

# Ashford wellbeing café

Report start date 1<sup>st</sup> November 2017 to 21<sup>st</sup> February 2018

## Current staff:

Xenia West – Ashford wellbeing café manager/wellbeing worker

Martin Bagshaw – Wellbeing worker

Lorraine Casey – Bank staff/Ashford café worker

Chris Brock – Bank staff/Ashford café worker

Jane Mairs – Bank staff/Ashford café worker

Jackie Coleman – Bank staff/Ashford café worker

## Attendance overview:

- We have had a total attendance of 288 from 01/11/17-21/02/2018
- The highest number of service users attending in any evening was 14
- A total of 11 new referrals since November 2017
- The average attendance at the Ashford wellbeing café is 9 attendees per evening.

On the 15<sup>th</sup> of December 2017 we conducted a service user survey to help us monitor the reasons why people attend our service and what services we are being used as an alternative to. The following report also looks at monitoring how our service users feel we are doing as a service.

## Attendance

- 78% attend weekly
- 22% was their first attendance

## Reasons for attendance

- 44% attend to avert crisis
- 55% attend to help remain well
- 67% attend to reduce isolation
- 33% attend for out of hours support

### Attend as an alternative to the following services

- 11% attend as an alternative to seeing a GP out of hours service
- 67% attend as an alternative to contacting the crisis team
- 22% attend as an alternative to attending A and E
- 11% attend as an alternative to police involvement
- 11% attend as an alternative to using other services (Samaritans)

### How service users heard about our services

- 11% heard from us from their GP
- 11% heard from us from the Ashford community mental health team
- 11% heard about us through facebook/our website
- 0% heard us about us through other media
- 33% heard about us through friends or family
- 33% heard about us through live well Kent
- 11% heard about us from another source (MHAG meeting)

### Range of diagnosed mental health conditions amongst those using our service

- 44% of service users reported a formal diagnosis of depression and anxiety
- 33% of service users reported a formal diagnosis of personality disorder
- 22% of service users reported a formal diagnosis of an eating disorder
- 11% of service users reported a formal diagnosis of PTSD
- 11% of service users reported a formal diagnosis of Bipolar disorder
- 22% of service users reported a formal diagnosis of other (DID and ASD)

### When asked how our service users think we are doing..

- 100% of service users felt that they were listened to and supported

- 100% of service users felt that the café has supported/improved their mental health and wellbeing
- 78% of service users were given information/referred to other services
- 100% of service users would recommend us

Their additional suggestions were:

- That more funding was wanted in order to facilitate alternating Wednesday evenings.