

Chrysalis Centre for Change

Supporting Positive Mental Health



Annual Report 2016

*We are not the destination
We are the journey*



Chrysalis Centre for Change

Peter Street Community Centre, Peter Street, St. Helens, WA10 2EQ

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2016

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Introduction



I am starting this year with a question, When did you last dance in the rain? In fact, have you ever danced in the rain? or do you run for cover as soon as a cloud appears in the sky? I am of course speaking metaphorically, what I am really asking is, do you face up to life's challenges and changes or do you deny or try to ignore what is going on

around you. Change is going on around us all the time and while some embrace the challenges of change in a positive manner, for others change is frightening, threatening and can impact negatively on their mental health. Change can be destructive and leave us with an almost unbearable sense of loss however there are many aspects of change and fear can keep us from embracing and accepting positive changes that may enrich our lives.

Change with regards to personal growth and development is well established here at the centre, we promote change in all the work we do. Change is **the creation of new opportunities**, change can help you to avoid getting set in your ways and change promotes openness to new ideas and ways of working and living a more fulfilled life.

Change is all of this but sometimes implementing change for the best of reasons has consequences if someone is unable or not ready to accept the changes., The centre itself is changing constantly, implementing necessary changes due to the increasing demand on all the services and the more complex needs of some of our service users.

Regular changes to courses and group work are vital so the service remains fresh, up to date and relevant.

Changes to the way services are delivered are necessary in order to remain effective and also to reach more people. Change can promote resistance,

during 2016 CCC experienced resistance to some of the changes made. John Lydgate an English writer and poet famously said *"You can please some of the people all of the time, you can please all of the people some of the time, but you can't please all of the people all of the time"*. Truer words in my opinion have never been spoken



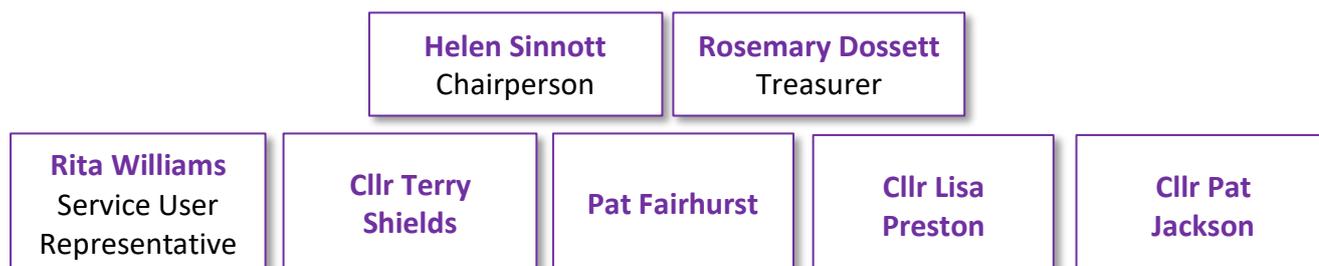
However

*"Life isn't about waiting for the storm to pass
it's about learning to dance in the rain".*

Sue Clarke MBACP MSET Centre Manager

Organisational Structure Chart 2016

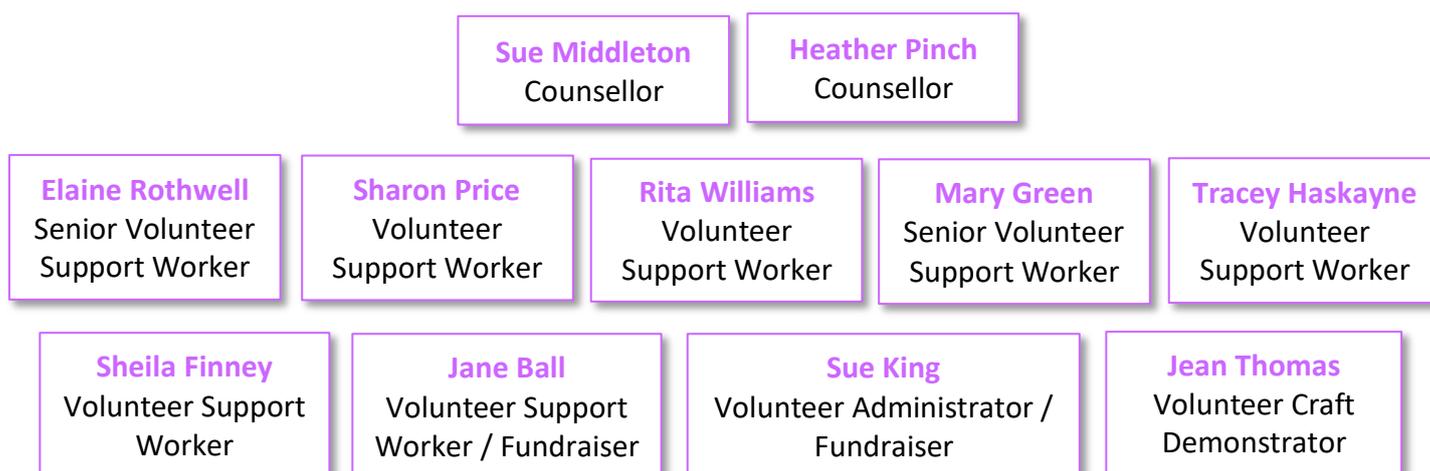
Trustees



Staff



Volunteers



Students



All staff, volunteers and student counsellors are responsible to Sue Clarke, Centre Manager.
Sue is responsible to Helen Sinnott, Chairperson and the Board of Trustees.

Growth & Development:

Significant Statistics

2016 Referrals to Individual Services	
Counselling	264
Drop-in	194
Confidence & Assertion Courses	190
CBT Group	187
Stress Management Course	163
DA Support	125
First Contact Appointments	127
Totals	1250
A total of <u>1250 Referrals</u> to individual services in 2016	

2016 Referrals by Sector	
GPs	90
Other Health Sector	137
Social Sector	114
Voluntary Sector	35
Other	77
Totals	453

Total of 453 individual women referred in 2016

Numbers of service users 2016		
Service	Individuals Attended	Total Number of Visits
Counselling	196	776
Supported Drop-in	153	1065
Domestic Abuse Service	56	391
Positive Me Programme	154	518
Confidence & Assertion Course	42	(3 x 10 week courses)
Just A Better Way to Manage Stress & Anxiety	45	(3 x 8 week courses)

Referrals came from:

Health Sector	
5 Boroughs Partnership	GP: Dr. Tree, Longton MC
Assessment Team (Peasley Cross)	GP: Dr. Van Dessel, Spinney MC
Assessment Team (Whiston)	GP: Dr. Wass, Rainhill Village Surgery
Berrymead Medical Centre	GP: Dr. Whittaker, Rainbow MC
Bridgewater NHS Community Trust	GP (Dr. Whittle, Rainbow MC)
Cavendish Unit	GP (Dr. Wilks, Newton MC)
Counsellor at Four Acre Surgery	GP (Dr. Zia, Mill Street MC)
Counsellor, Lowe House RC	Harry Blackman House
Crisis Team	Health Visitor
GP: Non-Specified	Health Visitor, 5BP
GP (Dr Abhari, Lime Grove MC)	Health Visitor, (Ashtons Green Clinic)
GP (Dr Breach, Haydock MC)	Health Visitor (Bridgewater)
GP (Dr Burrows, Holly Bank)	Health Visitor (Four Acre HC)
GP: Dr. Chopra, Eccleston MC	Health Visitor, (Moss Bank Children's Centre)
GP: Dr. Cox, Spinney MC	Health Visitor, (Park House Surgery)
GP: Dr. Deno, Rainbow MC	Home Treatment Team
GP (Dr Filletti, Ormskirk House)	Hospital
GP (Dr Fletcher, Eccleston MC)	IAPT
GP: Flett, Mill Street MC	Iris Ward
GP: Dr. Graham, Holly Bank Surgery	Mental Health Advocate
GP: Dr. Holden, Garswood Surgery	Mental Health Team
GP: Dr. Jacobs, Longton MC	Merseycare
GP: Dr. James, Market St Surgery	Mill Street Medical Centre
GP: Dr. Johnson, Patterdale Lodge	Minds Matter
GP (Dr Laghari, Lingholme HC)	Ormskirk House Surgery
GP: Dr. MaCrae, MaCrae M	Patterdale Lodge
GP: Dr. McNealy, Rainhill Family Practice	Psychiatrist, Peasley Cross Hospital
GP (Dr Miles, Bethany MC)	Recovery Team
GP (Dr Pye, Lingholme HC)	RMN, Windsor Clinic
GP: Dr. Richards, Central Surgery	School Nurse, Wargrave School
GP (Dr. Russell, Lime Grove)	Sherdley Medical Centre
GP: Dr. Shah, Mill Street MC	Spinney Medical Centre
GP: Dr. Skelland, Mill Street MC	STR Worker, Whiston Hospital
GP (Dr Sword, Ormskirk House)	Whiston Psychiatric Team
GP (Dr Topping, Holly Bank)	

<i>Social Sector</i>	<i>3rd Sector/Other</i>
Addaction	Lifestyle Coach (ABL health)
Adult Social Services	Apex Trust (ex-offenders)
Central Link Children's Centre	Barnadoes
Child In Need Team	Brendan Fleming Solicitors
Children's Guardian	Carers Centre
Citizen's Advice Bureau	Coalition of Disabled People
DV Refuge Service	Healthwatch
CYPS	Holy Cross Primary School
CYPS: Family Intervention Worker	Hope Centre
CYPS: Personal Advisor	Hope University Wellbeing Dept
Family Support Worker	Ingeus UK Ltd (employment)
Floating Support Team	Online Search
Great Places Housing Group	People Plus (employment)
Helena DV Services	Personal Mentor
IDVA Service	Publicity/Marketing
Jobcentre Plus	RASASC
Mental Health Advocacy	Robins Lane Primary School Learning Mentor
Police	Self
Portage Worker	Solicitor
Priority Families	St Helens MIND
Probation Services	St Helens Council
Reablement Team	St. Helens Magistrates Court
SHAP	Together
Social Services	Wellbeing Enterprises
Social Worker	Word of Mouth
St. Helens Council Education Welfare Service	Young Carers Centre
Student Social Worker	
Sutton Children's Centre	
Victim Support	
Windsor Clinic	
Young People's Drug & Alcohol Team	

Service User Comments from 2016

“CCC is a lifeline for many women”

“The counsellors are worth their weight in gold”

“I am more confident and assertive I am learning to talk to myself differently and have a better relationship with myself”

“I've gained a tremendous amount of insights and awareness about me”

“The drop-in makes me feel respected and valued as a person”

“The Positive Me Programme has been a great experience which I think I will draw on for the rest of my life”

“It is a completely different atmosphere that is a refreshing change from the hospital or doctor's surgery surroundings”

“CCC made me feel like there was somewhere to turn to when everything was going wrong”

“The waiting list shows what a wonderful service it is”

“Will be eternally grateful for the support and help through a difficult period in my life”

“So grateful that this place is available for us to get support and learn new skills to help us to cope. Thanks very much”

“It is the first time I have ever felt valued and accepted for me”

“CCC has changed my perspective on life. The tools provided, the group sessions, and quality of the courses are literally a life saver. Thank you all at CCC for the wonderful work/services you provide. I shall be forever grateful. Long may you continue.”

“Chrysalis will hold a very special place in my heart forever.”

“A life saver! Don't underestimate the service and support the CCC provides”

“I would be lost without CCC, I'm moving forwards with my life finally, it has helped more than any other I am very grateful. Thank you.”

“I am actually feeling happy and looking forward to the future”

“The CCC needs to keep going for the benefit of all those who rely on its services and support”

“Extremely beneficial - I honestly believe I wouldn't be here, if not introduced to the group. The help and the group together saved me”

“I have learnt so much about myself - my thoughts and feelings and how these influence my behaviour. The course has had a positive impact on my family also”

“Thank you for everything over the months. You have inspired me to blossom into who I want to be. The activities you put on such as positive affirmations have benefitted me so much. Thank you for everything” ***(Service User at Grasmere Ward)***

Finance & Funding

Fundraising is a continual process necessary to the ongoing provision of free CCC services to vulnerable women in need. We have been successful throughout 2016 in obtaining a number of smaller grants to help supplement the funding supplied by St. Helens CCG and the Big Lottery Fund. In addition to this we are fortunate to have had the support of our volunteers in helping to raise much-needed money by organising fundraising events such as the Sponsored Walk and the Christmas Craft Fayre.

In 2016 we received the funding from the following organisations:

Funder	Purpose
St. Helens CCG	General Running Costs DA Support Service
Big Lottery Reaching Communities Fund	Get A Life Project
E L Rathbone	General Running Costs
John Moores Foundation	Salaries
Ravensdale Trust	General Running Costs
St. Helens Rotary Club	General Contribution
Asda's Green Token Scheme	General Contribution

We will continue to dedicate time to researching grant-making organisations to apply to for funding as we grow and develop in 2017.



Fundraising

Christmas Craft Fayre by Rita Williams

Our Annual Christmas Fayre was held on Saturday 19th November 2016 at Chalon Court Hotel. This coincided with the switching on of the Town Centre Christmas lights. Our 20 stalls ranged from woodcraft – handcrafted cards – hair accessories – flower arrangements – cakes and biscuits – jewellery and many more.

We have an amazing response from local shops/businesses and ended up with a staggering 50 prizes ranging from vouchers from various establishments – chocolates – toiletries – hampers etc. Everyone was very generous for our fundraising effort.

To complement our Fayre Santa was there handing out lollipops to all the children and was a huge success with both young and old. He chatted with all our stall holders and helped to make the atmosphere more seasonal. I'm sure he will be a regular feature at our future Christmas Fayres.

We raised a staggering amount of £900 which I was very pleased with. We now have over 30 crafters on our books and look forward to arranging an even bigger and better Fayre in 2017. We would like to thank the following for donating prizes to our raffle and helping us to raise much-needed funding.

Amie's Hair & Beauty Lounge	Helen French	Nans Kitchen
Asda, St. Helens	Hippodrome, St. Helens	Pizza Hut
Billinge Post Office	Knowsley Safari Park	Playdays Café
Butty Licious, Billinge	Lilys Victorian Tea Rooms	Spar, Billinge
Cineworld St. Helens	M&S Prescot	Toast
Coop, Chain lane	Morrisons, Boundary Road	Whistles
Frankie & Bennys	Nandos, St. Helens	World of Glass
Gioco Children's Play/Party Centre		

Sponsored Head Shave

One very brave and generous service user, Kelly Cope, offered to take part in a Sponsored Head Shave for herself to raise money for CCC. Kelly originally had very long hair right down her back. A hairdresser, known to one of our volunteers, very generously offered to cut and shave Kelly's hair during one of our Supported Drop-ins. Team members and service users gathered in support on the day and a cheer erupted when Kelly's beautiful long plait was cut. She went on to donate her hair to a charity that makes wigs for children. Another cheer was given once Kelly's head had been completely shaved. She looked amazing and received many compliments about how much she suited her new hair-do. She helped us to raise over £100 in doing this and we really appreciate it, thank you Kelly!



Sponsored Walk: Raising money for Foxhill by Sue King

Nothing quite prepares you for Foxhill, from the moment you arrive you are enveloped by the serenity of the place. Nestled in hills just outside Frodsham you turn off the main road and wind your way up to the house framed by a golden carpet of daffodils. Each resident is allocated a room, I remember looking through my bedroom window as I unpacked. It was a view I would look upon several times over the next few days as I contemplated the work assignments we were given to help us find our inner child. The house itself provides the ideal atmosphere for the sometimes easy, sometimes hard, but enjoyable, work we each had in store for us. The days were well-structured, varied and long. Each day we covered many and varied sessions in pursuit of our wellbeing. Whether it was the main group gathering where everyone shared, small team work or times of solo reflection my overwhelming impression of Foxhill is one of healing in a supportive environment, an essential route in my personal journey to wellness.

It was during my time at Foxhill, I realised I wanted to give something back to the Chrysalis Centre for Change. I started volunteering shortly afterwards and assist the organisations by offering my skills in support of administration and fundraising activities. Most Wednesday afternoons I give a couple of hours back to the organization which has helped me so much. Together with Jane, a fellow volunteer, I organised a sponsored walk in September. Staff, volunteers and service users took part in the 5K walk raising much-needed funds for CCC. Further to this I have joined in the Christmas Fayre and help source prizes for the Christmas raffle.

Volunteering at the Centre has given me the opportunity to meet some genuinely wonderful people. I feel privileged to be a part of something worthwhile and of benefit to all those people who are fortunate enough to be referred to or find its services.



Services:

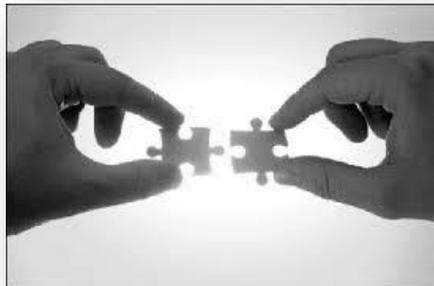
Counselling

Counselling provides a safe and confidential environment to work through issues which are causing distress. The safety of the relationship and the conditions the counsellor provides help to facilitate ways of being which are more helpful to the individual. The counsellor believes that the client knows what is best for them and works with this belief to help find the answers.

At the Chrysalis centre people come to counselling for various reasons; bereavement, abuse, loss of purpose, trauma, to name a few, and all our counsellors are trained to help with any of these issues.

The most important aspect of counselling is helping the individual connect with their personal resources in order to move towards a more satisfying way of life, where they are guided by their own knowledge of what is best for them.

All our qualified counsellors are Registered Members (or working towards registration) of the British Association of Counselling and Psychotherapy (BACP) which is a professional body providing an ethical framework for good therapeutic practise and professional standards. We also have student counsellors who have received their fit for practise letter; this means they have passed the criteria necessary to provide therapy and are student members of the BACP.



Domestic Abuse Support Service

The Domestic Abuse Support Service is made up of a weekly support group and bookable one to one appointments. If someone needs practical support, then the relevant referrals can be made. The support group can be accessed on Thursday afternoons 1-3:30pm and offers emotional support, group discussions, guest speakers and activities to women affected by current or historical domestic abuse. Some group activities have included looking at what coercive control means, discussions around flashbacks, sleep disruption and talks from Stephenson Solicitors and Merseyside Police.

It is a welcoming, safe and confidential group where ladies can feel comfortable to share their experiences and receive support from other group members. The ladies who have been part of this group have found it very helpful to hear others experiences and to feel understood and not alone. The ladies currently in the group are all at different stages of their journeys and seeing people who are coping and moving on in to healthy relationships can give hope to those at the beginning of the process.

Get A Life Project

Funded by the Big Lottery's Reaching Communities Fund

First Contact Appointments

As we know how difficult the first visit to an organisation can be, anyone wishing to access the services at the Chrysalis Centre need to attend a one to one first contact appointment. These appointments are offered with a trained support worker who will clarify the referral needs stated and go through all of the services in detail so that the person can decide which would be best for them.

The appointments are helpful to determine the right support as well as reducing the anxiety by providing a warm and friendly welcome into the centre. Any apprehension can be addressed by reassuring women of our values which are around supporting women emotionally and facilitating positive personal development. We do not aim to know what is best for the women who attend the centre; we provide the environment and support to assist them in finding the best way forward.

We have found the appointments to be beneficial in making that first connection with women and getting to know what level of support they need. If women need more support than we can offer such as practical advice or a specialist service then referrals can be discussed and made at this point.

All paperwork is completed at this appointment as it is important we have all the information we need; this is highly confidential and kept in accordance with the data protection act.

Supported Drop-In

The main aim of the drop-in is to provide a safe supportive environment for service users, through acceptance and valuing each other, we create a relaxed atmosphere providing emotional support with a respect for personal boundaries.

The drop in continues to be a point of referral often with representatives from other organisations accompanying service users for the first time. Support is available to all, as needed, with respect to confidentiality. Service users can be signposted to our in-house services and our encouraged to join the Drop-In. We will also refer to other organisations, or work alongside, whichever best suits their needs at that time.

The drop-in provides a source of social inclusion and positive wellbeing. Various crafts of a therapeutic nature take place, including card making sessions on the first Wednesday of each month, an area is set aside for anyone wanting to participate in the crafts on offer.

We have various talks within the drop in with guest speakers thought out the year and have strong links with Merseyside Fire and Rescue who will periodically come into the centre to talk about safety in the home.

We have a strong team of volunteers who provide invaluable support, many who have been through our services and wish to give something back. This is often a stepping stone back into a working or educational environment for them.

Service user feedback forms show it provides a place of social inclusion and positive wellbeing which is the overall aim.

Networking

We continue to foster good relations within the community by promoting our services and building strong links with other organisations, to share updated information for the benefit of all service users, visiting GP surgeries throughout the borough and attending events such as World Mental Health Day, Time to Talk, Job Centre Plus, Cultural Hubs and St. Helens College.

Outreach

CCC delivers an Outreach Service to the Iris Ward in St. Helens and Grasmere Ward Whiston Hospital. By providing therapeutic crafts and support by way of introduction to CCC, the aim being to establish a link ourselves so on discharge the ladies can receive ongoing support within the community setting, should they choose to. We look forward to the coming year and continuing this valuable work

Positive Me Programme

This 8-week programme is now in its second year and has been very popular with positive outcomes for all who have completed the course.

The positive me programme works by using cognitive behaviour interventions in order to formulate positive growth by adopting better ways of coping with depression.

Cognitive behaviour therapy (CBT) works by changing negative thought processes which result in unhelpful and destructive behaviour patterns and keep people trapped in depression.

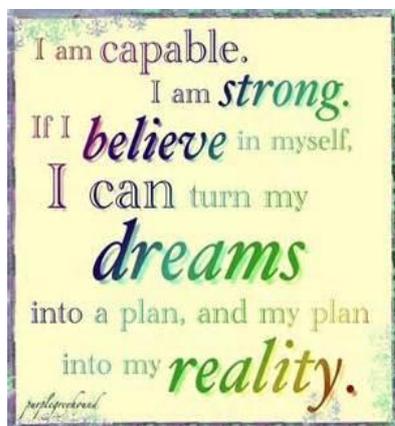
Although participants are encouraged to share their experiences no one is put on the spot or made to feel pressured as this is not helpful at all to personal development. The group is contracted at the start where the women list what they need in place to feel safe and relaxed. For this reason we decided to change the programme so that the women all start at the same time and can set the boundaries as a group; whereas prior to this women could start at any time which seemed to have an impact on how the group bonded.

The programme is designed to raise awareness of depression, how this affects each group member personally and then looks at practical ways to reduce and sometimes alleviate distress. The results will depend on how each person uses what they have learned; the real learning takes place in between sessions as this is the time to practise and incorporate new ways. All the tools can be provided but it is up to the individual to use them! Commitment to the programme is essential and the initial motivation to want to make changes. We have seen women make huge changes and turn around unhelpful patterns that have been in place for many years.

Education and Training

Every aspect of learning at CCC focuses on change, changing the way we think, changing the way we behave and changing whatever needs to change in order to live a more fulfilled life and work towards reaching our full potential. It is all about change, self-belief and courage.

Confidence and Assertion Course



The confidence and assertion course at the centre remains highly subscribed to and very popular with our referral partners as well as our service users. The course offers the opportunity to identify personal beliefs and values and how they affect our behaviour. The course looks at communication skills, saying no without guilt, self-esteem and other areas of personal development and growth. A huge number of women have made many positive changes as a result of attending this course. All it takes is a commitment to change.

Just a Better Way (Managing Stress and Anxiety)



We are all aware of the dangers, problems and effects stress has on our day to day lives. The worst thing that we can do is to ignore the signs that stress is having a negative impact on our life. This course enables you to identify how stress is affecting you and what you can do to avoid stressful situations. The course identifies the difference between stress and anxiety and looks at the different types of anxiety disorders. In addition, the course offers the opportunity for you to learn how to manage stress in a more positive way

Residential Course at Foxhill



The annual residential course at Foxhill is a special event in the CCC calendar. It offers the opportunity for service users to change, develop and grow in a wonderful setting of peace, safety and the beauty of nature. This amazing house once owned by a member of the Pilkington family is all ours for the entire weekend. We are well looked after by the staff and the grounds as well as the house for us to explore and enjoy. Each year on arrival we are greeted by a glorious display of golden daffodils reaching from the long winding drive all the way up to the house. A more special welcome to the weekend we could not ask for.

Congratulations!



FOUR NEW COUNSELLORS

Tracy Costello - Team Member

Foundation Degree of Science in Counselling

Three past service users

Sharon Price - Volunteer at CCC

Level Four Diploma in Therapeutic Counselling

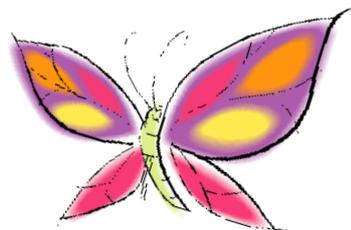
Sue Atherton -

Foundation Degree of Science in Counselling

Vicki Geoghegan

Foundation Degree of Science in Counselling

All four began this amazing journey on Counselling Courses held at CCC
Well done to you all on your fabulous achievement from everyone at CCC



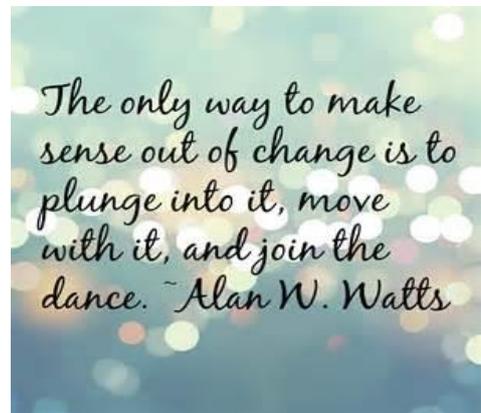
Congratulations to everyone who received a well-deserved
certificate or award during our Annual Day of
Celebration on 8th March 2016

In Conclusion

Another year ahead, filled with challenges and changes. I am not just speaking about CCC the team and all the service user who will spend time with us this year. I am speaking about you. Some changes do test our fear of the unknown or challenge our comfort zone. It doesn't matter how much we may want to sit it out, change will happen as certain as night following day.

Are you a stick in the mud, a creature of habit or are you ready to embrace the changes that 2017 holds? Are you ready to implement change and deal with the consequences those changes may bring? Or will you end up doing nothing or settling for less than you deserve simply because you're afraid of that change? This would be a tragedy when you think about it if you let fear stop you from living your life to its full potential.

CCC will certainly continue as always to promote change and growth, standing still can never be an option at the centre if we are to meet head on the new challenges and demands each year brings.



We are called the Chrysalis Centre because we believe in and promote the power of change. A definition of chrysalis is "A protected stage of development" or translated with regards to the Chrysalis Centre "A safe place for change" this is what CCC offers to all our service users, volunteers and staff. We have many words of wisdom and inspiration at the centre, this one lends itself well to both the centre and the theme of change, "If nothing ever changed there would be no Butterflies"

I would like to take this opportunity on behalf of myself and the Trustees of CCC to thank all the team at CCC for your continued dedication and commitment to the centre throughout 2016. THANKYOU.

Finally, when you have the choice to sit it out or dance

I hope you Dance...

Sue Clarke MBACP MSET Centre Manager





CCC Mission Statement

*It is our belief that all women
have the potential for growth
and development.*

*Chrysalis Centre for Change
is committed to supporting
and encouraging them
on their journey*

