

Ashford wellbeing café

MHAG meeting date 09.11.17

Current staff:

Xenia West – Ashford wellbeing café manager/wellbeing worker

Martin Bagshaw – Wellbeing worker

Chris Brock – Wellbeing worker

Lorraine Casey – Bank staff/Ashford café worker

Jane Mairs – Bank staff/Ashford café worker

Attendance:

- Since January 2017 we have had a total of 707 attendances in the past 44 weeks
- Since September 2017 we have had a total of 105 attendances in the past 10 weeks
- An average of 8 service users attending every session twice weekly at the Ashford wellbeing café.
- In 2016 the Ashford wellbeing café received 507 attendances in total compared to an estimated 835 attendances (January-December 2017) in 2017 – an increase of 37%.
- We also facilitated 5 extra sessions on alternate Wednesdays from 13.09.17- 08.11.17 which saw an average of 9 attendees per session.

On the last survey that we undertook (25 people completed) the following information was recorded:

Diagnosis:

- 40% had Personality Disorders
- 84% had Depression
- 72% had Anxiety
- 32% had Psychosis, including schizophrenia and Bi-Polar
- 16% had other mental health disorders

Why they attend the café:

- 100% stated it was an additional support to them remaining well and not ending up in crisis
- 24% stated that it had prevented them from suicide attempts
- 44% stated that it had prevented them from self-harming
- 32% stated that without attending they would likely have required police involvement

- 52% stated that it was an alternative to attending A&E
- 72% stated that it was an alternative to calling the Crisis Team

Statements:

- “If I had not been able to come to the café when I was feeling suicidal and got the help they provided I simply wouldn’t be alive today”
- “There is just nothing else like it that I want to be a part of. It helps me get through the week knowing the café will be waiting at the weekend”
- “The staff are the best and have literally saved my life”
- “I was calling 999 for help when I was in crisis up to 30 times a week and getting help from Mind and using the café has changed my life completely, I feel so much happier now and now longer need to call the police to help me as I don’t end up that low anymore”

Outcomes:

- Over the last 6 months several of the service users who attend our service have achieved their personal goals set during one to one discussions with wellbeing workers:
 - One SU returned to work full time
 - One SU enrolled in further learning
 - Two SU’s returned to work on a part-time basis including some voluntary work
- We have seen a notable increase in the number of attendees who have heard about our service through Live well Kent services leading to self-referral, in the last 3 months this has led to a total of 6 new referrals.

Our service:

- One to one advice and guidance
- Social inclusion
- Refreshments
- Activities/social activities
- Peer support
- Service user led discussions



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We’re Maidstone & Mid-Kent Mind and we are passionate about supporting people with mental health issues. We believe in recognising people as unique individuals and not as a diagnosis or a label. We aim to equip people with the tools they need to work towards positive wellbeing.

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