



SelfHelp
Improving mental health

Impact report 2016



Introduction

Self Help provides a range of support, services and opportunities for people living with common mental health problems such as anxiety, depression, phobias and panic attacks.

This includes talking therapies (face to face and online) crisis services, structured courses, drop-in groups, peer-led support, and a range of services for people with personality disorders.



We worked with more than **15,000** clients last year.

- **88%** said they were more hopeful about future
- **80%** said they are more in control of their lives
- **82%** said they are more in control of the challenges they face
- **73%** said they have more opportunities to do the things they value
- **99%** of people said they were satisfied with the support they received
- **97%** said that they would be 'likely' or 'extremely likely' to recommend our service to friends and family

Volunteers



David Jarvis, a
Self Help volunteer

77

volunteers gave up their time to help deliver our services this year.

66%

of new staff, 67% of new volunteers and 100% of new facilitators recruited this year have personal experience of mental health issues.

11%

of our new recruits were volunteers first. 50% of apprentices from last year went on to secure full-time employment with Self Help

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We provided placements for 4 social work students and 5 undergraduate Psychology students.

The support I received from Andrea was absolutely amazing. I really wouldn't be where I am today without her. She helped me regain my confidence, independence and self-worth. But most importantly, she made me feel like I was worth something when I was at my lowest.

She shared her knowledge and experience, of her own personal recovery, to help me conquer my biggest fears. I really hope she carries on making a difference in people's lives like she has mine.

A service user discusses the support they received from Andrea, a Self Help volunteer

Community Services

We provide community-based services, such as peer-led drop-in groups, structured courses and after-therapy support services in Manchester, Stockport and Trafford.

Our **9** drop-in groups cover anxiety, low mood, depression, social phobia, and other associated issues such as low confidence and self-esteem.

We ran a total of **390** individual sessions, which people attended **3,271** times.

- **89%** said the self-help groups gave them a better understanding of their condition
- **90%** said the groups helped to reduce social isolation
- **84%** said the groups gave them techniques to help them deal with their problems
- **87%** said the groups gave them increased confidence and self-esteem
- **59%** of people said they are now more in control of their lives
- **65%** said they are more hopeful about the future
- **61%** said they are more in control of the challenges they face
- **60%** said the services gave them the opportunity to do things they valued

My confidence has improved and my self-awareness is much better. At the start I was very self-critical and hard on myself.

I have gone from being very depressed and isolated to having more motivation to get out of that negative cycle. I have applied for jobs and have an interview next week. I have become healthier and stay away from negative vices.

Personality disorder awareness



In 2015-16, **276** people from **25** organisations participated in personality disorder awareness training.

Level 2 workshops were developed, offering a more in-depth view. **4** half day workshops were held, and a total of **25** people attended from **5** different organisations.

The Coping Skills group, created for clients in Salford who do not fit easily into services currently provided and who struggle with issues common to those with personality disorder traits ran once this year and reached **6** clients, with an average **15.71%** increase in wellbeing, using WEMWBS, the commonly accepted measure.

I learned a lot about how it feels to have PD and how to look at things from other people's point of view

It's great that the trainers have such a wealth of experience and it has made me more aware of how to be more compassionate in my work

The Sanctuary

The Sanctuary is an overnight crisis service for people struggling with low mood, suicidal thoughts, anxiety and depression.

There are three Sanctuary sites – Manchester (covering Trafford, Salford, Tameside and Glossop), Bolton, Wigan and Leigh – open all night, every night from 8pm through to 6am. It is a non-clinical service offering a safe place for people in crisis.

The night time Sanctuary service is supported by a 24-hour telephone crisis support line which provides telephone assessments, screening and interventions to assist people who are dealing with emotional crisis.

The service provides an important alternative to people who in the past have gone to accident and emergency when experiencing a mental health crisis. Overall, we provided **9,917** sessions of support by phone or in person, helping **1,848** people – a **169%** increase on last year.

773 people visited our Sanctuary sites for face-to-face support, in Manchester, Wigan and Leigh, and Bolton.

- On **1,067** occasions, a person using the Sanctuary said told us that they would have accessed an emergency service or gone to Accident and Emergency if The Sanctuary did not exist.
- On **1,376** occasions, a person using the Sanctuary said told us that they would have self-harmed or considered suicide if The Sanctuary did not exist.





I've struggled with low mood for a long period of time, and recently things started to get worse as I found myself restless overnight with negative, unwanted thoughts.

Not knowing where to turn, by chance, I came across a Sanctuary emergency card and gave them a call. I needed to speak to someone desperately.

I can honestly say that the help I received that night was fantastic – it saved my life. This type of support is one of the best ideas I've ever come across to support people like me, who continuously struggle with their mental health.

The staff at the Bolton Sanctuary could really relate to my issues. Lots of them had been through similar experiences themselves and this made a huge difference in terms of the advice they were able to offer.

To put it simply, they gave me hope to continue in life. I wouldn't be here if it wasn't for the support I received the first night I called them.

Since my initial visit, the team have gone out of their way to keep in touch with me and make sure that I'm okay. One of the staff is even teaching me how to play the guitar! Something I've always wanted to learn.

They are truly going above and beyond to meet my needs and that's made a huge difference in how I feel about myself.

*It's been the most helpful experience I've had with a mental health service. – **John***



Psychological Therapies

We provide a range of psychological therapies, including counselling, cognitive behavioural therapy, eTherapy and guided self-help, in Manchester, Stockport, Liverpool, Halton and Saint Helens.

10,434
people accessed
our psychological
therapies this year.

82% of people using our services said they are now more in control of their lives

83% said they are more in control of the challenges they face

90% said they were more hopeful about future

74% said they have more opportunities to do the things they value

99% said they were satisfied with the service they received

The strategies I learned to help me cope with my situation have been extremely helpful. Although many challenges remain, I feel as though I am better equipped to cope with life's continuing difficulties in a more constructive way.

I really appreciated the group work, and having the opportunity to work alongside others who face some of the same issues was enlightening and also comforting - to know that I wasn't 'alone' in my problems and the way in which I was dealing with them.



Peer to peer

This year, the service has supported **178** people, recruited **21** peer support volunteers and our Peer Workshops were attended by 93 people.

Self Help has a team of peer mentors with lived experience of mental health problems, who are on hand to offer support to people experiencing a range of mental health problems such as anxiety, depression, panic attacks and phobias.

The service provides emotional support, social contact, recovery advice, signposting and can accompany people to activities in the community.

The Peer to Peer team continued to help people with lived experience to engage in a pathway to becoming a peer supporter

- **82%** of people said they gained new positive coping strategies
- **72%** said they had reduced anxiety and/or depression
- **62%** said they had increased hope for the future
- **64%** said they had improved mental health

Co-producing services

As a user-led service, Self Help is dedicated to involving service users in the design and delivery of new and existing services.

Policing and mental health

This year, Self Help were asked by the Police and Crime Commissioner to establish a service user engagement network for Greater Manchester in relation to policing and mental health. The network, attended by **9** service users, ensured that the service user's voice were heard regarding policing and mental health in the region.

DONUTS – Design of new and unique therapeutic services

DONUTS (our co-production group) met **6** times throughout the year, with new members - including clients and service users from Self Help - bringing a wide range of expertise.

The DONUTS group contributed to significant changes and improvements in service provision. For instance, DONUTS suggested that Peer to Peer should develop home visits, with a fast response to enquiries to help with engagement. This has become an integral part of the service.





SelfHelp
people to help themselves
anxiety
depression
post traumatic
cognitive
behaviour
therapy
phobias
sleep prob





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