

**Abergavenny Town Council Partnering Agreement Monitoring Information**

**Mind Monmouthshire Wellbeing Services Update October 2022- March 2023**

**1.0 Update**

We have worked with **183 unique individuals in the Abergavenny area over the last 6 months.**

These individuals have attended a total of **712** sessions with support staff.

We are noticing that services that we refer clients onto have waiting lists and during that time of waiting clients need some support.

We are also experiencing higher number of individuals who present with feelings of overwhelm, so require a step by step approach (responding to the most basic needs first) over a longer timescale to link into services etc. Additionally, some of these individuals require a motivational approach encouraging them to look at what they can do for themselves.

We are noticing that clients are remaining in our services for longer periods of time.

**2.0 Performance Measures Statistics Abergavenny October 2022- March 2023**

Total Number of referrals across all wellbeing services	202
Number of unique individuals supported across all wellbeing services:	183
Age breakdown of all individuals supported across all wellbeing services	18 - 24 yrs = 20 25 - 34 yrs = 31 35 - 49 yrs = 28 50 - 64 yrs = 26 65 - 79 yrs = 15 80 yrs = 5 Unknown = 58
<b>Total sessions attended across all wellbeing services</b>	<b>712</b>

**This includes:**

<b>1. Resilience and Wellbeing</b>	
Number of individuals supported via the resilience and wellbeing project 121	20
Number of attendances within the resilience and wellbeing project	131
Number of sessions delivered	131

<b>2. Information and Advice</b>	
Number of individuals supported via information and advice	155

Number of attendances via Information and Advice	359
Number of sessions delivered/ offered	396

<b>3. Guided Self Help</b>	
Number of individuals supported via Guide Self-Help	57
Number of attendances Guided Self Help	222
Number of sessions offered Guided Self-Help	294

### 3.0 Abergavenny Feedback and Case Studies

**Case Study 1** (Anonymized) **Confidential. Publication is not permitted; this case study is for contractual monitoring only.**

“Tracey” has a busy and complicated home life. She was feeling lonely and isolated and that, along with other factors, was really mounting the stress on her and causing anxiety, panic etc. Stress is a major factor for her. She felt that she needed support to help offset the struggles she is facing in day to day life, work is a significant cause of poor mental wellbeing.

#### Goals

- She knows that getting active would help and good place to start might be the exercise referral.
- Employment. She would like to look at options for a job that suits her better around hours, become independent.
- Understand more about her mental health and coping strategies.
- Attempt to change socioeconomic issues for the better: improving career and employability skills and a change in the family wider situation.

#### Support Provided and Outcomes

- Encouraged her to Book an appointment with her GP to discuss some personal issues which are impacting on her emotionally. Also ask to be referred to GP National Referral Exercise Scheme to improve physical activity.
- We spent time discussing and working through psychoeducational resources looking at Stress, Relaxation and Anxiety. She also started to use meditation apps as a coping strategy for stress.
- Referred to Skills@work for employability through MCC for employability skills.
- Put together cover letter and application form for new jobs.
- Obtained new employment, nicer culture and more structured rota, venue etc.
- Referred her child to SPACE Wellbeing Panel for support and family for some wider support.
- Looking more positively to the future and getting in to swimming and using the gym. She feels she has a much better sense of wellbeing.

“ 10/10. Highly recommended. I have been back and forth to Mind over the years. Got a new job 😊. Would recommend to a friend. Made a difference. Good service ”

**Case Study 2 (Anonymized) Confidential. Publication is not permitted; this case study is for contractual monitoring only.**

“**Katherine**” adopted a very pessimistic mind-set (her words). She has experienced some significant personal issues in the past impacting on her mental health. She consistently has a feeling of doom, dread, a persistent fear related to her health.

### **Goals**

- Volunteering. Finding something new and worthwhile
- Dealing with the impact of home situation and how it impacts on her mental wellbeing.
- To generally improve her mental health and wellbeing.
- Creativity. Improving ability to be creative, mindful and meet new people.
- Companionship. Meeting new people with similar interests

### **Support Provided and Outcomes**

- Joined the **Abergavenny Walk and Talk** on a Wednesday.
- Talked about handling situations in an assertive, confident, rational way and also compassion towards using Mind Monmouthshire psychoeducational resources. Focusing on how assertiveness and compassion can get us a long way in life.
- Engaging with volunteering options helping the community. Started volunteering locally. An exciting opportunity for her personally.
- I gave her information about a specialist service for family member, whom she supports.
- Due to her improved sense of self-worth she has resumed an old hobby which she has been putting to one side for quite some time now.
- Link in with a local Reading Therapy group. She has started reading again.
- Went to a social evening with others that she really enjoyed.
- She says that she was feeling now a lot more like a weight had begun to lift off her and that she was much more optimistic, free, confident etc.
- Referred to counselling with Mind Monmouthshire.
- Her resilience and esteem increasing and her stress decreasing which is a testament to the positive actions and changes she has been putting in to action. Feels more at home now and is even challenging herself to cook more.

“ 10/10. I would recommend this service to a friend or family member. Social Prescribing was a very good option for me, at this particular time. Andrew was a good fit for me as well”

**Case Study 3 (Anonymized) Confidential. Publication is not permitted; this case study is for contractual monitoring only.**

**“Peter”** Over a period of several weeks we have been in contact with Peter. He initially contacted us by phone to find out about housing support. He rarely leaves his home due to high levels of anxiety and finds it difficult to regulate his emotions. He also has ADHD.

Goes out early evening to do his shopping. Is on the waiting list for psychological support through Community Mental Health team and has been told it will be multiple months before he is offered some support. Want to move house but can't complete the paper work and needs support to do this. Gets anxious just talking about what he needs to do in relation to this.

**Support Provided and Outcomes**

- Multiple conversations with Peter. Managing the conversation in bite sized chunks and being realistic with him about the support that he wants and the reality of service provision. Some conversations were short, others longer and some consisted of a friendly supportive chat as he wasn't speaking with anyone else in the week.
- Talked with him about what he can do, focusing on the positive, adopting a motivational approach, trying to move away from a negative mind set. Encouraged him to restart a home hobby that he talked about that he had stopped doing.
- Sent him information about self-help strategies.
- Encouraged his dreams and hopes of what he can do and groups he could join locally.
- Discussed accessing counselling via other means than the NHS as he is able afford sessions fortnightly. Sent information and discussed.
- Referred to Gateway for housing support and is on the waiting list. Benefit check with him, in receipt of all he is entitled to.
- 2 weeks after one of our phone calls Peter contacted us to start the process of counselling with Mind Monmouthshire. He is now having counselling.

**“ I never expected that you would spend so much time talking with me on the telephone. We have talked for over an hour today and some weeks you are the only person I have spoken to. Thank you for being so kind and listening”**

**Case Study 4 (Anonymized) Confidential. Publication is not permitted; this case study is for contractual monitoring only.**

Met the individual at a local food bank. They had no money for electricity. Established that they were a social housing tenant. Call to landlord to request a fuel voucher. During the call it transpired that they were in credit on the rent account to the value of £500. Arranged reimbursement of a proportion of this money and they also issued a £45.00 fuel voucher. Support continues to ensure that this person can access additional services and to assist them with debt issue and issued another food bank voucher.

## **Abergavenny General Feedback**

“You’ve listened to me over the phone really well and it’s been so non- judgmental. It’s been a place to really kind of vent my feelings. The resources were so easy to read and understand – I have already recommended the service to friends”

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“Thank you so much. To be honest I was reluctant to open up through fear of judgement because of my anger. You were non-judgemental and really helped me not to feel ashamed of my anger. I was surprised how quickly I was able to access help and looking through the resources in my own time was perfect for me”

## **Walk and Talk**

We have continued with our “Walk and Talk” Group in Abergavenny. A short weekly wellbeing walk and meet up around Abergavenny. We have regular volunteers who supports us with this.

**4.0 New Partnerships Created:** We continue to network with local agencies and promote our services so that people are aware of what we offer. In a small team this is always a challenge to reach people who may need our services. In November we spent time undertaking a mail shot to multiple agencies, parish councils and churches reminding them of our services. Our staff team regularly work from the Caldicot Hub and Together Works. We continue to contribute to the Wales Poverty Forum.

## **5.0 Additional Funding Secured:**

We obtained some short-term funding (6 months) to create a temporary part time post (18.5 hrs per week) to support people with the impact of the cost of living. We utilised the skills of existing staff to enable his post to respond quickly to local need. We **maximised** annual income by over **£75,000**.

Additionally, it raised awareness with all our clients about where to go for help with the cost of living and all support staff has a conversation about the cost of living with clients ensuring that they knew where to seek help and advice. This post came to an end in March.

We have funding to continue our Supported Self Help programme for adults that is delivered on the telephone.

We secured a small amount of short-term funding to restart our supported self-help programme in Monmouth Comprehensive school. We are looking for funding to develop this service in other parts of the county

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**If you have any questions in relation to this update please do get in touch. If you are aware of people who may need our support please encourage them to contact us.**

Steph Thomas Recovery and Wellbeing Lead 14/04/2023