



218

End of Year Report 2016 – 2017

Sandra Mutter, Service Manager



**“Nice to hear
from the women &
how they were doing
on their journey”**

Stakeholder

**“ I felt really scared
when I came into
218. I was in such a mess
regarding emotions, support
was all set out, I think the
support is good.”**

Service User

**“informative
and a great
service.”**

Stakeholder

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“I have come on so well after my year at 218, more confident, happier in my outlook. Through my keyworker support I have moved on to new support groups, activities and volunteering.”

Service User

An introduction to our last year...

Sandra Mutter, Service Manager

Throughout 2016/17 the 218 service continues to grow from strength to strength.

This year we introduced a new rota system for staff which will benefit both residents as well as allowing a better work life balance for staff, particularly those staff members who work within the residential unit. The residential side of the 218 service can be an intense environment working with 12 women who have a variety of complex needs. The new shift pattern allows staff to follow through on daily tasks providing continuity for the resident and allows staff more time off to recover.

We planned Development days to agree an action plan for the coming year. Within this action plan we agreed we would look at updating our existing group work programme in both sides of the service and looking at the overall structure and delivery. We also focused on motivation, SSSC codes of conduct, updating the programme to meet the changing needs of the women we support.

We set a date for our Stakeholders Day which is on 10th November 2017.

We continue to try to avoid a residential stay by working with women waiting on the residential list.

We continue to support women with complex mental health issues which does come with its challenges. Our assessment process has highlighted such challenges on these occasions. We have pre-admission meetings to share knowledge and risk assessments and more importantly to put in a planned exit should difficulties arise for the woman to remain in the service safely.

Housing continues to be a problem. We have had a woman move into the 218 flat whilst she waits for an offer of permanent housing. 4 months on she still is no further forward. I continue to have discussion with our partners around this.

We continue to review all our processes this year we have audited and updated below

- Incorporated new Turning Point Scotland induction into 218 standardised inductions with reflective practice resources for each role.
- Reviewed and updated exit questionnaires.
- Planning and delivery of the 218 stakeholder day, the "218 Experience"
- Aftercare protocol in place
- Review and update of the 218 Development Plan which we had in April
- Group work

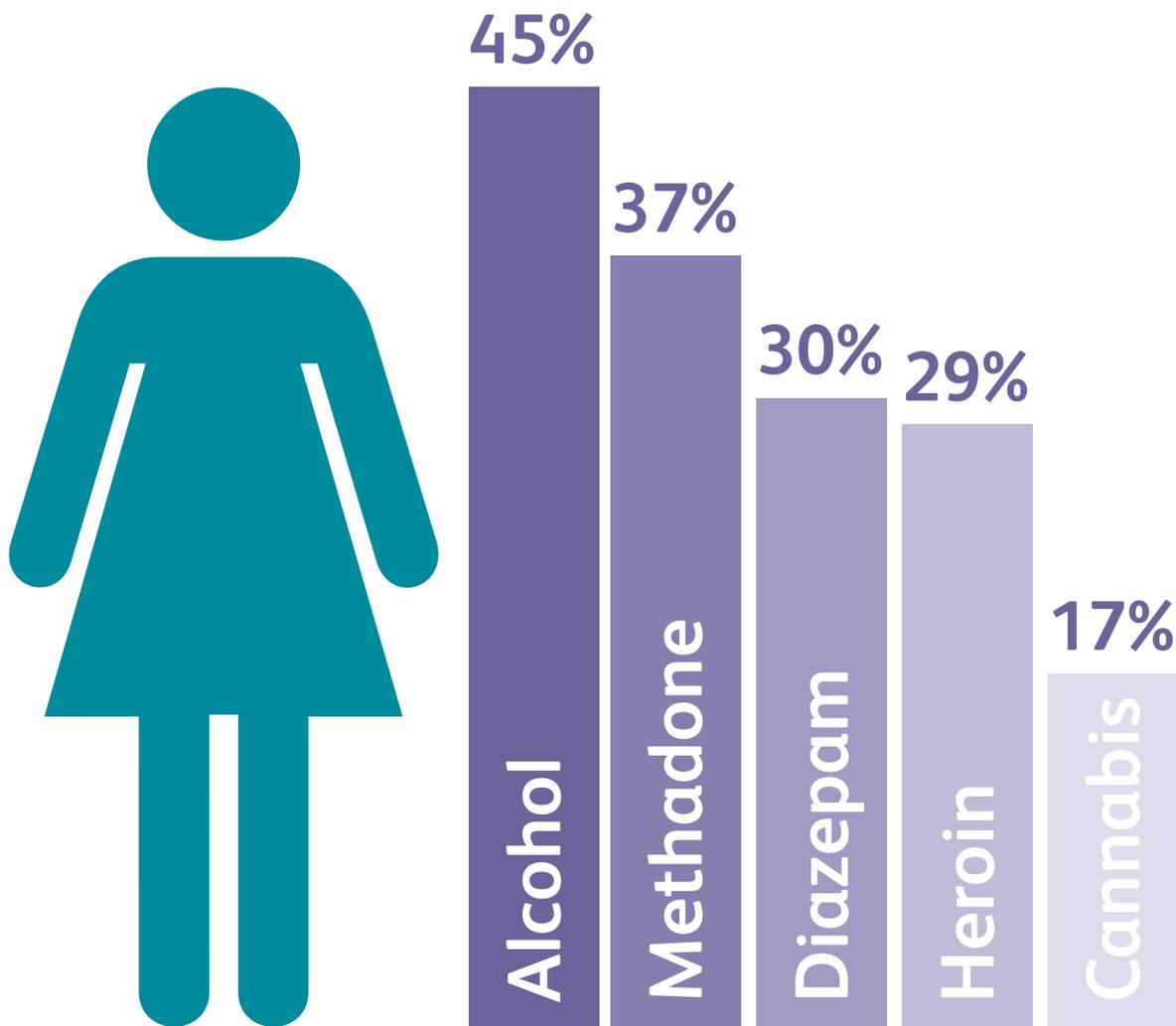
We continue to offer a flexible service to all women personalizing our program to meet their changing needs; we continue to offer evening and weekend appointments.

The festive season was a great success with no woman demitting over the main two weeks. Women seemed to understand the dangers around this time of year and chose to stay safe. We opened our community engagement service on Christmas day and New Year's Day with the planned women attending the service with support from staff.

"I have been involved in services for 20 years and 218 is the best by far!"

Service User

Reported drug use (top 5)



1st April 2016 to 31st March 2017

Our programme:

Melissa Griffen, Service Co-ordinator

We learned through feedback from the women that there was a need for a more structured exit session following the completion of our Making Changes end group, therefore we introduced for the first time a steps to excellence group. This is a 13 week program which started with 8 women.

Steps to Excellence group work program resulted in 7 out of the 8 woman successfully completing the program. Due to its success and feedback it appears to be in demand within 218 and our plans are to offer this program again in the coming months. Future plans for the coming year- train 2-4 staff within the 218 service to deliver Steps to Excellence; this may include 1-2 successful candidates from the previous program who have an aspiration to volunteer within 218 delivering Steps to Excellence.

Only the women who have successfully completed either full program or achieved the outcomes they identified at

the start, who have addressed substance misuse, offending, commenced education courses, secured their own tenancy, are or plan to be involved in volunteering and also peer mentoring will be selected to commence this program.

We are currently in the process of researching training materials to introduce Self Management and Recovery Training (SMART) recovery. Our aim is train approximately 4 staff throughout the service to deliver this. There is current development going on around a Post-traumatic stress disorder (PTSD) group which will be delivered by the Psychologist and also the staff who are trained in psychological therapies. The Cognitive Behavioural Therapy (CBT) clinic is now up and running and there is a trained staff member within the community team who carries out low level psychological interventions and staff can refer women who may be suitable – we have a pathway and a criteria for this so that staff can refer to.

We introduced an additional 6 month program to residential. Groups consist of short 1 hour bite size sessions to women centered on positive change- positive thinking actions and attitude to support long term change. Women are responding very well, this has become a fundamental part of our service delivery within 218. We are currently in the early stages of developing the core program, Making Changes and Orientation working alongside our psychologist to develop this.

“Outreach & flexibility seem to be very important”

Stakeholder

“The groupwork has helped build my confidence and has helped me raise my understanding on triggers that might affect my drug addiction”

Service User

“Very impressed with the creativity! The women seem to really benefit from developing skills they maybe didn’t realise they had”

Care Manager

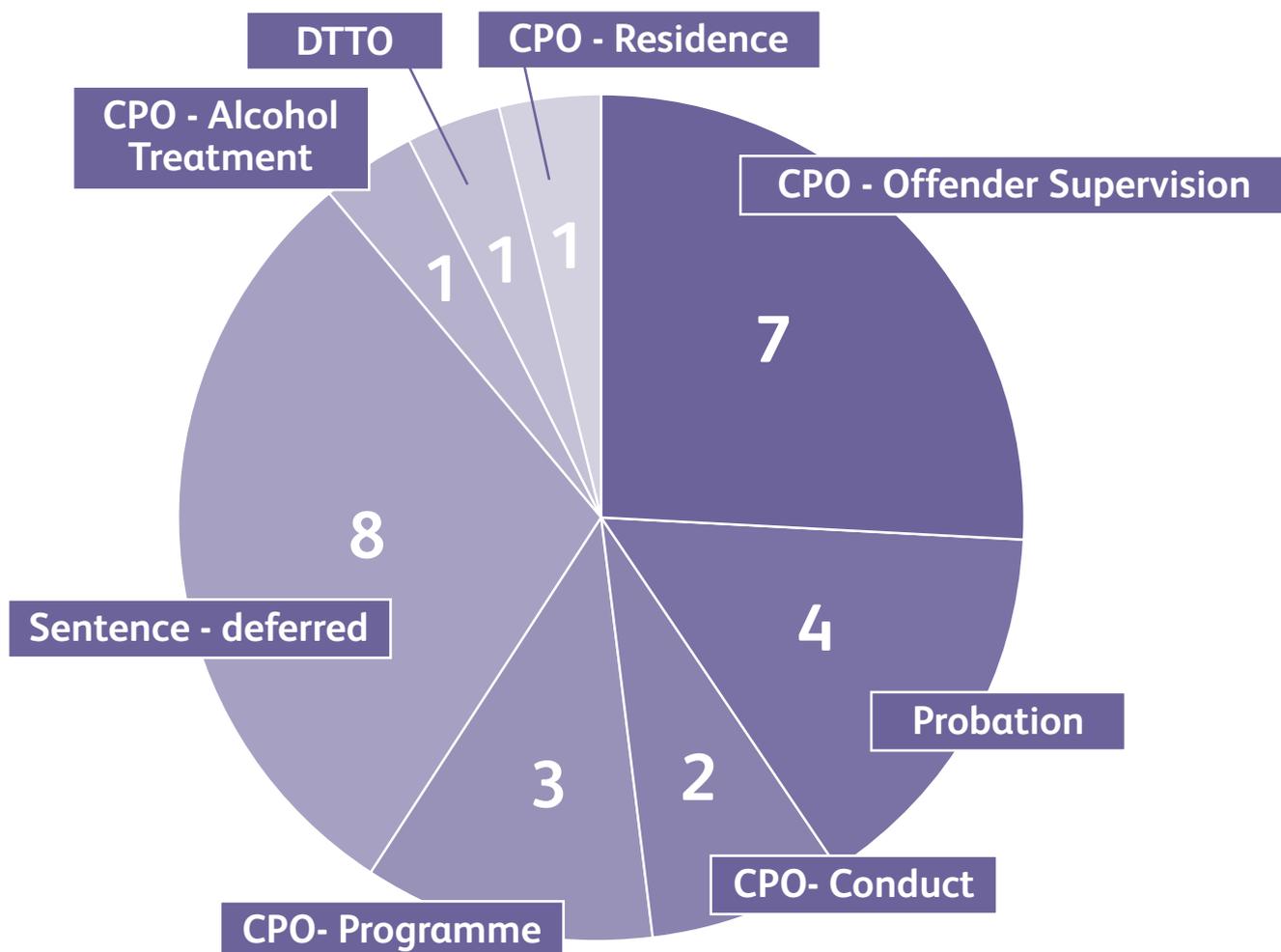
Most recent offences at referral (top 5)

NUMBER OF SERVICE USERS	OFFENCE	OFFENCES RECORDED	AVERAGE OFFENCES PER PERSON
52	Theft by shoplifting	228	4.4
58	Breach of the peace	108	1.9
33	Assault - police	78	2.4
28	Breach of bail	77	2.8
37	Assault - common	69	1.9

1st April 2016 to 31st March 2017

Specific order that brought people to the service

27 people during the period were brought to the service by a specific order. These were:



Outcomes - difference made

	Criminal activity	Substance misuse	Psychological wellbeing	Physical health	Social functioning	Living situation
Average latest	4.33	3.99	3.42	3.94	3.71	3.75
Average first	1.25	1.9	2.8	3.13	2.88	3.19
Difference	3.08	2.09	0.62	0.81	0.83	0.56

1st April 2016 to 31st March 2017

A year in the 218 Community Engagement service:

Lyndsy McGuigan, Service Co-ordinator

Community engagement service continues to offer a flexible service to women outwith working hours and we hope to progress this further to suit the needs of women who may not be able to attend during the day, due to childcare, family, employment, education etc.

We recognized that when a woman is referred to the service many are likely to be living a chaotic lifestyle and may not be ready to start the core part of our program, known as Orientation. As a result an initial Phase 1 has been developed.

This enables workers to support the women to engage with their 218 programme by offering a proactive outreach service to those women who are struggling to attend their appointments. The main focus of this initial phase is on building a relationship with the women, as this is fundamental to her 218 Programme. This also involves starting to address the potential practical barriers that may be preventing her from engaging; benefits, housing, homelessness. Once women are engaging and attending their 1-2-1 sessions, they will commence the Phase 1 group work. This offers women an induction type group to allow women the time to settle in and an introduction to what is required of them, becoming familiar and comfortable with sitting in a group work environment and some of materials

used in the sessions. This also provides staff with an opportunity of discreetly observing dynamics, relationships/ attitudes with others and also can pick up any leaning or literacy difficulties. This assists us with being able to offer a person centered approach to individual learning styles, where we can adapt our programme to endeavor to meet the needs of our service users.

Aside from our core day time groupwork programme the Community Engagement evening programme provides a variety of groups and activities for women to participate in out with normal working. We offer a relaxation programme, providing an opportunity to experience different relaxation techniques and tools, arts and crafts, film nights, evening walks and other physical activities.

Our monthly Service User Gathering meeting was identified as not being well attended by the women, despite changing the day/ time etc. We have created a more informal, relaxed, flexible approach which now takes place during lunchtime. We have found that the women feel more at ease when discussing or raising matters or contributing their ideas. They also have the option of anonymously putting into the internal postbox any concerns they have. Within the Gathering we have arranged information sessions for the women from TPS Connects, TPS Citizenship Programme, The Way Ahead project, and TPS Abstinence Service.

We held a successful Service User Focus Day at the end of March. We revisited the 218 Mission Statement with the women to ensure we continue to do what we say we are set up to do! We compiled feedback from the women as to whether we do this well, what it meant for them realistically/practically and any changes they would like us to consider. We took this opportunity to look at each of the group work programmes we offer and obtain feedback from the women. The findings from the day will be collated and be included in our 218 Development Plan.



A Year in our Residential Service

Claire McGuire, Service Co-ordinator

There has been a significant, ongoing change throughout the year within the 218 Residential Service that has encouraged growth and has proven to be a positive step in moving the service forward. The changes implemented some of which have been a success and others where lessons have been learned!

The programme structure was reviewed and this is ongoing. In the initial stages of the review we moved the 2 hour “core groups” from the morning to the afternoon. This was done with the resident’s feedback as it provides opportunity to offer more time for external appointments, such as medical, health, court etc. given that this can be a busy time in the residential day. This was replaced with a shorter one hour “morning” group is facilitated from 11 – 12pm every morning. The next stage of the structure review, following discussions with the residents, we are looking at changing some of these shorter morning groups to the evening.

Due to the nature of running a residential service, the last year raised a number of issues that challenged the services procedures and protocols, providing us with a number of learning outcomes.

The women had previously been given access to their own personal mobile phones during their stay; however this was reviewed in April following a number of incidents. This highlighted that they were having a negative impact on a woman’s own personal recovery, along with the overall unit safety. We found that too much focus was being placed on

“Excellent staff support, very informative. Fantastic service for women, look forward to seeing you at Chara.”

Teresa & Sharon

social media sites and having unlimited access to phones was leaving the service vulnerable to illicit substances being brought in and confidentiality being breached. This was reviewed and mobile phones are now prohibited during a woman’s stay enabling them to focus solely on themselves. This change was initially met with some negative feedback from service users, however within a short period of time it was seen as a positive change.

There has also been learning from how we manage illicit substances in the service. We continue to recognize that relapse is a part of recovery, and if a woman has a relapse and is under the influence this is discussed with her and support measures put in place. However we have discussed as a staff team the implications that this has for other women within the service and we continue to look at ways between supporting the most vulnerable women within the service whilst also keeping the women safe from harm.

We have continued to promote multi disciplinary and partnership working and throughout the year have been engaging with other services to promote creativity within the residential service. Creativity continues to be a positive outlet for women during their stay. We have had the group “Sangs and Clatter” where musicians attended the service and



used music to promote storytelling. We also had VOX music sessions where a group of women got together with a team of musicians to create an album from poetry. The residents thoroughly enjoyed this. We have an external artist delivering alternative art groups in the evening which was well attended by the residents.

The BBC visited the service in May to film a documentary called "Throw Away the Key". It looked at issues women in prison face in terms of support they require and how this can be better delivered in the new custodial units planned for Scotland. Some of our residents were involved in this which was aired in July.

Housing issues continues to be a main concern and challenge for service users moving on from the 218 service. Staff are

supporting service users to liaise with agencies and to bid for housing within their local communities or chosen areas, although options can be limited and can take a long time.

To ensure we continue to offer a safe, robust and effective residential programme, we have reviewed and updated some of our service specific policies, protocols and procedures. These have been:

- 218 Lone Working protocols,
- 218 After Care service,
- 218 Transition from Community Engagement to Residential to Community Engagement to enhance this experience for our service users.
- 218 Debrief Protocol

The 218 Flat

Our 218 flat, which we were given the tenancy from Thenue Housing Association back in late 2015, has continued to be well utilised, offering women a short tenancy as part of their transition into a longer term permanent tenancy.

The flat continues to be helpful in preventing women returning to homelessness when leaving the service. We have had several service users throughout the year who have made the transition from residential into the 218 flat for further support before obtaining their own accommodation. This has proved to be a great success.

The woman who was staying in the 218 flat up until January 2017, after a lot of obstacles and several months waiting, now has a 2 bed room permanent tenancy. There is also another positive outcome for her in that she has been told she will get full custody of her 2 children, and they will be moving in with her in the next couple of months.

Currently we have a service user who was a potentially high risk of breaching the tenancy agreement within the flat. However, due to barriers around accommodation and housing she had no suitable alternative safe place

“great hearing the stories from the women who have come through the 218 service and the impact the staff has had in their lives”

Stakeholder

“I think the support has been amazing, if I didn't have the support I'm receiving I couldn't cope”

Service User

to return to, it was decided that having completed the 6 month program she would move into the flat with the intensive support in place from our Aftercare service and the Community Engagement service.

She has a lot of physical health issues due to her lifestyle; however through support from 218 she has maintained her attendance at various health/medical appointments for her health needs. She was diagnosed with epilepsy. Although this is a life altering diagnosis, she is now able to manage her health issues through medical support and has maintained abstinence from alcohol. Living in a safe environment away from violent family members has been a huge positive impact on her recovery journey.

“amazing to hear the positive outcomes! The women are very inspiring & very dedicated colleagues”

Stakeholder

“218 is different from other services because you can be honest and it’s all females”

Service User

“effective way to engage with the vulnerable women & it works as the women love/trust the staff!”

Care Manager

“Persistence & the relationship is key to a positive engagement, well done 218!”

Care Manager



The 218 Health Services

Joan Sands, Service Co-ordinator

We have a new nursing team consisting of two Registered General Nurses and three Registered Mental Health Nurses who work within the Community Engagement and Residential services.

Last year we trialed nurses working as Key Workers but this was unsuccessful due to several issues, including lack of time.

Over the past few months we have reviewed our Health Assessment documentation, improving it by including a summary box on the final page to highlight identified risks to the multidisciplinary team. Dr Cherry, Visiting Medical Officer (VMO), now attends our Service Handover Meeting on Thursday mornings at 8am and then attends a meeting with Joan Sands to discuss each resident's health and wellbeing and any other issues regarding the health care of our residents. Following this Dr Cherry conducts her VMO Clinic with the nurse in charge. We have reviewed and updated our Nurse Triage forms which residents complete and post in the box to be collected by the nurse before the VMO Clinic.

The VMO also conducts monthly Multidisciplinary Health Reviews with the resident, Key Worker and Nurse. We have reviewed and updated the paperwork for documenting this review.

We admit residents on a Monday and Thursday mornings only, unless a woman is being released from prison to our service in which case we will admit on any day of the week. To improve the amount of information we require for admission we have reviewed the letter we fax to the woman's G.P. asking for information to now include their recent health

issues and recent hospital admissions. We also conduct pre admission meetings with Care Managers, potential residents and VMO/Nurse coordinator should there be complex issues which need to be addressed before admission.

We have maintained our nursing audits which include handwashing, controlled drugs, health assessments, referrals and documentation.

Throughout the year we have developed a comprehensive Health Group program covering many health subjects which we deliver to women in our residential service and to women in our Community Engagement Service. Many of the group subjects have been requested by our service users and include physical, mental, emotional, addiction, recovery and general health.

In the future we are looking to develop complementary therapies to run alongside our existing health program.

“physical & mental health needs of women are met well.”

Care Manager

“The women have done amazingly well! Have firsthand experience of working with Becks and the job she does is what we need in women's services!”

Stakeholder

218 Psychological Therapies:

Kate O’Sullivan, the 218 Psychologist started as the new 218 clinical psychologist in October 2016. Kate has been working within Addiction psychology, treating the mental health problems of people in recovery from substance misuse for the last 5 years.

Her move to 218 coincided with changes in how psychological therapies are being delivered across mental

health services in Glasgow, so she has continued the work that was ongoing in 218 to develop tiered psychological therapies service within 218. In the coming months she will assist with the redevelopment of the psychologically informed 218 group programs and introduce a psychoeducation group dealing with the impact of trauma.

As part of the 218 psychological therapies service, two staff members in 218 are trained to deliver low intensity interventions with supervision from clinical psychology. These primarily draw upon cognitive and behavioural approaches and will be delivered on a one-to-one basis using a guided self-help format. Problems likely to be addressed include: low mood; anxiety; low self-esteem; poor coping/problem solving skills; poor sleep, etc. Interventions can be delivered on a one-to-one basis or through a low intensity group programme.

“Inspirational! Experiences of success from service users”

Stakeholder

“Integration & partnership working is key. Having all on site is excellent.”

Care Manager

“218 haven’t lied or let me down”

Service User

“Brilliant accessible services for women who may not have accessed mental health services for some time”

Stakeholder

Celebrations:

Stakeholder Day: “218 Recipe for Success”

The 218 Stakeholder event took place within the service. The aim of the day was to create mini experiences and captured the essence of the core ingredients from the 218 Programme. Staff had taken on the task of creating them which included a combination of visual displays, presentations and mini group experiences. These were delivered by both staff and service users for participants to experience and offer their feedback.

A wide variety of stakeholders were invited, these included:

Service Users, Care Managers – Criminal Justice, Addiction teams, Sheriffs, Justice of the Peace, Criminal Justice voluntary sector services, TPS staff, TPS Board Members and service users.

The feedback we received from our stakeholders from the event was fantastic, a copy of this is attached to this report.

Festivities:

Over the festive period we did not close, staff shared duty worker responsibility and we had activities and events on throughout. The duty worker telephoned all the women and did home visits where appropriate for women who had been highlighted to be vulnerable or at risk so that even if their worker was off they still had support from 218.

On Christmas day and New Year's Day we organized transport for the women who wanted or needed to come in to the service. On Christmas day they had a brunch, and some fun games, they were given a gift which contained a three course meal.

Residents embraced the festive spirit by attending the pantomime and visiting George Square Christmas lights. A 2 week programme of in-house festive activities was promoted and included Christmas karaoke, quizzes, bingo and pampering sessions.

Service Coordinators also served staff their Christmas lunch which was a positive step in thanking staff for their commitment and work within the service. Service users also enjoyed dining out due to a donation from the NHS which was greatly appreciated.

Care Inspectorate:

In March 2017 we had a Care Inspectorate visit to complete an inspection of the Community Engagement service which was completed over two days. Feedback from the visit has been positive with the inspector saying she is struggling to identify any areas of improvement. From this inspection the service was graded 6 – Excellent for quality of care and support and 6 – Excellent for quality of staffing.

In May 2017 a care inspectorate visit was carried out within our residential unit. Feedback from this was positive and no significant changes were recommended and from this the service was graded 5 – Very good for quality of care and support and 6 – Excellent for quality of environment. This boosted staff morale.

Celebrating women:

On 8th March we celebrated “International Women's Day”. This focused on positive affirmations throughout the day, celebrating being a woman. The women wrote personal messages to tie onto balloons which they let go in memory of loved ones and women everywhere. Staff wrote a message about each service user on a positive affirmation cards, celebrating their qualities. These were read out to the women and everyone agreed that this was a heartwarming and emotional event.

Staff Well-Being:

We believe that due to the nature of the service it is vital to promote staff wellbeing as well as service users. We provide staff days every month where we feel it is important to give something back to our staff teams. This has seen the success of “Fruit Friday”, “Feel the love day”, Halloween party, Hawaiian theme event, Staff Christmas lunch to name a few.

Alternative Health & Therapies

218 have always offered alternative therapies as part of their programme as we recognise the benefit they provide to women's well-being. We are fortunate to have staff trained in a variety of therapies and we are developing a 218 alternative health programme to complement our existing programme. This will provide women with alternatives to managing sleep, anxiety, low mood, etc. providing other non medical options that also promote and increase their general well-being.

Partnerships:

Greenock Prison/218 group work programme:

We visit Greenock prison on a Thursday afternoon to deliver a 4 weekly block of one hour taster group work sessions. This provides the women with an opportunity to experience a taster of some of the groupwork included in our 218 programme. At the end of the 4 week period, for those women who will be liberated back into the Glasgow area, they will be offered a 218 assessment with a view commencing on our 218 programme once liberated. We will then maintain contact with them prior to their liberation and play a supportive role in assisting them to engage in the 218 programme.

Staff Well-Being:

For many years we have had the fantastic opportunity of offering our women to participate on the life changing Venture Trust courses. This included attending a number of groupwork sessions in collaboration with Theatre Nemo in preparation for the week long "journey through the wilderness" residential, out in the wilds of the Scottish countryside. The residential course consists of outdoor activities and team building exercises to increase women's self esteem and confidence.

Glasgow Kelvin College/ Routes into Learning:

We have a long standing partnership with Catherine Watt and the Routes into Learning partnership. Over the last year Catherine has worked with 51 women through 218 Service. Approximately 35 were in the Residential Service. Some of these women then joined the day programme and continued attending their college group.

Six women have gone on to do further learning with our project in the community, three of these women have either completed qualifications or are working on them currently.

Eleven women took part in our Quilt Project to raise awareness of Violence Against Women and this quilt will be the focal point of an exhibition of women's work during the 16 Days of Action campaign in November and December this year. These women all have the opportunity to undertake Adult Achievement Awards.

TPS Connects

218 recognise that providing structure and a social purpose to the lives of the women we support is really important for their health and well-being. Turning Point Scotland created TPS Connects with that in mind. Through participation, membership and volunteering people can build confidence, develop new skills and have a say in a whole range of areas relating to Turning Point Scotland. TPS Connects is for anyone who has used a Turning Point Scotland service. There are a range of activities on offer to take part in including sport, walking, cycling, music groups and holistic therapies. Promoting social interaction through the activities, regular meetings and groups provides a purpose with like-minded people. The women from 218 have been involved with TPS Connects during and after their time with the service and have contributed to the success of TPS Connects growth over the past year.

TPS Citizenship

Turning Point Scotland has been developing a Citizenship approach within the organisation to promote community integration and social inclusion for the people we support. Citizenship is defined as a measure of the strength of an individual's connection to the 5R's of rights, responsibilities, roles, relationships and resources. The approach is about supporting individuals to develop positive aspects of their identity through shifting the focus away from the issues that have brought them into services. Citizenship is about empowering individuals to take up valued roles and gain a sense of belonging within their communities. Women accessing 218 have the opportunity to apply to become a student on the TPS 'Connecting Citizens' programme. Informed by the graduates of this programme, 218 have been exploring ways to embed citizenship-oriented practice across the service, including plans to implement a peer-led support group.

A journey through the 218 Service

A personal account...Emma's story:

Emma went into the Glasgow Drug Crisis Centre in January 2016 and she resided there for approximately 3 weeks. However, Emma recognised that she needed further support due to her addiction issues and her being 4 months pregnant. We were able to offer her a bed at 218 which meant she was transferred directly from the Glasgow Drugs Crisis centre into our residential service in February 2016.

Emma had no family support due to her relationships with all her family breaking down over years due to family history and her own addiction issues. Emma has 2 older children who are in the care of their maternal grandmother due to the abuse she experienced from her ex partner which Emma was unable to cope with and drank alcohol daily to try to cope with this.. Emma also has a 3 year old who resides with foster carers. Emma had very little contact with her 2 older children and all her family but maintains regular contact with her younger son through Child and Family Social Work.

When Emma came into 218 she informed us that she was "broken inside", did not trust staff and felt that she was unable to cope and could not see a way to get her life back on track. Despite this Emma engaged in our intensive 218 Residential programme, attending all groups and completing work on herself which included participating in Cognitive therapies with her Key Worker, supporting her to work on her self esteem / confidence, anxiety management along with relapse prevention work. Despite being pregnant and being diagnosed with gestational diabetes; however she appeared to cope well with this. During her stay Emma maintained her weekly contact visits with her youngest son and attended all

panel and Social Work Meetings where she was able to speak out for herself as to why she should be given a chance to get her son back permanently in her life.

Prior to giving birth Emma attended a Social Work pre birth meeting and was advised that her baby would be placed into temporary foster care following the birth. Emma was totally distraught and advised that she felt that her world had ended and would not be able to cope. Due to this we extended her stay in the residential unit to be able to continue to offer intensive support due to her level of vulnerability on having given birth to her baby boy who had been placed in temporary foster care. Emma went into labour and our Service Manager was the on call birth partner and supported Emma through her labour. Emma was able to stay in hospital with her baby boy for the next 10 days and came back to our unit when staff supported her to attend 5 weekly contact visits with her baby and maintain her contact visits with her son.

Due to not having accommodation it was agreed that Emma would move into the 218 flat until appropriate accommodation was sought. Emma was also allocated a key worker from our Community Engagement service where Emma would come in and attend the community based group work programme, having left the safety of the residential unit.

Emma continued to maintain her stability she had achieved despite the emotional turmoil and upheaval she was experiencing. She has and continues to engage well with the Community Engagement programme along with maintaining all her contact visits with her sons whom she was now seeing jointly.

Emma was also endeavouring to secure herself permanent accommodation and was appealing a GHA decision to enable her to secure more stable accommodation, as her long term aim was to have her youngest sons living back in her care. After a long wait Emma won her appeal. It had also been decided by Child and Family Social work and subsequently the Children's Panel that Emma's sons would be returned to her care. This is a fantastic outcome for Emma and she has now moved into her new permanent tenancy and is in the process of putting plans together with Social Work for her sons to be back in her care permanently.



And to the next year 2017-2018

We look to update the 218 DVD so women and referrers have a better understanding of what to expect from the service using women's own personal stories

We are expanding our Alternative therapies and a working group has been developed to create an alternative health therapy group – there are currently 9 staff trained in alternative and complementary therapies within the service. We have adapted one of our rooms to be a specific therapy room.

We will continue to lease the 218 flat for a further 2 years

We look to deliver more recovery based programs such as steps to excellence and SMART recovery

We will look to train service users who have moved on from the service to co facilitate groups

Summary

2016/2017 has been yet another successful year for the 218 service we continue to grow and develop all aspects of the service. We continually review and change our delivery to the changing needs of the women we support. The 218 flat is a great asset to the service helping women gradually

“Staff make you feel so welcome, supportive and helping to build confidence, the ear you need, the voice you want to listen to for the help you require for your ongoing recovery”

Service User

“You can see the trust & respect between the women & staff”

Care Manager

move on from our residential.

Therapeutic housing have agreed to continue the lease of the flat for a further 2 years. We will develop a “what's next” for when women graduate from our program. One of our plans for the future is to look at a social enterprise and how this could be developed, giving women work experience to enhance their chances of permanent employment.

The 218 service continues to be an invaluable service for both service users and staff, the staff who work here are extremely committed, hard working, innovated, flexible and without them all of the above would not be possible

Sandra Mutter, Service Manager

The Nurse

There are many roles the Nurse does play,
Within 218, where residents stay,
The main point of contact, for health needs and more,
One of the first people you meet, walking through the door.
To think of the Nurse in this integrated team,
I'm sure you are thinking, what does that mean?
The Nurse is there to instill hope,
To help women be able to cope,
With problems laid bare with no substance or mask,
Support they will with the dreaded task.

Administering medications, helping ailments and ill health,
The Nurse is not just medical; there is knowledge of wealth,
To Support the women on the journey that they will embark,
From advising and listening when things get dark.
A person to talk to when your mood is low,
A person to ask questions to, on things you do not know.
An advocate on your behalf, when stigma rears it head,
A non-judgmental attitude, listens to everything you've said.
The journey of recovery is not an easy path,
With support from all the roles in 218,
Once again you will learn to laugh.....



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