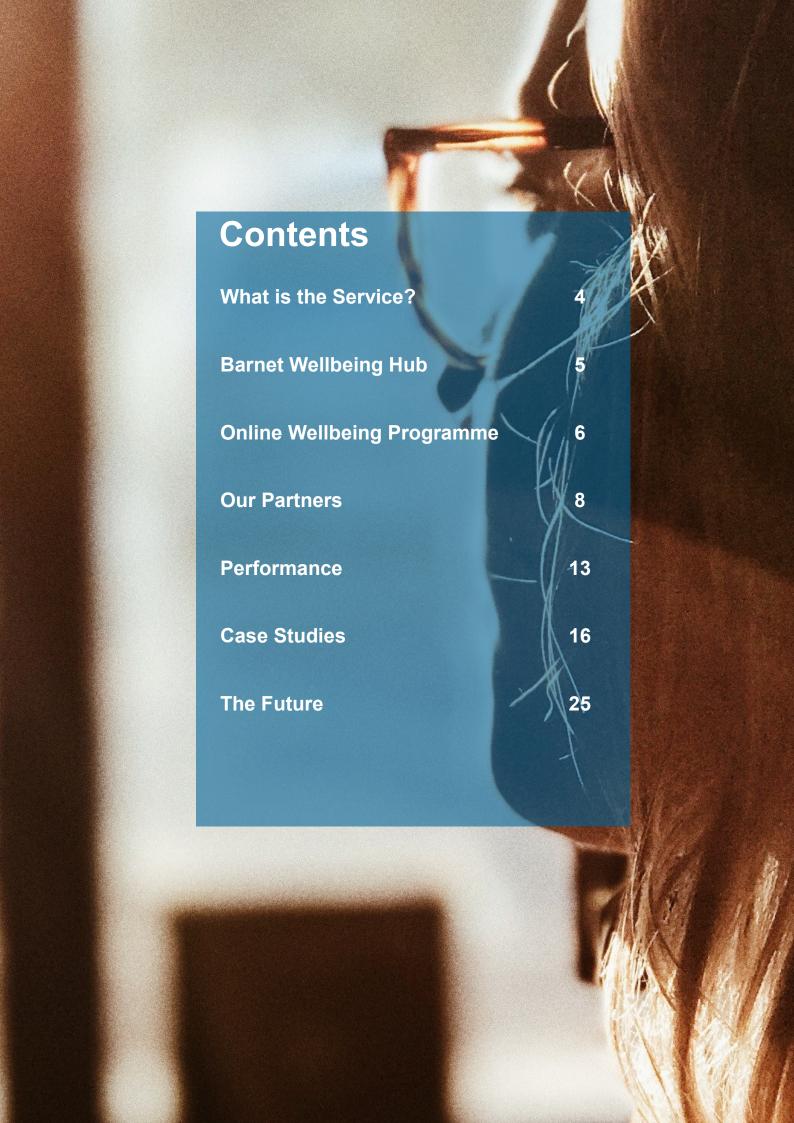




Annual Report 2017-18



Welcome to the Barnet Wellbeing Service

I am delighted to present the first Annual Report of the Barnet Wellbeing Service. As a local GP and Barnet Clinical Commissioning Group's (CCG) Clinical Director for Mental Health I have always wanted to increase access to community-based wellbeing services which support people to look after themselves more confidently before accessing clinical support. I am really excited by the development and emergence of the Barnet Wellbeing Service and the way it has been able to bring together the local voluntary and community sector to work collaboratively with mental health providers and Barnet Council, as well as local residents, carers and service users who have been so generous in giving their time, sharing their experiences and working together to co-design solutions.

It is my belief that the Barnet Wellbeing Service understands local residents, local organisations and local needs. It also has in its possession an experienced pool of high calibre volunteers, staff and member organisations who understand the way the world is changing and how it impacts on people's mental wellbeing.

I am delighted that Barnet, Enfield and Haringey Mental Health Trust are our clinical providers and I look forward to exploring and developing clinical pathways in patient friendly settings.

I would like to thank CommUNITY Barnet, the Chinese Mental Health Association and Inclusion Barnet for stepping up and developing the Wellbeing Service, collaborating and finding new ways to work together to make a difference to the lives of people living, working or studying in the borough.

To oversee a programme of this magnitude and innovation is no small feat and is only possible with a team of like-minded individuals. However, I would like to extend my thanks to Debbie Frost, Chair of Barnet CCG and former colleagues Paula Arnell and Ray Baird who were able to turn my vision and ambition into reality.

I would like to personally thank stakeholders, staff and member organisations, all of whom are too many to mention individually. It is through their commitment, passion, dedication and hard work that we can work together to build a better future for all.

Dr Charlotte Benjamin

What is the Service?

Following a review of the Barnet Wellbeing Hub and Online Wellbeing Programme, introduced in January 2018, the overall service was reconfigured and rebranded and is now called the Barnet Wellbeing Service, which comprises:

- Barnet Wellbeing Hub Delivered through a multiagency collaboration including Chinese Mental Health Association (CMHA) and Inclusion Barnet (IB)
- Online Wellbeing Programme Webinars delivered through CommUNITY Barnet (CB) and its digital provider Mind Time Therapies (MTT)
- Clinical support delivered through Barnet, Enfield and Haringey Mental Health Trust (BEHMHT)

This integrated pathway for services in Barnet is aimed at providing a wide range of support for residents facing difficulties with their mental and emotional health. Through personalised support at the Barnet Wellbeing Hub, virtual therapy through the Online Wellbeing Programme and additional assistance through BEHMHT clinical support, the Barnet Wellbeing Service is well poised to reach a wide number of residents across the borough.

This annual report will provide further information around the Online Wellbeing Programme, the Service's major partners, performance figures, case studies and the future of the Barnet Wellbeing Service.

Contact us

Information on our services can be found at www.barnetwellbeing.org.uk, and we can be contacted by phone on 03333 449 088 and via email at info@barnetwellbeing.org.uk. You can also find us on Facebook and Twitter @Barnetwellbeing

For information on the Online Wellbeing Programme, please call CommUNITY Barnet on **020 8364 8400** or go to **bit.ly/barnetwp**

Barnet Wellbeing Hub

The Barnet Wellbeing Hub was developed as a collaborative process between people who use mental health services, a number of voluntary sector organisations and the statutory sector. It arose out of Barnet CCG's Reimagining Mental Health Programme, the Breakfast Clubs and workshops associated with that process, and formally launched in April 2017.

The Barnet Wellbeing Hub's services include signposting, information and advice, advocacy and talking therapies. Its team is comprised of Wellbeing Navigators who offer individuals an Emotional Health Check (EHC) upon initial contact. The EHC uses engagement to gather information on people's circumstances and needs in order to develop a wellbeing plan, which can include providing information for signposting to appropriate services or to decide on immediate action that the person can take to improve their wellbeing.

The Wellbeing Hub is a safe and welcoming facility for people to access a range of community based support services, which aims to:

- Support people 16+ who could improve their wellbeing by accessing talking therapies, advocacy, information and community services/ activities
- Support community groups to develop a range of services which can be accessed through a formalised social prescribing process
- Consolidate a joint offer across voluntary service providers with strong links into the statutory sector as a robust early intervention/ prevention strategy for people who experience mental health issues
- Develop a single pathway to access a joined up offer
- Delay, reduce or prevent people's needs for more formal health and social care intervention
- Form part of a larger integrated whole system model of provision, ensuring the "right service is delivered at the right time at the first point of contact for the individual" and is easily accessible to people who do fall in 'gaps' between services
- Develop a case for future joined up delivery and funding, creating efficiencies and clearer pathways to care in the future.

Online Wellbeing Programme

In January 2018 the Online Wellbeing Programme was launched, designed as part of a collaborative service with the Barnet Wellbeing Hub. This forms the overall Barnet Wellbeing Service, comprised of the Barnet Wellbeing Hub, Online Wellbeing Programme and clinical support, which are all designed to compliment one another.

The Online Wellbeing Programme is a free virtual therapeutic service aimed at improving the mental and emotional wellbeing of Barnet residents and delivered by a qualified therapist. The programme has six topics which run throughout the year, including Mood Boost, Choosing Sleep, Stress and Anxiety, Letting Go of Panic, Manage Workplace Stress & Thrive and Towards Healthy Living.

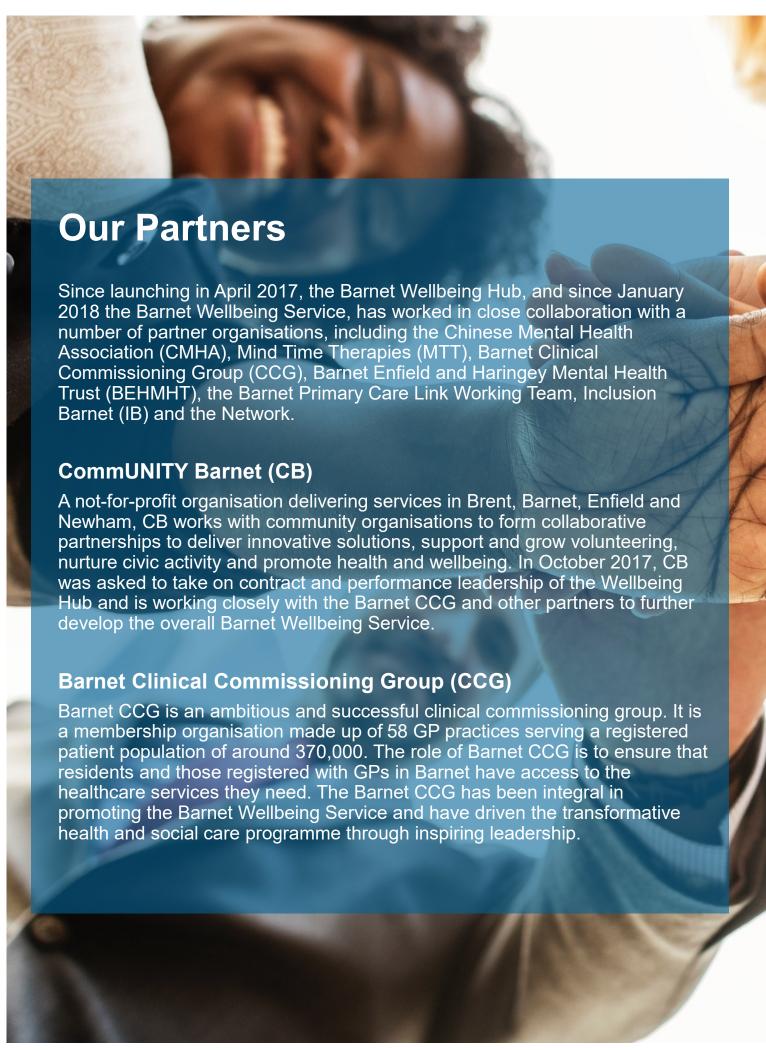
The programme operates in a webinar format, with sessions running for one hour per week in six week blocks. Each webinar is recorded for people to watch at a later date if they cannot attend the live session. Participants can access the programme with an internet connection and a laptop, tablet or smartphone. Those who take part in the Online Wellbeing Programme are anonymous at all times and can ask the therapist questions throughout the live videos.





When users first register to the Online Wellbeing Programme they are required to complete a GAD7 and PHQ-9, which are a type of anxiety and depression score sheet, with their results reviewed at the end of the six week programme. The Online Wellbeing Programme is Improved Access to Psychological Therapy (IAPT) compliant.

This service is transformative and the aim of the Online Wellbeing Programme is to engage residents in new and positive ways to improve their mental wellbeing. We are looking to engage the community through attending events, paid social media advertising and working in collaboration with GP surgeries, service providers and other local organisations who can help to promote the service and reach their patients and clients. We are also investigating alternative means of advertising heading into the future.

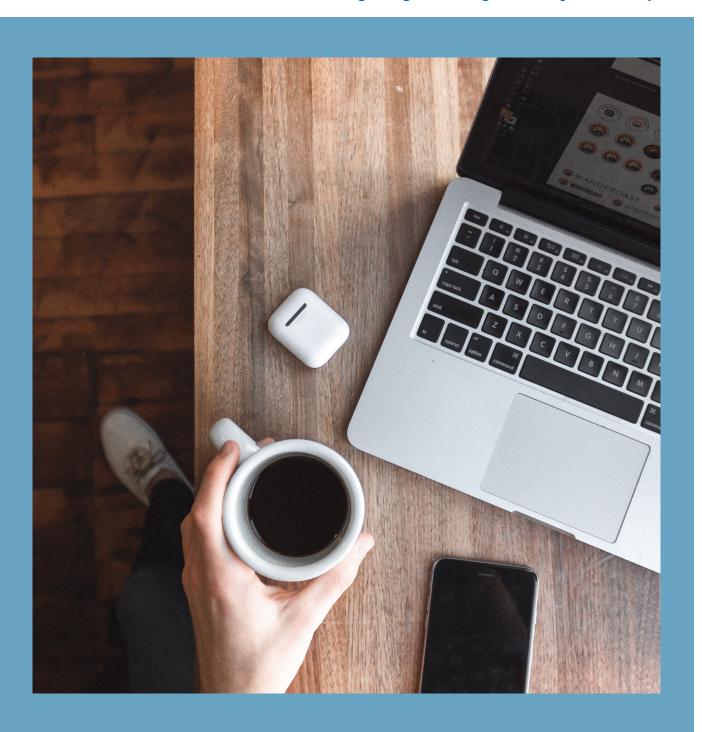




Mind Time Therapies (MTT)

The Online Wellbeing Programme, a free online therapy service, was launched by MTT in collaboration with the Barnet Wellbeing Hub in January 2018. This development enabled MTT and the Hub to provide access to therapeutic support services in an innovative, easy and convenient way for the people of Barnet. MTT offer a range of live, interactive, online therapy sessions to help people to recover from depression, better manage stress and anxiety, live healthily and improve their sleep. Each programme lasts for six weeks and is supported with resources that people can use at home and at work to support their progress.

To learn more about the Online Wellbeing Programme, go to bit.ly/barnetwp.





The Barnet Primary Care Link Working Team

Providing short term interventions to individuals with mental health needs within primary care settings, the Link Working Team has a member based within the Wellbeing Hub once a fortnight. This is protected time for the Wellbeing Hub should there be any queries or concerns regarding clients. A joint case management meeting is also held at the Wellbeing Hub each week where the Link Working Team, the Network and the Wellbeing Hub come together to discuss complex cases. This space allows the services to think together about a client's needs and what services would be most appropriate to support them. The Link Working Team also helps to promote the services provided by the Wellbeing Hub throughout primary care services in the borough.

The Network

A community based secondary care mental health service, the Network offers individuals a range of interventions to enable them to develop their skills, both practical and psychological, to provide them with the resilience required to achieve the goals they set themselves. This includes the offer of short term group courses, time limited one-to-one sessions, support to engage with meaningful community based activities as well as being the front door for safeguarding referrals for the borough. The Network currently receives referrals from mental health locality teams as well as from GP surgeries via mental health link workers. Over the past year the Network has continued to successfully collaborate with the Barnet Wellbeing Hub in developing pathways to ensure that the service user's journey is smooth, welcoming and effective in managing their challenges moving forward.

Our Partners

Statutory Partners

Barnet Council
Barnet, Enfield and Haringey Mental Health Trust
Barnet Police Service
Barnet and Southgate College
Department of Work and Pensions
GP Surgeries
Job Centre Plus
London CRC Probation

Voluntary & Community Partners

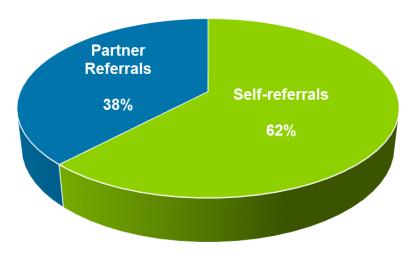
Action for Hearing Loss African Refugee Society Age UK Barnet Altogether Better Alzheimer's Society Barnet CAB Barnet Carers' Centre Barnet Lone Parents Barnet Refugee Service Community Focus Epilepsy Action Future Path Green Man Community Centre Hendon Mosque Homeless Action in Barnet Home Start Barnet JAMI Jewish Volunteer Network Kisharon Mind in Barnet **Mood Support Group** Muslim Elders Group **One Housing Support Outreach Barnet Rainbow Money Advice** Relate Restart **Richmond Fellowship**

Performance

1 April 2017 to 31 March 2018

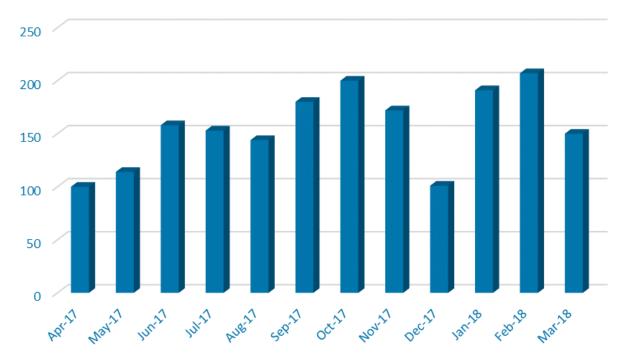
During the first full year of activity, the number of people accessing the service has grown from just over 100 at the start to an average of 155 referrals per month. This growth shows there is a demand from Barnet residents to improve their wellbeing through community centred activity.

Referral Pathways into the Hub



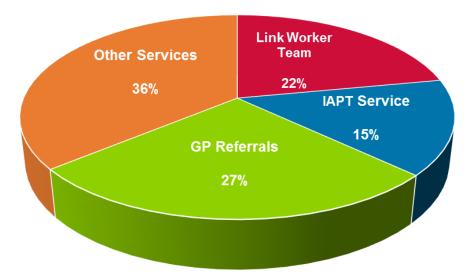
78% of referrals are navigated onto an activity or referred to other services such as IAPT.

Total Number of Referrals into the Hub



Referral Pathways into the Hub

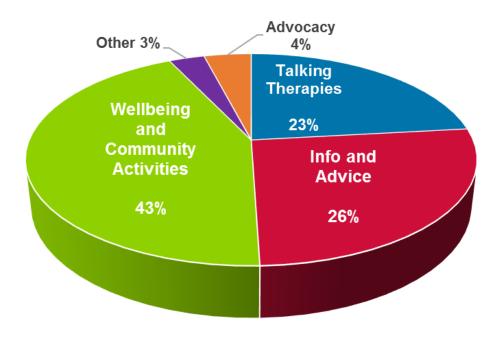
(Partner Referrals)



GP referrals increased from 22% to 27%.

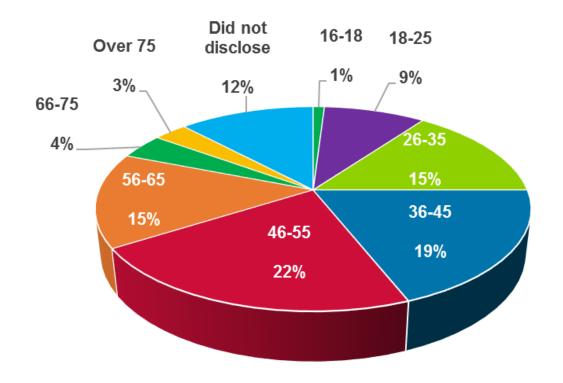
Other Services includes referrals from a range of partners including Jobcentre Plus and Outreach Barnet.

Quantity of Activities Offered



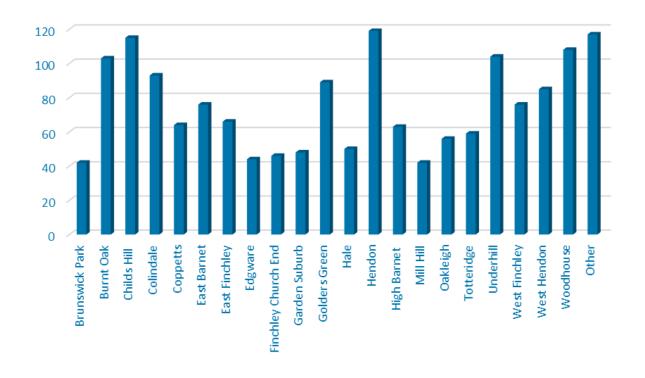
4359 services were offered to 1453 Hub users. On average, 3 services were offered to each user.

Hub Usage - Age Profile



Distribution of Attendance by Ward

April 2017 to March 2018



Case Studies Barnet Wellbeing Hub

Case Study A:

'A' self-referred to the Hub and presented with a complex history. He suffered from Post Traumatic Stress Disorder and this had caused previous issues with alcohol and homelessness. He shared with the Hub that his mental health was deteriorating, and, feeling unable to cope, this had forced him to stop working.

Over the last few years, 'A' struggled to receive the support he needed, but a couple of years ago he accessed the Network, which he attended and he felt was helpful to him. Through the Emotional Health Check (EHC) we discussed bringing the case to the Joint Case Management (JCM) meeting and the possibility of another referral to the Network. We also discussed things that he could do himself to lift his mood, such as trying to leave the house daily, which he mentioned had made him feel better in the past.

Following the JCM discussion, 'A' was referred and accepted into the Network and accessed their First Steps programme. 'A' emailed his navigator a few months later to say how it had been helpful, how he had felt listened to at the Hub and how the actions from the EHC helped to improve his wellbeing.

Case Study B:

A self-referral to the Wellbeing Hub was 'B'. He originally phoned the Hub to request therapy and we explained to him what we could offer and subsequently arranged a telephone appointment with him.

'B' shared that he had felt let down by many of the services in Barnet, and that he had quite complex issues that he felt were not being addressed. He previously had a highly successful career but had become physically and mentally unwell in recent years. He shared with us the conditions he was going through and his experiences.

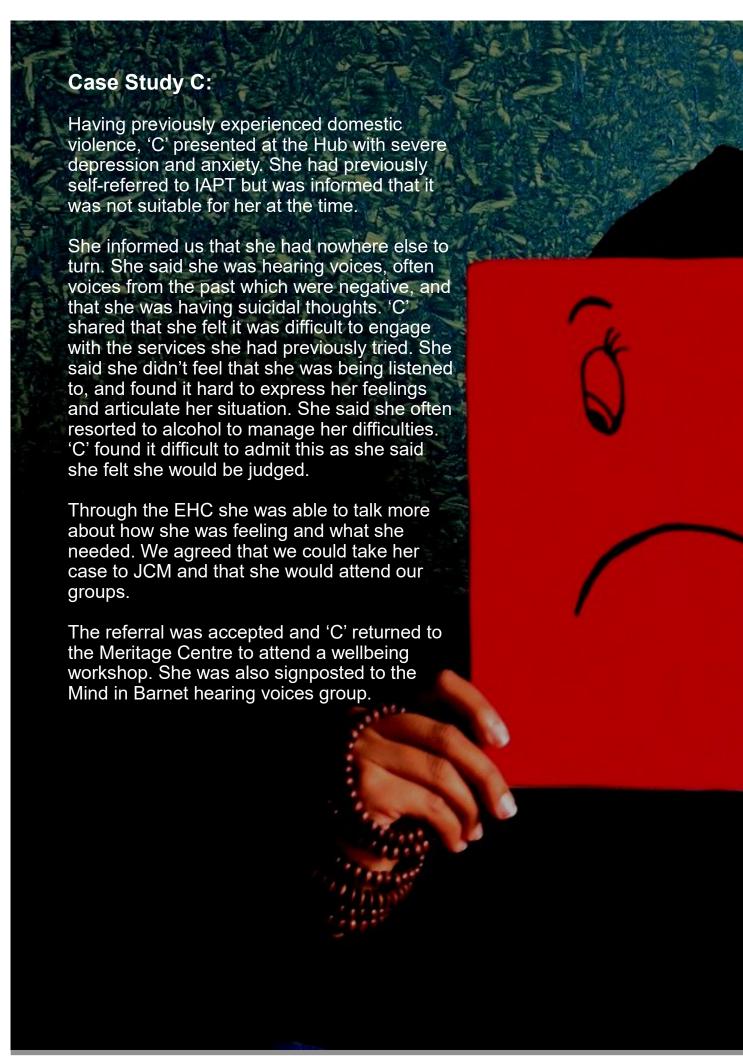
We suggested that 'B's case was brought to the JCM meeting due to the complexity of his issues. He had tried other services but there were still gaps in the support he was receiving.

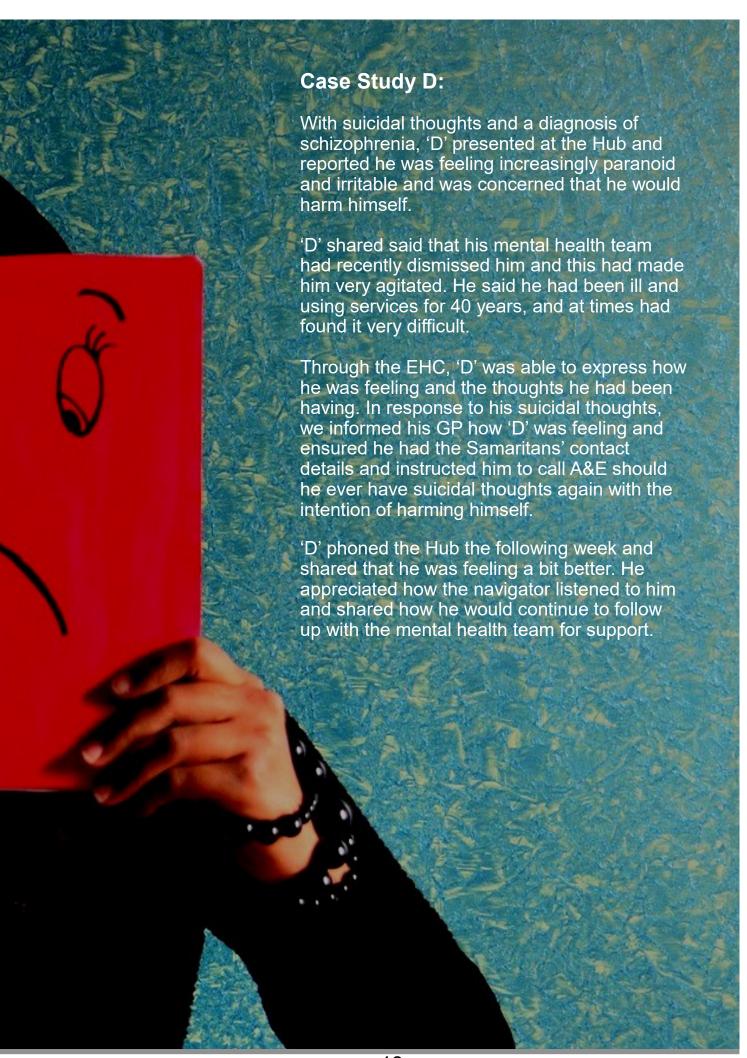
The initial outcome of the JCM meeting was to refer the individual for an Improving Access to Psychological Therapies (IAPT) screening with Barnet Let's Talk, as well as make a referral to the Network and for the jointly devised wellbeing plan to be shared with the individual's social worker.

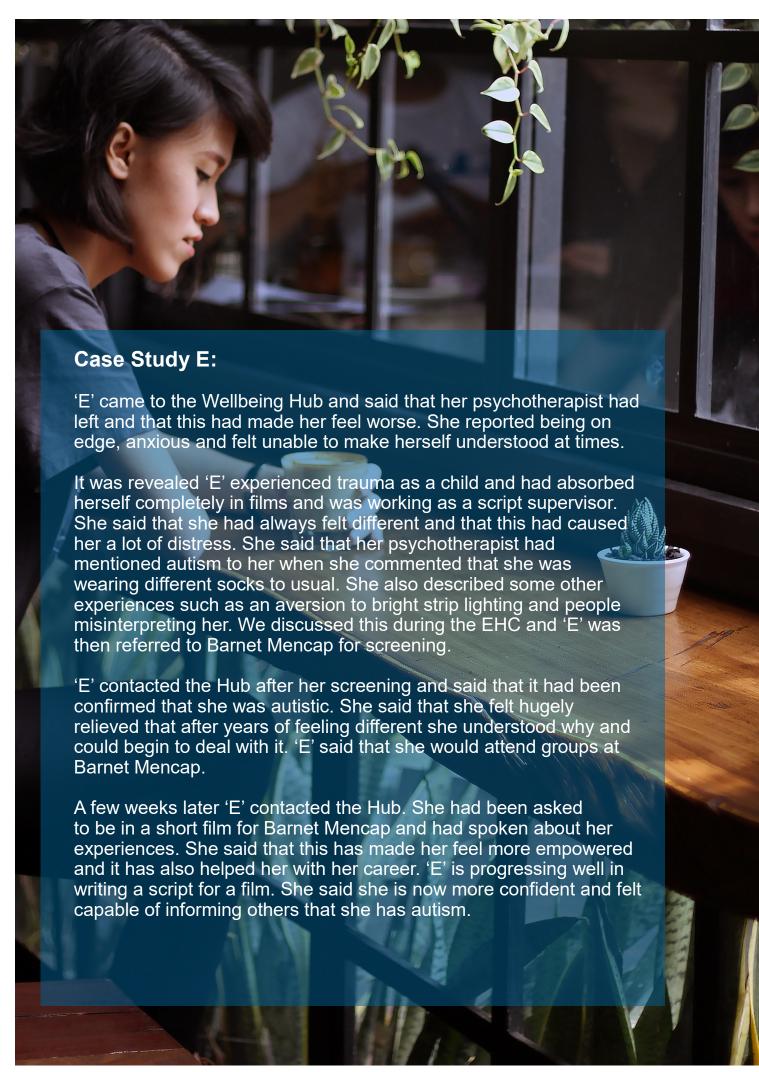
The case was followed up again at the next JCM meeting to capture his progress. At this multi-disciplinary meeting, an autism advisor from Barnet Mencap discussed how 'B' exhibited autistic traits, and recommended he be referred for an initial autism screening. This was added to the individual's wellbeing plan.

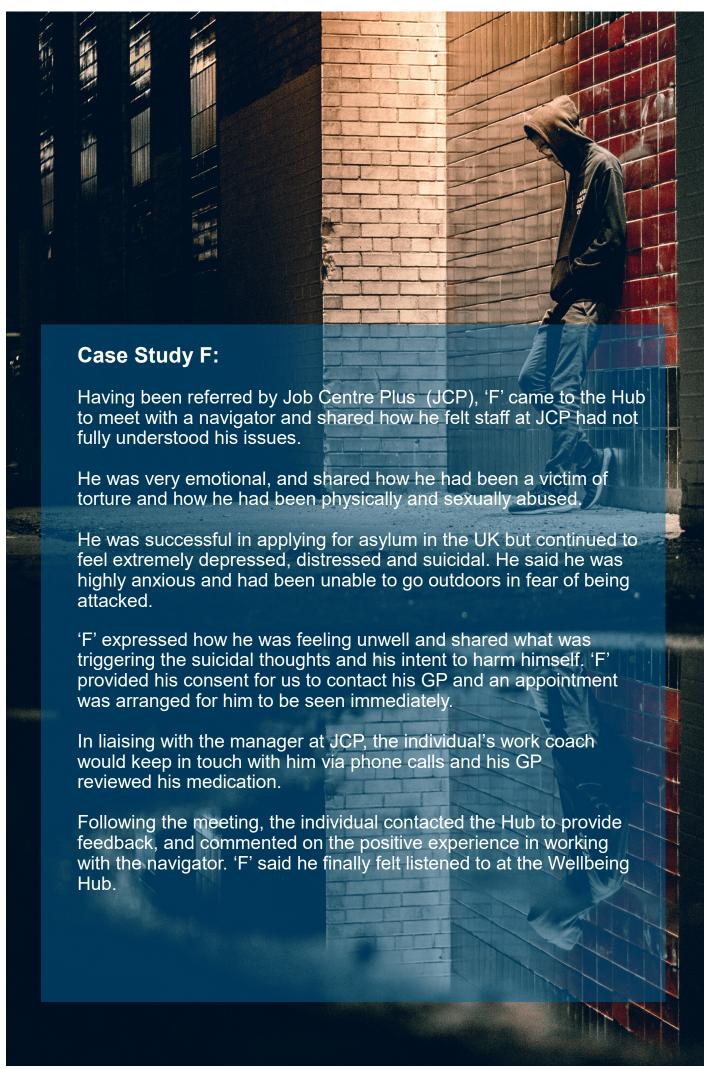
The result of the EHC and JCM discussions was that 'B' was successfully screened for autism and he is now on the waiting list for a formal diagnosis, something which was not picked up for many years. He received an assessment from Barnet Let's Talk and is awaiting psychological treatment. His referral to the Network was confirmed and he will be contacted at a later date.

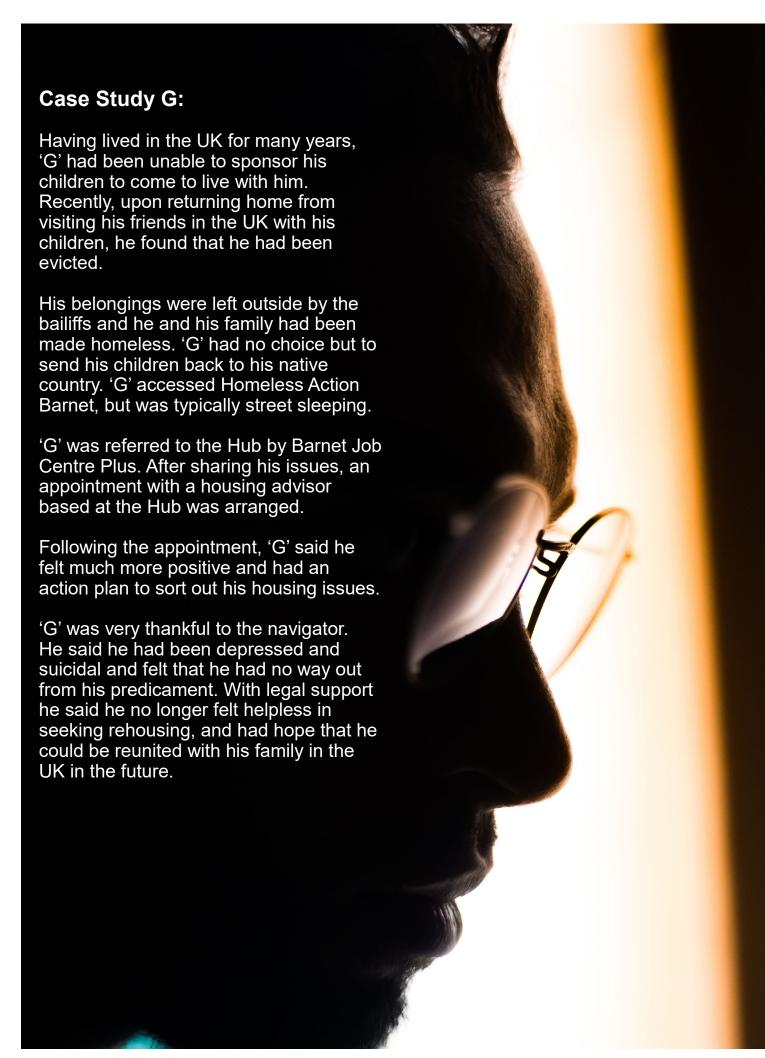
Having accessed the Wellbeing Hub, 'B' said he finally felt listened to. He was aware of the outcomes of the discussion and said he felt that if he didn't access the Wellbeing Hub he would have continued to deteriorate and not have been able to access the support he required.

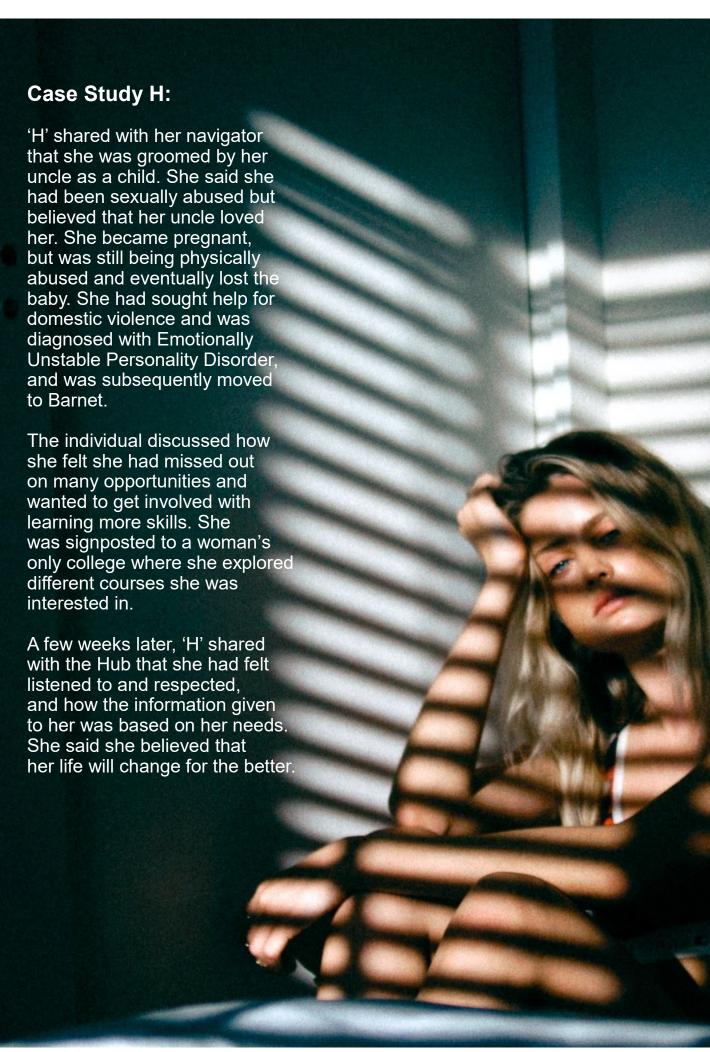












Online Wellbeing Programme

Case Study A:

Having gone through surgery, 'A' had spent a long time recovering at home. She said she had been suffering from chronic fatigue and low self-esteem during this period.

She participated in the Mood Boost webinar, and following this 'A' said she had been given the tools to move forward with confidence and the belief that she could re-enter the world.

The individual praised Dr Mike Scanlan for his work on the Online Wellbeing Programme, and said his professional conduct, brilliant ideas and strategies were what helped her to improve her self-esteem. She said she felt she had been guided by someone who was at the very top of their profession.

'A' said she would recommend the Online Wellbeing Programme to anyone in need of emotional or mental support.

Online Testimonials

"These six weeks have been amazing. Thank you so much. These strategies truly do work." "I want to live and take care of my children and myself."

"I am eating more healthily and doing more walking since the webinars started. I have lost some weight as well - thank you." "This course has helped improve my mood and manage my thoughts. I am so proud of myself, thank you."

Find out more about the online programme at:

@bit.ly/barnetwp

The Future

Support for Refugees

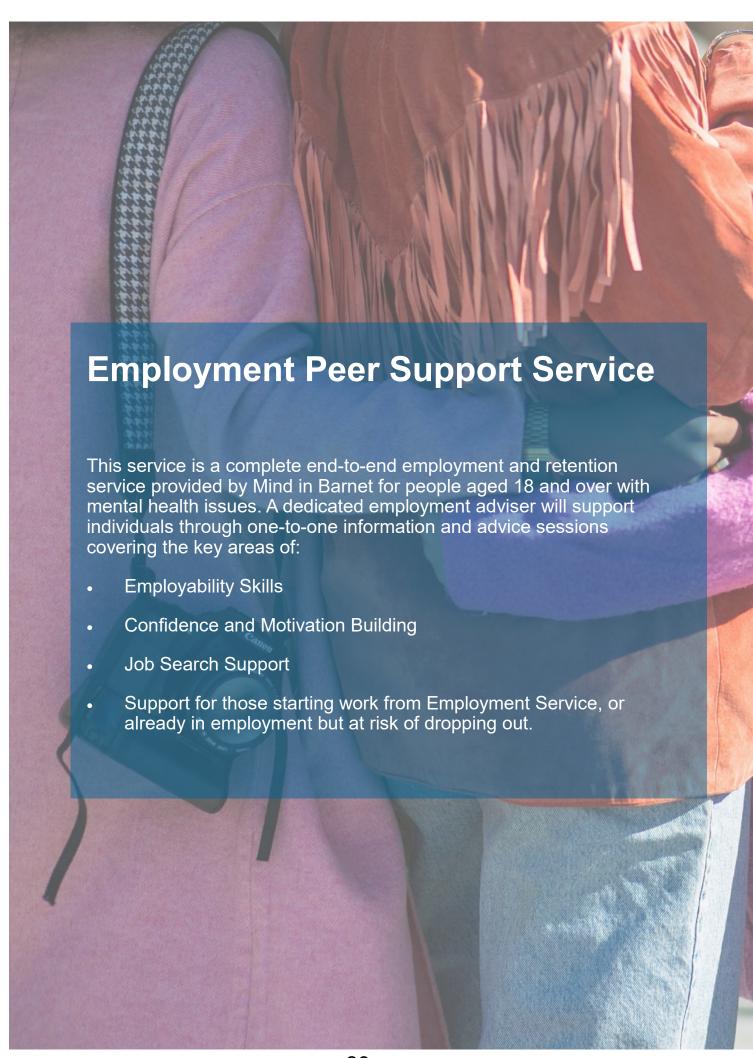
A key focus for the year ahead is to ensure the provision of a service targeted specifically at refugees and ethnic minority groups who do not readily access secondary Mental Health Services. This will be provided by the Barnet Refugee Service (BRS) who will deliver a range of wellbeing activities for individuals and groups. In addition, there will be targeted interventions specifically for refugees and asylum seekers with accommodation, employment and wider health promotion requirements.

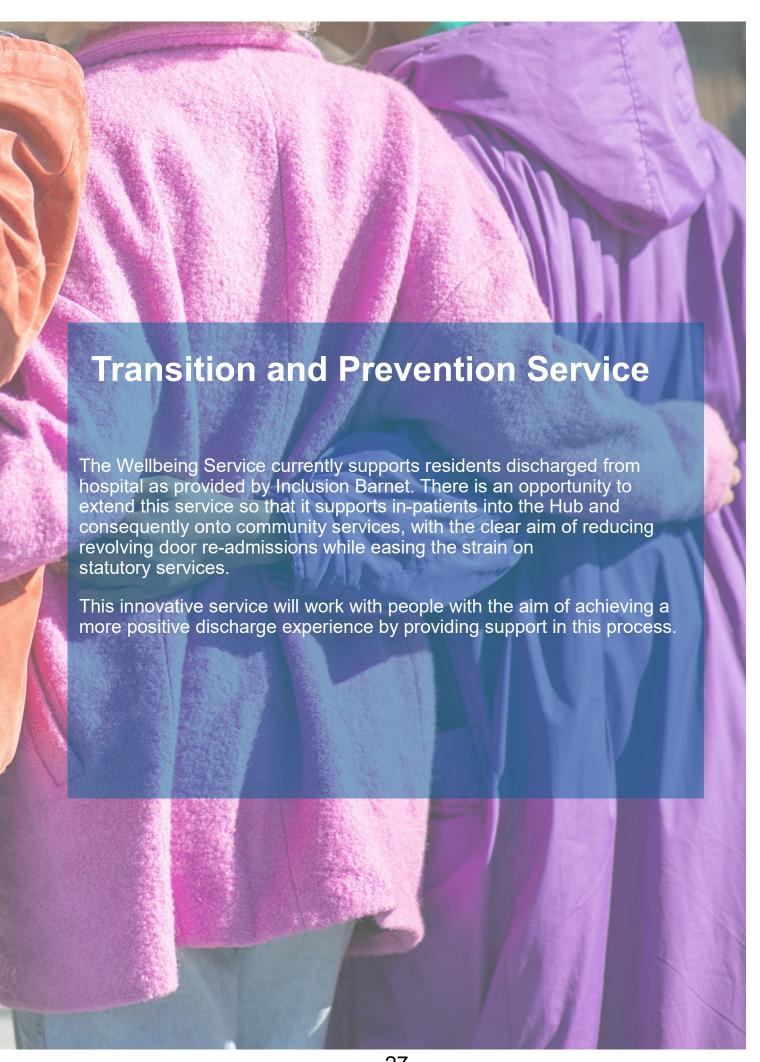
The Wellbeing Service will work with BRS to identify funding opportunities to develop a local IAPT service from January 2019 aimed specifically at filling the local gap for accessing multilingual or mother tongue therapy services.

Barnet's Diversity

To reflect the diversity of the borough of Barnet, the Wellbeing Service has plans to widen access of the Online Wellbeing Programme to all communities by offering modules in community languages such as Chinese and Persian.

In partnership with organisations such as Barnet Mencap, we are developing group sessions for individuals who experience difficulties with accessing online services.





Transforming Mental Health in Barnet Together

The Barnet Wellbeing Service would like to thank all the partner organisations who collaborate to provide such a high quality service to the community.

These organisations include:

Barnet Primary Care Link Working Team
Chinese Mental Health Association
CommUNITY Barnet
Inclusion Barnet
Mind Time Therapies
The Network

Each partner organisation plays a crucial role in the work the Barnet Wellbeing Service does everyday, and we would like to extend our gratitude to all involved.

The Barnet Wellbeing Service is funded by Barnet Clinical Commissioning Group.





















































































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