

Derbyshire Recovery Peer Support Service

Year 1

2023-2024

Rethink
Mental
Illness.

Annual Impact Report

Rethink Mental Illness – Are the lead providers for the Derbyshire Recovery Peer Support Service (DRPSS) and the Voluntary Community and Social Enterprise (VCSE) Element of the Derbyshire Living well and deliver the 1 to 1 service in Amber Valley, Chesterfield, Bolsover and Northeast Derbyshire. The Group development side of the DRPSS cover the whole County. We work with our partners who are P3 who deliver the service in South Derbyshire. Derbyshire Mind who deliver the service in Erewash and The Derbyshire Federation for Mental Health who deliver the service in Derbyshire Dales and High Peak.

We are commissioned to deliver targeted 1-1 support and or group sessions along with self-help and peer support groups. We also offer telephone support and help with accessing employment services and benefits. We offer wellbeing and advice hubs and support in social and physical activities along with signposting to other sources within the community and help with volunteer and peer support training.

The service is constantly evolving, ensuring that at every step of the way we are working in partnership with individuals and other organisations.

The service aims to help people improve and maintain their mental health and wellbeing; access social networks and peer support and provide opportunities in their local area.

The service is delivered across the whole of Derbyshire county, however, we do not cover the city centre region.

We are proud to say all our services are co-produced by those with lived experience.

We support all people of various religions, ethnicities, ages, genders, sexualities and disabilities.

The figures for this data are included in our quarterly reports.



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Single Point of Access (SPOA)

The SPOA line is the first point of contact for the service and is accessed by Phone, Email, Webchat, SMS and by Post.

This is where people can but is not limited to, making referrals into the service or find out more about what the Derbyshire Recovery Peer Support Service (DRPSS) can deliver.

We also answer requests regarding referral status, we offer signposting, we accept feedback forms, forward on compliments and or complaints and pass messages on to our mental health recovery workers from service users who are unable to make contact directly but need to make amendments to appointments.

We have calls from facilitators, volunteers, group members and various other services and professionals.

A lot of our event invitations come through SPOA also, as do training opportunities and other service promotion.

Over the year we have changed the referral form to both suit the service and to make it easier to transfer onto our computer record system 'HIVE'.

We have consulted with the lived experienced advisory board with how our forms should be set out to make them easier to understand and complete.

The SPOA is led by the SPOA Co-Ordinator but is supported by all staff on designated days throughout the week.

Opening hours

9am - 5pm, Monday to Friday.

Email

DerbyshireRecoveryPeerSupportService@rethink.org

Call

01773 734989

Live Webchat

Available via Derbyshire Recovery Peer Support Service page on rethink.org. A chat icon will appear when this is available.

SMS

You can also contact our service using our SMS text messaging service. Please text us on 07537410028.



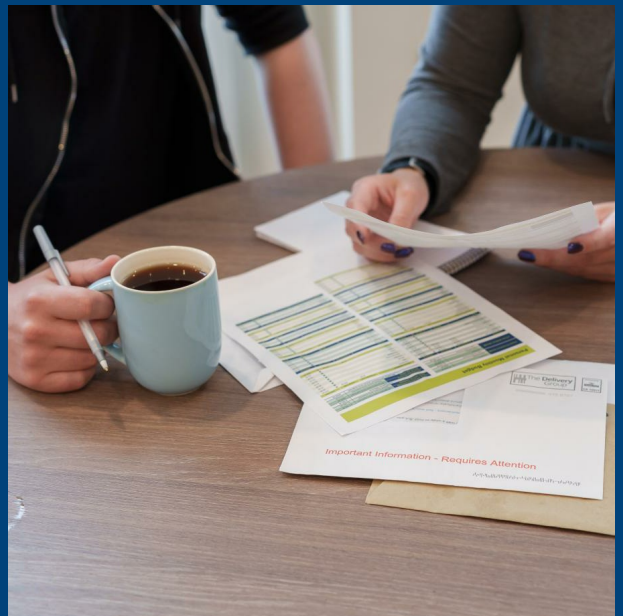
Targeted 1 to 1 Support

The service user will work with a Mental health recovery worker on a 1 to 1 basis to achieve their goals.

The 1 to 1 targeted support is goal led; each goal is 6-8 weeks (there is room to extend depending on the service user's development with the goal). One goal is done at a time so not to overwhelm the service user and make sure the goal is achieved. We are a community-based service which means we do not go into people's homes or cars. The service is about building individuals independence within the community.

People using the service are better able to self-manage and maintain their mental health condition, are able to access support in a safe environment and are helped to resolve low level housing related support issues. They are supported to resolve welfare benefits issues and are able to choose from a range of local self-help and peer support groups. They are also given opportunities to volunteer and/or become peer supporters within the service and supported to access employment, education or training and have opportunities to be involved in how the Service is run and feel less socially isolated. Support is given to take part and volunteer in mainstream community activities and improve physical health live independently in the community.

The picture below is when a recovery worker supported a service user to attend a "walk and talk" group walk which meet multiple times a week.



Case Study

The service user wanted support with their anxiety as they struggled to mix with others, and became overwhelmed easily. They would often isolate themselves and would struggle to start a conversation and they wanted to become more active within the community.

Their main goal was to be able to start voluntary work in the community, to become more confident talking to others, and meeting new people. We had a look at various roles within the local community, and went in to ask for application forms. To start with, the service user wouldn't ask himself, but then once he had seen how to ask, he became comfortable enough doing this himself. Whilst waiting for responses, we worked on his confidence in other areas, including being in public places.

The service user has started voluntary work once a week. His confidence has grown and he has become more sociable.

Service user said that everything has gone how they wanted it to go. It was really good to have the support in the community to help with confidence.

Wellbeing Hubs and Sessions

We have wellbeing sessions across Derbyshire that are free and open to anyone over the age of 18.

The hubs are there for individuals to come and chat confidentially to a friendly face for information on what is affecting their wellbeing, look at practical options to get them on the right path to where they need to be as well as appropriate signposting and taking referrals.

Our Sessions that are currently running;

Glossop

Every Monday,
The Bureau Glossop,
9.30am -11.30am

Chesterfield

Every Tuesday 10.30am-12.30pm
Chesterfield Library

South Normanton

2nd and 4th Thursday of the month
3pm-5pm at Coffee & Books,
123 Market street,
South Normanton. DE55 2AA

Kirk Hallam

1st and 3rd Thursday of the month 1pm-3pm
Kirk Hallam Community Centre



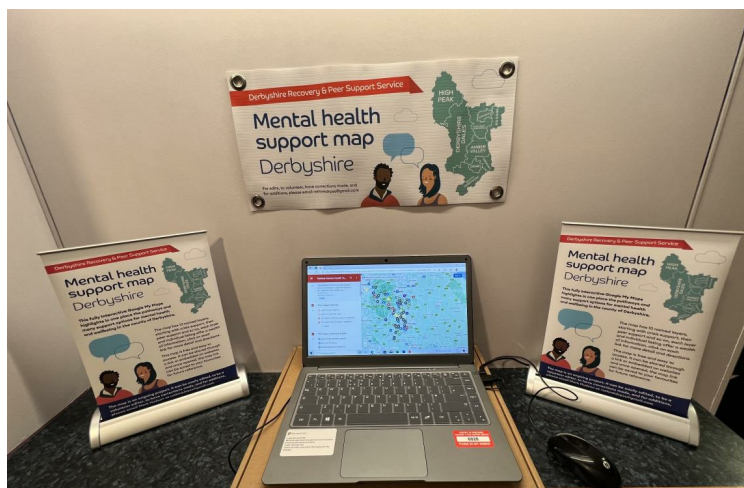
Events

Over the last year we have attended 35 different events to promote the service and the peer support groups. These have ranged from large events like Thinkfest!, Carnivals, Wellbeing events and Job Centre events to smaller events like meet the groups and information events.

Going forward for the next year we are looking at events we haven't done before as well as bringing together an events team to plan our own big event to promote our both services and our groups.

The Derbyshire Recovery Peer Support Service (DRPSS) Group Development Team regularly attend the living well collaboratives around the county as well to promote the peer support groups and the service

For more information on events we will be at, keep an eye on our social media as we post events on there that we are attending.





Peer and Volunteer update

We currently aim to have a surge of volunteers in the coming year with big collaborations within our service. This includes working alongside The University of Derby, and we are beginning a partnership with time swap with hopes that are peer support groups can work and exchange hours to support our services and others too.

What have we been up to?

The Peer Supporters within our service are the instrumental catalyst for Derbyshire Recovery and the peer support service.

Our peer- led groups would not be able to run without their input and guidance. With changes being made with funding and scope for our service, adaptability for sustainability has been applied.

We have begun the process of supporting our larger groups into being more independent. This has been implemented by sourcing alternative funding for resources and match funding projects.

We have managed to pull back resources to be used for future groups to be developed in the county.

To make training more organic we have been in touch with Derbyshire Council regarding the Volunteer passport. The Volunteer Passport is something that we want to implement into our onboarding process.

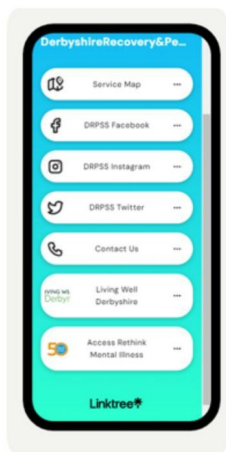
It is an accredited course to cover all aspects of the volunteering sector delivered in a 10-hour session. The course is currently delivered by Derbyshire Adult Community Education Service (D.A.C.E.S) as we found that e-learning is not always the correct format for volunteers or peer support to learn.

By becoming a trainer in service, we can deliver this training in person where education is tailored to the needs of the volunteers.

The Derbyshire Recovery and Peer Support Service has continued to build on the relationships established with other volunteer service providers and creating networks for communication and networking within them.

Subject to training opportunities we have begun a working relationship with Rethink learning and Development. We sourced needed training options for both services working with Derbyshire. This includes Mental Health First Aid, Sexual Violence training, LGBTQ awareness and more.

Our mission is to reach all people of the community and with right tools, our staff are educated and trained so all we can be accessible to all.



Social Media

Over the past year, we have had **5.6k visits to our Facebook page**.

The mental health service map has had **over 10,000 hits** since the site began 3 years ago.

Our social media pages help people to find groups and other people in similar situations to themselves, it's also good for people to see positive quotes as often as possible on their feeds, along with reminders that things can get better.

Our social media supports the service by promoting groups and events and it introduces people to members of the team.

It also comes in handy with **signposting people to the correct organisation** that can help with similar difficulties they may be struggling with.

The positive side of social media is having a huge awareness of the national awareness day's coming up such as the recent 'Mental Health awareness week' and 'National Autism awareness week'.

We promote the majority as it is something that we value immensely. It is an incredibly beneficial way to share information with our following. **It in turn allows the public to feel connected to us.**

The mental health map is an information bank for everything to do with mental health.

All Derbyshire Recovery Peer Support Service (DRPSS) groups are on the map along with crisis support services, helpline and online support, green, outdoor and wellbeing activities, free mental health learning, community mental health teams, counselling services, voluntary services, supportive organizations and mental health and wellbeing information.

If you would like more information or would like to be featured on the map, please email: mark.hudson@rethink.org

The QR code links to all our social media accounts, mental health map, recruitment, contact details and the Rethink Mental Illness website.



Linktree *



Group Development

The group development team help people to set up their own mental health peer support groups, they identify groups that are running that need help, they help groups to grow and thrive through support and advertising as well as helping with funding and anything that a group needs.

The group development team also do a lot of events and presentations about the service and the groups we support.

Over the last year, there has been a lot of changes to the groups and some groups closed or moved on from our support.

Most have taken on board the ethos of self-sustainability and are working within their groups to work out how to raise funds or working on becoming constituted groups so they can apply for funding from other services.

Collaborations over the year include:

- Living Well Derbyshire
- WORTH (Domestic Abuse)
- SAIL (Domestic Abuse)
- Blend Youth
- Community Connectors (Disability support)
- Reed Work Partnership
- Live Life Better Derbyshire (Physical Health)
- Derbyshire Carers

Projects for the following year:

We have been working with people on starting new groups in the new financial year, these groups range from mother's groups, ADHD, Autism, LGBT, Singing and Equine therapy.

Advertising the service and the group development team within other services and events.

To continue to build the groups and mental health and wellbeing portfolios, in line with the new funding restrictions, by making sure the historical portfolio remains robust and we continue to build the group and wellbeing sessions in a cost-effective way, we are also moving some of the historical groups to cheaper or even free venues.



Case Studies

"Thank you all for all the support you have given me and the other facilitators this year. It's much appreciated. I know our group members really enjoy attending our groups. My Better Ways to Better Days group are still raving about the wreath making session we had yesterday. They all left with big smiles on their faces."

"Mental health isn't just seeking help when it takes hold. Coming to a group like this helps to release symptoms, provides being with similar minded people. Finds information available. Nonjudgement No pressure and all exclusive for all."

"Nice to be among likeminded people without getting accused of being disrespectful because you're yawning, the members in the group understand fatigue and how it just hits and there is nothing you can do about it. Being with other people with similar lifestyle makes you aware that you're not alone in the battle which is chronic illness."

Living Well

Chesterfield and North East Derbyshire and Bolsover (NEDB).

The Chesterfield and North-East Derbyshire are mobilised, Chesterfield in October 2023 and NEDB in January 2024. The Chesterfield team has settled really well, and the daily Triage and Huddles are running smoothly with welcome calls being allocated fairly amongst all the team and all the people we are being asked to work with are appropriate for Wellbeing Coaches and Peer support workers. In NEDB the Triage and Huddles were running over daily at first, but this is something we have all mindfully worked together on to improve. All the Living Well team in this area have been keen to joint work where appropriate and this has really helped to build a good multidisciplinary team.

Amber Valley

Amber Valley living well started on the 5 of February 2024 and got off to a busy start. The daily triage and huddle meetings have been going well and have really supported the engrained work as a multidisciplinary team, making decisions as a whole on the best possible route of support for an individual.

Erewash Living Well

Got off to a good start on 19 February 2024. The daily Huddle and Triage meetings are well attended and supported by the whole of the integrated teams and are an excellent way of making the best and appropriate decisions for each client. It has become very clear that having the Community Mental Health Team, Autism Spectrum Condition and Voluntary Community and Social Enterprise (VCSE) organisations is a great asset. Clients are not waiting for services; professionals can speak together and discuss the best and appropriate support for clients.

South Derbyshire

Living Well mobilized in South Derbyshire in March 2024 and the process is going well; it is great to work in a multidisciplinary approach with all teams contributing their valuable knowledge and experience to achieve the best outcomes for people.



Living Well

High Peak

The High Peak Living Well team relaunched in August 2023, after a short pause following the ending of the Living well prototype team. The team relaunched with two days of induction that focused on the practicalities of delivering the Living well model.

The multiagency team is fully functional and operating in accordance with the requirements of the Living Well model.

The team meet daily for team meetings (Huddles or a weekly multidisciplinary meeting) to discuss completed welcome calls, initial conversations, risk concerns and to assign new introductions. There is a daily multiagency triage meeting to review all new introductions to the team.

The wellbeing coaches and peer support workers are delivering support within the boundaries specified in their role descriptions. Wellbeing coaches are co-delivering groups with clinical staff. Learning labs and patch leadership meetings are held to review the quality of the service and to address any further training requirements.

Staff are engaging with the local mental health community through attending Living Well collaborative meetings and other community events.



Derbyshire Dales

The Derbyshire Dales Well team launched in March 2024. The team launched with two days of induction that focused on the practicalities of delivering the Living well model.

The multiagency team is fully functional and operating in accordance with the requirements of the Living Well model. The team meet daily for team meetings (Huddles or a weekly multidisciplinary meeting) to discuss completed welcome calls, initial conversations, risk concerns and to assign new introductions.

There is a daily multiagency triage meeting to review all new introductions to the team. The wellbeing coaches and peer support workers are delivering support within the boundaries specified in their role descriptions. Learning labs and patch leadership meetings are held to review the quality of the service and to address any further training requirements. Staff are engaging with the local mental health community through attending Living Well collaborative meetings and other community events.



This year in a nutshell

We celebrated:

949 Service enquiries emails

837 Service enquiry phone calls

624 referrals

491 people supported

84 peer facilitators running groups

35 events attended

28 Webchats

23 Service Enquiry letters

8 SMS communications

4 new volunteers

2 new wellbeing sessions



Derbyshire Recovery Peer Support Service
The Croft
Slack Lane
Ripley
Derbyshire
DE5 3HF

Rethink.org

Derbyshire Recovery Peer Support Service

Dates for your diary

20 September 2024

**Derbyshire Recovery Peer Support
Service Wellbeing Event
10am-2pm**

Join us to find out about wellbeing and mental health support throughout Derbyshire at the Post Mill Centre, Alfreton DE55 2EJ

Free event, No ticket needed, just drop by!

Join the Derbyshire Recovery Peer Support Service for a day filled with stalls, presentations, and info for the whole family.

Boost your knowledge of what's on offer throughout Derbyshire.

For more information about the event, please contact
eventsdrpss@rethink.org
or 07502 157029