



SelfHelpServices

helping people to help themselves

Helping People to Help Themselves...

Self Help Services helps people to help themselves. We believe people should be able to choose the care and treatment they require, and that services should be accessible and delivered flexibly.

Since 1995 we have developed and delivered a menu of services for people living with mental health and emotional difficulties. It's amazing to see how far we have come, from our first self help group developed over 18 years ago and still running today – to where we are now, a leading third sector provider of primary care mental health services.

We now deliver computerised therapy services (cCBT), 1:1 therapy services (including counselling, and low and high intensity CBT interventions), and self help groups and courses, to more than 6,500 people each year.

We value the experiences of those who have had a mental health difficulty at some point in their lives. We believe that people can be empowered to put their experiences to good use by providing accessible self help initiatives and services in the community to help others similarly affected.

That's why many of our staff and volunteer teams have, or have had, personal experience of mental distress. We demonstrate every day that it is possible to have this 'lived' experience of a mental health difficulty, while also being a mental health professional.

Alongside delivering services, we look for opportunities to harness the talents and skills of the people we work with by providing volunteering opportunities to more than 50 people each year. Our volunteering opportunities support people to get employment experience and develop self-worth. Volunteering with Self Help Services has proven to be the start of employment for many people.

20 years ago, no one would have thought it possible for a user-led charity to be delivering mental health services to communities on behalf of NHS Trusts, Councils and other statutory bodies. We're proud to be making mental health accessible to communities, and improving mental health and well being outcomes for people across the North West.



Over 6,500 people will use Self Help Services in the coming year

Talking Therapies

Through our counselling services and CBT-based therapy, Self Help Services provide 1 to 1 support to people with mild to moderate and more complex mental health problems such as anxiety, depression, low self-esteem, obsessive compulsive disorder, panic disorders and life problems such as bereavement, relationship breakdown and abuse issues.

For the past 15 years, our counselling services have offered face-to-face counselling sessions for individuals affected by life events, providing the opportunity for people to discuss issues in a supportive environment.

Self Help Services also provide CBT-based 1 to 1 therapy through the NHS Improving Access to Psychological Therapies (IAPT) programme.

Our team of over 30 practitioners support people to use a range of tools and techniques, based on the principles of cognitive behavioural therapy. They also signpost people to health and social care services.

Increasing Access

Self Help Services is passionate about services being accessible to the people who need them most. Self Help Services support the NHS drive to improve access to evidence-based talking therapies as well as the IAPT focus on targeted services such as long term physical health conditions'. We also provide specialist support targeting people in our communities who traditionally may find it hard

to access mainstream services. For example, in Manchester we offer support to people affected by 'Guns and Gangs' and Domestic Violence. We also provide a Veterans Service across the North West.

This year, we are delivering IAPT services across Greater Manchester and Merseyside and aim to work with over 3,500 people delivering a recovery rate of 50 – 60%.

About our Psychological Wellbeing Practitioners:

“I have no doubt in my mind that my practitioner played a part in making me want to carry on. The word ‘amazing’ does not seem enough to sum up my practitioner. There are only a few people in my life who have made such an impact on me. A truly diverse service.”

About our Counsellors:

“I do not say this lightly, but without the support of my partner, my GP and my Self Help Services counsellor, I very much believe I would not be here today. I will always feel indebted to my counsellor and Self Help Services.”

About our High Intensity CBT Therapists:

“My OCD condition had become so debilitating that I was unable to go to certain places, as anything bad would prompt me to go through my rituals. Self Help Services worked with me to expose me to certain triggers and deal with the accompanying anxiety. I now feel that I am getting somewhere and have a greater understanding of this condition. I've got some hope by working with Self Help Services.”

A close-up, monochromatic photograph of a woman with dark, curly hair, smiling warmly. She is wearing a dark top with a light-colored floral pattern. The background is softly blurred, showing the back of another person's head in the foreground on the left.

Our Counselling service has helped over 50 people get back to work or education in Manchester

Computerised CBT Courses

Self Help Services offers a range of courses using NICE (National Institute for Health and Clinical Excellence) approved computer-based learning. These computerised courses are based on cognitive behavioural therapy principles, and help people with depression and / or anxiety examine unhelpful, negative behaviours and thoughts. It also helps people identify triggers and working towards developing positive self-management strategies.

Our cCBT service has grown rapidly. Starting with a small pilot cCBT service in Manchester in 2006, we are now delivering cCBT clinics across Greater Manchester in a range of accessible community venues from libraries to local community centres. We also deliver cCBT in a category A prison.

Following the rapid uptake of cCBT, Self Help Services was commissioned to deliver a new type of cCBT service – ‘cCBT at home’ – providing people with the opportunity to access computerised courses in their own homes.

The success of our cCBT services in supporting people living with mental health difficulties is clear. This year, over 1,400 people were referred to our cCBT services with a typical recovery rate of between 50 – 60%. This is above average for typical primary care mental health services.

Accessing cCBT services has helped over 300 people get back to, or maintain, their work or education or take up volunteer positions. The cCBT service has also referred over 50 people into Employment Support Services.

Case Study

Jane accessed the Stockport cCBT service in June after her feelings of anxiety and stress got so bad that it led her to resign from her job. She spiralled into a five month spell of depression and unemployment. Now she credits the Stockport cCBT course directly with her getting a change of career and starting a new era in her life.

“I got to the stage where facing the outside world and even saying hello to people in the street was just too much for me. I saw my GP and was advised to try the cCBT course before counselling or anti-depressants. The programme was easy as I used it in the local libraries

and at a wellbeing centre. The practical aspects of the course were what really worked for me – you are given simple tasks to start off with, such as going out to the corner shop, then walking the dog and you build it up.”

Jane decided to use the programme’s section on problem solving and practical techniques to build up her confidence to search for temporary work. “Through the suggestions I found a temporary job at a local pub. They have now made me team leader and I’m currently doing courses to go into pub management. It’s a whole new direction for me, which has come as a result of the cCBT course.”

A close-up photograph of a man with a short beard and mustache, wearing a vertically striped shirt. He is smiling and looking down at a laptop screen. His hand is resting on his chin. The image has a blue tint.

Self Help Services: Winner of the National wellbeing Award 2010 (in the public service delivery category) at the UK Centre for Economic and Environmental Development

Drop-In Groups and Courses

Community Services are the foundation of Self Help Services, providing community based self help initiatives such as self help groups, structured courses and complementary therapies for people living with anxiety, depression, low self-esteem and other mental health difficulties.

The first self help group ran from Manchester in 1995. Today, we have a growing number of drop-in groups and courses running across Greater Manchester.

Our **drop-in groups** give people a space to meet other people living with similar issues. They promote the concept of 'self-management' by empowering people to take control of their own health.

People don't need to be referred and can access groups at short notice, confident in the knowledge that other people in the group share similar experiences. This level of accessibility is a fundamental aspect of our service delivery.

Groups are managed by experienced CRB-checked facilitators, many with personal experience of mental health conditions, who have been through a robust training programme including managing risk and delivering group work.

Our range of **structured courses**, from Self-Esteem and Assertiveness, to Anxiety Management, Depression and Emotional Resilience, give people tools and techniques to help them manage their mental health and well being. Based on best practice and CBT-

focused, proven techniques, these courses are a **popular and cost effective way** of providing support in group settings. We've also tailored these courses to the needs of specific communities, most recently launching a Veterans' Stress Awareness course, in response to the number of veterans living locally.

We monitor improvements in outcomes for people over the duration of the courses, and we help people understand how they can maintain improvements in their health and well being.

"I'm so glad there is a group like this. The group has helped me to understand my depression. I've met friends, the people are great and the facilitators are fantastic."

Harpurhey Depression Group

"Coming to this group, I know I'm not alone, I thought I was the only one with this problem!"

Chorlton Anxiety Group

"As soon as you walk in the door you know there are people dealing with the same things as me, and knowing that makes such a difference." **Manchester Social Phobia Group**

"Losing my job was a key factor in my self-esteem going down, but after embarking on the Self-Esteem & Assertiveness Course, I realised that this has been a longstanding problem. Accessing the course has really changed my life; I feel calm and happy for the first time in years!"

Self-Esteem & Assertiveness Structured Group



**Each year 2,000 people access
our Community Services**

Making a Difference

Our opinion is valued

We provide opinion and contribute to academic research including publishing articles on the effectiveness of cCBT services in journals such as *The Journal of Behavioural and Cognitive Psychotherapies*.

Self Help Services also provides advice and expertise to statutory bodies and other agencies: especially in relation to delivering IAPT services and service-user led projects.

And we're growing all the time

In the last two years we've:

- Increased our turnover and staff numbers by 70%
- Increased our volunteers by 40%
- Created more services to increase the number of people we can help by over 60%

We're also investing in our future:

- We've further developed our clinical and corporate Governance structures and processes to ensure robust standards across our organisation
- We've invested in data reporting and measurement of service user outcomes, focusing on recovery
- We've developed an IAPT-compliant database which streamlines our processes and provides management reporting.

"Self Help Services has provided cCBT in Salford since 2007 and has shown itself to be a flexible organisation that is prepared to work innovatively in order to engage patients. Its outcome measures are excellent and comparable to any of our other services available for patients with mild/moderate mental health problems."

Dr. Tom Tasker

GP with special interest in Mental Health, NHS Salford

"Self Help Services have, for many years, provided a range of options for people who want support in looking after their own mental health. The services are always innovative and always responsive to people's real needs and preferences. They work to ensure that people who have experienced poor mental health are foremost in developing and delivering services."

Douglas Inchbold

Public Health Development Manager, Manchester Public Health Development Service

"The passion of Self Help Services for helping people with depression, anxiety and other mental health problems is matched by their commitment to clinical excellence and service outcomes. Over the past few years, Self Help Services have demonstrated they are a trusted provider of IAPT services and the growth of the charity is due to their reputation and success in delivering evidence-based primary care mental health services."

Kevin Jarman

Operations and Finance Lead for Improving Access to Psychological Therapies (IAPT) Programme.



Self Help Services place the people using our services at the forefront of everything we do



INVESTOR IN PEOPLE

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