



**Our Vision:** Good Mental Health for All

**Our Mission:** Provide and promote a quality wellbeing, prevention and recovery service that puts people first.

**Our Values:** We believe in providing support for people at a time and place when they need it. We will accept them as individuals and respect their beliefs, needs and wishes. We will offer a welcoming and empowering environment, continuously working to ensure accountability, professionalism and integrity.

## **Introduction to Redcar & Cleveland Mind**

### **Our Governance**

Redcar & Cleveland Mind is a registered charity and company limited by guarantee. The organisation is governed by its Memorandum and Articles of Association. We are a “not for profit” organisation and do not pay dividends to shareholders.

### **Our Work**

The work of the organisation is externally monitored by our funders, auditors and through reviews of our compliance with National Mind (Mind Quality Mark), and other nationally recognised quality standards.

Redcar & Cleveland Mind exists to empower and support people who have experience of mental health distress living in the Tees Valley. We provide a range of support to empower people to make choices about the services they use and treatment they receive.

Mental health problems can affect anyone, rich or poor, young or old, shattering the lives of those affected and the lives of the people close to them. One in four of us will experience a mental health problem at some point in our lives. Each year more than 250,000 people are admitted to psychiatric hospitals and over 4,000 people take their own lives.

### **Relationship with National Mind**

As with all local Mind associations we are affiliated to but independent from National Mind and responsible for our own management and funding.

### **About us**

Established in 1991, Redcar & Cleveland Mind has evolved from a small service-user led charity to a dynamic leader in mental health service provision across our borough and beyond. The impact of our work is not defined by our size. We have continued to grow and develop new and innovative services that respond to the needs of our local community.

Redcar & Cleveland Mind is a registered charity, registered with the Charity Commission in England and is affiliated to National Mind. We exist to promote the preservation of mental health and to assist in relieving and rehabilitating persons suffering from mental disorder or conditions of emotional or mental distress requiring advice or treatment.

We are now in our 31st year of delivering services and training across Teesside and North Yorkshire and have grown our expertise to ensure we can support clients to achieve the very best outcomes, whether that is in our mental health recovery work, our supported housing, or in progressing people into employment. We have a committed Board of Directors (trustees) who lead us, challenge and drive us to achieve our very best. Together we have developed a clear purpose with our clients at its heart.

The services we deliver promote positive mental well-being through a range of activities which are tailored to focus on people's strengths and build their confidence and self-esteem as well as lessening isolation and providing a network of support and practical strategies to use as needed. People can access our services by contacting us directly or a referral from a health professional e.g. GP. Our services are well publicised throughout the local area including on our website and through social media.

In the previous year we have delivered **Mental Health and Emotional Wellbeing Services to over 800 children, young people and adults**. Our Wellbeing Practitioners delivered 4,000+ one-to-one sessions, and we **trained over 1,100 staff** across Teesside in mental health. 24% of our clients are deemed to be at medium or high risk of self-harm or suicide with **anxiety, depression and stress** are the three most significant issues that people need help addressing.

**We offer a range of services across the Tees Valley including:**

**Road to Recovery Service (18+)** (*R&CBC Contract*): Person-centred assessment and support planning are the focus of this service to assist recovery from mental illness. Personalised support includes assessment, goal setting, therapeutic and practical interventions. It may include preparation for work or volunteering, for vulnerable adults.

Our Wellbeing Practitioners provide a safe environment for individuals to talk; working with the client to lessen isolation and increase social interaction by providing a network of support and practical strategies for self-help. Working at a pace that best suits the client, we are able to adapt our approach as the client progresses on their journey through our recovery pathway. We use the Recovery Star and Short Edinburgh-Warwick Mental Well-being Scale (SWEMWB) to measure outcomes.

**Carers Support Service** also runs alongside our Road to Recovery service with a dedicated Wellbeing Practitioner to support carers mental wellbeing based on their specific needs and offering a more flexible approach to fit in with their responsibilities.

Our **Apricot case management system** captures a range of outcome measures for our clients, providing us with a robust data set against which we can measure the effectiveness of our service. It enables us to track clients' progress throughout the recovery pathway and to drill down into individual data sets to inform our service delivery. The purpose of all the work we do is to help our clients demonstrate improved outcomes in their lives. These are not restricted to improved mental health, but also to areas such as; improved confidence and self esteem, reduced isolation, ability to manage conflict, and maintaining better relationships.

We also measure hard outcomes, including entering employment, volunteering or education, reduction in smoking/alcohol use, and improved physical health as we know poor physical and mental health often go hand in hand. It also enables us to use data to

identify gaps, plan new services, and analyse specific demographic data.

Apricot also allows us to capture outcome measures for volunteers across our services, recording elements such as improved mental health and confidence.

**Employee Assistance Programme (SBC Contract):** We provide clinical and non-clinical recovery interventions and offer a bespoke approach to supporting individuals experiencing mental health issues or personal/work-related life events which impact emotional wellbeing.

We deliver preventative interventions (e.g. through staff training, awareness raising, stigma reduction and resilience work) alongside 1:1 support focusing on the needs of individual employees at the point of referral.

We support individuals to work towards recovery, improve resilience, maintain or develop positive emotional wellbeing, set and achieve goals to improve their mental health and encourage preventative self-care and to proactively seek help. Our service helps people remain at work, where possible, making an effective, positive contribution. We also support management to role-model a positive workplace culture around wellbeing.

**Children and Young People's Service (10-25) (Ballinger Charitable Trust grant):** Our CYP service provides a safe and welcoming environment where children and young people are supported to improve their emotional wellbeing and mental health. We support them to feel safe, develop resilience and to feel less vulnerable. We empower them to reach their potential and to have hope for the future.

We have a non judgemental approach, provide person centred support and are flexible to meet the needs of clients by working out in the community, in schools and colleges, as well as utilising our space here at Something in Mind.

We provide 1:1 emotional support and resilience coaching, peer led groups, life skills groups and we provide opportunities for social interaction. We use a range of assessment tools to ensure children and young people are accessing the right support at the right time. Goal based outcomes provide the opportunity for the young person to recognise and reflect upon their own journey; something which adds to their sense of achievement.

**Peer Support Group:** This project supports people who feel that the transition, from one-to-one support given by a Mental Health Practitioner, to coping alone, is too great a step and this can result in a loss of confidence and a return to services. Our group aims to increase clients self reliance and self-belief, resulting in them feeling more able to manage their future mental wellbeing independently of services.

**Dementia Peer Support Service (AgeUK partner):** Our 'listening places' (Middlesbrough, Stockton, Redcar & Cleveland) are sessions for carers of those with dementia, offering time and space to talk through and resolve problems with our trained supportive staff, vols and peers.

**Well4Work™:** We offer tailor made packages that are flexible to fit around workloads, making the training accessible to all employees, delivering a range of bespoke sessions from two hour general awareness or taster sessions, through to half day and full day courses. Our current customers include housing associations, chemical companies, Local

Authorities, the emergency services, a care company, and a local school/academy. Our client base is growing all the time.

**Supported accommodation:** We provide 7 tenancies for clients with a mental health need or other vulnerability, enabling them to maintain their tenancies where general private or social housing may not be suitable. We currently own 4 properties in Eston, Lazenby, Guisborough and Redcar.

**Mobile Mindspace:** Our VW T5 van is fitted out with a mobile office and we use it to deliver wellbeing services to the rural communities in Redcar & Cleveland as well as campaigning and promotional work across the borough.

Check out our website: [www.rcmind.org](http://www.rcmind.org)