

Annual Report 2016



Oakwood Psychology Services
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2016 Executive Summary

Over this year, at Oakwood Psychology Services we have continued to evolve as a social enterprise, always seeking to adapt our services to best meet the needs of our clients.

In addition to providing our key services including counselling and cognitive behavior therapy, 2016 saw the development of **Oakwood's Wellbeing Programme**.

These workshops and courses are designed to help our clients build skills and confidence in a number of areas including mindfulness, body image, self-esteem, as well as overcoming anxiety and coping with low mood.

The courses are free of charge to our NHS clients. They are offered at low cost to other members of the public.

Other services that we provided throughout the year include face-to-face counselling, online and telephone therapy, group sessions, support groups and a placement programme for trainee therapists and psychologists. Our Stockport NHS Adults 16+ Community Eating Disorder Service continues to be a major part of our service provision.



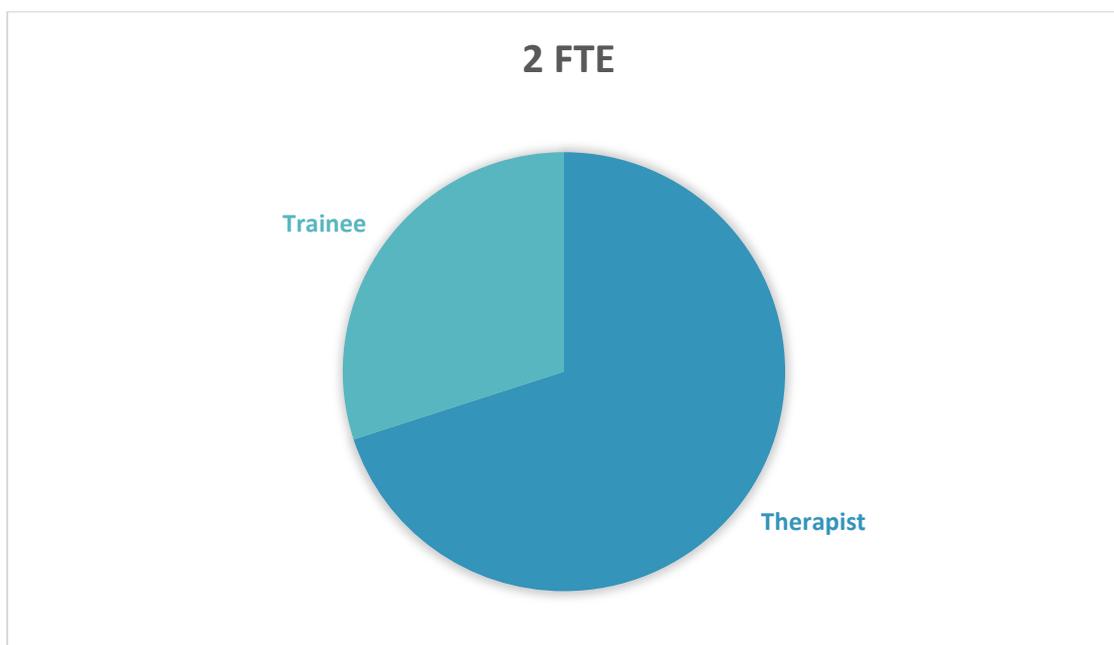
Client figures

In the year January – December 2016, **100** clients commenced treatment in the Stockport NHS Community Eating Disorders Service. Of these, 54% started treatment within 6 weeks, 33% started treatment between 7-12 weeks and 13% between 13-18 weeks.



Therapist time

In 2016, FTE equivalent for therapist time in the Eating Disorder Service was 1.4 and for trainees was 0.6.



IN 2016, 94 CLIENTS COMPLETED TREATMENT AT OAKWOOD PSYCHOLOGY SERVICES...

Average sessions attended per client: 11.8

%age improved at least 1 point on PHQ scale: 86.7%

%age improved at least 3 points on PHQ scale: 73%

WE FACILITATED 565 SUPPORTED MEALS FOR CLIENTS IN 2016



Just some of the things our clients have said about us:

I would like to thank Oakwood House with the service I have been given. I really did not expect for this to be as good as I have found it. Especially my counsellor Dan. The help Oakwood and Dan has given me will stay with me for the rest of my life. I am very thankful.

Fantastic service - life changing. Thank you so much.

Just wanted to say Ros is brilliant and without doubt the biggest help I've had in recovery so far.

Ellie has done a really great job. Lot of anxieties have gone for me now. Thank you.

The creative journaling sessions I found to help loads.

Thank you so, so much to Ros for all of your help and advice. You truly have improved my life, more than you know. The transition from our first meeting has been so unexpected and I really appreciate it.

Fantastic. Manageable strategies, useful research and tools provided. Understanding situations and patient.

The reason I feel your service was so successful was due to the extremely kind counsellors and people who greeted me at the door. It's a nice change from a very medical environment. Feels very welcoming.

Dan was excellent throughout the whole service. He quickly listened to my needs even though I was very low in mood during some of my sessions. I feel that Dan adapted his approach when needed in order to help with emotional support and as a result, I was able to continue our sessions to completion. Without this approach I am clear that I would have stopped using the service after the first 2 to 3 times.

Jo is good – not patronising and gets to the point and lets you do it the best way for you 😊

I felt happy because I got the help that I needed.

Just a huge thank you, really honestly couldn't ask for better.



Examples of client suggestions and Oakwood's responses:

More cognitive therapy treatment for post-treatment skills development

- We now have a Coping Skills group programme where clients can learn and practice more CBT applications after ending their one-to-one therapy.

Groups at an earlier time or more groups about body image

- Our wellbeing programme now offers some daytime workshops. A new group for improving body image is being run twice this year. Groups are mainly offered in the evening as the majority of clients request these.

It would have been nice to have longer than 20 sessions

- All of our therapists contract according to the presenting issue and the needs of the client. We aim to offer the most effective treatment in the fewest sessions necessary. Treatment length is also guided by NICE concordant therapies which indicate recommended treatment length. Progress tends to diminish in lengthier, less focussed treatments.
- Clients are able to move on from 1:1 counselling into our programme of wellbeing courses and one-off workshops, to continue their progress and gain additional support if they wish.

Having a choice of therapist

- When a client requests a specific therapist, or therapist characteristic i.e. gender or qualification, we do our best to accommodate this. We do not offer a choice of therapist as standard practice as this would slow down the allocation process and protract waiting times to access the service.

Blankets to increase level of comfort and safety

- We were unclear if this was related to heating in the consulting rooms, or more of an aesthetic request. In addition to central heating throughout the building, we have electric heaters in the consulting rooms which can be used if a client feels cold.

A waiting room away from the front door, where you don't have to see other people

- We cannot move the waiting area, but do have chairs placed around the corner out of view of the front lobby where people are free to sit if they wish.





A Trainee Cognitive Behaviour Therapist shares what a placement at Oakwood Psychology Services offers:

Placements at Oakwood are very much sought after amongst trainee therapists – that's probably why the recruitment process is so rigorous. However, you realise early on that this is because the centre works to high standards with a range of clients who deserve the best support available.

Once you join the team, there is a lot of training to undertake before you start working with your clients – even if you are already a qualified counsellor. However, this really builds your capabilities, confidence and experience. Also, when you start working with your clients, a trainee has regular contact with a case manager and access to a team of friendly, knowledgeable and experienced therapists. A bursary is available to put towards external supervision costs. Oakwood is a great placement for trainees, but the best part is working with our clients and being part of their journey.

