physical health** is intrinsically linked with overall wellbeing and we support people with both short and long term physical health conditions to get the right kind of support. In some cases people may feel as though they need support to communicate better with their GP and we are able to accompany them to appointments to unpick these issues and help to find solutions. This year we helped people towards a **21% improvement** in their self assessment of physical health.

### **Outcomes - Support Services**

More and more, people are approaching the advocacy service with increasingly varied support requirements and as a result our network of support partners continues to grow. We enable people to access services and we support them when it feels like services are not working in quite the right way. Our volunteers and peers help us to continually build a list of local services based on their experiences of using them. Self assessments in this area show a **22% improvement** for people accessing our support.

**“Your communication skills, your ability to empathise with the distressed and defuse emotionally charged situations, and above all, your patience to see the whole bureaucratic process through to a conclusion is highly commendable. It is needed now more than ever”**

# Kirklees Advocacy Service 2017/18 Annual Equalities Statistics

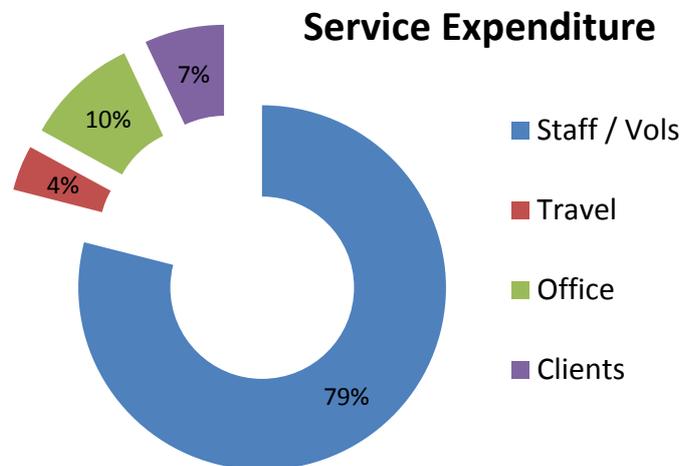


**During 2017/18 4.6% of new referrals identified as lesbian, gay, bisexual or other. 1% of people stated their gender identity as transgender or non-binary**

## Finance & Social Value

The total value of the advocacy contract for 2017-2018 is £118,295, funded by Kirklees Council, NHS Greater Huddersfield CCG and NHS North Kirklees CCG.

With **7993 hours of support** delivered by a team of 6 advocates, the Unit Cost in 2017-18 is £14.80. This works out to a cost of **£11.20 per individual supported per week.**



In the advocacy service we recognise the broad and diverse nature of the benefits that can be attributed to the support that we offer. Not only do we help people achieve personal goals, but we also recognise that those achievements have much wider benefits. The Public Services (Social Value) Act 2012 defines social value as...

“The benefit to the community from a commissioning / procurement process over and above the direct purchasing of goods, services and outcomes”

Our service expenditure demonstrates that a significant majority of our funding is spent on our staff because they are the people who spend that valuable time providing support. When we broaden out the value of this, it is possible to demonstrate that when we, for example, help someone to have a better conversation with their clinical team, thus improving their chances of a sustainable recovery, we potentially set in motion a series of significant changes to that person’s life. Those changes can then grow into benefits to their family, their community; there are also potential cost savings to health and social care services. If someone’s change in circumstances leads to a return to paid employment, then benefits costs are reduced in their locality. Whilst we would never claim to be responsible for everything good that happens from then on, we do recognise our role within that process. Touchstone is committed to working alongside Kirklees partners and commissioners to develop a model of measuring our social value and demonstrating our wider impacts; we see this work as a key area of development for voluntary sector services in the coming year.

## Vision & Targets for 2018-2019

“You were helpful and supportive at a highly stressful time of my life, always there when needed with moral support and kindness”

- We will continue to grow the advocacy service offer of specialist, one-to-one support.
- We will develop more opportunities for group advocacy work and build on the success of Meeting of Minds.
- We will continue to work collaboratively with the Mental Health Partnership in Kirklees to find more ways to ‘Work Together Better’ and improve services for people
- We will seek every opportunity to enable service participants to take on more leadership roles. We will create opportunities for MoM to deliver training and awareness sessions to various audiences to spread the word of mental health, lived experience and peer support.

“You were always on the end of the phone when we needed advice - always positive and realistic in your expectations of what could and could not be achieved”

- We will optimise the opportunities within the Kirklees Time to Change Hub, enabling people with lived experience to become TTC Champions and lead on anti-stigma campaign work.
- We will embed new volunteer roles and will design a new self/peer advocacy training package to spread the expertise and knowledge held within the current team. We will work with voluntary and statutory partners to deliver a self/peer advocacy ‘add-on’ to their existing service user development programmes.

As an organisation Touchstone continues to strive to be the best we can be for our staff, volunteers, participants and the local communities we serve. Here is a selection of our achievements from this year:



### Get in touch with the team:

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<https://www.facebook.com/momkirklees>