

Enter and View report

Restore- Orchard Recovery Project, Banbury

November 2019



Contents

1	Introduction	3
1.1	Details of visit	3
1.2	Acknowledgements	3
1.3	Disclaimer	3
2	What is Enter and View?	4
2.1	Purpose of Visit	4
2.2	Strategic drivers	4
2.3	Methodology	5
2.4	Background	5
3	Summary of findings.....	6
3.1	Results of visit.....	7
3.2	Additional findings.....	11
4	Recommendations	12
5	Service provider response	12



1 Introduction

1.1 Details of visit

Details of visit:	
Service Address	Restore Orchard Recovery Project, 28 Calthorpe Street, Banbury OX16 5EX
Service Provider	Restore
Date and Time	Wednesday 13 th November 2019 (Women only session)
Authorised Representatives	Veronica Barry, Carol Ball
Contact details	01865 520520

1.2 Acknowledgements

Healthwatch Oxfordshire would like to thank the service provider, members staff and volunteers for their contribution to the Enter and View Programme.

1.3 Disclaimer

Note this report relates to findings observed on the specific date set out above. Our report is not a representative portrayal of the experiences of all service users and staff, only an account of what was observed and contributed at the time.



2 What is Enter and View?

Part of the Healthwatch Oxfordshire programme is to carry out Enter and View visits. Healthwatch Oxfordshire representatives carry out these visits to health and social care services to find out how they are being run and make recommendations where there are areas for improvement. The Health and Social Care Act allows local Healthwatch authorised representatives to observe service delivery and talk to service users, their families and carers on premises such as hospitals, residential homes, GP practices, dental surgeries, optometrists and pharmacies. Enter and View visits can happen if people tell us there is a problem with a service but, equally, they can occur when services have a good reputation - so we can learn about and share examples of what they do well from the perspective of people who experience the service first hand.

Healthwatch Enter and Views are not intended to specifically identify safeguarding issues. However, if safeguarding concerns arise during a visit, they are reported in accordance with Healthwatch safeguarding policies.

2.1 Purpose of Visit

To engage with members (Restore call their service users members) to understand their experience of attending Restore at Orchard Recovery Project, Banbury, including activities and support, as well as to hear about experiences of wider mental health support.

To get a staff and volunteer perspective on working at Restore, and support.

To observe how the project operates and provides its services.

2.2 Strategic drivers

During 2019, Healthwatch Oxfordshire looked at people's experiences of mental health services across the county. We wanted to hear what is working well as well as where things could be improved. We visited a range of providers and mental health settings provided under Oxfordshire Mental Health Partnership (OMHP), including inpatient acute care, community-based care and voluntary sector provision.



2.3 Methodology

We undertook planning the visit to Restore Banbury by phone and emails, following an initial meeting with Restore's Chief Executive. Prior to our visit we asked Restore to display posters and leaflets about our visit for members to see.

This report stems from a visit to Restore's Orchard Recovery site in Banbury

On the day of the visit we saw the busy project in action, as well as hearing from individual members who were happy to speak with us and from staff.

N.B. This was a women-only day.

We collected information by talking with members and staff by using prompt sheets to act as an aide memoire to promote free-flowing conversation. We heard from four members who were happy to speak with us on an individual basis on the day. We also spoke with two staff and one volunteer. We left copies of our mental health questionnaire for other members to fill in in their own time.

2.4 Background

- Restore is an Oxfordshire based mental health charity which 'supports people to take control of their recovery, develop skills and lead meaningful lives' (<https://www.restore.org.uk/>). It offers a range of support to people experiencing mental health across the county, including from sites in Oxford, Banbury and Didcot.
- Restore offers support through a range of services- including Recovery Groups, a range of occupational activities such as woodwork and craft, support and information, training and employment coaching, and through the Oxfordshire Recovery College. Restore works with anyone who feels their mental health problem is having a substantial and long-term negative effect on their ability to carry out normal day-to-day activities.
- Restore's stated mission is to provide 'recovery and coaching support to people with mental health problems while working with the whole community to reduce the stigma associated with mental illness'
- Restore is part of the Oxfordshire Mental Health Partnership (OMHP), working to outcomes-based commissioning, and offering support to those falling into mental health 'clusters' 4-17.

3 Summary of findings

Restore's North Oxfordshire Recovery Centre in Banbury is found at the Orchard project on the corner of Calthorpe Street. The site is easily accessible from the centre of the town.

From the outside, the building is a little shabby, with peeling paintwork. However, inside, it opens out through a hallway to the activity rooms and feels busy, warm and welcoming. The project has two large activity rooms for art and craft, a fully equipped woodwork room, offices, quiet room, and kitchen. It is fully accessible, and on the ground floor level. There is good connection to local public transport and the site is opposite a long stay car park.

The Orchard Recovery Project is open Monday to Friday from 9-4.30 pm, with members able to access it from 9 to 3pm. and Women only* day offered on a Wednesday at the time of visit (see Service Provider Response p.12). Capacity for the day is 20 members, and overall at present there are 67 members accessing the service, with a waiting list of five. Overall people attend one or two days, with an average of two years at the centre, although with some flexibility.

Group meetings are planned for the beginning and end of the day, for daily activity planning, and for members to 'check in'. The day is structured with morning and afternoon activities, and members can choose what activities and projects to take part in, and to follow and develop their own interests.

Lunch is provided to members, with shared cooking from fresh ingredients and time for communal eating. A peer support session is also offered at the end of the day. Staff are available and can offer 1:1 support when possible. Members have care plans and reviews every six months, with a key member of staff to review goals and making use of the Recovery Star to plot these. Staff also make effort to celebrate achievement of goals, however small.

Members usually attend for one or two days and can self-refer or be referred via GP or other service. Following initial assessment, they are introduced with a 'taster day' to see if the project suits.

Members, staff and volunteers share the daily responsibility for the site, including preparing food, planning the day, making tea, cleaning and tidying up tasks at the end of the day.

Orchard Recovery Project offers a range of activities, with a focus on recovery and taking responsibility, and members can contribute to ideas and development of activity themes. We saw some stunning examples of work including felt, woodwork projects (birdboxes and insect houses), needlework and fabric work, collages and



paintings - with items being developed for sale on display. There is a sense of creativity, with lots around.

Some members gain a real sense of achievement from seeing art and craft work projects come to fruition, and value being able to sell products to the wider community. The group were preparing for a sale of craft items in Banbury town, as well as meeting a large commercial order from a local garden centre for woodwork items. Volunteers bring skills to support projects, and members also support each other with learning.

Members are supported to contribute to the wider organisation through daily meetings, surveys, feedback and a Members' Council. Restore runs an annual member survey to enable member voices to be heard.

Members also have daily planning meetings, alongside review and care planning every six months, plus an annual planning meeting for the Orchard site.

Members are encouraged to take up voluntary work and attend other groups such as MIND, Shed project.

3.1 Results of visit

Available Information

The project has information available for members to make use of including;

- A noticeboard on the outside of the main door about Restore.
- A display in the main room of daily activities, tasks and planning was on view, and where members could choose and sign up to different tasks.
- Local notices, showing support and activities, including wider Restore support, and Healthwatch Oxfordshire.
- Health and Safety information is displayed throughout including in workshops and around machinery, and in the kitchen area.
- Colourful posters, artwork, and photographs taken by members on display throughout the building, giving the site a creative atmosphere.

Member Feedback

We were available to speak to members who wanted to speak to us on the day. We spoke to four members - making use of the quiet room as a confidential space

- Overall, members spoke of finding Restore at Orchard a safe place to come to find understanding and support for their mental wellbeing. They found staff approachable, empathetic and supportive.
- Restore was seen as 'life saving' for some, and had been key to their sense of recovery.
- Most members felt listened to, and feel heard by staff, volunteers and other members. Most felt they could contribute to ideas, and suggestions to how



Orchard and wider Restore was run. However, this was mixed, and some members expressed that they felt less supported than others - especially when staff were having to balance the needs of members across a full group during the day.

- Members were positive about having a key worker to whom they could turn, and for 1:1 support if needed. We heard examples of members being supported with wider signposting and help with administrative and other tasks by staff. We also heard how staff often went over and above to reach out, particularly for those in crisis, for example giving support to come to Restore when feeling anxious or unwell.
- Members enjoyed the activities on offer, and the sense of achievement gained in working towards projects, and skills learned through creativity. Links with Banbury College were also seen as positive. However, focus on enabling members to see projects through to the end could be given, as well as ensuring personal reviews and goal setting were kept up to date to support sense of progress and achievement through activities.
- The loss of recovery worker with skills in woodwork was noted, and members expressed a hope that this would be offered again soon to enable more variety of activities again.
- Participating in the wider community through selling craft items in 'pop up shops' and stalls was valued. Taking part in this was seen to increase sense of worth, confidence and achievement, as well as enabling interaction with the wider public. It was a way of regaining or developing new skills- albeit needing to be balanced with pressures of production versus therapeutic value of activity.
- The use of the Recovery Star was overall seen as a valuable tool, which could support a sense of progress over time. One member commented that the focus on employment as an outcome could be experienced as a pressure, especially if managing ill health.
- Views on the Women Only day were mixed, with comments that it could be 'fraught' and not always a positive environment to be in. Some felt that a review of the value of the Women Only day should take place.
- Some commented on the value of the quiet room, with space for time out, and lovely artwork on the walls. However, some felt this was being diluted as a space for quiet and relaxation, with introduction of office desk and chair.

Members comments on mental health support in Oxfordshire

- Members had overall positive comments about the Elms, Adult Mental Health Team (AMHT) support in Banbury, and experience of crisis support.
- Banbury and rural district as a whole was seen to be lacking options for mental health support, and activities for moving on from spaces like



Restore. Transport from wider area was also seen as a barrier to some in accessing services.

- Comments were received on waiting times for Complex Needs support - (one mentioned from one to two years). There was a sense that some moved back and forward between the Elms (AMHT) and Restore whilst ‘waiting’ for Complex Needs. Some felt that there was a gap in support with nothing ‘in between’ and that the voluntary sector was having to bridge the gap.
- More understanding within mental health support of issues around Autism, Asperger’s, and links between mental and physical health.



Activities at the Orchard Recovery Project

- The project offers a range of creative activities throughout the day (9 am - 4.30pm), including woodwork projects, fabric and felting, painting, mosaic, cooking, needlework. Members can work on chosen projects with support where needed to develop skills, as well as sharing skills and expertise.
- Recent loss of recovery worker able to support learning in woodwork however had meant that woodwork was not on offer as an activity, especially if needing to use power tools. Some more experienced members were able to continue working on woodwork projects, such as sanding and oiling (i.e. tasks not needing tools).
- Lunch is provided, cooking in the kitchen using fresh produce - staff and members help cook, and mealtimes are shared socially.
- Volunteers are valued, and integral to the project. Volunteers can support members to learn and bring new skills.
- Positive links with Banbury College bring new activities on site through courses offered. New activities are always being introduced, such as ‘colour me beautiful’ which has been popular, and jewellery making.



- Craft and woodwork items are produced to a high standard, and sold to local garden centres, by order, or in local fairs.
- Emphasis is placed on supporting members with recovery, and on taking responsibility for decisions. Members, staff and volunteers meet as a group in the morning and at the end of the day to choose, plan and review tasks and activities.
- Restore encourages members to access other activities in the wider community and to link to other volunteering activities, or signposting on to wider support such as MIND, Age UK, and other groups.
- Restore also encourages members to make the most of other support packages offered, including employment support, coaching and advice, Recovery College, and to play a part in Restore as an organisation as a whole.

Staff Feedback

- Staff and volunteers commented on their dedication and love of the job, and the satisfaction and privilege of being able to support people on their journey to recovery.
- Staff valued the support of the wider team, and felt able to discuss issues, and maintain openness and a critical eye. Staff felt the team and manager offered caring and support and valued opportunities at start and end of the day for information sharing and feedback.
- Staff valued the support offered by the external psychological support, enabling them to bring complex issues to a forum for support- which was generally useful. Wider training offered via Restore was also seen as valuable.
- Staff felt listened to within the wider organisation. Opportunities were there for staff to feed into overall Restore as an organisation, both through operational manager meetings, peer groups, planning meetings, and via 1:1 management meetings, as well as being in contact by phone or email. Staff felt that they could make suggestions, which would be acted on and taken seriously. All staff were aware of the whistleblowing policy.
- Loss of an administrative worker, a role which had not been replaced, was a gap. Staff struggled to find time to keep on top of multiple administrative aspects of the work, including paperwork, reviews, emails and ordering, at the same time as managing a busy project, where face to face contact with members took priority. There was no dedicated time available to keep on top of paperwork, which could be stressful at times, meaning staff gave up their own time to complete this work.
- Staff had to juggle the needs of a busy day- for example, balancing the needs of those who required 1:1 support within the wider group, running



activities, preparing craft items for sale, holding review meetings etc. Capacity is an issue, and more capacity (staff) would be a positive.

Staff comments on wider mental health system

- Communication with Adult Mental Health Team locally was mixed, described as on an 'ad hoc' basis and more positive when reliant on working with named Community Psychiatric Nurses and building relationships. Some more formal 'link' or 'liaison' was something that would help fill the gap, and support communication and smoother continuity of support for service users.
- Staff highlighted the need for better communication about service users between services in Oxfordshire Mental Health Partnership, and between voluntary and statutory services. This was still fragmented, for example meaning that Restore might not know if a member had been 'discharged' or hospitalised until late on.
- Information sharing was not clear, meaning service users were not always experiencing joined up support. Focus on how to share information was important in changing this and suggestions were made as to value of single document that could 'follow' the person using different services.
- Access to mental health support in the North area was limited, with lack of options in Banbury for people to go to and move on to locally, or to move onto after a time at Restore.
- Public transport access from surrounding villages was challenging, and costly if reliant on taxi. Bus passes do not operate before 9.30 am meaning members would be late for activities.
- Establishment of a New Safe Haven for crisis support in Banbury was welcomed, and had enabled networking opportunity between Restore and others.
- Waiting times for Complex Needs was long, with members falling into a 'gap' in support during this time. People with a range of complex issues, including social care, were seen to lack a coordinated response.

3.2 Additional findings

- Link to local businesses has been positive, with sponsorship enabling the interior to be redecorated and upgraded.



4 Recommendations

Restore Orchard Recovery Project

- To explore how recovery staff teaching skills in woodwork could be reinstated. The loss of this support is seen as a gap by service users, and has reduced the types of activities on offer to members-
- To review the Women Only day, with a view to hearing member's and staff views about value and structure of the day.
- To explore how capacity could be increased. Capacity of staff in a busy centre to balance admin, people support, and all other tasks was raised.

Wider observations for attention of Oxfordshire Mental Health Partnership

- Communication between and across OMHP voluntary sector and statutory sector providers for mental health support was highlighted as needing improvement.
- Better communication and ways of sharing data (within General Data Protection Regulation constraints) around individual members journey within the system was highlighted. This might include communication about crisis or discharge, and would better support the person concerned, and provide consistency across the different settings.
- Comments on long waiting times for complex needs services highlighted how this voluntary sector setting provided support to people whilst waiting.
- Resourcing of voluntary sector mental health support services seen as an issue; capacity and staffing was raised.

5 Service provider response

A lovely report with lots of helpful things in it. It's always useful to have some fresh eyes to look at what we do and we will be able to take your feedback forward.

- The Women Only day has been reviewed and found not to be useful: so we no longer have a Women Only Day.
- Re: Woodwork skills- Restore had a change of recovery staff which meant that Orchard lost a recovery worker who had particular skills in this area. Woodwork training is in place for all staff now.
- The administration role has now been reinstated.



Healthwatch Oxfordshire. www.healthwatchoxfordshire.co.uk

Tel: 01865 520 520 Email: hello@healthwatchoxfordshire.co.uk