

Where change is possible

# ANNUAL REPORT 2019

**Oakwood Psychology Services**

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Prepared by Dr Caroline Vermes

Director

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# ABOUT OAKWOOD PSYCHOLOGY SERVICES

## Contact details for our primary location

Oakwood House

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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 2019 we supported training placements and expenses bursaries for four student counsellors and two qualified counsellors.

## Management

Oakwood is managed by Dr Caroline Vermes (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 by the British Association of Counselling and Psychotherapy.



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bacp Accredited Service

NHS

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

## The 2019 Oakwood Team

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

Employed Therapists	Ros Rheinberg	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
Sessional Therapist	David Fenton	MBACP Reg & Accred
Trainee Therapists	Amy Ola	Keele University
	Laura Rogers	Keele University
	Janet Layland	Keele University
	Sarah Alty	University of Wolverhampton
Volunteer Therapists	Bethany Ellis	
	Greg Hanford	
Dietitian	Niamh Joy	HCPC Reg
Administrators/Support Workers	Katharine Clark	
	Faye Hall	
Arts & Crafts Support Worker	Emma Blackburn	
Communication Lead	Natasha Howells	
Cleaner	Monica Savory	

# THERAPEUTIC SERVICES PROVIDED IN 2019

## 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 (Lead Support Worker) and Emma Blackburn (Arts & Crafts Support Worker)
- Brief focused psychoeducation courses
- Family and carers' support group
- Dietitian consultation

## Professional development services

- Counsellor training placements for D.Couns.Psych; MSc in CBT; Couns Cert Level 4-5
- Peer group supervision
- Trainee counsellor supervision
- Trainee counsellor therapy



# 2019 ACTIVITY TOWARDS CORE OBJECTIVES

Our core objectives include:

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

In 2019 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). 159 of 195 people referred to the service attended initial consultations. The average wait for a consultation appointment was 2.2 weeks. The percentage of referred people attending initial consultations has increased steadily over the past five years from 64.3% in 2014 to 81.5% in 2019.
2. **Promoting counsellor education:** We provided placements and bursaries for four therapists in advanced training; and two volunteer therapists.
3. **Promoting practice-based research:** In June 2019 Caroline Vermes presented her doctoral thesis at the British Psychological Society Division of Counselling Psychology Annual Conference. The thesis created a provisional conceptual model of how people make therapy work by using social support resources that inspire and reinforce reflective and experiential learning.

## 2019 CEDS Performance

### Referrals, uptake and waiting times

Over the past six years we have steadily improved the percent of referred people taking up the service by engaging in 2+ sessions of therapy. Over the same period we have reduced the wait time for initial session offer. Service capacity that we've diverted to rapid assessment has resulted in slightly longer waits to start therapy after initial consultation, but a trend of shorter times overall to access therapy. In 2019 this averaged around 2 months. Waiting time does not significantly differentiate engaged from non-engaged people.

Year	Referrals	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
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 seen within 6 weeks has increased within the same timeframe, from 35.7% in 2014 to 97% in 2019, well exceeding our 75% NHS KPI. Credit for sustained improvement goes to Faye Hall, our efficient and effective Lead Administrator. Thank you Faye!

<b>CEDS waiting times for initial consultation</b>	<b>0 - 6 weeks</b>	<b>7 - 12 weeks</b>	<b>13 - 24 weeks</b>
<b>2019</b>	97%	3.1%	0%
<b>2018</b>	79%	16%	5%
<b>2017</b>	64.6%	19.5%	15.9%
<b>2016</b>	54%	33%	13%
<b>2015</b>	56.5%	19.8%	23.7%
<b>2014</b>	35.7%	23.5%	40.8%





## CEDS Service for young adults aged 16 – 19th birthday

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

In 2019 we received 30 referrals for young people aged 15.5 years up to 19<sup>th</sup> birthday. Of these, 5 did not attend an initial consultation. The average wait for an initial consultation for our 25 young people subgroup was 1.36 weeks, with 96% offered an appointment within 4 weeks.

24 young people completed treatment with 2+ therapy sessions in 2019 with an average of 15 sessions per individual, slightly higher than service usage across all age ranges seen within the service.

## Primary referred problems

Primary referred problem for 156 people who attended 1+ appointments in 2019:

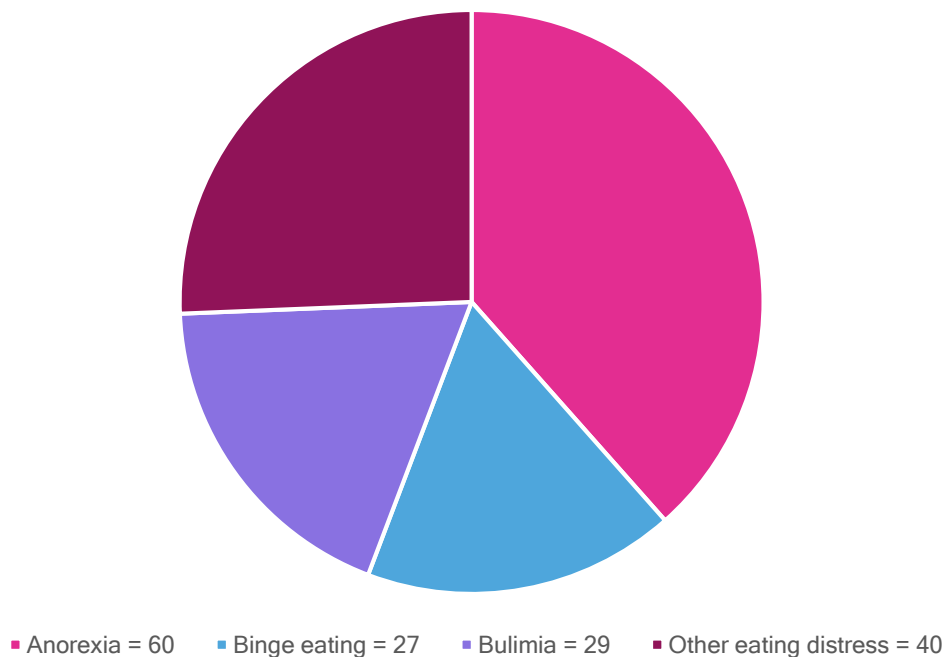
Anorexia = 60 (38.5%)

Binge or compulsive eating disorder = 27 (17.3%)

Bulimia = 29 (18.6%)

Other eating distress = 40 (25.6%)

Primary referred problem for clients engaged in 1+ sessions  
in 2019 (n = 156)



## CEDS Service usage and DNAs

128 people completed their course of therapy with least 2+ sessions in 2019. This number is in the same range as 130 in 2018; and 115 in 2017.

Year	Number of people ending therapy with at least 2+ sessions	Average number of therapy sessions per person
2019	128	12.5
2018	130	13.2
2017	115	13.9

Missed appointments (DNAs) represent a wasted public resource. In 2019 503 appointments were not attended, representing 19.2% of a total of 2701 appointments booked. This is in line with average DNA rate over the past three years which is 457 appts/year or 19.6%. We try to reduce missed appointments using appointment cards and optional email or text reminders.

Year	Total number of sessions booked	Total number of sessions DNA	DNA %
2019	2357	503	21.3%
2018	2421	472	19.5%
2017	2202	397	18%

## CEDS Psychometric outcomes

Outcome measures used in routine practice include Eating Disorders Clinical Impairment Assessment (CIA); PHQ-9 (depression scale); GAD-7 (anxiety scale); and CORE-10 (measure of psychosocial functioning)

For these 128 service users completing therapy with 2+ sessions in 2019 with useable data:

Year	CIA % of service users improved	PHQ-9 % of service users improved	GAD-7 % of service users improved	CORE % of service users improved
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

## 'Meet to Eat' Supported Meal Programme

Since 2009 Oakwood has provided an in-house supported meals programme for small groups of service users 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 hosted with care and dedication by our amazing Support Worker Faye Hall. Lunches are followed by a sociable craft or game activity, led by our ever-resourceful Arts and Crafts Support Worker Emma Blackburn. The programme is well-regarded by service users as a safe and helpful environment in which they can improve the regularity and nutritional content of their meals. In 2019, 13 service users attended this programme for 3 or more meals, with a total of 709 meal attendances - an average of 55 meals per person per year (attendance varies considerably by person).

## Weight restoration in CEDS service users with anorexia

Of our 126 service users completing therapy in 2019, 23 had anorexia with useable weight data. Of these, 8 (31.8%) successfully restored at least 1 kg of body weight. Overall rate of weight restoration was down over previous years. Weight restoration is a key indication of progress in anorexia care, a marker of improved health, and an essential prerequisite for recovery. Improving rates of weight restoration remains a priority focus for 2021.

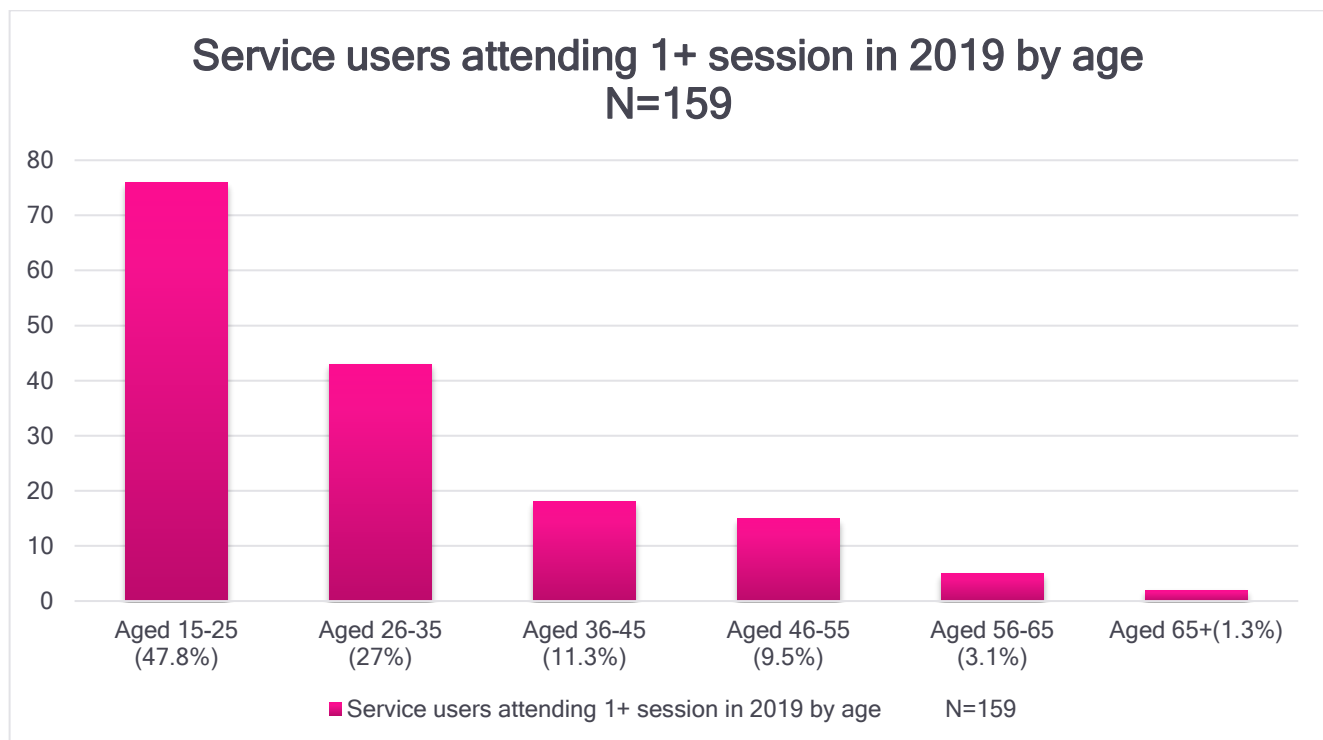
Year	N anorexia completed treatment with useable data	N (%) restoring 1+ kg	N (%) maintaining body weight	N (%) losing 1+ kg
2019	23	8 (34.8%)	8 (34.8%)	7 (30.4%)
2018	37	14 (40%)	12 (34.3)	9 (25.7)
2017	38	17 (44.7%)	12 (31.6%)	9 (23.7%)

## Cherish support group for parents and carers

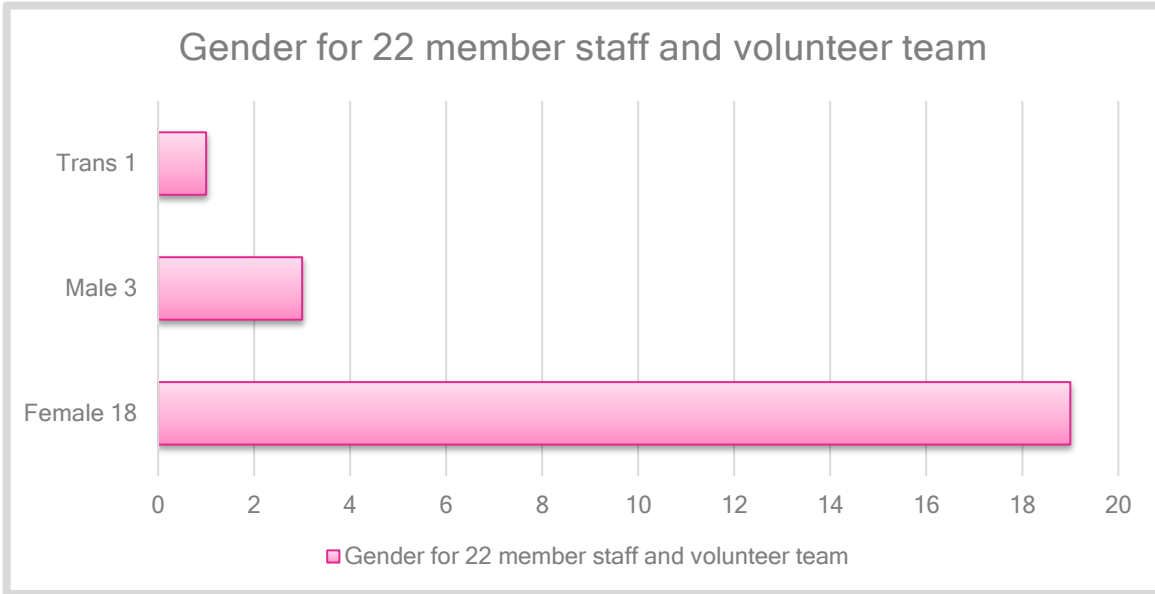
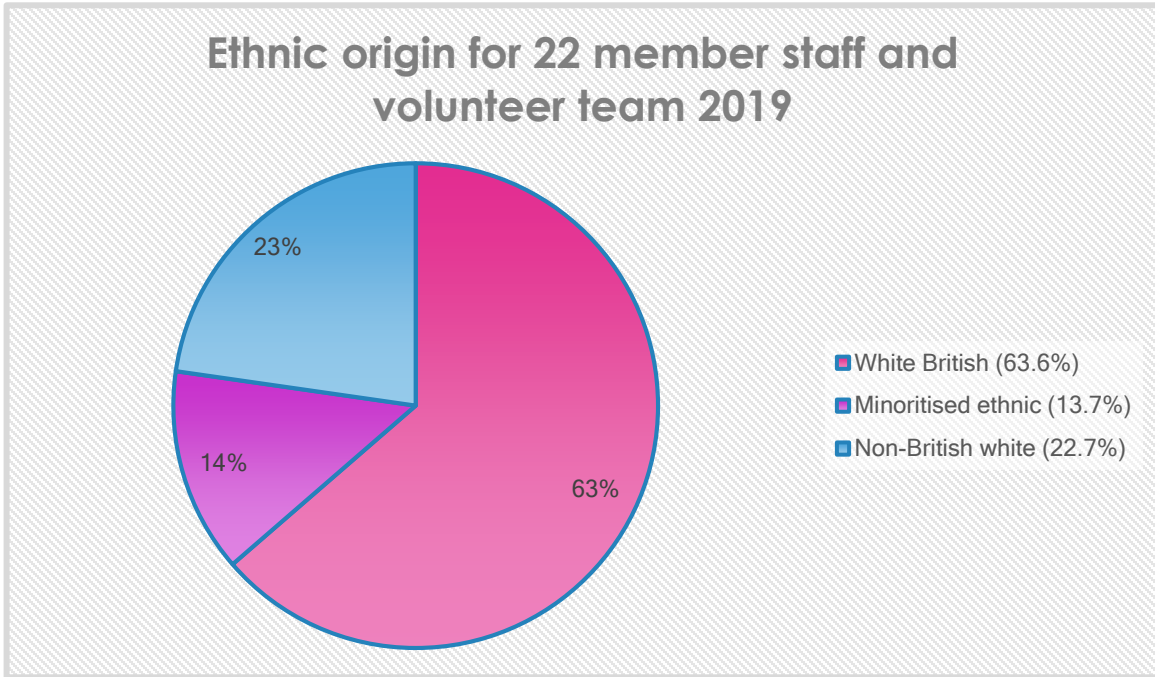
Our vital monthly Cherish support group for friends and family of those suffering with eating disorders is free of charge, and accessed as a monthly evening drop-in with no appointment necessary. It is open to any family member or carer of a person with an eating disorder regardless of catchment area, and regardless of whether the sufferer 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.

## Service user demographics and equity of access

- Male, trans and non-binary people are not discriminated against in relation to access to service, assessment and treatment. Of the 159 service users who attended 1+ appointment in 2019, 18 (11.3%) identified as male
- 11/159 (7%) Asian, Black/mixed ethnically/racially minoritised individuals were seen for 1+ appointments, which is higher than the residential percent of 2.5% for Stockport Metropolitan Borough. White non-British comprised a further 3/159 (1.9%). ONS categories used in diversity monitoring forms (and consequently our database) do not adequately encompass A
- Age profile of 159 people seen for 1+ appointment in 2019 referrals was 15-72. All service users are offered age-appropriate psychological assessment and therapies.

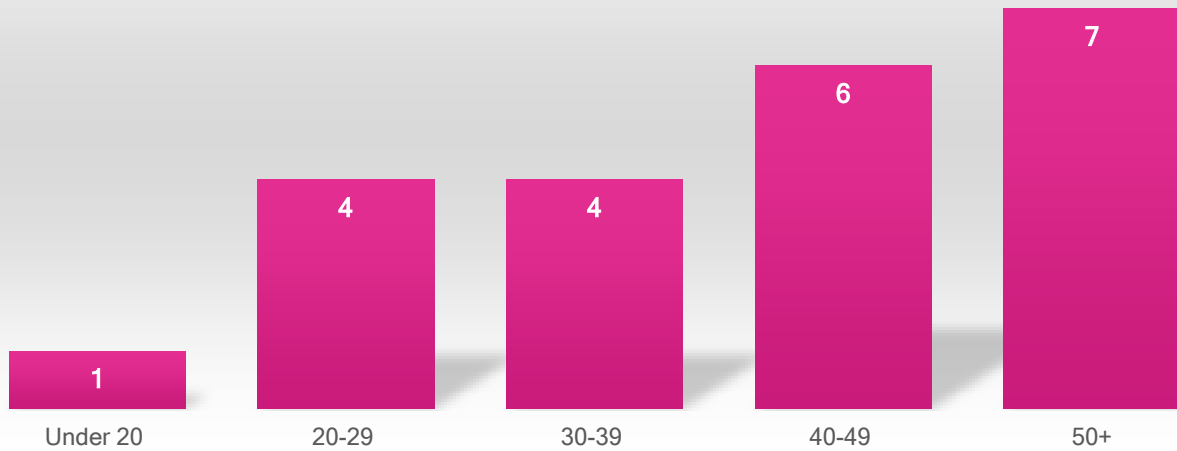


## Staff and volunteer demographics



## 22 Staff and volunteers per age bracket

■ 22 Staff and volunteers per age bracket



### Service user feedback

*I found the people here are brilliant and very helpful. I couldn't have done it without their help. I'm very grateful and I'm going to miss them all. I would recommend this service to anyone who needs the help. I'm very grateful for this service. The staff are all amazing. Jane is amazing. Thanks Jane for your help.*

*I have previously tried CBT with very little success but I have found my sessions with Ellie to be much more effective. I was extremely satisfied with the service provided and grateful my request for remote appointments was facilitated.*

*The service has helped me to deal with situations better and to change how I was feeling about my whole situation. It has really helped me to look differently and cope differently (for the better).*

*I have only achieved what I have achieved with Marie. I have never managed to get to this point in the past so I can honestly say I have no need to state improvements. I was fully happy with the service I received and ever so grateful. Marie is a credit to your company and very good at what she does.*

*This service has been the best thing ever to help me and has changed my life for the better. Ros helped me overcome my disorder and thanks to her help, support and friendly understanding approach I feel ready to be discharged. Thank you!!*

*I have had a really positive experience. I have felt very comfortable in therapy even when the subject itself was uncomfortable. I also always felt very welcomed by all the staff in reception and and very grateful for the opportunity to make use of the Meet to Eat facilities. Here I have overcome a lot of fears and also been able to develop myself and allow myself to truly benefit from the service as I was made to feel very at home here whilst still being pushed to work on myself.*





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