

2021-2022 Adult Services Impact Report

Data for the period from
Apr 1st 2021 to Mar 31st 2022



Hammersmith,
Fulham, Ealing
and Hounslow

Table of Contents

Executive Summary	1
About Us	2
Vision, Mission, And Values	3
Our Strategy	4
Words From Our CEO	5
The Story So Far	6
Highlights Of The Year	7
Overview Of Past Services	8
Overview Of Current Services	9-11
Future Services	12
Service Impact	13-31
Photos	32

Executive Summary

It's been a year of change and growth for Hammersmith, Fulham, Ealing, and Hounslow Mind.

This report looks at our previous services, the services we currently run, who funds them, where they're delivered, and the impact they have in our boroughs.

Many of our adult service provisions successfully achieve their aims with service users, and receive exceedingly high satisfaction and recommendations scores.

We handled over 9,000 interventions in 2021/22.

Thanks to this performance, we have already been commissioned to carry out new services, as well as existing services being renewed due to their impact on the local community.

However our strategy continues to evolve, as we look to incorporate service user feedback into every stage of our service.



About Us

Hammersmith, Fulham, Ealing and Hounslow Mind is a Local Mind Association.

Mind operates a federated structure of Local Mind Associations, which are independent charities with their own funding and services.

We share the same values as Mind, and we are regularly reviewed to make sure our charity is maintaining local Mind quality standards, so that we are providing local and effective services which meet the needs of our local community.

We're here to make sure that everyone suffering with a mental health problem gets the help they need to recover.

We listen, support recovery, fight stigma and work with partners to take action.

We provide services for adults, children and young people, signposting to additional services, and mental health training and consultancy for employers.



Our Vision

We won't give up until everyone experiencing a mental health problem gets both support and respect.

Our Mission

We provide advice and support to empower anyone experiencing a mental health problem. We campaign to improve services, raise awareness and promote understanding. We are committed to combating stigma, empowering local residents, promoting wellbeing and supporting recovery.

Our Values

Open: We support anyone who needs us.

Together: We're stronger in partnership.

Responsive: We listen, we act.

Independent: We speak out fearlessly.

Unstoppable: We never give up.



Our Strategy

Sustainable Growth

We want to grow our services, in line with our capabilities, expertise, and sustainable practices.

Impact

We make a difference to people's lives and our local communities.

Innovation

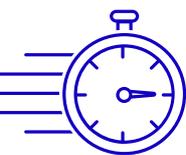
We constantly look at new services, practices, and ways of operating.

3 key themes and golden thread:



Resilience

We never give up, we overcome challenges, and we support each other.



Agility

We react quickly when service users need us.



Collaboration

We work together, between our own teams, other Local Minds, and partners throughout London.



Golden Thread: Diversity and Inclusion

All our work is designed with inclusivity in mind from the beginning. Our service is for everyone.

Foreword from our CEO Benn Keaveney

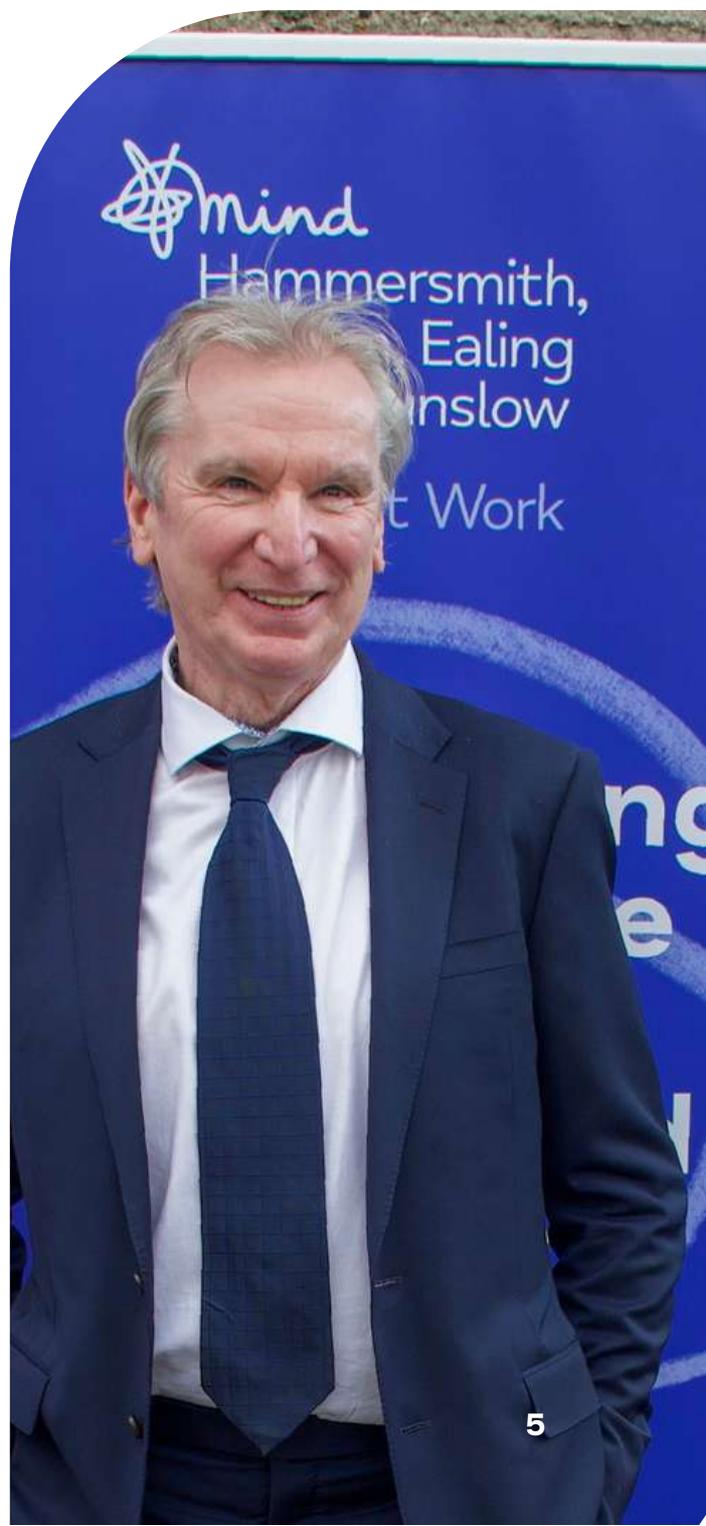
Our adult and transition services team have seen a huge increase in people using our services over the last two years, as well as an increase in complexity, brought on by the Covid-19 pandemic. I am proud to say that the team has met that challenge head on.

Due to the NHS and social care being stretched to an unprecedented level, our adult services team took on more complex referrals, many with safeguarding-related issues.

Alongside this, we were successful in expanding rapidly when needed by commissioners. We mobilised a number of services quickly, such as our crisis cafes, hoarding support and our loneliness project.

As part of Mind, we had an internal quality inspection and assessment in late 2021 known as the MQM (Mind Quality Mark). This involved a deep dive into the quality of our practice across the board. I am proud to say that we achieved the quality mark and have been nominated for an award. The adult and transition services team played a monumental role in helping us achieve this level of quality.

I believe we are in a great position to continue with our innovative and collaborative approach while always putting the service users at the core of our decisions.



The Story So Far

HFEH Mind merged both Ealing and Hounslow Mind with Hammersmith and Fulham Mind in 2019. The organisation was established in 1988 and the adult & transition services team has evolved throughout the years to deliver services to adults, young people, and carers. The last two years have been a particularly extraordinary time the rapid expansion in the services provision.

In 2019 the service had circa 4 services and around 8 staff members. Our strategy at the time of 2019-2020 was to consolidate and improve our quality post-merger.

Unfortunately, we were hit with the pandemic, and as poor mental health was on the rise both during and post pandemic, the service has been instrumental in supporting our local residents.

We now have 14 services and 61 members of staff, delivering both clinical and non-clinical interventions. In addition, we have recently acquired the Well at Work service who deliver workplace wellbeing training and consultancy- serving as the social enterprise arm for our service.

We believe the expertise and experience of our workforce with individual recovery, crisis management, and continued support for enduring mental health needs of our target audience has been invaluable.

The skillset and commitment of our workforce have allowed us to provide a diverse and unique service that is tailored to the individual lived experience of our service users and their recovery.

Despite the rapid growth of the service, the team has delivered impactful interventions making a difference to the lives of the people we work with. This report demonstrates the impact we have achieved over the last year across all our service.

Highlights of the Year

Visit from the
CEO of the West
London NHS Trust

Team went from
10 members of
staff to 50

Launched the Dual
Diagnosis Carer's
Group

Launched Safe
Space and Safe
Space Emergency
Department with
West London NHS
Trust

Launched our
clinical service
Mind My Home
with A2 Dominion
and Catalyst

Launched our first
transition service
You Are Not Alone

Past Services

Cygnnet Advocacy

We worked with detained and informal patients within Cygnnet Harrow to ensure people had their voices heard, felt included in decisions affecting them and had their rights realised.

Fulham Information and Advice

Our service was designed to support adults living in Fulham support them with benefits, debt, housing and well-being advice.

Limit Loneliness TW8

We worked with adults within the TW8 postcode, in partnership with Global Action Plan to reduce loneliness and isolation through peer support, 1:1s, and fun workshops.

Previous Partners:



Our Current Services

This year we had a total of 12 services across our tri-borough for adults and young people (16-25). Our support has been both clinical and non-clinical, and yielded 9250 interventions, 600 of which came through our duty line.

Ealing Out of Hospital Pathways

This service is designed to support adults with stable mental illness to stay well and avoid acute admission. We work with Primary Care Mental Health Workers to set up a simple one-stop point of access to non-clinical/statutory services that benefit people discharged under Ealing's Shifting Settings of Care scheme. We provide face to face, telephone and online support assisting people with benefits, debt, housing and well-being advice.

Ealing Advice Service

We provide generalist advice service adults living in Ealing experiencing mental health issues.

This service is delivered as part of a consortium with the lead being Ealing Mencap. Other partners include: Age UK Ealing, Nucleus, Deaf Plus, Ealing Centre for Independent Living (ECIL), PESTS, Family Action, Havelock Family Centre and the Centre for Armenian Information and Advice.

Know My Mind

This service helps develop service users' understanding of their mental health, and builds coping tools and strategies to protect mental health through 1:1s, peer support and psychoeducation workshops.

Ealing Advocacy

We work with detained and informal patients in Ealing as well as community clients to ensure people have their voices heard, felt included in decisions affecting them and had their rights realised.

Our Current Services

Safe Space

The Safe Space is a local hub for anyone who feels they are nearing crisis point. This might be strategies to help them cope in the moment, a range of activities we provide free of charge, resources to take away, or connecting them with practical local services. We offer face to face, telephone and video-conference support. We have hubs in Hammersmith and Fulham, Ealing, and Hounslow.

Safe Space Emergency Department

Safe Space Emergency Department is for anyone nearing crisis point who visits A&E for mental health support. We work closely with the Psychiatric Liaison Teams (LPS) to triage and assess their needs. We provide strategies to help them cope in the moment, signposting to additional services, or just someone to listen. We are based in St Bernard's Hospital, Charing Cross Hospital and West Middlesex Hospital.

Mind My Home

Mind My Home offers Solution Focused Brief Therapy to residents of A2 Dominion and Catalyst housing across Hammersmith, Fulham, Ealing and Hounslow.

You Are Not Alone

Y.A.N.A.'s aim is to help people aged 16 – 25 who are feeling isolated and lonely make new connections in a fun and interactive way.

Dual Diagnosis Carer's Support Group

We host a monthly specialist carers group with Ealing RISE, offering all dual diagnosis carers an opportunity to talk with others going through similar situations, to give and receive support.



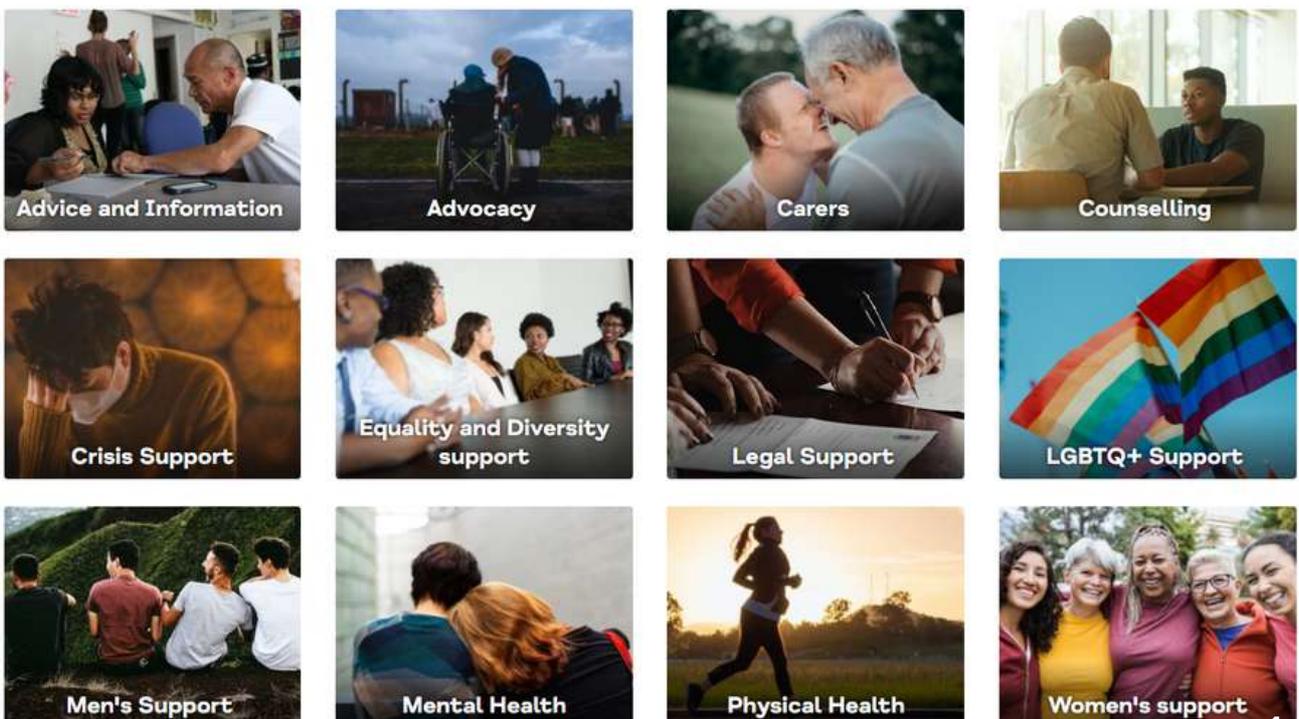
Wellbeing West London

The West London NHS Trust commissioned us to create a new website, a directory of mental health services that allows people to find support near them. In less than a month the site has had over 1,500 unique page visits.

The screenshot shows the Wellbeing West London website interface. At the top, there is a navigation bar with links for Home, Help Now, FAQ's, Search by Category, English, Add Service, and Log in. Below the navigation bar, there is a search bar with 'counselling' entered and a location filter set to 'hounslow'. The search results are displayed as a grid of service cards. The first card is for 'kooth', which includes a 'Safe Exit' button and contact information for TW3. The second card is for 'ins neuro-support, for life', listing 'Integrated Neurological Services' at 82 Hampton Road TW2 5QS. The third card is for 'HYCS Hounslow Youth Counselling Service', located at 78 St John's Rd TW7 6RU. To the right of the service cards is a map showing the location of Hounslow and surrounding areas, with several red location pins indicating service locations.

Search for a service by category

If you are unsure of the service you are looking for, you can search by all of the categories listed below.



Our Future Services

We are excited to be refreshing our strategy for adult and transition services for 2023-2026, ensuring the people who use our services help design and shape our business plan.

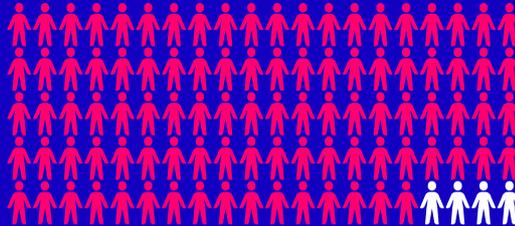
We already have new and renewed services for the new financial year including: a crisis helpline for adults and young people in Hounslow, a new hoarding service for residents in Hounslow, and Know my Mind which has been recommissioned for another year.



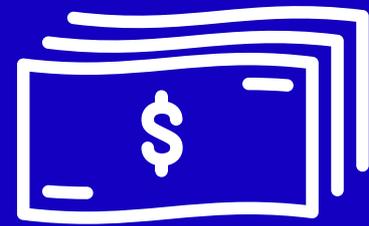
Impact of Hammersmith, Fulham, Ealing and Hounslow Mind's Adult Services



of Safe Space
visitors
avoided A&E



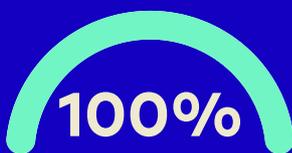
96% of Advocacy clients
felt that thanks to advocacy, they
understood their rights better



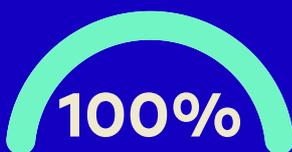
We obtained £39,818 of
additional income for our advice
and information service users

'I feel more protected, less isolated, I know that someone is working on my behalf to protect my interests and more confident because I engaged with advocacy. I know that someone is listening and understands my situation. I have someone I can turn to for help.'

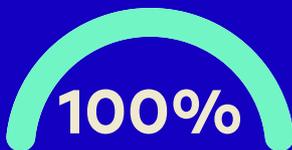
- Service user



of You Are Not Alone service users reported increased self-esteem



of Mind My Home service users reported improved wellbeing helped them maintain their tenancy



of Advice and Information service users reported improved wellbeing

In 2021/22, HFEH Mind reached
2,100 individuals
through our Adult Services Provision,
and provided 9,250 interventions across our services,
referrals, and duty line.

Our Service Impact

Advocacy

Having a mental health problem can sometimes mean it's difficult to have your opinions and ideas taken seriously by others.

This can be hard to deal with, especially when you need to communicate often with health and social care professionals. Advocacy means getting support from another person to help you express your views and wishes, and help you stand up for your rights. Someone who helps you in this way is called your advocate.

For those detained under the Mental Health Act or informal patients- an independent mental health advocate can assist (IMHA).

An IMHA can help a person understand:

- Their rights under the Mental Health Act 1983 and why certain decisions have been made
- The rights which other people have (such as relatives) under the Mental Health Act 1983
- Any conditions or restrictions a person may be subjected to (for example, relating to leave of absence from hospital or a CTO)
- Any medical treatment that a person may be given

Advocates help exercise rights under the Mental Health Act 1983, ensure views are heard about care and treatment, assist people in making complaints about their care and treatment, enforce rights, make applications to Mental Health Tribunals, present view at Mental Health Tribunals, assist in accessing legal advice etc.

For those not detained or informal, living in the community, we provide Independent Advocates.

Our Independent Advocates work in the community for anyone living within the London Borough of Ealing. We provide non-statutory advocacy.

We can:

- Provide information about legal rights and support enforcing those rights
- Defend and promote rights
- Accompany and support at meetings
- Explore options and choices in your care so you make informed decisions
- Help speak up and self-advocate
- Listen to views and concerns

Where we delivered?

We have delivered both inpatient advocacy in Ealing and Cygnet Harrow. We have predominantly delivered inpatient advocacy to The Limes and Jubilee Ward, ensuring those who are informal and detained are:

- Aware of their rights
- Have a voice and feel empowered to put their voice forward
- Feel involved in decisions affecting their care and treatment

We also assist those in Ealing who are in the community- to ensure they are able to advocate around their own mental health.

Our funders:

Our Ealing IMHA and community advocacy is funded by Ealing Council. Cygnet Harrow, a private mental health hospital funded the IMHA contract.



Our Impact:

In the last year we worked with 324 individuals and provided them with advocacy support, the impact below was calculated based on the number of closed clients who agreed to take part in the end of service questionnaires.

We resolved 84% of all advocacy issues identified

98% of clients would recommend our service

91% of clients found the service easy to use

97% of clients felt that advocates explained their role well

98% of clients felt listened to by the advocate

98% of clients felt the advocate understood their issues

90% of clients said they knew how to complain about the service

96% of clients felt that as a result of advocacy they understood their rights better

95% of clients felt that as a result of advocacy they were listened to

88% of clients felt that as a result of advocacy they were involved in decisions about their care and treatment

95% of clients felt that as a result of advocacy they understood they had options

97% of clients felt that as a result of advocacy they could challenge decisions better

94% of clients felt that as a result of advocacy they could confidently raise concerns themselves

86% of clients felt that as a result of advocacy they were able to access

 **My life has got better in one week with the support from Safe Space. HFEH Mind are heroes and I can't thank them enough for the support during this tough time for everyone.** 

Advice and Information Services

Advice and information services provide generalist advice on things like benefits, debt, housing, council tax etc.

Where we delivered:

We delivered our Out of Hospital Pathways and Fulham Information and Advice service to adults in Ealing and Fulham to assist them with social issues to avoid acute admission. We also worked with the Ealing Advice Service as part of the consortium to provide generalist advice.

Our funders:

Ealing Advice Service is funded by Ealing Council. Our Out of Hospital Pathways contract is funded by West London NHS Trust. Fulham Information and Advice was funded by Dr Edwards & Bishop King's Fulham Charity.

Our impact:

This last year we worked with 284 clients and provided them with information and advice, the impact below was calculated based on the number of closed clients who agreed to take part in the end of service questionnaires.

We resolved 70% of all advocacy issues identified

100% of clients reported improved wellbeing

96% of clients would recommend the service

97% of clients were satisfied with the service

We obtained £39,818 of additional income for our clients this year



 It felt like a lifeline when you contacted me. I felt like I hadn't been forgotten. 

Limit Loneliness TW8

In 2020 we launched Limit Loneliness to help adults across the tri-borough combat isolation and loneliness.

The project was only for a year, but based on its success and impact, Global Action Plan wanted to work in partnership and provide us with a small grant to continue that project within the Brentford area.

We provided clients with 1:1s, peer support and fun workshops including archaeology walks, spice workshops, walktalkwalk etc.

Where we delivered:

We delivered to adults in TW8 which is the Brentford ward of Hounslow.

Our funders:

The project was funded by Global Action Plan in Hounslow through a National Lottery grant.

Our impact:

This last year we worked with 38 clients and the impact below was calculated based on the number of closed clients who agreed to take part in the end of service questionnaires.

65% of clients reported improved wellbeing

40% of clients reported increased social provisions

40% of clients reported decreased loneliness



 **The art sessions have helped me be more in the moment. Increased my communication with others, enabled me to express myself. I am able to reflect on the moment through my art work. I am better able to express myself in a calm and positive way.** 

You Are Not Alone (YANA)

In 2020 we launched Limit Loneliness to help adults across the tri-borough combat isolation and loneliness.

We were able to obtain a grant from Co-Op to deliver the service to 16-25 years olds across the tri-borough whose isolation and loneliness had been impacted the most throughout the pandemic. We provided clients with 1:1s, peer support, and fun workshops.

Where we deliver:

We deliver across Hammersmith & Fulham, Ealing and Hounslow.

Our funders:

The project is funded by the Co-Op's recent wave of resilience grants.

Our impact:

In the last 6 months we have worked with 108 clients and the impact below was calculated based on the number of closed clients who agreed to take part in the end of service questionnaires.

100% of clients reported increased self esteem

100% of clients coped better with challenges

100% of clients knew how to obtain support

67% of our clients reported improved wellbeing

58% of clients reported increased social provisions

38% of clients reported decreased loneliness

50% of clients felt more involved with the community

100% of clients would recommend the service



 **The sessions have taught me to
better manage my triggers.
Your sessions set me up for the
week. **

Know My Mind

Know My Mind was a psychoeducation service to assist with the increased pressures on mental health teams during the pandemic. The service aimed to help people understand their mental health and develop coping strategies to self regulate emotions.

We provided 1:1s, peer support and group psychoeducation.

Where we delivered:

We delivered to adults in Hounslow.

Our funders:

The project is funded by Hounslow Council through the Thriving Communities Grant.

Our impact:

This last year we worked with 211 clients and the impact below was calculated based on the number of closed clients who agreed to take part in the end of service questionnaires.

94% of people stated that they would recommend the service

The project was rated on average 4.6 out of 5

70% of clients reported feeling less anxious

50% of clients reported that their mental wellbeing had improved

50% of clients reported feeling less depressed

30% of clients reported increased social provisions

12% of clients reported feeling less lonely



**London Borough
of Hounslow**

**“It has taken a weight off me, I
feel a bit lighter after speaking
and feeling listened to.”**

Mind My Home

Mind My Home provides Solution Focused Brief Therapy to residents of A2 Dominion and Catalyst housing across Hammersmith, Fulham, Ealing and Hounslow.

SFBT is a goal-directed collaborative approach to change that focuses on addressing what you want to achieve. It incorporates positive psychological practices, and helps you change by constructing solutions instead of focusing on problems. It's designed to support adults with low level to moderate level mental health needs.

Our funders:

The project has been funded by A2 Dominion and Catalyst Housing.

Where we deliver:

We deliver to adults across Hammersmith & Fulham, Ealing and Hounslow.

Our impact:

This last year we have worked with 41 clients and the impact below was calculated based on the number of closed clients who agreed to take part in the end of service questionnaires.

100% of clients reported improved mental wellbeing

100% of clients reported decreased anxiety

100% of clients reported decreased feelings of depression

100% of clients reported increased resilience

100% of clients reported that improved wellbeing has helped them



“I've been taking so much from your sessions, I've taken more away from your service in four weeks than bigger services in six years.”

Safe Space

The Safe Space is a local hub for anyone who feels they are nearing crisis point. We offer face to face, telephone and video-conference support.

Where we deliver:

We deliver to adults across Hammersmith & Fulham, Ealing and Hounslow.

Our funders:

The project is funded by West London NHS Trust.

Our impact:

This last year we have worked with 605 clients and the impact below was calculated based on the number of closed clients who agreed to take part in the end of service questionnaires.

97% of visitors avoided A&E

74% of visitors reported a decreased level in crisis on day 1 after the intervention

92% of visitors reported a decreased level in crisis on closure

72% of visitors reported we gave them the tools to de-escalate crisis

72% of visitors felt listened to and heard by crisis works

96% of visitors would recommend the service

 I wouldn't be here without your
support through
the 1-to-1s. 

Safe Space Emergency Department

Safe Space Emergency Department is for anyone nearing crisis point and visits A&E for mental health support.

Where we deliver:

We deliver to adults across Hammersmith & Fulham, Ealing and Hounslow within each A&E department of Charing Cross Hospital, St Bernard's Hospital and West Middlesex Hospital.

Our funders:

The project is funded by West London NHS Trust.

Our impact:

86% of visitors avoided repeated A&E

69% of visitors reported a decreased level in crisis on day 1 after the intervention

86% of visitors reported we gave them the tools to de-escalate crisis

86% of visitors felt they were treated with dignity and respect

86% of visitors would recommend the service



I cannot really put into words how grateful I am for the support I received from MIND.

I was in the darkest point of my life in what felt like a completely hopeless situation until my support worker made a referral for me to MIND.

You went above and beyond in helping me in every possible way. I was clueless when it came to anything housing related, but you spent countless hours on the phone with me helping me understand step by step what was going on.

You helped ease so much of the stress and anxiety I had, I cannot thank you enough.



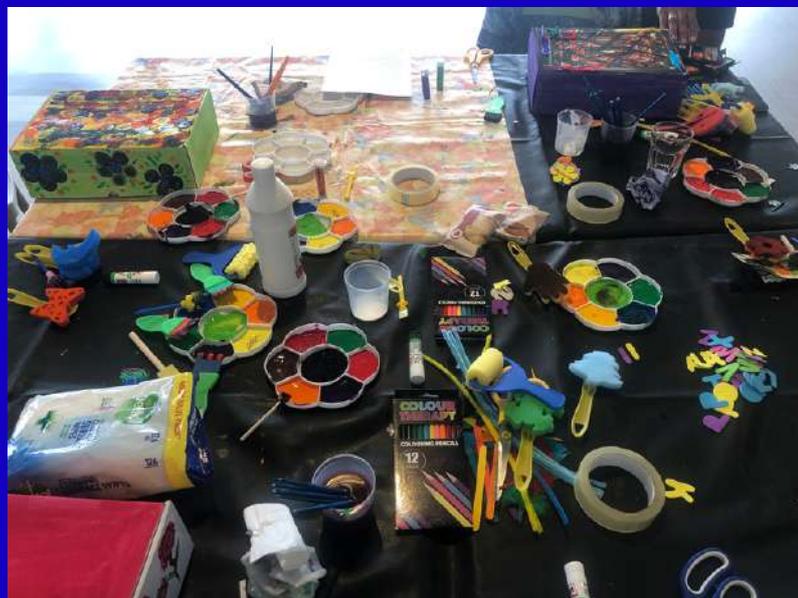
**West London NHS Trust CEO
Carolyn Regan visits H&F Safe
Space**



**Know My Mind &
Limit Loneliness
Archaeology Walk**



**Know My Mind Art Therapy
Workshop**





Questions? Contact us.

hfehmind.org.uk

adultservices@hfehmind.org.uk

[@hfehmind](https://www.instagram.com/hfehmind)

 **Mind** Hammersmith, Fulham, Ealing and Hounslow