

## Live Well Kent

### Porchlight Report Dartford, Gravesend and Swanley MHAG – April 2018

#### Live Well Kent services in DGS

**Rethink Sahayak** access to one to one support, telephone support and peer support groups that offer a range of activities that is sensitive and supports BME communities

**North Kent Mind** Support to improve your mental health and physical wellbeing through a range of activities including drop ins, physical activities, coping with life courses, mindfulness and recovery courses

**Springboard**– Help to return or stay in employment while recovering from mental health illness with one to one support with your own advisor, personal development programmes, interview skills, help with benefits and job opportunities

**MEGAN CIC** – A peer support group for people either with a diagnosis of identify themselves with having a personality disorder

**Community Inclusion Service** – Helping people who are socially isolated to gain confidence and feel part of their community

**Community Housing support** –supporting people with housing needs resulting from mental health issues

**Primary Care Mental Health Specialist**- assess and support people who have severe mental health conditions and people who present common mental health conditions in primary care. From 1<sup>st</sup> May this service is provided by Invicta Health.

**Primary Care Community Link Worker service** provides one to one support for up to 8 weeks for advice and guidance on a variety of issues to help people move forward

#### Stats from 1<sup>st</sup> January to 31<sup>st</sup> March

Total Referrals 147 (+40 PCMHS)

- IAPT referrals 19
- GP referrals 8 (includes 5 self referrals whose GP recommended LWK)
- KMPT referrals 16 (includes 3 self referrals where CMHT recommended LWK)
- Self referrals 42

Sign ups 130

Contact within 2 days 141

Average contact within 1.04 days

Average start of service within 4.85 days

Active caseload at end of Q4 540

Friends and Family Test 98% 55 Yes and 1 No

### **Quotes from service users**

#### **GP Link DGS**

“Thank you so much for your support, it really means a lot to me, just having you to talk to and have someone that actually cares. I am really grateful”.

“Just talking to you makes me feel better. You are actually listening to me and talking to me like a person”.

“Thank you for listening to me and explaining things so I can understand. I like talking to you because you seem to care and don’t judge me”.

#### **Community housing Service DGS**

“The service I received from all of Porchlight helped me big time. It's a well good service. [Staff] and [Staff] and others were there for me, always there for me.”

“I couldn't have done it. Nor could my carer. They disbelieved us until Porchlight got involved. They helped me when I went to court. It even helped when they were there with me...”

#### **Community Inclusion Service DGS**

“Thank you so much for the support you have given me these last months. I feel I was blessed to have met you, a lovely person who is an asset to Porchlight. You are a gem! “

“I have met loads of people and loved all the courses and services. I feel 100% better and I found volunteer and staff have been my angels and saved my life. Lovely people and I feel very proud to have met them all.

#### **MEGAN CIC**

When I first attended MEGAN that was all I did during the week. MEGAN kept me going, I couldn't communicate properly when I first came I honestly believe MEGAN prompted me to stay alive.

‘Much easier to understand myself and my emotions better’

‘If I’m struggling they give me advice when I can’t think for myself’

‘Inclusion – being properly heard – fantastic support’

**North Kent Mind Open Activity Sessions:** I enjoy the feel good suite”; “each session is totally different, all activities are fun”; “always feel supported by everyone”;

“being totally honest, I would be lost without this group”

### **North Kent Mind Courses:**

**Recovery Group** – “allows me to believe a bit more and gives me space to be me”;

**CWL courses** – “It has helped my confidence levels and we are very lucky to have so much support accessible to us”; “open and honest atmosphere”; “(the facilitators) are welcoming, patient and knowledgeable”; “More funding please as it is a very useful and helpful service”; “The Service is excellently run and presented, the facilitators are to be commended for their empathy and knowledge. I would highly recommend anyone with mental health issues to attend as many courses as possible”; “I learned a lot about anxiety and stress and found it really helpful”; “I understand my triggers better”; “I’ll try to give things a go instead of taking myself out of trying”.

**Mindfulness** – “handouts great for looking back over”; “have lots to put into practice”; “(facilitator) professional, calming and understanding, very engaging”; “I am able to deal with negative thoughts”;

### **North Kent Mind Springboard**

Quote from Client Joint Work with BlueArrow:-

"The collaboration between Mind and Blue Arrow in Maidstone has been very supportive to me. Last year I lost my job after suffering a bout of anxiety and depression. This really knocked my confidence and thanks to the springboard service at Mind putting me forward to blue arrow as a temp worker this allowed me to ease back into work without the stress of job applications and interviews. This has allowed me to build my confidence back up slowly and allow me the time to get in the right mind set to tackle the job market again at my own pace without having severe financial stress of having no income".

I’ve received more support and help in the last few weeks from Springboard than any other service I’ve engaged with”.

### **Rethink Sahayak**

“Same language, very helpful for support. Accessible Services. I would refer your Services to others – by word of mouth.”

“I am very happy I have found a house I have been looking for and I am very grateful”.

“Is helpful for information and, also to meet friends and get support.”

“I am happy to come to group it is very nice and helpful...they are kind and happy to help.”

“When a person is in emotional pain...they may feel lost, hopeless and in need of a friendly face, the group and individuals in Rethink help with all sorts of things and provides a community.