

A bright sun is visible on the left side of the image, shining through a clear blue sky. Large, white, fluffy clouds are scattered across the sky, with the most prominent ones in the center and right. The overall scene is bright and clear, suggesting a sunny day.

Recovery in West Dunbartonshire 2010

The event was organised by a working group which brought together many of the partner organisations.

It was funded by the West Dunbartonshire Mental Health Services and by West Dunbartonshire Mental Health Forum.

West Dunbartonshire Mental Health Forum is funded by West Dunbartonshire Council and NHS Greater Glasgow and Clyde.

This report was written by Anne Connor of Outside the Box. Part of the support came from the Working Towards project, which supports the development of user-led services and other ways for people to have an influence on the services available in their area. The Working Towards project is part-funded by the Big Lottery Fund.



About mental health and wellbeing

What does positive mental health mean?

A sense of purpose, a sense of confidence and feeling good about yourself, a sense of involvement and belonging.

It's about how we react to situations in our lives and that reaction is based on our values, our attitudes and our belief system.

If something happens in our lives it affects our mental health and well-being because everybody has mental health and well-being - it's not just about diagnosing a mental illness.

Richard Leckerman

About the conference

Almost 100 people came to a recovery day in Dumbarton on 19th May 2010. The event was held in Dalreoch Church Hall in Dumbarton.

The conference was organised by the Mental Health groups in West Dunbartonshire to give people an opportunity to share ideas about ways to support people in their recovery and share information on what opportunities and services are available.

Richard Leckerman, who is the National Development Worker for Breathing Space, chaired the day. We had presentations about national development to support recovery and from local services who are working to help people in West Dunbartonshire as part of their recovery. This report has the main points that people raised in their presentations. We had time for questions and comments and people could also write down comments on the paper tablecloths and on a graffiti wall.

Some of us are part of Mental Health in Mind, which is a forum theatre group. We have been working together for only 3 months. We gave our first ever public performance at the conference.

We also had a 'Quizathon' and used that to find out what people thought about recovery and about the issues the Forum should be working on.

There were stands with information and written material in everyone's delegate pack. The last section of this report has notes on where to get more information about the organisations taking part and other useful services, as well as the reports and policy documents that people referred to in presentations.

More people came along than we were expecting. People had to stand at the back during the morning session – but they did that. We ran out of rolls at lunchtime, so the people at Work Connect (who did the catering) brought us up more. We even ran out of toilet paper - but Moira went across to her mum's for some and saved the day.

The committee of West Dunbartonshire Mental Health Forum and the other partner groups want to thank everyone who took part and made the day a success.

Comments and questions

Great soup and rolls.

Good lunch and good company.

Spiced buns were good. Getting 2 was even better.

The quiz was totally unexpected and an utter blast!

Everyone was so friendly. I liked the way it felt people were 'mucking in' and helping each other.

Thanks to Dalreoch Church. Great venue and it is nice to see a church being so welcoming to the wider community.

Excellent conference! Fantastic organisation! Wonderful, friendly catering!

Very good conference. See you next year.

Getting involved

West Dunbartonshire Mental Health Forum represents people with mental health problems and their carers. The Forum has good working relationships with many organisations. We are part of Working Groups that help plan and take forward local and national policies and local mental health services. It influences change and has an impact on individual people's lives.

I got involved about a year ago and I've really enjoyed it. There is plenty of work to do and the people are friendly. We make a difference.

Over the next two years the Forum aims to have a bigger membership and to encourage more members to join the committee. We hope to produce quarterly newsletters, eventually have a website and publicise ourselves more. We want to tackle social isolation and raise awareness hopefully leading to more opportunities for more people. We would like to see more voluntary opportunities within our Forum to help people gain confidence. We want to consult with people who use Mental Health Services. We wish to encourage Peer support for our members. Lastly we want to have strong alliances and links with other groups and have more impact on joint groups.

We want to do more in West Dunbartonshire to raise awareness and get more opportunities for people. We hope more people come and join the forum and our members get involved in the committee and in other ways.

Fiona Gray, West Dunbartonshire Mental Health Forum

People can be involved in the services they use as well as being involved in wider issues that affect more people through the Mental Health Forum. The Service User Involvement Task Group from Goldenhill gave a presentation and we heard about the plans to start something similar at Riverview.

When the SRI was piloted at Goldenhill, it showed that there was not as much service user and carer involvement as we should have had or as we wanted. So we set up the Task Group. It includes people who use the service. Carers have been members, but those people have moved on and at the moment Bernadette from the Carers' Centre is on the group. The group have worked together to build service user involvement into the policies and processes at Goldenhill.

These are some of the things the service users who are part of the Task Group said:

- I think we have been successful in what we have done at Goldenhill.
- I've stayed on because I enjoy being part of it and enjoy doing my bit.
- Over the years I've been coming to Goldenhill I've learned a lot. I'll continue to come to the Task Group meetings because that is part of my journey of recovery.
- The group is respectful, positive and we are confident. We are learning from each other.

At Riverview, we have changed the services that are offered to have more of a recovery focus. We want to start a service user group at Riverview and hope that people here today will take part.

We planned to have a third presentation from the BIEN Group - the Brain Injury Experience Network. But they were away being filmed because they have been nominated for an award to recognise the impact the group has had.

BIEN brings together people in West Dunbartonshire who have acquired a brain injury, for example as a result of an accident or illness. It is an independent user-led group. These are some of the things the BIEN group has achieved.

- The group worked with Outside the Box to develop The Journey - tips and hints for people who have an acquired brain injury and their families. This was sent all over Scotland.
- In 2009, the Scottish Head Injury Forum - the group that brings together the health care and other professionals who specialise in care for people with a brain injury - centred their national conference on the report and the presentations by the BIEN members. The report has also been used to help develop services in other parts of the world.
- The BIEN group are part of plans for developing services for people with an Acquired Brain Injury in West Dunbartonshire.

- The group have contributed to training and professional development for staff who work in services for people with an Acquired Brain Injury. The material they have produced has been used in many parts of the UK to help improve services and give more information and choices to people who have an Acquired Brain Injury and to their family and friends.
- The group are now planning a follow-on publication, which will include updates on what has changed for the people who took part before and the experience of more people who have joined the group since then.

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This is a fantastic day. The way it is structured and designed is dynamic and it brings together so many people with so much experience.

People in West Dunbartonshire bring their experience to help us who work in services to get things to work better.

Think about what you can do to contribute helping us develop services in West Dunbartonshire.

John Russell, Head of Mental Health Services Partnership, West Dunbartonshire

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Comments and questions

It was good the way people who spoke said things like 'we listened to what people wanted and made changes' and 'Our service is working to get better'.

Great start from Fiona. The whole day proved what she said at the beginning - service users can have an influence and can work in partnership with people who deliver services to make things better.

I liked the way so many people talked about partnerships. West Dunbartonshire has a lot to teach other places. You should all be proud of what you do together.

Sources for more information

West Dunbartonshire Mental Health Forum

Room 2
Benview Resource Centre
Strathleven Place
Dumbarton
G82 1BA

01389 742294
wd.mhf@btconnect.com

Goldenhill Resource Centre

Peter Claughan

0141 941 4400

Riverview Resource Centre

Gemma Poggi or Liz Davidson

01389 812070

BIEN Group

William Whitelaw
22 Alexander Street
Clydebank
G81 1RZ

0141 9526249

Recovery and the Scottish Recovery Indicator

The main presentation was by William Ellis from the Scottish Recovery Network. He promotes the development and use of the Scottish Recovery Indicator.

The Scottish Recovery Indicator is a tool to help services make recovery part of what they do. It is big and complicated – because it has to cover so many different things. But once a service starts using it, it all makes more sense.

It's like a person-centred plan for a service.

We introduced the SRI because staff - especially nurses - said they needed more help. If you looked at all the official policies, recovery was at the heart of mental health services in Scotland. But none of the policies told you how to make it happen, or how to recognise when you were getting it right.

We piloted it in 5 places, including Goldenhill Resource Centre in West Dunbartonshire. Some bits worked well and others needed to be improved. So we made the changes. Now everyone is using it - not just in Scotland, but in other places too.

The main outcome is the service getting to know itself better. Staff are talking to each other about what a care plan is and could be. They are asking the people who use the services what they needed. They are looking at their policies and paperwork and realising why the service is not focusing on supporting people in their recovery

It has encouraged services to ask people: what helps keep you well and have a good life? What do you need us to do to help you? Before, they would have said: This is what we do. How can we fix you?

It uses recovery principles - so it focussed on strengths, it encourages services to use their strengths to develop the areas where more needs to be done.

Anyone can use the tool. It's on the website. You don't just have to be an NHS mental health service. You just log onto the website and play about with it. You can't break it - I've tried. Every service has access to their own information. Only 2 people in SRN can see what everyone puts in - and I'm one of them.

Comments and Questions

We piloted the SRI at Goldenhill and it made a big difference. John Russell, Head of Mental Health Services Partnership in West Dunbartonshire

Is recovery just a buzz word?

For me, recovery has never been a buzz word. It's just part of the human condition. People often recover from difficult things.

In West Dunbartonshire we have an Action Plan for following up what we learn from using the SRI to help us look at what we do in the Resource Centres. The ideas from today fit in with what is in the Plan, so it shows we are on the right lines. The feedback from people also reminds us why we have to keep on working together to make the services more recovery-focussed.

It would be good if the people using the tool used it to tell the people who use the services and other people about the improvements that have been made.

I learned a lot today about recovery and what services have to do to make it happen. I thought I would hear the same things as are said at other conferences, especially official national events. But this local event was so much better. The people today made it real. Thanks to everyone who spoke – presentations and the questions and discussion from the floor.

Recovery in a local voluntary organisation - Stepping Stones

Stepping Stones is a user-led voluntary organisation. We began in 1990 in Clydebank. Over the years we have grown and developed. This year, we expect to give support to around 570 people across all of West Dunbartonshire.

The board are all volunteers. We mostly take on the responsibility for the direction of the organisation and the staff mostly deal with the day-to-day running of the organisation. We have to balance the expectations people have of us with the time to look after our own wellbeing.

We offer a range of supports and services. We try to highlight people's strengths and start with what helps them to cope and be well. But sometimes people find it hard to say anything good about themselves. People can write 2 pages on their problems and the help they need and struggle to write 2 sentences on what they can do.

These are some of the outcomes for the people who get support from Stepping Stones.

- People have felt confident enough to go back to work while others have started looking for a job.
- Other people have stated doing volunteering or other employability activities.
- People have got their benefits and other money matters sorted out, because they had encouragement to go to the Welfare Rights Team and the confidence and support to start tackling things.
- Getting additional supports is the most frequent outcome, as people are more able to identify and ask for what they need.
- There are social benefits as people make friends and start doing social activities.
- People also take up physical activities such as sports and going to the gym - which will help their physical and their mental health and wellbeing.
- There are lots of other practical benefits, such as someone managing to get their central heating sorted.

Stepping Stones has developed by listening to members and what they find helps them. Two of our staff trained to be WRAP facilitators. WRAP is Wellness Recovery Action Plan.

It is based on the recovery concepts.

- You can cope.
- Work on your strengths.
- We each have personal responsibility for our own recovery.
- Get educated - find out what supports are available and how to get them.
- Self advocacy - speak up for what you need.

One of the facilitators and someone who was part of the first group to develop their own WRAPs explained how WRAP worked and the impact it has.

Each WRAP is personal and individual to each person. It helps you identify what being well looks and feels like for you, what your triggers and early warning signs are being unwell. You then develop action plans for each stage - when things are beginning to get difficult, breaking down, the crisis and recovering from it. You have an action plan that will help you get well in any circumstances.

The things I had already done with Stepping Stones were great and helped me in my recovery. So I was keen to try WRAP. And I'm glad I did it. It's realistic and practical. It is the solutions that the other members of the group and I made for ourselves. It's what works for me.

Comments and Questions

There are people who could benefit from WRAP but don't want to use it because it means being open with family about the person's mental health problems, and they might not want to have that conversation because of the stigma.

- It can work even if someone's family are not involved.
- Sometimes, the WRAP helps the person to have the discussion with their family for the first time.

There are a lot of connections between recovery for people with mental health problems and people who have addiction problems. WRAP could work for people whose main problem was their addiction too.

Liked hearing about Stepping Stones and how they have developed over the years in response to people's changing circumstances.

Stepping Stones has helped me a lot. Thank you

Sources for more information

Stepping Stones

Whitecrook Business Centre
78 Whitecrook Street
Clydebank
G81 1QF

0141 941 2929
Stepping-stones@btconnect.com
www.stepstones.org.uk

Work Connect and opportunities for employment, volunteering and other types of activity

Work Connect provides employment support to people who have mental health problems or a learning disability, who live in West Dunbartonshire, and who wish to work.

- It gives people support to work out what work is right for them.
- It involves people's friends and families and their social networks
- It builds up natural support networks at work
- It goes at the pace that is right for that person's well-being.

We never make anyone worse off financially. Most people are over £100 a week better off. We make sure everyone has good advice and information from the independent Welfare Rights service.

Most people go into mainstream jobs. So they are there for longer than the placements people get under many other employment support schemes.

These are some of the outcomes for the people who have taken part.

- The service has worked with 70 people.
- It has helped people into 30 jobs. Sometimes people then move on to another job because they have the confidence to do something more, or have learned more about what is right for them.
- We currently support 26 people who are in paid employment.
- People have gained their SVQ qualification
- Some people have started as volunteers and then gone on to get paid work at that location.

We asked the people we support about the benefits they gained from being in work. This is their list.

- Having choices in our lives.
- Having more money.

- Making a valued contribution to the local community.
- Community presence – people seeing us working and being part of the community.
- Increasing our social networks – making friends with the people we work beside, going on staff nights out and so on.
- Personal growth and increased self esteem.

Being in the right type of work is good for your health. It improves self esteem, quality of life and well-being.

We have developed links with other West Dunbartonshire Council services, and that has brought more opportunities. For example, the Council owned buildings at Levensgrove Park which were not being used. WDC renovated the buildings - and that got jobs for people through Intermediate Labour Market schemes. Then we started a catering and a horticulture project – which led to jobs and volunteering opportunities for people we support. People coming to the park can now get something to eat in a lovely tearoom - so they benefit too.

Comments and Questions

This is a great service but it has a waiting list now. How can we get more of this support for people in West Dunbartonshire?

Yeeha!!

I like the way it isn't short-term job placements.

Coming off benefits is a very stressful time.

I like the Levensgrove idea [smiley face]

Sources for more information

Work Connect
3 Bruce Street
Dumbarton

01389 772146
Lorriane.davin@west-dunbarton.gov.uk

Support for people who are carers

Colin Williams is the convenor of West Dunbartonshire Carers Centre. Before he retired he did a lot to get more services and more rights of carers in Scotland and in other parts of the UK.

There are lots of policies and laws that say 'Carers are key partners in the provision of services.' But the practical experience of many people is that services do not engage with carers.

Most people who are carers want to give that support to the person they care for. People want to be recognised and thanked. They need help to continue caring for as long as they want to do that.

The NHS has a Carers' Information Strategy. But it is still not routine for NHS staff to ask people if they are carers and need some extra help when they have been unwell, or when the person they care for has been ill.

The Carers' Centre provides a similar range of information and support to many of the other services - but the difference is that it is all focused on what carers need to know. Often people just say they want a leaflet. People often need help to realise that they have needs, and that they are entitled to ask for some support. Part of the role of the staff at the Carers' Centre - just like in services like Stepping Stones that focus on the needs of people with mental health problems - is to listen to people and help them unravel what it is they need.

Helping someone who is a carer to keep well is also a way of helping the person they care for stay well. The SRN report shows how carers can be part of the recovery process for many people.

We are working with many other organisations, nationally and locally, to keep carers' needs on the agenda.

Comments and Questions

I found it hard when I was caring for my mum. I needed support for my own mental health but it was hard to even get out for a while.

The starting point is to care for yourself.

There are ways to help someone who is a carer get support when the person they care for doesn't recognise the situation and that their relative or friend needs some time, or even just to get out.

It can be hard to get the balance between 2 people's needs. Recognising that there is a balance is a good start.

Enjoyed Carers speech. Not what I expected, but excellent. Useful tips also!

Colin Williams was an absolutely excellent speaker. You could tell he was a speaker from personal experience as well as occupational concern. People like him are few and far between.

Sources for more information

Carers Centre

84 Dumbarton Road
Clydebank
G81 1UC

0141 941 1550
clydebankcc@carerswd.org
www.carers.org/local/scotland/dumbarton/

Making recovery work for people - forum theatre

A few months ago a group of us started working on forum theatre. We call ourselves Mental Health in Mind. We wanted to train as trainers in recovery and discovered Forum Theatre would be a creative way to reach out to the community.

We have started working on some scenarios that are based on our own experiences and the experiences of other people we know.

Those of us who are part of the group have gained a lot in confidence and mental wellbeing. This event was our chance to take it all a step further.

Forum Theatre allows the audience to be part of what happens - to be 'spect-actors' instead of just spectators.

At this conference, we showed 3 short scenes in the morning. At the end of the conference, we ran the scenes again, and then repeated them with members of the audience entering the scenes and making changes to what happened. It gave people a chance to draw on everything they had heard during the day to make positive changes.

These were the 3 scenes.

1. A lady is with her family. She says that she doesn't feel well and hasn't had any help since she came out of hospital a month ago. Most of the family are not helping her, but her brother is supporting her and suggests they go to the local Resource Centre.
2. The lady and her brother are at the Resource Centre. When the member of staff comes out she is not welcoming or encouraging. When they sit down, the member of staff talks to the lady's brother, and comes over as not interested in the lady. When the lady and her brother ask about joining a group, the only suggestion the member of staff makes is a trip to the library to find out what is available in the area.
3. The lady and her brother go to a drop in group. The members are chatting and all know each other well. When the lady and her brother come in, no-one pays any attention to them. When the brother asks if his sister can join the group, the worker says no, they need to make a referral.

These are the changes that audience members who joined the scenes made at the end of the afternoon.

1. One of the other family members asks what they can all do to help their sister and daughter, and that changes the behaviour of the rest of the family.
2. The worker at the resource centre changed. She is welcoming and engages with the lady right from the beginning. She suggests a whole range of support services that the Resource Centre and other services can give.
3. A woman changed places with the lady's brother. She did not accept the behaviour of the people at the drop in – she told them she had checked and knew that anyone could self-refer, and said the group were not being very welcoming. One of the drop in members responded by offering the lady a seat. Then the other group members moved over and included the lady and her (new) sister.

Comments and questions

Mental Health in Mind were totally AWESOME! Hope to see much more of them in the future. Magical debut!

Well done to all the actors and the spect-actors. You are inspiring. It showed how one person can make a difference and we are all responsible for what we say and do. Thank you all so much for sharing your experiences in this way.

WOW – Forum Theatre said more in 10 minutes than days of official conferences and policies with their first session. And then the second session was even more powerful. Please keep up the excellent work you are doing.

What happens next?

The discussion and feedback from the conference will help West Dunbartonshire Mental Health Forum plan what we do over the next year or so.

The Forum does not provide services itself. It works with other organisations to increase the opportunities for people in West Dunbartonshire

We used the Quizathon to check out topics that had been identified from other discussions as important for people who have mental health problems and their carers.

This is what the people attending the conference think should be the priorities for the West Dunbartonshire Mental Health Forum.

- **Support for people getting into work, volunteering and other meaningful activities - 83%**
- **Raising awareness with the public about mental health and wellbeing and tackling stigma - 100%**
- **Everyone having the opportunity to do their own Recovery Plan - 85%**
- **Continuing to promote recovery approach across mental health services in West Dunbartonshire - 98%**
- **Work with the Council, NHS and service providers in consulting with people affected by mental health problems on important issues - 100%**

We are sending this report to staff in the Mental Health Partnership and to voluntary sector services in West Dunbartonshire. We will also send it to staff in other parts of the Council, such as Leisure Services, and to people like the Police who also help people who have mental health problems in their recovery.

We are also going to get the main points from the report out to people in West Dunbartonshire who are affected by mental health problems, so they know what opportunities there are for them to get help in their own recovery and to get involved in planning future services.

We hope that you will find the report useful and will also use it to improve support for people's recovery in your area.

Sources for more information

Reports and tools that were mentioned in the presentations

Scottish Recovery Indicator

www.scottishrecoveryindicator.net

WRAP

A tool to help people better manage their mental health and wellbeing and support recovery from mental health problems. Published by SRN.

Scottish Recovery Network
Baltic Chambers
Suite 320 – 323
50 Wellington Street
Glasgow
G2 6HJ

0141 240 7790
info@scottishrecovery.net
www.scottishrecovery.net

Carers and supporting recovery

Published by SRN

Other useful reports and tools

Reports and tools by Outside the Box from work with groups in West Dunbartonshire

The Journey: experiences of people in West Dunbartonshire who are affected by acquired brain injury (with the BIEN group)

Supporting people's health and wellbeing: action points (with West Dunbartonshire Mental Health Forum)

Making a contribution and keeping well - volunteers' mental health and well-being Report and checklists (with West Dunbartonshire Mental Health Forum)

Organisations with information stalls at the event and other useful resources

Stepping Stones

Whitecrook Business Centre
78 Whitecrook Street
Clydebank
G81 1QF

0141 941 2929
Stepping-stones@btconnect.com
www.stepstones.org.uk

West Dunbartonshire Community Health Partnership

West Dunbartonshire Community Health Partnership (CHP) was formed in December 2005. It is responsible for managing and delivering community-based health care services and leading programmes to improve the overall health of all communities within West Dunbartonshire.

West Dunbartonshire CHP HQ
Hartfield Clinic
Latta Street
Dumbarton
G82 2DS

01389 812326
www.chcps.org.uk/westdunbartonshire

CAOS

CAOS is a community arts project.

CAOS (Community Arts: Open Space)
2nd Floor
Centre 81
2-16 Braes Avenue
Whitecrook
Clydebank
G81 1DN

0141 952 2117
www.causingchaos.org.uk

West Dunbartonshire Mental Health Forum

Room 2
Benview Resource Centre
Strathleven Place
Dumbarton
G82 1BA

01389 742294
wd.mhf@btconnect.com

Richmond Fellowship Scotland

The Richmond Fellowship Scotland provides social care services. They helped with the cost and the organisation of this recovery conference.

Scottish office:
3 Buchanan Gate
Buchanan Gate Business Park
Cumbernauld Road
Stepps
North Lanarkshire
G33 6FB

0845 013 6300
info@trfs.org.uk
www.trfs.org.uk

Dumbarton Supported Living Service

Unit 1&2
Leven Valley Enterprise Centre
Castlehill Road
Dumbarton

01389 726800

Carers of West Dunbartonshire

Carers Centre
84 Dumbarton Road
Clydebank
G81 1UG

0141 941 1550
clydebankcc@carerswd.org
www.carers.org/local/scotland/dumbarton/

Outreach Bases

Monday

1.00 - 4.00pm

Alexandria Citizens Advice Bureau, Alexandria

Tuesday

9.30 - 2.30pm

Disability Resource Centre, Bruce Street Dumbarton

Wednesday

9.30 - 1.30pm

St Augustine's Church Hall, Dumbarton

Thursday

1.00 - 4.00pm

Riverview Resource Centre, Joint Hospital, Dumbarton

Breathing Space

Breathing Space is the national telephone help line for people in Scotland when are feeling depressed or are having thoughts about suicide or self harm.

Richard Leckerman of Breathing Space chaired the conference.

Helpline: 0800 83 85 87

www.breathingspacescotland.org

ACUMEN

ACUMEN is a networking organisation for people in the West of Scotland affected by mental and emotional problems. It works in partnership with five local authorities and both NHS Greater Glasgow & Clyde and Highland Health Boards to improve service delivery and the quality of life for people with significant mental health challenges.

Room 2015
Mile End Mill
12 Seedhill Road
Paisley PA1 1JS

0141 887 9103
enquiries@acumennetwork.org
www.acumennetwork.org

West Dunbartonshire Council for Voluntary Service

The CVS is a voice for voluntary organisations across West Dunbartonshire. It also provides useful services such as a Befriending network and volunteering opportunities.

WDCVS
Arcadia Business Centre
Miller Lane
Clydebank
G81 1UJ

0141 941 0886
info@wdcvs.com
www.wdcvs.com

West Dunbartonshire Mental Health Network

