for further information on Inspire Mental Health…

Foyle Community Wellbeing Service.
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About Our Service

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

The Service is scheme based & also uses local community, voluntary and/or leisure facilities

What’s on offer includes DBT skills, WRAP, manage the Challenge - 6-8 week short courses, longer term time college courses & a range of activities with a focus on the 5 steps to Wellbeing—Connect, be active, keep learning, take notice & give.

The role of the service is to walk alongside those 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 requirements for additional support for your safety.

Application & Induction

1. Application form completed by you & your referrer
   - You will be contacted to arrange a visit along with your referrer if you wish.

2. You will receive a welcome pack & prospectus information
   - You will get a start date, and the opportunity to complete your own personal wellbeing plan.

3. You will be involved in activities & events
   - You will receive regular updates on future plans. You can sign up for training opportunities.

4. When you first attend
   - You will be welcomed to the group, and someone will show you around and answer any questions you may have.

5. You will be supported throughout your time with Northeast Inspire to work towards your wellbeing plan, including moving on when you are ready.
Activities on Offer include:

- Arts & Crafts
- Horticulture
- DBT skills
- Mindfulness
- Reading Group
- Walking
- Gym
- 10 pin bowling
- Movement to music
- Hairdressing
- Manage the challenge
- Pottery
- Social group

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