for further information on Inspire Mental Health…
North East Community Wellbeing Service.
32 Ballymoney Road
Ballymena
BT43 5BY

Telephone 07587888782
Email: j.taylor@inspirewellbeing.org

inspirewellbeing.org/mentalhealth

North East Community Wellbeing Service
Welcome Pack

Ballycastle
Ballymoney
Coleraine
About Our Service

North East CWS provides support through a range of activities & group work mainly 9am—5pm Monday to Friday although sessions, outreach trips and other events outside these hours are also catered for.

The Service is not centre based but uses local community, voluntary and/or leisure facilities in Ballycastle, Ballymoney & Coleraine.

Activities on offer include 2 day WRAP, 6-8 week short courses, & longer term time college courses with a focus on learning new skills, promoting personal development & self-esteem, enhancing recovery, developing creativity, making connections/social supports and developing physical health and wellbeing.

The role of the Northeast service is to walk alongside members on their recovery journey offering support and learning that enables personal decision making, self advocacy and self belief, providing opportunities for members and staff to come together, to learn together, and to feel part of something positive, worthwhile and fulfilling.

Compliments, Concerns, Complaints:

If you have any compliments, concerns or complaints about the service we want to hear them!. You can inform staff or complete a form.

It is your right to make a complaint, we have a policy detailing how you can do this. Equally we encourage you to tell us what we’re doing well.

Moving On:

So you’ve reached the stage where you’re ready to leave the service.

• You’ve completed a short course
• you have achieved your wellbeing aims
• you are starting a job or volunteer work
• you’ve reached a wellness level that you’re happy you can maintain

It’s your journey so when you’re ready to leave you can talk to staff and identify your moving on needs. Staff will support you through the process as needed.

We may discharge you for the following reasons:

You haven’t been in touch or coming to your group
Your behaviour is unacceptable for example criminal behaviour on site is not permitted.

Staff are available for any further information
Confidentiality:
Personal information in relation to your wellbeing is securely stored in our General Operating System (GOS) to ensure confidentiality in accordance with data protection procedures.

Safeguarding vulnerable adults & children:
Your safety is important to us. We have a legal responsibility to safeguard people who avail of this service. We want to help protect you from abuse or harm, which might be caused by other people to you or that you may cause to yourself, this includes children.

Keeping Yourself Safe:
To ensure the safety of everyone we have essential health and safety procedures. Non-compliance could result in being asked to leave the premises.

- Smoking is not permitted in any building we use—designated smoking areas will be identified
- Alcohol and drugs are not permitted in any groups. If you are under the influence of these, you will be asked to leave the activity
- Emergency evacuation plans will be discussed with you for each of our venues
- First aid boxes available on site & trained first aiders
- It is your responsibility to inform staff of any special

Application & Induction

- Application form completed by you & your referrer
- You will be contacted to arrange a visit along with your referrer if you wish
- You will come along & meet a staff member to talk about our service & the groups you are interested in
- You will get a start date, and the opportunity to complete your own personal wellbeing plan
- When you first attend you will be welcomed to the group & someone will show you around & answer any questions you may have
- You will receive regular updates on future plans, you can sign up for training opportunities
- You will be supported throughout your time with Northeast Inspire to work towards your wellbeing plan, including moving on when you are ready
- You'll receive welcome pack & prospectus information
- You will be involved in activities & events
Activities on Offer include:

- **Wellness & Recovery:**
  - We value each person as unique, and recognise that you are on your mental health recovery journey. Our Community Wellbeing Service supports & encourages you to explore what recovery means for you and to identify your recovery aims to enhance your wellbeing.
  - The prospectus offers opportunities for mental health education, with a focus on your involvement. Facilitators work in a way to create a shared learning environment, with a focus on wellbeing topics.

- **Working With You:**
  - We share information on our service through staff, the prospectus and the website to keep you up to date on:
    - Additional Social Sessions
    - Changes to the service
    - Seasonal changes in activities
    - Community information/events.
  - If you have information you wish to share just let us know.

- **Quality:**
  - Inspire is committed to providing high quality services. To ensure high standards are maintained the service is audited regularly & your feedback is important in identifying any improvements to benefit this.