



Where change is possible

ANNUAL REPORT 2021

Oakwood Psychology Services

Prepared by Dr Gabriel Wynn

Director

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ABOUT OAKWOOD PSYCHOLOGY SERVICES

Contact details for our primary location

Oakwood House

104 Kennerley Road

Davenport, Stockport SK2 6EY

0161 456 6799

Company number 9191591



Mission

Oakwood Psychology Services is a social enterprise providing specialist psychological therapies under contract to the NHS. Our mission includes promoting counsellor education and counselling research for public benefit. The company reinvests 100% of its operating surplus into this mission. In 2021 we supported training placements and expenses bursaries for four student counsellors.

Management

Oakwood is managed by Dr Gabriel Wynn (Director) and Fiona Whelan (Business Manager) with the overarching aim of maintaining a safe, effective caring and learning environment for our service users, staff and volunteers.

Accreditation

Oakwood Psychology Services is accredited in 2021 by the British Association of Counselling and Psychotherapy.



Where change is possible



Oakwood Psychology Services Limited
 Director: Dr Gabriel Wynn C.Psychol. HCPC Reg. MBACP (Accred).
 Company Number: 9191591
 Registered Office: c/o Bennett Verby,
 7 St. Petersgate, Stockport SK1 1EB

The 2021 Oakwood Team

Senior Management Team **Director:** Dr Gabriel Wynn, C.Psychol., HCPC Reg, MBACP Reg & Accred
Business Manager: Fiona Whelan

Employed Therapists	Dr Ros Rheinberg	C,Psychol, HCPC Reg, MBACP Reg & Accred
	Ellie Fretwell	MBACP Reg & Accred
	Marie Mellor	MBACP Reg
	Jane Oldfield	MBACP Reg
	Dan Owens-Cooper	MBACP Reg
	Susan Murnane	MBACP Reg
	Radost Ruseva	MBACP Reg
	Emma Salazar	

Sessional Therapist	David Fenton	MBACP Reg & Accred
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Trainee & Volunteer Therapists	Louise Morris	Staffordshire University
	Tracy Noon	Warrington & Vale College
	Dr Rionach Casey	Volunteer therapist
	Lara Myall	Volunteer therapist

Dietitian	Niamh Joy	HCPC Reg
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Administrator/Support worker	Faye Hall	
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Arts & Crafts Support worker	Emma Blackburn	
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Communication Lead	Natasha Howells	
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IT Services	Adam Hackwell	
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Cleaner	Monica Savory	
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THERAPEUTIC SERVICES PROVIDED IN 2021

Stockport NHS Adult 16+ Community Eating Disorder Service (CEDS)

- Individual cognitive behaviour therapy and integrative psychotherapy
- Guided self-help group for overcoming binge eating and bulimia
- Supported meals club with Faye Hall (support worker) and Emma Blackburn (crafts)
- Brief focused psychoeducation courses
- Family and carers' support group
- Dietitian consultation

Services for professional development

- Training placements



Faye Hall

Lead Administrator and Support Worker

2021 ACTIVITY TOWARDS CORE OBJECTIVES

Our core objectives include:

1. Providing specialist psychological therapies
2. Promoting counsellor education
3. Promoting practice-based counselling research

In 2021 we achieved our objectives in the following ways:

1. **Providing specialist psychological therapies:** We continued to provide the Stockport NHS Adult 16+ Community Eating Disorder Service (CEDS) without interruption through the post-pandemic period, providing telephone, videocall and in-person individual and group therapy to best suit engagement needs of people using our services.

	Avg wait for CEDS initial consultation for all attendees	Avg wait for CEDS post-consultation therapy offer for all attendees
People referred in 2021	2.2 weeks (196 people)	12.2 weeks (144 people)
People referred 2020	2.4 weeks (158 people)	10.2 weeks (127 people)
People referred in 2019	2.2 weeks (135 people)	6.2 weeks (116 people)

2. **Promoting counsellor education:** We provided case managed placements and supervision bursaries for two trainee therapists; and two volunteer therapists.
3. **Promoting practice-based research:** Our psychological therapist Emma Salazar continued work on her thesis 'Eating disorder recovery maintenance' at Manchester Metropolitan University.

2021 CEDS Performance: Referrals, uptake and waiting times

Over the past eight years the number of referrals for all people aged 15.5+ received annually has fluctuated with an overall upward trend of 38.5% from 179 in 2014 to 248 in 2021. Over this period we have steadily improved the percent of referred people taking up the service by engaging in 2+ therapy sessions from 55.9% in 2014 to 67% in 2021; and reducing the number of people who attend no sessions (DNA) from 32.9% in 2014 to 12% in 2021. Over the same eight-year period we have reduced the wait time for initial session offer from 3.5 months to an average of less than 2 weeks. Wait times to start therapy after initial consultation in 2021 averaged around 3 months.

Year	Referrals	Of these, how many attended 2+ sessions	Attended initial session only	DNA	Avg wait for initial session offer for people who engaged in 2+ sessions	Avg wait for initial session offer for non-engaged people	Avg wait to start therapy following initial consultation	Avg total wait to commence therapy
2021	248	N=166 (67%)	N=52 (21%)	N=30 (12%)	1.85 weeks	2.5 weeks	11 weeks	13.9 weeks
2020	216	N=146 (67.6%)	N=31 (14.4%)	N=39 (18%)	2.2 weeks	2.6 weeks	9.4 weeks	11.6 weeks
2019	195	N=139 (71.3%)	N=20 (10.2%)	N=36 (18.5%)	2.2 weeks	2.6 weeks	5.9 weeks	8.1 weeks
2018	190	N=125 (65.8%)	N=17 (8.9%)	N=48 (25.3%)	3.3 weeks	3.1 weeks	4.8 weeks	8.1 weeks
2017	226	N=142 (62.8%)	N=13 (5.8%)	N=71 (31.4%)	6.7 weeks	6.7 weeks	3.2 weeks	9.9 weeks
2016	150	N=89 (59.3%)	N= 12 (8%)	N=49 (32.7%)	7.2 weeks	7.3 weeks	3.5 weeks	10.7 weeks
2015	213	N=126 (59.1%)	N=17 (8%)	N=70 (32.9%)	9.4 weeks	10 weeks	3.6 weeks	13 weeks
2014	179	N=100 (55.9%)	N=15 (8.4%)	N=64 (35.7%)	14.6 weeks	11.8 weeks	3 weeks	17.6 weeks

Consistent with the ongoing reduction in average weeks wait for initial appointment offer, the proportion of people offered an initial consultation within 6 weeks has increased within the same timeframe, from 35.7% in 2014 to 100% in 2021, well exceeding our 75% NHS standard contract KPI. Credit for major and sustained improvement in rapid engagement practices goes to Faye Hall, our lovely administrator.

CEDS waiting times for initial consultation	0 - 6 weeks	7 - 12 weeks	13 - 24 weeks
2021	100%	0%	0%
2020	95%	5%	0%
2019	96.9%	3.1%	0%
2018	79%	16%	5%
2017	64.6%	19.5%	15.9%
2016	54%	33%	13%
2015	56.5%	19.8%	23.7%
2014	35.7%	23.5%	40.8%



CEDS Service for young adults 16 – 19th birthday

As a 16+ psychological therapies service we are dedicated to providing timely access to specialist eating disorders services for young adults.

In 2021 we received 65 referrals for young people aged 15.5 years up to 19th birthday (up from 53 in 2020; 30 in 2019 and 32 in 2018). Of these, 6 (9%) did not attend an initial consultation. The average wait for an initial consultation for the 59 young

people who attended at least one appointment was 1.8 weeks, with 97% offered an appointment within 4 weeks. 18 of these 59 young people attended an initial session only; while the remaining 41 young people completed treatment with 2 or more therapy sessions.

Year	Referrals for people aged 15.5-18	Of these, how many attended 2+ sessions	Attended initial session only	DNA	Avg wait for initial session offer for people who engaged in 2+ sessions	Avg wait for initial session offer for non-engaged people	Avg wait to start therapy following initial consult	Avg total wait to commence therapy
2021	65	41 (63%)	18 (27.7%)	6 (9%)	1.5 weeks	2.2 weeks	7.5 weeks	9 weeks
2020	53	45 (85%)	4 (7.5%)	4 (7.5%)	1.4 weeks	2.4 weeks	6.2 weeks	7.6 weeks
2019	30	21 (70%)	4 (13.3%)	5 (16.7%)	1.3 weeks	2.2 weeks	5.3 weeks	6.6 weeks
2018	32	26 (81%)	2 (6%)	4 (13%)	0.8 weeks	2 weeks	4.7 weeks	5.5 weeks
2017	43	22 (51%)	2 (4.7%)	19 (44.3%)	4.2 weeks	4.9 weeks	1.9 weeks	6.1 weeks
2016	39	24 (61.5%)	3 (7.7%)	12 (30.8%)	7.1 weeks	5.6 weeks	2 weeks	9.1 weeks
2015	37	21 (57%)	3 (8%)	13 (35%)	15.3 weeks	5.2 weeks	4.3 weeks	19.6 weeks
2014	27	15 (55.6%)	2 (7.4%)	10 (37%)	12.9 weeks	9 weeks	1 week	13.9 weeks

Primary referred problems

Primary referred problem for 218 new referrals who attended 1+ appointments in 2021:

Anorexia = 92 (42.2%)

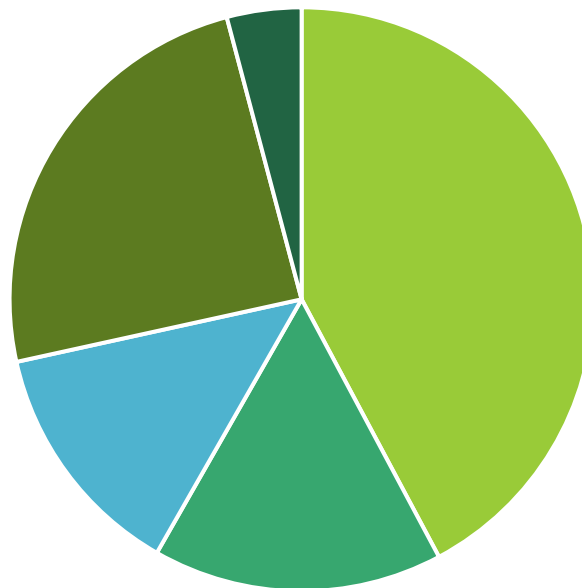
Binge or compulsive eating disorder = 35 (16%)

Bulimia = 29 (13.4%)

Avoidant Restrictive Food Intake Disorder (ARFID) 9 (4%)

Other eating distress = 53 (24.4%)

Primary referred problem for clients engaged in 1+ sessions in 2021 (n = 218)



■ Anorexia = 42.2% ■ Binge eating = 16% ■ Bulimia = 13.4% ■ Other eating distress = 24.4% ■ ARFID = 4%

CEDS Service usage and DNAs

131 people completed their course of therapy with least 2+ sessions (including supported meal attendances and dietitian consultations) in 2021.

Year	Number of people ending therapy with at least 2+ sessions	Average number of therapy sessions per person
2021	131	10.8
2020	119	16.3
2019	128	12.5
2018	130	13.2
2017	115	13.9
2016	123	21.9
2015	120	10.5

Missed appointments (DNAs) represent a wasted public resource. 681 appointments were not attended in 2021, representing 17.7% of 3842 appointments booked, in line with our average DNA rate over the past four years which is 17%. Reducing DNAs through increased use of text session reminders is a priority for 2022.

Year	Total sessions booked	Booked sessions cancelled by client	Booked sessions DNA	Total booked sessions not attended	DNA % of total sessions booked
2021	3842	402	279	681	17.7%
2020	3436	301	216	517	15%
2019	3660	388	273	661	18%
2018	4004	505	201	706	17.6%
2017	3510	447	151	598	17%
2016	1301	138	76	214	16.4%

CEDS Psychometric outcomes

For people completing therapy with 2+ sessions and useable data:

Year	CIA % of people improved	PHQ-9 % of people improved	GAD-7 % of people improved	CORE % of people improved
2021	78.8%	65.9%	61.3%	70.5%
2020	73.1%	72.6%	71.7%	69.5%
2019	84.5%	72.2%	71.9%	69.9%
2018	78.0%	79.3%	66.4%	67.6%
2017	85.2%	71.3%	67.5%	66.0%
2016	80.0%	82.0%	74.0%	76.3%

'Meet to Eat' Supported Meal Programme

Since 2009 Oakwood has provided an in-house supported meals programme for small groups of people who find it difficult to eat meals at home. We offer up to seven supported meals Monday to Friday. In the meals programme, service users complete a balanced, nutritious lunch and/or evening meal. Lunches are followed by a sociable craft or game activity led by the cheerful and ever-resourceful Emma Blackburn. The programme is well-regarded by service users as a safe and helpful environment where they can improve the nutritional content and regularity of their meals, and reduce anxiety around eating. In 2021 we supported 15 people with a total of 613 meal attendances - an average of 41 meals per person per year (although attendance varies considerably by person).



Emma Blackburn, Arts and Crafts Support Worker

Weight restoration in CEDS service users with anorexia

Of people completing therapy in 2021, 40 had anorexia with useable weight data. Of these, 20 (50%) successfully restored at least 1 kg of body weight. Weight restoration is a key indication of progress in anorexia care, a marker of improved health, and an essential prerequisite for recovery.

Year	N anorexia completed treatment with useable data	N (%) restoring 1+ kg	N (%) maintaining body weight	N (%) losing 1+ kg	Average weight restoration per person who restored	Average no. sessions attended by those restoring weight
2021	40	20 (50%)	9 (22.5)	11 (27.5%)	4.5 kg	44
2020	46	16 (34.7%)	17 (37%)	13 (28.3%)	4.4 kg	25
2019	27	10 (37%)	9 (33.3%)	8 (29.6%)	5.5 kg	41
2018	28	14 (50%)	6 (21.4%)	8 (28.6%)	3.9 kg	36
2017	46	30 (65.2%)	5 (10.9%)	11 (23.9%)	4.2 kg	26
2016	22	15 (68.2%)	1 (4.5%)	6 (27.3%)	5.1 kg	40

Cherish support group for parents and carers

Our vital monthly Cherish support group for friends and family of those suffering with eating disorders continued to run on Zoom throughout 2021. The group is free of charge, accessed as a monthly evening drop-in with no appointment necessary. It is open to any family member, friend or carer of a person with an eating disorder regardless of catchment area, and regardless of whether the person is in treatment with Oakwood, elsewhere, or not currently in treatment. Cherish is funded by the Public Health team at Stockport Council. It is facilitated by Senior Psychological Therapist Dan Owens-Cooper. The group is a welcome and refreshing source of support and information for attendees. With the focus of care and attention in families so often understandably on the person with the eating problem, the needs of their family members, parents and carers can be easily sidelined during what is often a distressing and protracted period. Cherish offered its attendees an opportunity to express *their* needs, seek vital support, and feel heard. Cherish also provides psychoeducation and bespoke advice.

Service user demographics and equity of access

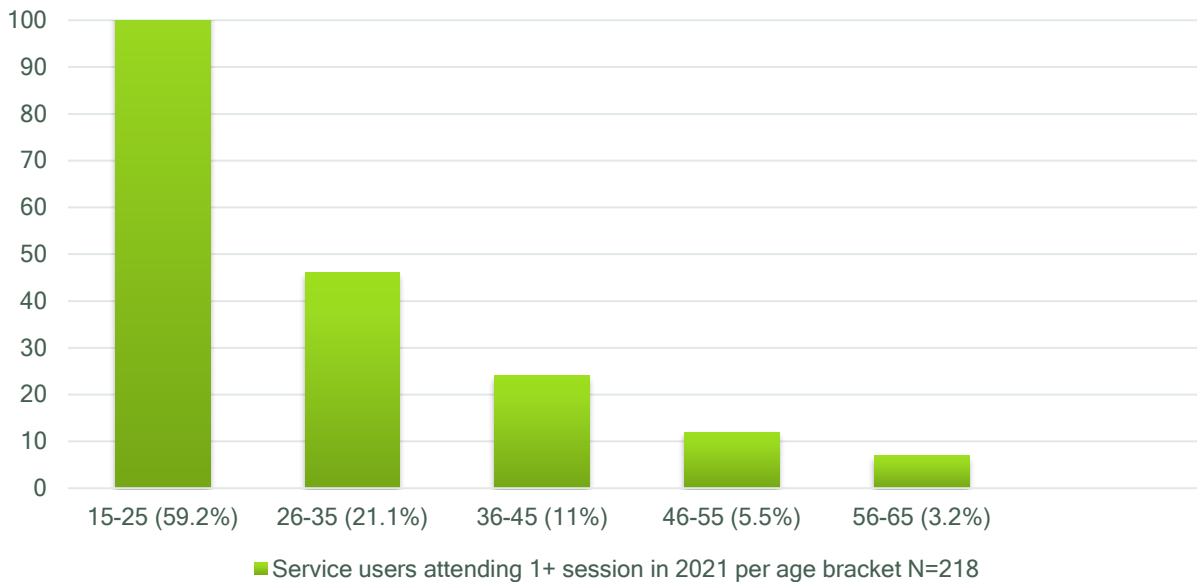
- **Gender:** Of the 218 people who attended 1+ appointment in 2021, 21 or 9.6% identified as male or trans male. This is up from 8% in 2020
- **Identified ethnic origin** for 218 people who attended 1+ appointment in 2021 shown in the following chart indicates we saw slightly more white people proportionate to all people seen, compared to the wider Stockport population. Engaging people from ethnically minoritized backgrounds remains a priority for the service in 2022 - 2025:

Ethnic group	Number of attendees identifying with this group	% of people seen for 1+ appt in 2021	Stockport 2021 population per ONS*
Asian and Asian British	12	5.5%	7.3%
Black and Black British	2	1%	1.2%
Mixed heritage	4	1.8%	2.6%
Other ethnicity not listed	2	1%	1.6%
White British; Irish; white other not listed	198	90.7%	87.4%

*<https://www.ons.gov.uk/visualisations/censusareachanges/E08000007/>

- **Age** profile of people seen for 1+ appointment in 2021 referrals was 15-60. All people are offered age-appropriate psychological assessment and therapies. The following charts show that in 2021 a higher proportion of all service users attending 1+ appointments were aged 15 - 25 years (59.2%) than in previous years

Service users attending 1+ session in 2021 per age bracket N=218

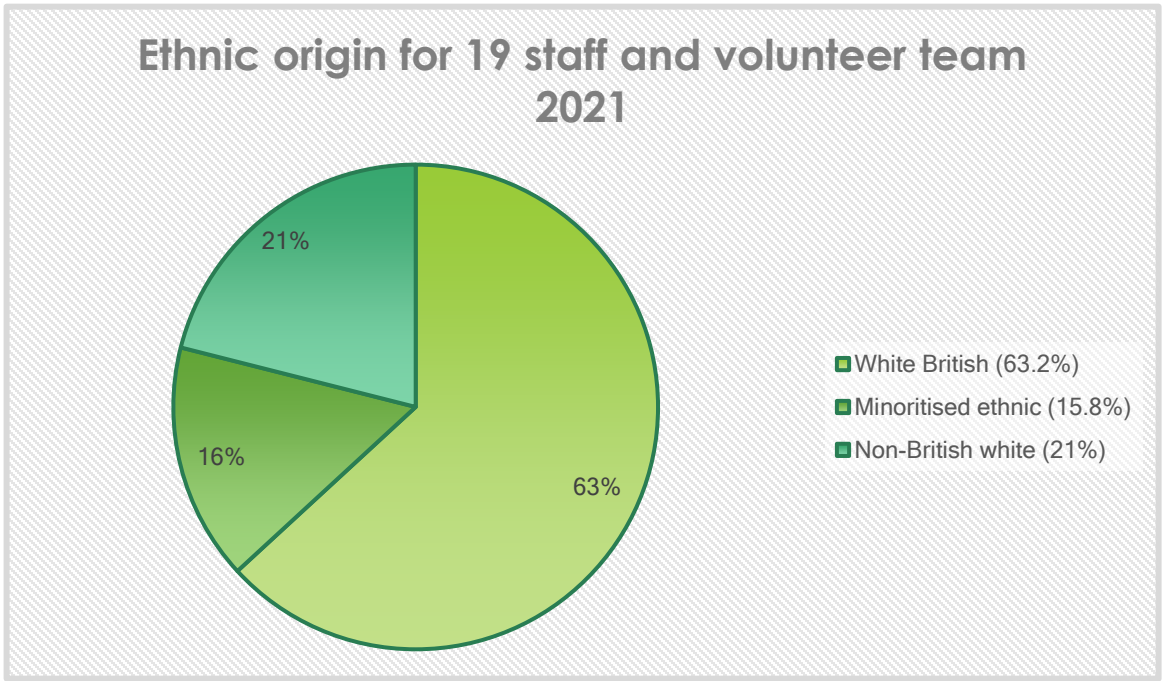


All service users attending 1+ session by age bracket and year:

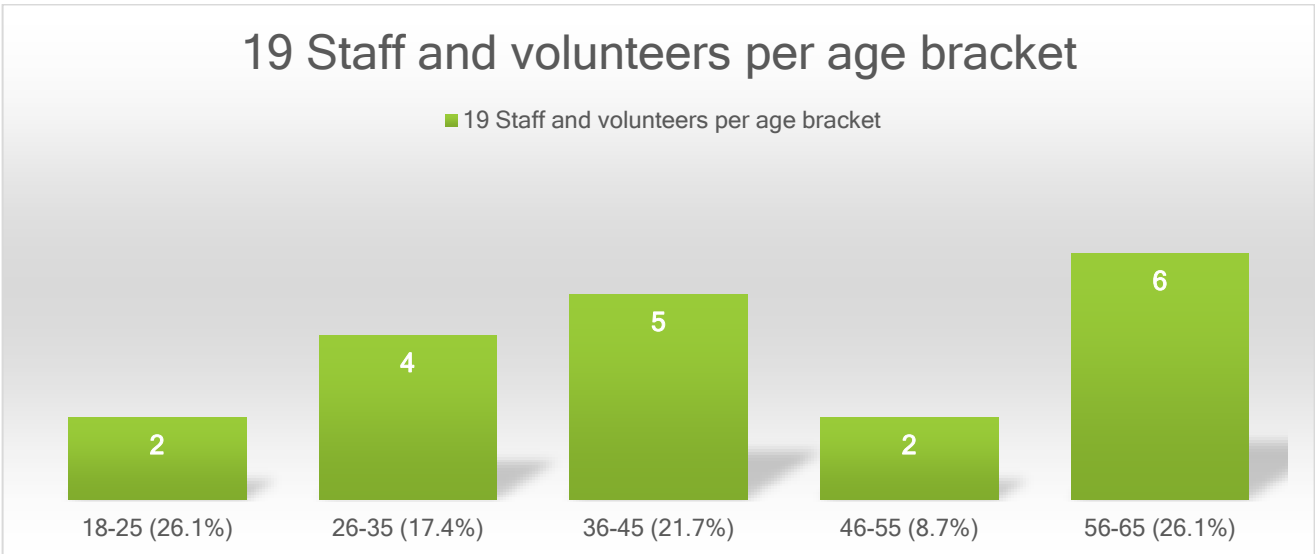
Year	Total	Age 15.5 - 25	Aged 26-35	Age 36 - 45	Age 46 - 55	Age 56 - 65	Age 66+
2021	218	129 (59.2%)	46 (21.1%)	24 (11%)	12 (5.5%)	7 (3.2%)	0
2020	176	93 (52.9%)	47 (26.7%)	16 (9%)	11 (6.2%)	6 (3.5%)	3 (1.7%)
2019	156	73 (46.5%)	43 (27.4%)	18 (11.5%)	15 (9.5%)	5 (3.2%)	2 (1.3%)
2018	140	67 (47.9%)	37 (26.5%)	20 (14.4%)	10 (7.1%)	5 (3.4%)	1 (0.7%)
2017	145	71 (49%)	40 (27.6%)	25 (17.2%)	4 (2.8%)	5 (3.4%)	0
2016	100	54 (54%)	24 (24%)	10 (10%)	9 (9%)	3 (3%)	0

Staff and volunteer demographics

Staff ethnic origin



Staff age bracket



Volunteer spotlight



Louise Morris - Psychological Therapist

I was delighted to be offered a placement with Oakwood Psychology Services. This gave me the opportunity to develop my therapeutic work with individuals on their journey to recovery from eating disorders, an area of work I am very interested in. The case management and supportive nature of the team at Oakwood really helped me to grow in confidence, knowledge and ability.

My experience at Oakwood has increased my desire to continue in this area. I appreciate all that I have learned, both from the team here, and also the clients that I have had the privilege to work with and support.

Service user feedback

I have been so impressed with everyone at Oakwood House. They have shown me nothing but kindness, compassion, empathy and encouragement.

My therapist Ellie was lovely and the first person ever who really took time to listen to me and try to understand me.

Thank you so much to Marie for her support. She has been nothing but understanding and encouraging. Her valuable guidance and advice has given me hope. I will be forever grateful for the skills she has taught me.

I cannot thank Jane enough for her support and guidance. I don't think I would be in this position without her.

I feel as though talking through everything with Radost has helped me gain perspective and I've definitely acquired new health coping mechanisms. I think the services Oakwood provides are incredible and everyone I interacted with was very understanding. The services they offer and the lengths they go to, to fully understand the unique experience of their patients, are amazing...

The service offered with Emma S has been amazing in providing me with the correct support and insight I needed to achieve a 'normal' life. Despite restrictions in place due to COVID, I found all the staff to be accessible and I had constant support which I cannot thank the team at Oakwood enough for.

Excellent, friendly and welcoming. There is nothing I can suggest to improve the service. I am extremely happy with everything and would like to thank Louise for everything. I have learnt a lot and changed in a lot of ways because of her.