



 **mind** Tameside, Oldham and Glossop

Tameside, Oldham and Glossop Mind

**Quality Account Report
April 2022 to March 2023**

1. Statement from Jenny Higson, CEO

TOG Mind was founded by members of the local community over 40 years ago and since then, we have been supporting people to overcome their mental health challenges and lead more fulfilling lives.

Today, our passion and values focus on building relationships and helping people to fulfil their potential by reaching out and providing the support they need to improve their wellbeing. This is also reflected in the work we do where we help people by listening to them, including them in service design, and constantly striving towards making our services more accessible.

This year we continued to enable everyone in our communities to achieve better mental health through our activities to improve client safety, provide accessible services and ensure positive client experiences.

We have focussed on providing trauma-informed services through staff training and a review of our practices. We have adapted our office spaces and service delivery to remove barriers to access. This has included:

- Delivering services in the community.
- Providing open access and drop-in services.
- Creating welcoming, informal community spaces.
- Improving waitlist management.
- Adding choice through online provisions.

We've expanded our approach to co-design through our lived experience advisory group and continue to provide different ways for our clients and stakeholders to give us feedback.

We recognise that clients who use our services have multiple needs. We have worked with our partners across the sector to help clients navigate the system to get the support they need. We use our well-established relationships to co-deliver services, work as part of multi-disciplinary teams and smooth the referral process.

We will continue to work with our commissioners, partners, stakeholders, staff, and clients to develop and deliver high-quality services that enable our diverse communities to achieve better mental health.

Jenny Higson, CEO
Tameside, Oldham and Glossop Mind

2. Review of previous year's report

Priorities for Improvement in 2022/2023

Priority 1: Client Safety and Risk Management

At TOG Mind we will continue to make it a priority to support those accessing our services to feel safe. We remain committed to providing mental health and wellbeing support services which enable everyone in our communities to achieve better mental health. To achieve this, we will provide environments which prioritise client safety, provide trauma-informed services and support staff to manage risk.

Outcomes:

Priority 1: Client Safety and Risk Management	
Objective	Outcomes
Training frontline staff on providing trauma-informed services.	<p>Training delivered as part of trauma responsive Greater Manchester initiative. Various levels of staff received training including CEO, service managers, training managers and frontline staff. Further roll-out of trauma-informed approach is planned.</p> <p>Further trauma-informed training delivered to specific roles via webinars.</p> <p>A trauma-informed working group set-up to advise on practice.</p> <p>Services delivered to children and young people reviewed and a specific risk assessment form produced.</p> <p>Client letters revised to ensure appropriate trauma-informed language is used.</p>
Providing frontline staff training in de-escalation techniques.	<p>Frontline staff attended external de-escalation training.</p> <p>Rolling programme to train new staff in place.</p>
Reviewing when and how people in need of support are accessing our services to understand if we are meeting the needs of the community.	<p>Service opening hours continuously reviewed to identify when clients are accessing service and ensure higher levels of support available during these times.</p> <p>Lived experience advisory group set-up.</p> <p>Silver Cloud, online wellbeing platform, set-up for children, young people and parents to provide choice on ways to engage with services.</p>

	Support continued to be provided via various channels including face-to-face, telephone, video-calls, and online platforms.
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Priority 2: Improved Access

At TOG Mind we believe that everyone should have access to quality mental health support services when they need them. We are committed to empowering individuals and our communities to live well. We aim to provide accessible, community-based services to support people in crisis. We put people at the heart of everything we do by making sure all services are available to a wider range of diverse and emerging communities.

Outcomes:

Priority 2: Improved Access	
Objective	Outcomes
Co-designing services with under-represented minority groups.	<p>Lived experience advisory group set-up to co-design services.</p> <p>Hear Our Stories website co-designed with children and young people as part of system change project.</p> <p>EDI group activities undertaken to engage under-represented minority groups.</p> <p>EDI training co-designed with staff to recognise and share experiences.</p>
Diversifying access with services provided via co-locations and open surgeries.	<p>Children and Young People's services have maintained open access drop-in evenings across areas.</p> <p>The following services were delivered through co-location and partnership working:</p> <ul style="list-style-type: none"> • Supporting clients with drug and alcohol dependency with Turning Point. • Mental health support teams across Tameside, Oldham and Rochdale across school settings. • Children and Young People's Community Hive project delivered as part of Active Tameside. • Drop-ins, coaching, active monitoring, wellbeing check-ins provided as part of living well navigation with Pennine Care in Failsworth. • Youth Justice service delivered with Positive Steps. • Safe Haven services delivered with Positive Steps to provide advice

	<p>on benefits, education and wellbeing support.</p> <ul style="list-style-type: none"> • Staff located in GP surgeries. • Safe Tameside and Listening Space services embedded at partner sites as alternative to crisis support.
<p>A multi-agency approach to services to help clients navigate the wider system.</p>	<p>Daily multi-disciplinary team meetings held with Pennine Care, Positive Steps, Age UK, local authority and wider VCSE organisations for the Living Well service in Tameside and Oldham.</p> <p>Services delivered within primary care networks.</p> <p>Mental health support teams for Children and Young People’s services include Pennine Care, local authority, educational psychologist and VCSE organisations.</p> <p>DTOC, MASH, Living Well, Youth Justice Service, Safe Haven, Listening Space and Community Hive services delivered through well-established partnership working.</p> <p>CEO leads multi-agency approach through attendance on ICS board for Greater Manchester Joint Planning and Delivery Committee, GM workforce planning Board, GM VCSE leadership Boards and alternative provider forum.</p>

Priority 3: Client Experience

At TOG Mind our mission is to provide the best quality local mental health services in prevention, early intervention and primary care. One of our core values is relationships: to listen and ask questions to understand others and build trust. People matter to us both inside and outside the organisation, and we aim to create ways for people who benefit from our services to get involved and provide feedback.

Outcomes:

Priority 3: Client Experience	
Objective	Outcomes
Undertaking system development which will improve client management.	<p>Client management system developed to tailor interventions and improve waitlist management.</p> <p>Internal reporting systems improved to provide almost real-time data and greater visibility of services using Power BI.</p> <p>Routine outcome measures adapted to support improved data capture of specific learning disabilities.</p> <p>Silver Cloud, online wellbeing platform, set-up for children, young people and parents.</p>
Diversify the ways we collect feedback on our services to increase the opportunity for clients to tell us about their experiences.	<p>Evaluation and impact internal working group established.</p> <p>Client EDI form updated to improve reporting.</p> <p>Feedback collected via different channels including online, printed forms, verbally, social media and QR codes.</p> <p>Lived experience advisory group set-up.</p> <p>Feedback and insights via external organisations including Oldham independent mental health forum.</p> <p>Website feedback form adapted, and training provided to staff on recording complaints and feedback.</p>
Create more welcoming environments which meet a wider range of client needs.	Wellbeing Hub and reception areas in Ashton developed into welcoming, community spaces including drop-in sessions such as ‘bob in for a brew’.

	<p>Wellbeing and toiletries packs provided free of charge in wellbeing hubs to support impact of cost of living.</p> <p>Oldham Listening Space adapted to be more welcoming and informal space.</p> <p>Sensory spaces and sensory packs made available.</p> <p>Quieter waiting area created for Children and Young People drop-in services.</p> <p>Oldham office reception and public areas redesigned, and open event held for members of the public and stakeholders.</p> <p>Physical screen partitions removed from reception areas and continued open door access on receptions.</p> <p>Trauma-informed working group set-up to advise on practice.</p>
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3. Priorities for Improvement in 2023/2024

Priority 1: Client Safety and Risk Management

At TOG Mind we will continue to make it a priority to support those accessing our services to feel safe. We remain committed to providing mental health and wellbeing support services which enable everyone in our communities to achieve better mental health. To achieve this, we will provide environments which prioritise client safety, provide trauma-informed services and support staff to manage risk.

We will improve our approach to client safety and risk management through:

- Overall organisational strategy for providing trauma-informed services developed and full roll-out of trauma-informed training.
- Safety planning training revised and delivered.
- Safeguarding steering group established.

Priority 2: Improved Access

At TOG Mind we believe that everyone should have access to quality mental health support services when they need them. We are committed to empowering individuals and our communities to live well. We aim to provide accessible, community-based services to support people in crisis. We put people at the heart of everything we do by making sure all services are available to a wider range of diverse and emerging communities.

We will improve our approach to access through:

- Further engagement with partners to support system-wide access and increase placed based delivery of services.
- Increased online self-referrals, embedding of digital wellbeing platforms and support sessions booked at first point of contact through our Access Team.
- Development of an organisation-wide Access Policy.

Priority 3: Client Experience

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We will improve our approach to client experience through:

- Reflecting the needs of our communities through lived experience advisory group and co-design with our stakeholders.
- Developing our approach to gaining client and stakeholder feedback to evaluate and improve services, and communicating actions taken as result.
- EDI training delivered to staff to increase their ability to engage with clients across a broader range of demographics.

4. Quality of services statement

Our vision and mission are at the heart of the services we deliver:

- Vision: Enabling everyone in our communities to achieve better mental health.
- Mission: To continue to provide the best quality local mental health services in prevention, early intervention and primary care; alongside empowering individuals and our communities to live well.

Our values underpin our approach to providing quality services:

- Relationships: we listen and ask questions to understand others and to build trust. People matter to us both inside and outside our organisation.
- Aspiration: we support one another, clients, and communities to achieve better mental health.
- Learning: we seek insight and grow from experience; finding new or better ways to contribute to the field of mental health.
- Potential: we encourage personal responsibility for development by discovering and realising the abilities and energies of people.

We aim to provide quality services to our diverse communities and seek feedback to enable us to continuously improve. Our clients and partners have fed back the following about our services:

“After the session I feel more comfortable, relaxed and know how to move forward now.”

“I came in really low but left with a sense of purpose.”

“I felt like I got some help and know how I can be helped after the Listening Space.”

“I can still remember that day that we met in the interview room ... I was distraught and thought will never be able to go back to my life. And you said to me that I can make it and thought to myself that you have no idea what you are talking about. Now 3 months later I am at home and reflect on that time and understand how right you were. Thank you for the understanding and time you gave me. Your support and knowing that I have someone that is listening was all I needed. Thank you!”

“He was also in the top 1% of frequent callers to 999 and A&E ... and through working with MIND we were able to do a really good safety plan/ crisis map and he is no longer calling 999 multiple times a day ...”

“I have had several clients that have accessed the drop-in sessions to good effect, but I can think of lots of clients that would benefit from direct links with TOG Mind.”

5. Statement from NHS Greater Manchester Integrated Care

NHS Greater Manchester Integrated Care Board (ICB) is part of the Greater Manchester Health and Care Partnership. The Greater Manchester Integrated Care Partnership and NHS Greater Manchester Integrated Care are helping organisations work better together with people and communities.

We want people across all our boroughs to stay well, whatever their age, and whatever issues or conditions they might be managing. We're bringing together all the different organisations that support people's health and social care, so that services can join up and act faster when people need support.

Integrated care means starting with the person, understanding they'll have different needs as they move through life, and connecting them with the right care.

Our principles

To make Greater Manchester a place where everyone can live well, we're listening to residents across the region and sharing how we make decisions.

The core purposes of the GM ICS are:

- a) To improve outcomes in population health and healthcare.
- b) To tackle inequalities in outcomes, experience and access.
- c) To enhance productivity and value for money.
- d) To help the NHS support broader social and economic development.

The GM ICB will use its resources and powers to achieve demonstrable progress on these aims, collaborating to tackle complex challenges, including:

- Improving the health of children and young people.
- Supporting people to stay well and independent.
- Acting sooner to help those with preventable conditions.
- Supporting those with long-term conditions or mental health issues.
- Caring for those with multiple needs as populations age.
- Getting the best from collective resources so people get care as quickly as possible.

The GM Integrated Care Board works closely with the provider to jointly ensure that the best possible quality of care is provided to our patients.

We look forward to further strengthening our relationship with the provider as we move into 2023/24 with a shared focus on improving the quality of care and experience of our patients.

Gary Flanagan

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