



Health and Wellbeing Board

Tameside, Oldham & Glossop Mind
mental health offer - Oldham



TOG Mind Navigators

- People can be referred from any service in Oldham. Navigators spend their time in community hubs, GP surgeries, on ROH wards and within the ARCC team. We also take self-referrals upon an in-house initial discussion with the person on the support they feel they need.
- We provide navigation to the appropriate services for the person, led by the person. This is a warm handover that ensures the person is comfortable in the process and understands the services they are accessing and who is contacting them.
- We deliver joint appointments with other providers to facilitate wrap-around support and a team around the person e.g. Turning Point, Changing Futures etc.
- This improves relationships and communication with staff within the system leading to improved delivery of care for the person accessing these services.
- Navigators are able to provide brief guided self-help interventions, crisis support, and coaching using a strength-based approach.
- Between 4-12 weeks of support, but this has been extended where necessary.
- We measure progress using self-defined Goal Based Outcomes and SWEMWEBS.

Sheila's story

Sheila was referred to the navigator team by her focused-care practitioner reporting long-standing depression, suicidal thoughts & attempts and PTSD from non-recent sexual and physical abuse

Each session with the navigator focused on:

Risk management – suicidal thoughts & attempts

Developing coping strategies

Exploring feelings around trauma and therapeutic readiness with a view for future counselling

Improving communication within relationships

Improving self-esteem, self-care and setting healthy boundaries

Sheila's suicidal thoughts have reduced significantly since starting sessions with the navigator. Sheila states this is due to support from TOG Mind, including support around linking in with her GP to facilitate a medication review, coaching for improved communication with her partner through strategies discussed in session, and support linking in with housing to access a new flat so she can move out of supported accommodation.

Sheila was invited to Silvercloud during her time with TOG Mind as she was interested in CBT.

Sheila said she has found this very helpful and frequently uses the app.

Sheila has now been referred to NHS Talking Therapies for counselling and feels the sessions with the navigator have supported her to feel ready to engage with therapies.

Rahul's story

Rahul was referred via his GP surgery. At his first session, Rahul stated up to 3 weeks ago, he was alcohol dependent and sometimes this crossed over into the occasional use of cocaine. Rahul nearly lost his marriage through this so decided to quit everything in one go and because of this the client is now suffering with headaches. The navigator spoke to the GP to ensure they were aware and were monitoring this.

During his first session Rahul stated he had “tried to take their life a couple of times” stemming from working 7 days a week prior to the pandemic and when it hit, and the country went on lockdown he stated this “broke” him. Rahul stated he attempted to take his life during the lockdown and was seen by a doctor at this time but received no help after. Rahul stated he tried to “bury” how he felt deep down, and this led him to attempting a second time “two weeks ago”. Rahul stated they find it difficult talking about how they feel, and this is why he believes things have got so bad for him.

Rahul has not presented with any current risk since half-way through his sessions with the navigator. He is still alcohol and drug free and has stated he has absolutely no desire to take these up again as forms of coping techniques. Rahul reports he is maintaining positive and open communication with his spouse, instead of ‘burying things’ as he feels through sessions, he can open up and effectively express his feelings. Rahul has come to his own conclusion that his mental health had deteriorated because of his work and how this affected his home and work life balance. Through engage with person-centred coaching, he has advocated for himself, leading to appropriately informing his workplace and positive changes to his workload.

What can we offer?

Peer Support Worker

- ‘Experts by Experience’ of living with and overcoming ill mental health, using their own powerful experiences of recovery to support others.
- This approach gives clients a sense of hope and inspiration to work towards goals.
- PSWs use strengths-based coaching approaches to maintain recovery & wellbeing goals - identify own coping strategies/resources.
- Facilitate engagement with community support & resources, offering side-by-side support to build confidence until the person is ready to attend independently.

TOG Mind Peer Support Workers - Outcomes

- Identify and overcome barriers
- Empower - increase motivation and self-belief
- Improve problem-solving skills & coping strategies
- Increase self-compassion and acceptance
- Facilitate access to practical & financial support
- Engagement with social, peer & community groups/activities.
- The role provides opportunity for people with lived experience to develop skills & knowledge
- Share valued insight & perspective within Living Well MDT.





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VCSE Partnership

Under Living Well, TOG Mind subcontracts to Positive Steps to provide a Senior Engagement Worker, and Age UK Oldham to provide a navigator for ages 55+.

This partnership working provides clients with wraparound, multidisciplinary support on wider issues such as benefits, housing, family support, and access to employment and education opportunities.

Positive Steps Senior Engagement Worker

- Support clients who come through mental health pathways to improve their practical and socio-economic circumstances e.g., benefits support, relationship and parenting support, employment and education and housing support, which includes work with private landlords, environmental health and tenancy relations.
- Supports the TOG Mind Listening Space, supporting people who present in crisis on a walk-in basis with issues detailed above.



POSITIVE STEPS

SUPPORT | CHALLENGE | CHANGE

Age UK Oldham

- Support older Adults 55 + who have a mental health condition or a cognitive impairment to navigate services and support options.
- Link in with all Age UK Oldham services such as lunch clubs, befriending, day care, dementia support services, premade meal provision etc.
- Provide low level equipment and aids for around the home such as grab rails, keysafes, perching stools.
- Provide home visits and telephone appointments.



Client feedback

“With the dedicated support from the navigator, I now feel less isolated, and I have started to gain my confidence back and in turn this is helping me through the grieving process.”

“The support I have received from the Age UK Living Well Navigator has supported me when I have been feeling low in mood. It is nice to know that I can pick up the phone and have someone to talk to and offer reassurance.”

Clients' daughter said, "I feel the Age UK Oldham Living Well service has helped mum in many different ways especially with the information they have provided on services to keep mum living independently in her own home.”

“I feel positive about receiving support and I am thankful for the service. The sessions provided some consistency, and it was nice to know that people genuinely care about my wellbeing.”

Counselling

At TOG Mind we have offered our communities person-centred counselling for over 30 years. Additionally, we offer IAPT Counselling for Depression for residents of Oldham.

Our counselling service can support people with a range of mental health concerns including:

- Low mood or feelings of depression
- Anxiety
- Bereavement or loss
- Relationship difficulties
- Feelings of low self-esteem or low self confidence
- Work related stress
- Feelings of anger
- Self-understanding and self-development
- Difficult or traumatic life experiences
- Suicidal ideation



Supported Self-Help

Supported self-help is a 6-week guided programme. We give people the materials to understand and manage their feelings and call them regularly to provide support.

This is a one-to-one guided self-help service, not a counselling service. But our practitioners do use counselling-based skills in their support. It incorporates some Cognitive Behavioural Therapy (CBT) style tools but also provides other kinds of support.

We have the following pathways to choose from:

- Anxiety and panic attacks
- Coping with grief and loss
- Loneliness and feeling lonely
- Low self esteem
- Low mood and depression
- Managing anger
- Managing stress
- Understanding menopause

- The service was rated 9/10 by clients and nearly all would recommend it
- 84% of people said they had improvement in feelings of anxiety
- 85% felt improvement in feelings of depression
- 83% reported an improvement in their mental wellbeing

Immediate support

The Listening Space

The Listening Space is a walk-in service for any adult in Oldham experiencing mental health difficulties. You will receive help and advice from our friendly peer support workers, or simply have a calm space to feel safe. Take a look at our opening times below to find a time that works for you.

Opening Times:

Monday:	5pm - 8pm	- Open Space
Tuesday:	5pm - 8pm	- Open Space
Wednesday:	9am - 3pm	- 1 to 1 Space
Thursday:	5pm - 8pm	- Open Space
Friday:	5pm - 8pm	- Open Space or 1:1
Saturday:	10am - 2pm	- 1 to 1 Space



The Listening Space provides a service for people who feel they need immediate support in times of distress. People present with a range of difficulties, from relationship breakdowns and social stressors to long-standing mental health issues they just need some extra support with.

A space simply to have their voice heard and receive support and validation can make a powerful difference.

The Listening Space

“I felt lighter at the end of the session...I felt better after being able to speak freely”

“After the session I feel more comfortable, relaxed and know how to move forward now”

“The session was like a breath of fresh air. Thank you”

“After bringing my son to the Listening Space, what a difference it has made. Not only to him which these visits are all about but to myself, as the staff are asking me about things, and I am getting things off my chest that I didn't realise existed. So, thanks to all the lovely staff for helping us both really. I would highly recommend this place to anyone needing to talk. Thanks, with all my heart.”

“I feel like I have a sense of direction after talking about my feelings”

“I felt better than I had hoped at end of session and now have relief from my stress and anxiousness”

Oldham Lived Experience Panel

If you come across any people with experience of the mental health system, we would love to hear from them.

TOG Mind currently host the Living Well Lived Experience Panel; a collaboration of people with valuable lived experience that they use to inform the system on improvements pertinent to them. They have opportunities to be involved in designing training, recruitment, communications, contributing to multi-disciplinary forums and more.

To join, they can reach out to our co-ordinator at:

- LEP@togmind.org

Have your Say!

Join our Lived
Experience
Panel



Accessing our services

All of our services have multiple pathways and roads into support, but all can be accessed via the below details. Following contact, a member of our team will book in an appointment with the person for an initial discussion about their support needs.

info@togmind.org

0161 330 9223

Or pop in at:

19-25 Union Street, Oldham OL1 1HA

