



 **mind** Tameside, Oldham and Glossop

Tameside, Oldham and Glossop Mind

**Quality Account Report
April 2023 to March 2024**

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.

We continue 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 provide trauma-informed services through reviews of our practices, training for our staff and designing our buildings to remove barriers to access. This includes:

- Delivering services in the community.
- Providing open access and drop-in services.
- Creating welcoming, informal community spaces.
- Delivering a wide variety of services to meet the different needs of our communities.

We co-design services through lived experience advisory groups and provide different ways for our clients and stakeholders to give us feedback.

We recognise that clients who use our services have multiple needs. We work 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

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
Overall organisational strategy for providing trauma-informed services developed and full roll-out of trauma-informed training.	<ul style="list-style-type: none"> • Trauma informed working group established, and training delivered to Management Teams. • Buildings adapted with trauma informed focus. • Trauma informed training licenses in place for staff working with children and young people.
Safety planning training revised and delivered.	<ul style="list-style-type: none"> • Internal supervision framework and training redeveloped and rolled out through the organisation. • Safer Recruitment training attended and built-in to recruitment practices. • Client case audit framework implemented.
Safeguarding steering group established.	<ul style="list-style-type: none"> • Organisation-wide safeguarding group established with quarterly meetings taking place. • ICB safeguarding toolkit completed and actions monitored as part of risk register.

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
Further engagement with partners to support system-wide access and increase place based delivery of services.	<ul style="list-style-type: none"> • Co-occurring conditions service delivered in partnership with Turning Point. • Mental Health Urgent Triage service implemented with NHS trusts as part of 111 triage team. • Living Well workers established in local authority place based hubs. • Local Community Worker supported South Asian community groups to establish Carer's Group for people with dementia. • Mental health anti-stigma training delivered to 180 people within the South Asian community. • Cultural Competency Training delivered to organisations within Tameside, Oldham and Glossop. • Wellbeing Hub used by Cancer Support Group providing support in Hindu, Jain, Sikh and other minority and Gujarati speaking communities. • Bereavement Support project delivered in partnership with Diversity Matters Northwest, offering culturally appropriate and multi-lingual counselling service to South Asian communities. • 'Human Factor' VCSE partnership event held focussed on strengthening relationships between mental health providers.
Increased online self-referrals, embedding of digital wellbeing platforms and support sessions booked at first point of contact through our Access Team.	<ul style="list-style-type: none"> • SilverCloud set-up providing digital mental health and wellbeing courses for children and young people. • Online referral form developed for family services. • Self-referral via online platform set-up for Active Monitoring service.

Development of an organisation-wide Access Policy.

- Access increased through development of quieter waiting spaces, prebooked appointments, service information videos and low stimulus rooms to support neurodivergent clients.
- PowerBi reporting dashboards established to improve monitoring of referrals and wait times.

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
Reflecting the needs of our communities through lived experience advisory group and co-design with our stakeholders.	<ul style="list-style-type: none"> Lived Experience Panel and Lived Experience Co-ordinator established in Oldham. Volunteer strategy developed through volunteer co-design. HOPE co-production group provided opportunities for young people to be involved in local commissioning and gain qualifications. Diversity Matters counselling service adapted through co-design to reflect needs of community.
Developing our approach to gaining client and stakeholder feedback to evaluate and improve services, and communicating actions taken as result.	<ul style="list-style-type: none"> Website feedback form expanded to include suggestions and comments to help improve services.
EDI training delivered to staff to increase their ability to engage with clients across a broader range of demographics.	<ul style="list-style-type: none"> Neurodiversity training attended by staff delivering children and young people's services. Campaign held for South Asian Heritage Month with pop up galleries, lunch and learn sessions and celebration stories. Menopause Awareness Training for Managers delivered. Analysis of client demographics against Census data completed and findings presented to management teams. Achieved Excellence Award for Equality and Diversity as part of National Mind quality mark accreditation.

3. Priorities for Improvement in 2024/2025

Priority 1: Client Safety and Risk Management

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

- Working with NHS Greater Manchester on the implementation of the Patient Safety Incident Response Framework.
- Roll-out of Safety Plan training to staff across the organisation.
- Continuing to develop and improve our links with local authority Safeguarding Boards.

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:

- Development of an affordable and sustainable counselling offer.
- Expansion of drop-in services and review of crisis support through Safe Haven and Safe Zones services.
- Increasing support through a whole-family approach across children, young people, and adult services.

Priority 3: Client Experience

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We will improve our approach to client experience through:

- Skills development of staff through training programmes and apprenticeships which improve knowledge of supporting people's health and wellbeing.
- Enhancing data intelligence and using data insights to analyse reach and emerging themes to develop responsive services based on client need.
- Expansion of partnership working and further integration of the VCSE sector in healthcare provision to improve access to services.

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 have fed back the following about our services:

*“I really wanted to send you a massive thank you for your **kindness, openness, support and encouragement**. You have helped to give me back some of my confidence, self-esteem and self-worth.... you’ve given me back things I thought I’d lost forever
Thank you for helping me to be me again.
Thank you for putting me on the path to find myself again.
A new version of the old me with a little bit of spark!”*

*“We were **treated as individuals** and not made to feel as if our troubles were trivial or that we were to blame in any way.”*

*“Facilities are good, **staff amazing** with children.”*

*“Safe space to open up and **felt understood**.
Great suggestions to take home and try.”*

*“I **feel better** than I had hoped at the end of the session, and I now have relief from my stress and anxiousness.”*

*“I am very grateful and probably wouldn’t be getting out as much as if it wasn’t for the Peer Support Project.
You’ve made a **big difference** to me.”*

“I want to thank you (and the Peer Support Project) for your time, and all the experience I have gained. From the managerial and clinical supervision provided to me, and the educational / qualification opportunities afforded to me.
You have been a great mentor and **I have learned a lot** about myself.”

“Easy service to use, **quickly seen** and always replied to my emails in a timely manner.”

“I got **things off my chest** and got information on how I can be helped.”

“This service has helped me **feel calmer and more relaxed** about things, enabling me to cope better!”

“I felt **less overwhelmed and less anxious** at the end of the session.”

“I feel very lucky that this service is available to us. The drop in is a godsend. Everybody we have had contact with have been **very warm and supportive.**”

“Through the groups, I **made new friends** and developed a routine that stabilised my mood.”

“I felt like I was **understood, and not judged.** You made me feel really comfortable.”

“I felt a **sense of calm** at the end of my session.”

“I felt calmer, less anxious, and **more motivated** at the end of my session!”

“I bring my ‘jumbled-up jigsaw pieces’ (thoughts and feelings) to TOG Mind, and when I leave I have **more understanding** of these pieces and how they connect.”

“I felt **so much better** for offloading!”

“I feel that the service was very helpful, and I felt supported.... I did not feel judged.... and she displayed excellent empathy throughout. I think that she has helped me to move forwards on my journey, which I’ll always be grateful for. It is so important that a service user feels that it is a **safe space to talk**... appointments were prompt to start, and I did not feel rushed.
There was adequate time to talk.”

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 2024/25 with a shared focus on improving the quality of care and experience of our patients.

Gary Flanagan

Assistant Director of Mental Health Strategic Commissioning (Greater Manchester)

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