

“The excellent partnership work between Insight Healthcare (Talking Together Wirral) and Involve Northwest (Clear Minds) has established that the synergy between formal and informal approaches to mental healthcare provides the greatest positive impacts on the overall wellbeing of individuals.

*This has been proven as in the month of November 2020 should see our **1000th** client being referred to Clear Minds from Talking Together Wirral – so far **91%** of the clients referred through the IAPT service are discharged from the Clear Minds project showing a 2 point improvement on their wellbeing and mental health (SWEMWBS).”*

– Lia Robinson (Deputy CEO, Involve Northwest)

An example of client feedback received by the Clear Minds team

These quotes were received during the first COVID lockdown (April – September 2020)

“Your wraparound support has been brilliant and has been bang on the ball, Respect! I wanted someone to come in and help me, and that’s exactly what happened. Thank you.”

“Thanks for all you help, there is light at the end of the tunnel, my mobile hairdresser comes next week hurray, and the cleaner you managed to get me will be back at the end of July. Also one of the helpers from the coffee morning has phoned me every week. None of this would be possible without you.”

“I’ve never asked for anything or had any idea how to access support. This is amazing. I can't thank you enough for the support you have given me.”

“I can't believe I've been able to tell you all this, I wouldn't usually be able to speak like this to anyone, I don't know where I would have started without your support, you're an amazing person.” – Received from a client supported by Clear Minds who really struggles to communicate.

“It makes a refreshing change, you are so understanding. It means a lot.” - A relative seeking mental health support from the Clear Minds team for her nephew.

“I can't believe the food has arrived so quickly. Thank you ever so much for organising this, I had almost nothing else left to eat” – A member of the community who has received a Food Parcel delivery from a member of the Clear Minds Team.

“I have put you in my phone as my life. Having someone to speak to breaks up the week and means a lot.” – A client that received weekly wellbeing calls from Clear Minds team

An extremely grateful member of the community, and Clear Minds client, who received food vouchers had also promised to clap for Involve Northwest during the Thursday 8pm applause to show their gratitude.

Client Case Study 1

As written by Terry Lawton, Clear Minds Link Worker

Referred in March 2020 and signed up just before lockdown. Young adult referred in for support in moving into some independent living and support finding appropriate accommodation.

Following the initial sign up, paperwork was completed for a social care assessment of need with a view to getting supported living. This was identified as the most effective route to meeting the clients living arrangements and day to day needs. The client described how his autism and difficulties in day-to-day living prevented him from moving away from home independently.

Following the initial assessment of need, social care worked with the client to clarify his needs and identify options available and the client has now successfully moved into suitable accommodation that meets his needs.

Since March the client has requested and received support from me in the following areas: physically accessing prescriptions and medicine (one off emergency support), registering for repeat prescriptions online, crisis food helpline and social supermarket options, acceptable identification options for changing GP (due to no access to standard forms of ID), signposted to health related advocacy services, signposted to mental health crisis helpline, providing a regular listening ear, contact details for accessing archived medical records, identifying the current social workers name and contact number so the client could request an update, signposted to appropriate anger management services, identifying the contact numbers for the supported living support workers as the client wanted an update, providing information about community services that may help provide or offer cheap furniture for clients new accommodation.

“Thanks Terry, you really are an amazing person. This will make you even more happy, I have been offered training and qualifications and I am properly made up that I am doing it and moving home. Everything is going great! Thanks for all your support.”

Client Case Study 2

As written by Chris Shaw, Clear Minds Link Worker

G was referred in December 2019 from Talking Together Wirral and had a recent life of having suffered a stroke, deep loneliness, hopelessness and depression after 11 years spent alone, after splitting from her partner and then, what she most definitely felt was bereavement, the loss of her dog earlier in the year. We had a fascinating first session, where at the start of the session G told me quite categorically that she had never been happy – ever – and had been depressed all of her life. So we chatted about how self-sabotaging patterns can keep you stuck but free of taking the risks that meant having to worry about taking the life-chances needed to come back out of social isolation... So, we continued to have a good natter, so that I could also glean what I could for signs of former positivity, and we started to discover the active life that she had formerly enjoyed including several sports – We gently chatted about how the stroke had changed this, but started to also think about how we could work together on focussing her energies positively again around the assets that she still had and how to use them to open-life back up again? We discussed and set tasks about her re-finding out about the Yoga and reading groups that she had once attended and their social spin-offs.

I had also mentally noted that perhaps her current views around lifelong unhappiness might not be historically 100% correct and bearing this in mind, we concluded our first session with a chat about her younger years and her disclosure of gently rebellious behaviours, including pushing her boundaries, such as the “thrills” attending 1960’s music festival; and leaving for it without telling her mum and sister! Bingo! I asked her to reflect upon her starting comments about never having been happy and always having been depressed, and I asked her if in those more carefree days had she been happy, and she said, “yes, I suppose I must have been happy then” – a real shift in perception that I then focussed upon reinforcing in what remained of the 90min session. G’s closing comment was about her leaving the session with having, “a clear mind!” I suspected that the positivity might be tested, reflected upon, re-filtered and maybe retracted over time, and indeed G had a difficult week in the run up to our second session, but even though she’d had a majorly stressful overnight flood from her first floor bathroom and the stress of this knocking her sleeping patterns for six. Lack of sleep was normally a sign of her poor MH and chance to retreat from life responsibility and sociability, but not this time! She did not “fold,” in fact not only did she use positive energy to engage with insurance company and sort out repairs, she felt so energised that she decided to go away for a few days break for the first time in years – arranging to spend 4 nights away and spend time with her sister and her husband – so she chatted with them and then taking the initiative after her successful redeployment of self-advocacy over flood repair successes, she booked the hotel!

The 4 days away were great, but then I lost contact with G and decided that this was really out of character so I contacted her sister as next of Kin. She told me that G had been in hospital after a fall but was being discharged that day. Her sister thanked us for our concern in checking up on her and said about how positively G had viewed our rapport and the pattern breaking we had achieved and me personally for the major change in positivity that G had undergone and she had never expected G to break her recent mould and book the 4 nights minibreak completely off her own bat! I kept in touch with G during the first couple of months of CV 19 and was really pleased that she had used lockdown to sit in her front garden chatting (safely distanced) with neighbours and passers by most sociably chatting in the Spring Sunshine and telling me of comparative contentment during lockdown. Just having someone to listen and encourage G to look at her life differently has helped her reengage in society and has made the world of a difference to her life and wellbeing.