

# Contacts

## **The Recovery and Wellbeing Service, The Oberlands Centre:**

Monday to Friday (8:30am—4:30pm)

(except Bank Holidays)

Hospital Switchboard: 01481 725241 ext. 3630

Direct dial: 707727

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### **Horizons Drop-in/L'Vair Drop-ins**

At the Mind Centre

Tel: 722959 (10am to 12pm)

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### **Access to all HSC services/ wards/ individuals via switchboard -**

**01481 725241**

Alcoholics Anonymous – 01481 713480

Citizens Advise Bureau – 01481 242266

Drug Concern – 01481 729000

Emergency Services - 999

Guernsey Alcohol Advisory Service (GAAS) - 723255

Guernsey Mental Health Fellowship - 01481 723308

Guernsey MIND - 01481 722959

Quitline - 01481 233170

Samaritans - 116123/ 01481 715515

The L'Vair project (Mental Health Peer Support) 07781 123440

Women's Refuge and Outreach Support Services- 01481 721999

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States of Guernsey  
Adult Community Services

## THE RECOVERY & WELLBEING SERVICE

*Information for service users,  
carers and staff*



# THE RECOVERY & WELLBEING PHILOSOPHY...

*(See the potential and realise it)*

The Recovery and Wellbeing Service team are fully committed to the belief that people who experience mental health symptoms can build a rewarding life regardless of whether all symptoms of problems can be eliminated.

We understand that people need a safe and secure base in which they can begin to heal and grow. We strive to provide such a base within Hospital and Community venues.

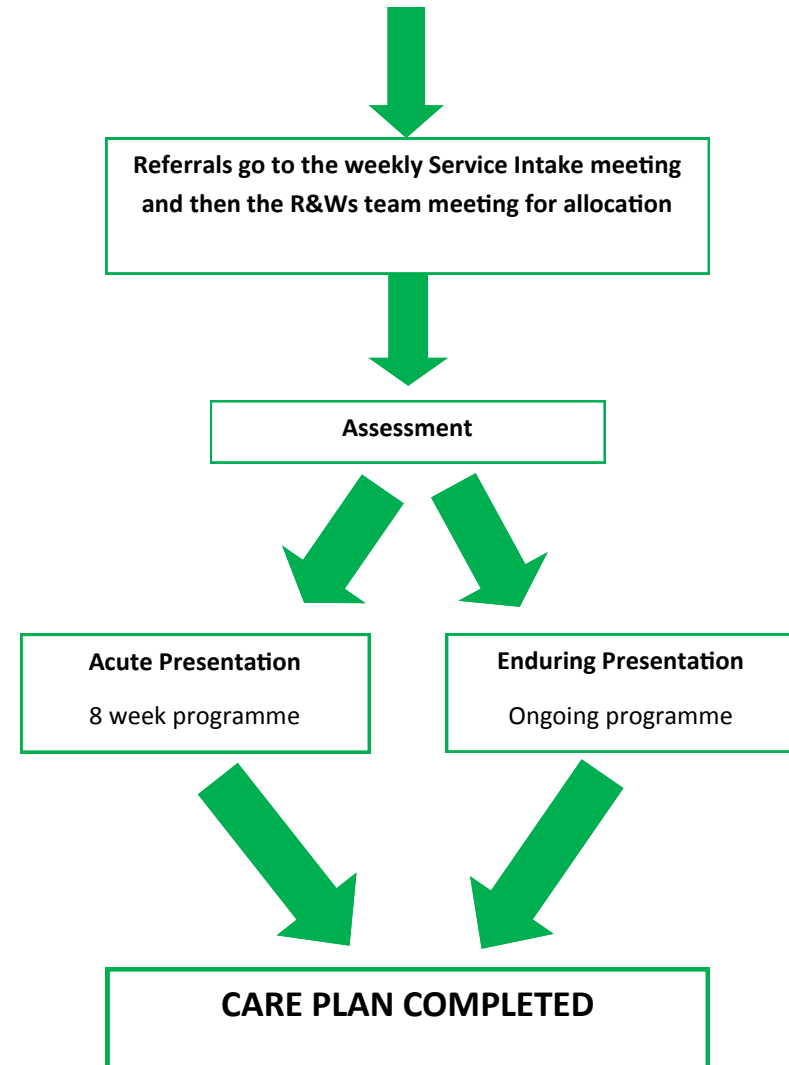
The R&Ws service recognises the variety of ways in which people live their lives and respects healthy choices people make and beliefs they hold.

We endeavour to help each person identify and realise their potential, both individually and in relation to others.

The service believes in the benefit of working collaboratively with people to encompass a holistic approach to wellbeing.

## REFERRALS

Referrals are made by General Practitioner or Adult Mental Health



# GROUPS

**R&WS offers a range of groups and individual sessions.**

These give people the opportunity to make the changes they want or need to make to improve their life.



**Here are a list of the services that  
The Recovery & Wellbeing Service can offer:**

- Art and Pottery Groups
- Badminton
- Beacons Café
- Gardening
- Decider Skills
- I.T. sessions
- Mindfulness Group
- Move / Yoga based Group
- My Health Journey
- Quitline Drop in
- Recovery Group

## **Group punctuality**

Service users request punctuality when attending groups as they value a defined and safe space to talk.

Therefore the following groups close to people who arrive over 10 mins late:

- **Mindfulness**
- **Decider skills**
- **My Health Journey**
- **Recovery group**
- **WRAP group**

# THE TEAM

*Working together to support service users we are a team that offers a mix of different knowledge, skills and experience.*

## **Occupational Therapists & Occupational Therapy Assistants**

These health care providers offer person-centred therapy and support to undertake meaningful activity and build an active life, focusing on Productivity (work roles), Leisure and Self-care activities and adapting skills to facilitate functioning and growth. This could mean help with work roles (paid or unpaid), studying, domestic tasks / budgeting , hobbies/interests, socialising, washing/dressing or getting out and about.

## **Mental Health Nurses**

This staff group prioritise service users, treating them with kindness, respect and compassion, listening and responding to preferences and concerns. Assessment and response to physical, social and psychological needs. Evidenced based treatment is used for psychological problems and support/advice on staying well with medication and healthy lifestyles.

## **STaR ( Support Time & Recovery) Worker**

A STaR worker is a member of the team who can offer people support to achieve specific needs. They work with people on a time limited, person centred care plan. They offer time to help people meet their goals. This might be things like; attending appointments, building confidence to use public transport, taking up a hobby or help with being out in the public.

## **Health Trainers**

Health Trainers help people achieve a healthier lifestyle through healthy eating, becoming more active, drinking sensibly and smoking cessation.

## Meet The Team



**Graham Duerden**

Recovery and Wellbeing Service  
Manager/Occupational Therapist



**Trish Cooke**

Senior Staff Nurse/  
Health Trainer & Quitline



**Yvette Strudwick**

Senior Staff Nurse/  
EMDR Practitioner



**Natalie De Freitas**

Senior Occupational  
Therapist



**Suzanna Wade**

Community Mental  
Health Nurse



**Suzie Mauger**

Senior Occupational  
Therapist



## BEACONS CAFÉ

Beacons Café is part of the Recovery & Wellbeing Service and provides an opportunity for people to gain work experience in a supportive environment. The volunteers who staff Beacons are helped to manage the day-to-day running of the café. This may include: serving customers, ordering stock, health and safety duties and taking care of banking duties. The aim is to build confidence and offer person-centred training. Volunteers have the opportunity to complete food hygiene courses during their time at Beacons.

As well as offering support to its volunteers, Beacons links up with other community based areas such as Styx and St Martins community centres. We can help you gain work skills and then support you with Guernsey Employment Trust or Work rehabilitation.





# The Tools We Use...

## 5 WAYS TO WELLBEING...

The 5 Ways to Wellbeing are the mental health equivalent of the '5 a day' advice about fruit and vegetables and are to:

- 1 Connect** - with the people around you.
- 2 Be active** - exercise your body and mind.
- 3 Take Notice** - catch sight of the beautiful. Enjoy the moment.
- 4 Keep Learning** - develop new skills.
- 5 Give** - do something nice for a friend or a stranger.



## QUITLINE

Quitline is the free Guernsey Stop Smoking Service which offers assistance to smokers interested in changing their smoking behaviour. Quitline Specialists can assess a smokers' level of nicotine dependence, provide strategies on preparing to quit, prevention of relapse and staying a non-smoker, and provides information on products and services to assist on quitting.

Quitline Service is not only open to clients within the mental health services but also the general public. It operates a drop in / appointment service between 15.00- 18.00 on Wednesdays. Alternative appointments can be arranged if required



**Contact:** PEH: 233170  
Oberlands: Hospital Switchboard:  
725241 ext. 3609



**Shaun Hanley**  
Occupational  
Therapist Assistant



**Teresa Pollard**  
Occupational  
Therapist Assistant



**Donna Lyons**  
STaR Worker



**Kathy Luce**  
STaR Worker



**Debbie Dorey**  
STaR Worker



**Debbie Aldous**  
Health Trainer



**Regula Goettier**  
STaR Worker

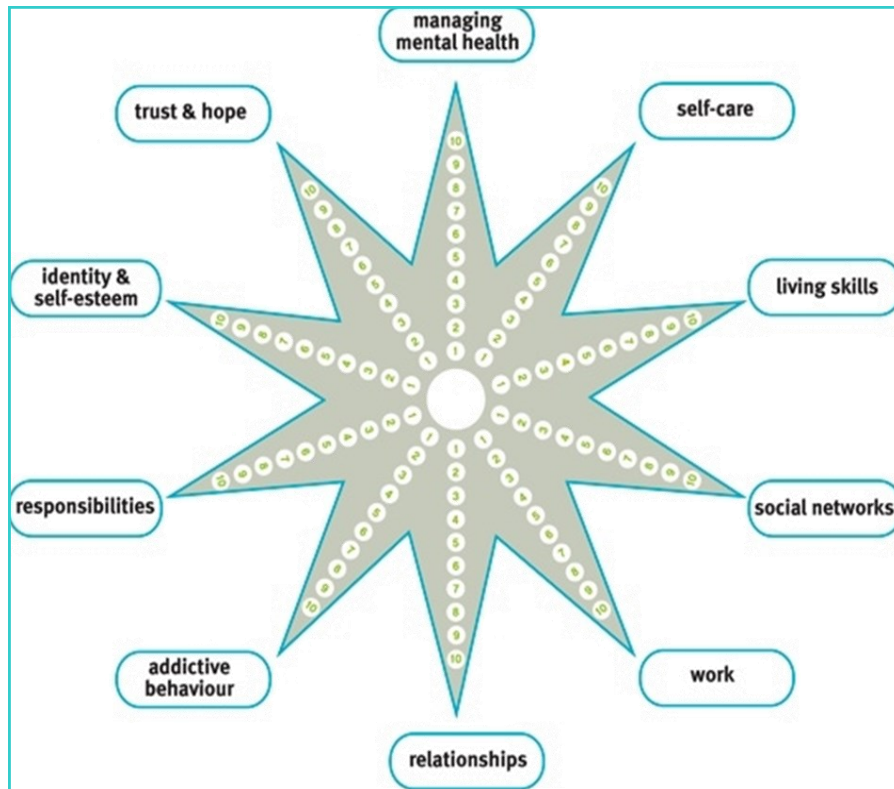


**Jack Martel**  
STaR Worker

# The Tools We Use...

## The Recovery Star

The Recovery Star is a tool for identifying where lifestyle changes can be made to develop our coping skills and strategies.



- |                           |                           |
|---------------------------|---------------------------|
| 1. Relationships          | 6. Managing mental health |
| 2. Addictive behaviour    | 7. Self-care              |
| 3. Responsibilities       | 8. Living skills          |
| 4. Identity & Self-esteem | 9. Social networks        |
| 5. Trust & Hope           | 10. Work                  |

# The Tools We Use...

## Group opportunities

Groups can be a useful way to learn from others about what helps. Through being with people we can learn about ourselves, develop greater wellbeing and continue the journey of Recovery. The Recovery & Wellbeing Service offers a variety of groups and we are always looking to develop others. Service users are encouraged to talk to us about what they want to be able to do and we will try and match that with a group to help.

## Drop-in support

Horizons and L’Vair drop-ins at the Guernsey Mind Centre are somewhere you can mix with others who understand mental health difficulties and enjoy leisure pursuits such as playing pool, board games and reading newspapers and magazines, with snacks and tea/coffee provided.

## Care-Coordinating

The Care Coordinator meets with service users regularly and agrees person centered care, evaluates treatment and helps plan what the service user wants to do. During this face-to-face (1:1) meeting we will discuss individual care and help you work with the Recovery Star and WRAP tools, with a view to self-reliance and independence.

## STaR Work

Referrals for Support Time and Recovery Workers will require the Care Coordinator to remain involved and review their service user on a regular basis. STaR workers provide support for specific tasks related to a care plans. These might be things like; getting familiar/comfortable with using public transport, visiting Social Security, housing agencies, helping sort out finances or undertaking leisure activities.

## Health Promotion

A Health Trainer will support and guide service users to make healthy changes to lifestyle, including eating healthily, becoming more active, drinking sensibly and smoking cessation. The Health Trainer can work along side the Personal Trainer to encourage physical fitness.

## Beacons Cafe

Serving an opportunity to gain work skills in a friendly and supportive place. Beacons Café is open most days and offers a variety of hot/cold drinks, snacks and hot food. Talk to any member of the team to find out how to volunteer.

# The Tools We Use...

## The WRAP (Wellness & Recovery Action Plan)

The WRAP is a framework with which you can develop an effective approach to manage distressing symptoms and gain insight into patterns of behaviour. It is a tool to help you to gain more control over your mental health condition and your wellness.

### The following areas are covered in the WRAP:

- Wellness
- Wellness toolbox
- Triggers & action plans
- Early warning signs & action plans
- Signs that things are breaking down or getting worse & action plans
- Crisis plan
- Post crisis plan

## Mindfulness and Move

### What is mindfulness?

Mindfulness is about learning to be in the moment, and to be more aware of your experiences as they are happening. Mindfulness teaches us the skills to be with our thoughts and feelings without being overwhelmed by them.

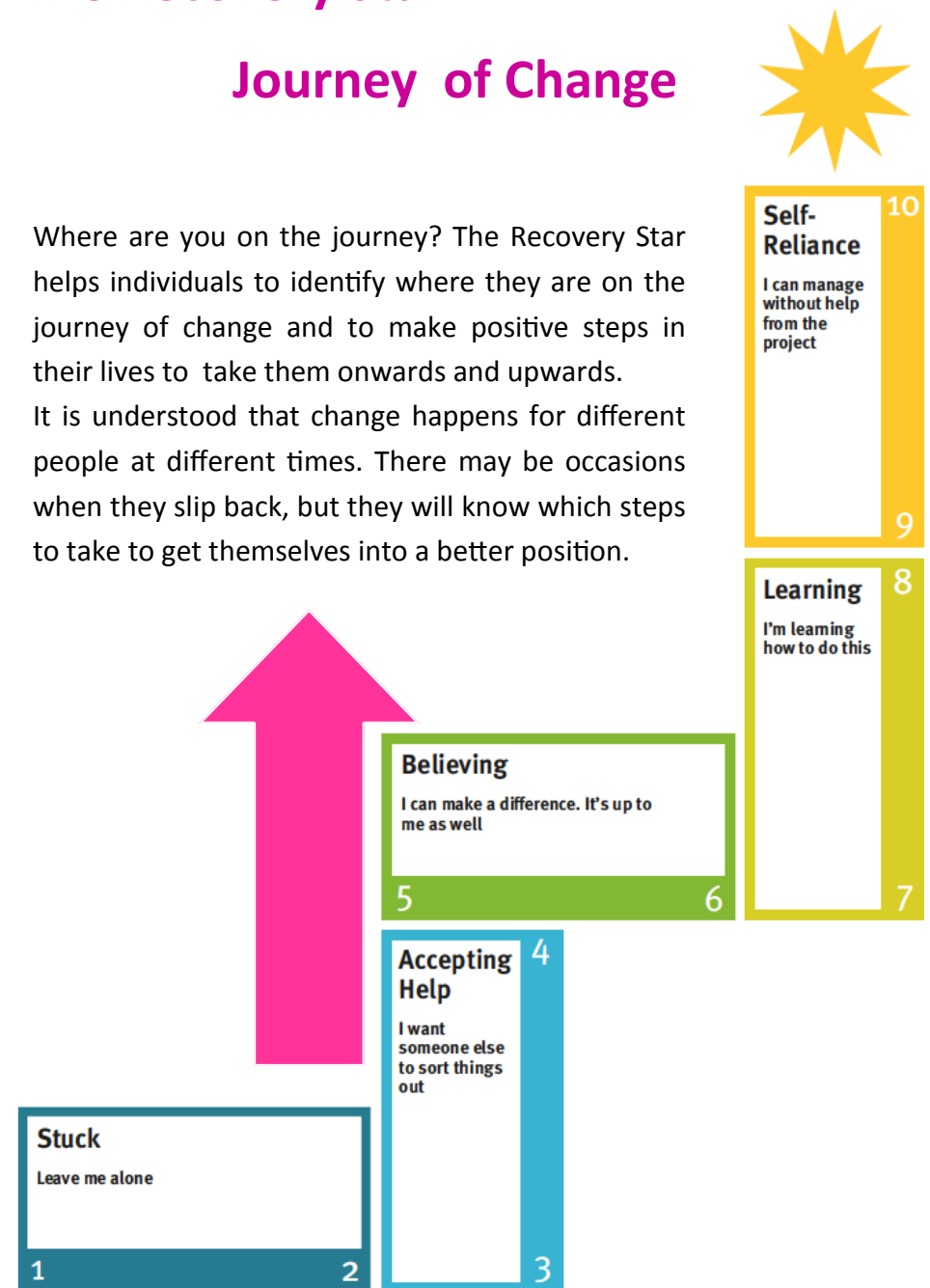
### What is Move?

Move is a gentle exercise group, with movements adapted from Tai Chi and Yoga. The main focus is on stretching, breathing and the cultivation of a calm, meditative state of mind through mindful meditation and gentle exercises.

## The Recovery Star

### Journey of Change

Where are you on the journey? The Recovery Star helps individuals to identify where they are on the journey of change and to make positive steps in their lives to take them onwards and upwards. It is understood that change happens for different people at different times. There may be occasions when they slip back, but they will know which steps to take to get themselves into a better position.



# The Tools We Use...

## The Decider Life Skills

Twelve evidence based key life skills designed to help: increase confidence, build resilience, tolerate distress, manage difficult emotions and improve communication.

Most of the staff working in mental health services have been trained in The Decider Skills. They incorporate the skills into their work with clients to underpin and enhance individual and group work. The skills provide a shared language in services, increasing understanding and communication.

The Decider Skills were developed in Guernsey by two cognitive behavioural psychotherapists and are used by: adults, children and young people in health, education, social, business, charity and voluntary settings.

**The skills are for everyone.**

Download STOPP app from the app store

For more information about The Decider

[www.thedecider.org.uk/lifeskills](http://www.thedecider.org.uk/lifeskills)

For more information about mental health

[www.getselfhelp.co.uk](http://www.getselfhelp.co.uk)

Learnt and practiced these can really help.

Ask about the Decider group.

