



A NEW VISION
FOR MENTAL HEALTH

Thinking outside the box

Community services:

- Inspiring the development of recovery orientated services for people with mental health difficulties.
- Providing care and support that optimises engagement.
- Preventing a crisis and reducing risk.



Transforming lives and
developing new visions
for mental health by
challenging stigma
and discrimination,
and providing quality
services and support.





Community services:

- recognise and address the causes and not just the symptoms of social exclusion.
- everyone will have an individual support plan based on personal goals and outcomes.
- approaches that increase personal responsibility and self-confidence, be solution-focused and recovery-orientated are embedded.
- are socially inclusive and delivered in non-stigmatising ways. Community services will develop skills to actively tackle stigma, including social integration.
- offer opportunities for users to increase their personal network of support, including opportunities for making new friendships and using self-help approaches.
- recognise they are only one important element of support that may, or may not, remain relevant to individuals. For some users, the full benefits of their own network of support will not be realised unless they move on from the service.
- will forge and maintain active links and expert knowledge of other employment opportunities, mainstream education, leisure services and cultural resources.
- recognise the value of 'safe spaces': What constitutes 'safe space' will be different for different people - for some it may be a building base with peer support, for others a familiar community setting.



MindWise Community support programs:

Community services

Our community support services promote social inclusion by offering community based opportunities and choice in accessing local facilities. They include:

RESOURCE SERVICES

offer one on one and group work providing informal social contact and practical help. They give individuals the chance to develop new skills through structured support and offer access to a wide range of information, support and advice on issues such as mental health, benefits and employment.

COMMUNITY BRIDGE BUILDING SERVICES

offer the individual a person centred, time limited program to meet the individuals recovery program and enhance their quality of life. The service enables clients who have been socially excluded to reclaim their rightful place back in the mainstream of society. It is staffed by Bridge Builders who have a background, and specialist expertise, in a number of Life Domains that clients can choose to access. These are: Employment; Volunteering; Education & Training; Healthy Living; Sports and Leisure; Arts; Cultural Communities; Faith and Spirituality; Homes, Families and Neighbourhoods.

EMPLOYMENT AND TRAINING

Our aim is to provide high quality services that help individuals access employment, retain their jobs and regain their self-confidence and independence by offering and supporting training in personal management, communication, job search and specific work skills.

ADVOCACY

We empower and encourage the people who use our advocacy services to take a lead in securing the rights and services to which they are entitled. We offer: support to ensure that views are heard; representation; help to resolve issues; protection for those who are particularly vulnerable or are unable to make informed decisions. Advocacy can be provided long-term or for short-term crisis need.



One of the strongest qualities I have found is their ability to operate at a local level free from the constraints that often prevent statutory bodies from implementing developments as quickly as they would like.

A Commissioner

CARER SUPPORT

Our innovative and high quality services include: home visits; assistance in accessing Carer Assessments; a carer support network; local groups providing support, advice and information; Carer Education and Training Packages.

VOLUNTEER PROGRAMMES

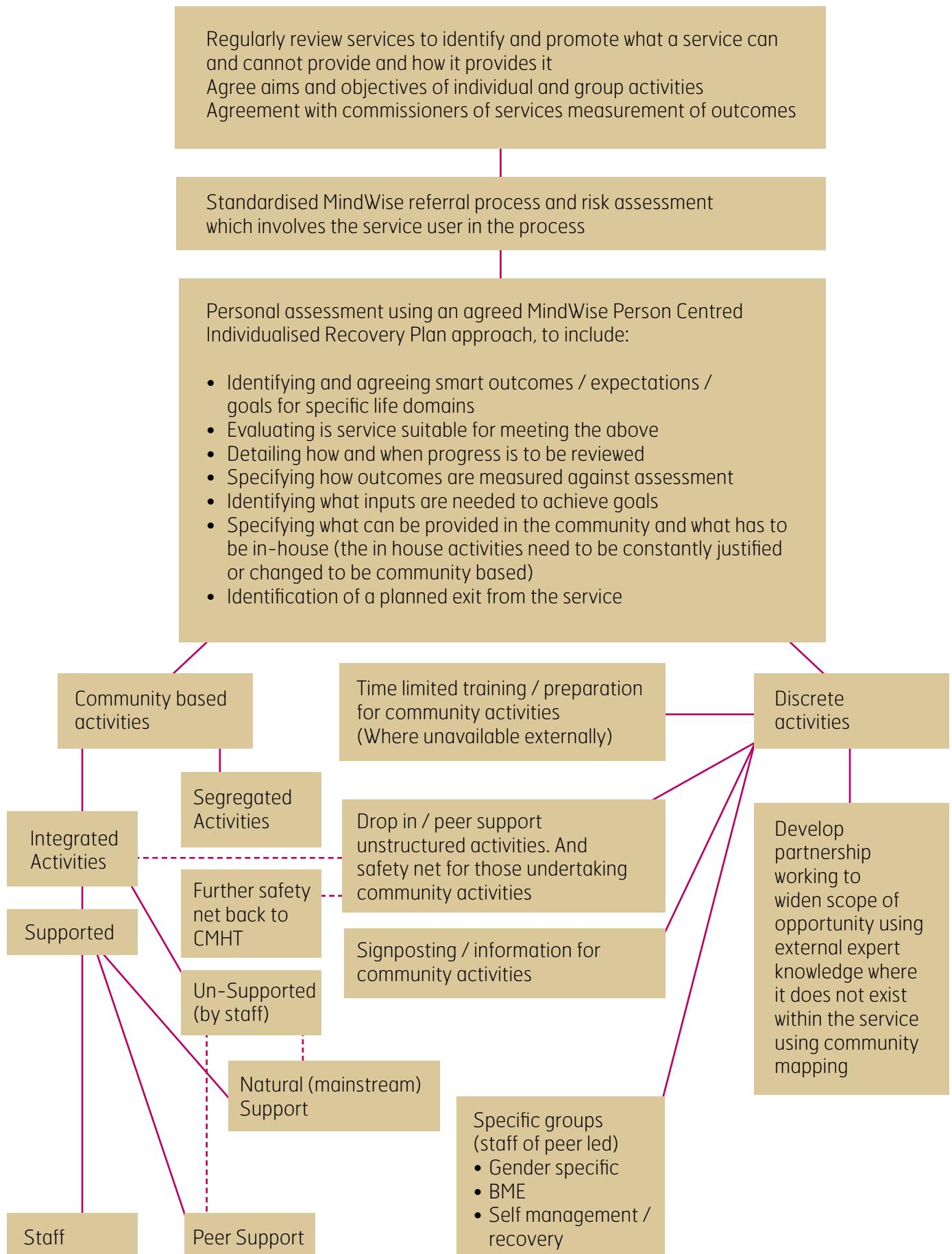
We offer a range of volunteer programmes which aim to empower individuals through skills, confidence building opportunities and training, whilst also making a positive contribution to the running of our organisation or the broader environment in which the volunteer lives. Individual volunteer programmes include; Self-Management; Life Skills development; Peer Support; Media; Group Facilitation and Group Participation as well as offering specific volunteer placement opportunities both within MindWise and with other voluntary organisations.

THE SELF MANAGEMENT PROGRAMME

Supports and facilitates people in taking active steps towards their own recovery. The self management programme aims to provide a safe supportive environment where individuals can share experiences and develop the idea of personal belief and hope in order to develop a better quality of life. Some of the areas that are discussed are knowing ourselves, believing in ourselves, relationships, lifestyle choices and the various aspects of managing having a mental health problem.

Our self-management and peer support programs consider the development of peer support and user-run services as a key aspect of community service provision and the future development of mental health services.

Community services model





Types of community support

One approach will not fit all! There is no one right model for community services, rather a set of principles and elements to be incorporated.

The need to hold the person at the centre is key to success.

MindWise's Community Services Model outlines the 'pathway' to an individualized recovery plan and the potential support programs required to achieve this through a community, multi-disciplinary and multi-agency approach.

Outcomes and outcome measurement

Our successes are judged according to the difference it makes in the lives of the people who use our services.

The Outcome Indicators Framework for Mental Health Day Services and MindWise's 'recovery Star Outcomes Framework propose outcomes and indicators which are appropriate for the person and the service and identifies tools which could be adopted to assist with outcome measurement. This framework can be adapted for use locally and the indicators prioritised in conjunction with people who are using or may use the service.

MindWise will continue to develop and deliver modern, innovative 21st Century community support services. However we will promote and create enhanced opportunities for and in support of:

- Direct Payments and individual budgets
- Diversity and addressing the needs of under-represented groups
- Increasing the vocational focus of day services
- The provision of intensive or time-unlimited support
- Developing User-run and user-led services
- Enhancing Community participation and social inclusion
- Developing links and clear referral pathways to employment support services.
- Promoting and facilitating recovery

References

Future Perfect, Rethink 2005. www.rethink.org

From Segregation to inclusion: Were are we now?
Department of Health, 2008

'Women into the Mainstream' guidance and from the CSIP programmes on 'Gender Equality and Women's Mental Health' and 'Delivering Race Equality'.

Public Service Agreement (PSA) announcement with PSA 16 on social exclusion.

Mental Health in the Mainstream National Service Framework, Department of Health, 1999.

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Transforming lives and developing new visions for mental health by challenging stigma and discrimination, and providing quality services and support.

Registered in Northern Ireland Number NI071976 - HMRC charity reference Number XT14999
Registered Office Wyndhurst, Knockbracken Healthcare Park, Saintfield Road, Belfast BT8 8BH
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