

# Putting Recovery First

Group annual review 2014



# Coming together as a group

Welcome from our chair and chief executive

The past year has been an exciting one for our new group of not-for-profit organisations. After getting the necessary legal and governance processes for forming a group out the way we've started to focus on how we can really get the most out of working together.

We've created this partnership because we all want to strengthen what we do. We believe that by joining together ambitious and successful organisations we'll be able to offer a wider range of services and develop more innovative ways of providing support.

We're all passionate about being socially inclusive, person-centred, and recovery focused. These shared values will help us build better services going forward that can adapt and flex to the changing needs of the people we support.

We're already seeing the benefits of this through the work we're doing to expand and enhance our provision of crisis services, an emerging priority in the mental health sector. You can read more about what we're doing in this annual review.

Coming together as a group will also ensure we've a solid financial foundation to be able to achieve all that we want. The external economic climate and contracting environment continue to be tough but we're confident that operating as a group will help us weather these turbulent times. It'll offer opportunities to make efficiency savings and streamline our processes, allowing us to invest more in our frontline activity.

We're here to help people take control of their own recovery and achieve their dreams and ambitions. So we've devoted most of this annual review to sharing a few of our success stories. We look forward to creating many more success stories in 2015.



**Derek Caren**  
Group chief executive



**Peter Corley**  
Group chair

# Stronger together

## Introducing our new group

### Our new national group is being built to inspire individual recovery nationwide.

By bringing together partners with strong individual services, innovative approaches, and flexible local presence, we can draw on a wide range of expertise from around the UK. We make this a reality not just at the local level but at the personal level too.

Between us we've a track record of **more than 200 years** of developing and running personalised services that work with people with mental health, substance misuse and other complex needs to achieve their ambitions.

Each partner organisation has its own rich history of success but together we believe we can lead the way in evidence-based recovery pathways that we can tailor to meet local and individual needs.

## About the partners:

**Richmond Fellowship** - a specialist provider of mental health services which has pioneered and practised its belief in social inclusion and recovery for more than 55 years. It's now one of the biggest voluntary sector providers of mental health support in England, offering a wide range of housing, care, employment and community support.



**2Care** - a charity specialising in providing mental health rehabilitation and recovery for individuals with high and complex needs. For 85 years, its unique phased mental health model has been shown to work with people who have failed to thrive elsewhere.

**CAN** - a Northamptonshire-based substance misuse support charity. It's been supporting people with drug, alcohol and homelessness issues for more than 40 years and has a strong track record of developing innovative partnerships with local NHS trusts.



**Croftlands Trust** - a Cumbria-based mental health support charity which has been providing residential services, supported housing, floating support and community based support for nearly 30 years.

**My Time** - an innovative, service user-led, multi-lingual mental health social enterprise working in the West Midlands. In 12 years it has developed community based solutions to increasing levels of depression, anxiety, low self-esteem and long-term mental health issues.



# All for one

## Crisis support

**One of the key areas of focus for us over the past year has been on developing our crisis provision.**

We're committed to playing our part in making sure individuals experiencing a mental health crisis get the immediate help they need to stabilise their situation and the right support to get back on track.

We already run a number of crisis services across England, providing support for people in the community as either an alternative option to an admission to hospital or as a step-down between an inpatient stay and returning home.

We're expanding this provision and are currently in discussions with a number of NHS trusts about working in partnership to offer more of these services around the country.

We're also taking part in a Home Office pilot scheme with Sussex Police and the local NHS to trial an alternative 'place of safety' to police custody for individuals in mental distress to be taken to for an assessment.

To underpin our commitment to this important area of work, we've signed up as a supporter of the Mental Health Crisis Care Concordat, a national agreement between services and agencies involved in the care and support of people in crisis. It sets out how organisations will work together better to make sure that people in crisis receive urgent mental health care.

We've also joined the National Suicide Prevention Alliance and committed to an action plan to raise awareness of this issue and make support more easily accessible to people who use our services, their families, carers and our staff.

## About our crisis services

People with mental health problems in crisis used to have few options other than admission to an acute hospital even though research shows that between 29% and 42% could be supported more appropriately elsewhere.

**We've built up expertise in providing short term, community-based interventions for people in crisis. Our schemes include:**

- Placements from two nights up to a month in one of our accommodation-based schemes or support directly at home
- Round the clock support from our highly skilled teams, all trained in crisis intervention
- Close liaison with acute and community mental health professionals to ensure appropriate clinical support
- Individually tailored support to help people develop self-management strategies and coping skills
- Pro-active support to help individuals handle future crises with signposting to other services as needed.

**We currently provide crisis services in:**

- Derbyshire
- Milton Keynes
- Staffordshire
- Stockport
- Cumbria
- New scheme opening in Leicestershire in 2015

# Group success stories...

Every year we support more than **10,000 individuals** on their recovery journeys. Here are just a few of their stories.

**“The most important thing is you’re moving on in life all the time; you’re not just sitting around.”**



**Stephen had been in a psychiatric hospital for five years. He moved into one of our 24hr supported housing schemes two years ago. Since then we’ve helped him gain new qualifications and then successfully get back in to work as a food engineer.**

He said: “It took me a long time to adjust to being here. It was a bit strange not being in hospital anymore. It was a completely different situation. The staff here can keep an eye on you which is good. One of the other benefits is that they organise things like outings and barbecues so you meet the other people living here and get that social inclusion which is good. When I was ill I became very isolated and secluded. I lost track of being in touch with people.

“The people here are very professional. They’re very supportive but at the same time not overbearing. There’s the right balance between giving you support but not making you institutionalised.

“The team supported me to get on a college course and then helped me get back in to work. They reviewed my CV, helped me with interview techniques and helped me with information like how to put across to employers that I have been mentally ill but at the same time not have this invalidate me. There was a lot of prejudice in the workplace but eventually I got a job. It feels great to be back in work.

“My ultimate ambition is to secure permanent employment and eventually to move in to my own flat. The most important thing is you’re moving on in life all the time; you’re not just sitting around. I feel much more positive about the future. I was very depressed but now my outlook is good, I’m optimistic.”



## Kathy's story

**Kathy came to us after a stay in hospital. She lived in one of our supported housing schemes and we then helped her move in to her own home. She's been living independently for more than 10 years with support from our community-based team as and when she's needed it. We're currently supporting her to find paid employment.**

She said: "While I was at university every time I returned home during the holidays I didn't do well, I got worse and after graduating I was admitted to hospital. My support worker Elsa first came to see me while I was in hospital and then I moved in to one of Richmond Fellowship's supported housing schemes. I spent about 18 months there. I got on really well with the other residents. There was one lady I'm still in touch with, we're good friends. We'd both been students and had a lot in common.

"While I was in the supported housing Elsa helped me get on the housing register and I eventually got my own flat. That was a huge positive. During my time in supported housing I had been backwards and forwards a bit, even back to the ward, but getting my own place was a big boost. It was like it was all I really needed.

"I get ongoing support from Richmond Fellowship, arranging bills and keeping on top of them, getting the right benefits, admin and forms as that can become overwhelming if you're not feeling well. The big benefit is the security of knowing there's somebody there who's checking you're ok, that you can keep in contact with, even over the phone if they're not visiting. And it's good to be understood, they know where you're coming from.

"I got a part time voluntary job which I've been doing for more than nine years now. My support worker has helped with job applications – CVs and mock interviews – and I'm hoping to get a paid job soon."

**Mark had been taking drugs for nearly 20 years when he came to our services. We provided him with accommodation and a support worker who helped him get onto a detox programme and stabilise his life. He's been drug free for nearly nine years and in the last year he moved into his own flat. He's volunteering and actively looking for a job.**

He said: "I was on drugs for about 15-20 years. It started when I was about 17. I'd had some family tragedies and I got in with the wrong crowd and started using class 'A' drugs to dull my grieving process. It was a vicious cycle. I used to dread waking up in the morning knowing I'd have to get up and find money to get drugs. I'd been sofa surfing and losing friends. I was running out of sofas to sleep on.

"But coming to CAN gave me a stable base and let me start my life again. They gave me a roof over my head and set me up with the specialist doctors and a detox programme with medication. Without them I'm not sure I'd even be here today.

"I take part in CAN's art workshops and things like that with mentoring. That builds your confidence up, helps you meet other people. When you see one person do well, you see it's possible for you.

"I'd now like to get a bigger place to my bedsit, get into work and to reduce the amount of medication I'm still taking. Eventually I'd like to stop using medication at all and lead a normal, peaceful life."



## Mark's story



## Reuben's story

**Reuben originally used our community-based services but after a spell in hospital we were able to offer him a place in one of our supported housing schemes. We've since helped him move into his own home and he now works at the local university.**

He said: "In 2003, I had to drop out of university due to my illness, and that's when I started using Croftlands' day services. I'd help doing woodwork and graphic design which I enjoy. I got involved in a few projects, like painting the logo for Croftlands' charity shop, which made me feel worthwhile.

"Following a period when I was in hospital, I had the opportunity to move into Croftlands' supported housing. After about a year of living there I would say I really began my recovery, and I've made lots of progress since then. I've now moved into my own place and I'm receiving floating support.

"Croftlands connected with me on a deep level at a crucial time in my life. There's a great sense of community and it feels like a safe place to be. They've helped me to challenge myself, and now I like to deliberately find challenges and try difficult things because then you get the reward from doing them.

"I was elected onto Croftlands' management committee board by fellow service users, which I wanted to do because I'm interested in helping others and using my experience for something positive. Following some training and involvement in a Time to Change project, I now work at Cumbria University, helping as an expert by experience. In the future I'd love to have my own house and do my work at the university as a full-time paid job, but for now I'm feeling much more settled in myself."



## Zarqa's story

**Zarqa was diagnosed with bipolar disorder seven years ago. A single mum of three, she started coming to one of our community-based groups in order to build her confidence and find ways of supporting others.**

**We're now helping her set up her own group to support other women who've experienced domestic violence and abuse.**

## "I've become more confident, more reliable to myself."

She said: "Mental health in the Asian community is very taboo. It's not talked about and it's not understood. I didn't understand it myself, I'd never heard of the word bipolar before. However, my family being open about it made it ok and has helped our community speak about it more openly and break down some of that stigma.

"I go to My Time's support group every week and I've made some good friends. I know a lot of people who go to My Time don't have the support I get from my family so I make a conscious effort to keep in touch with them. It makes a really big difference.

"I've regular appointments with my community psychiatric nurse but this is very formalised whereas My Time's not like that. It's like a home from home. When I go there, there's no 'us' and 'you', we're listened to. We're not just told this is what you're going to do, you're asked and we do things for ourselves.

"When you're feeling down the other members will help pick you up. At times when I'm feeling a bit low and not up to doing anything I still get out of bed for My Time. I've become more confident, more reliable to myself. Previously I wouldn't take time out for myself, but My Time's taught me that I need time to recuperate myself in order to be there for other people. I'm a survivor but I also know I need that support facility for myself."

# Strength in numbers

## Meet our Board members

All of the partners remain separate legal entities in their own right but together we operate under a group structure with a group Board and committees. The purpose of our Board is to lead, direct, monitor and control the activities across all the partners so that our collective objectives can be achieved.

**Peter Corley**  
Group chair

**Geoff Bland**  
Non executive director,  
chair of Croftlands Trust

**David Brindle**  
Non executive director,  
chair of 2Care

**Barbara Deacon-Hedges**  
Non executive director

**Stephanie De La Haye**  
Non executive director

**Tansi Harper**  
Non executive director,  
chair of CAN

**Michael Holland**  
Non executive director

**Peter Molyneux**  
Non executive director

**Alan Powell**  
Non executive director,  
chair of 2Care

**Derek Caren**  
Group chief executive

**Diane French**  
Group director of operations

**Raj Lakhani**  
Group director of finance  
and business development

## Our income and expenditure for 2013/14

	Richmond Fellowship + 2Care	New partners	Total
Turnover	£32.6m	£11.7m	£44.3m
Operating costs	£32.9m	£5.5m	£38.4m
Operating surplus			£5.9m

Total balance sheet for all partners	2013/14 £m
Fixed assets	10.9
Current assets (excluding cash & investments)	4.5
Cash & investments	24.5
Current liabilities	(4.6)
Liabilities over 1 year	(0.1)
Total Assets less Liabilities	35.2
Capital & Reserves	35.2



## Contact us

If you need this review in alternative formats such as a different language, large print or easy read then contact our communications team on:

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