

SIX DEGREES SOCIAL ENTERPRISE NEWSLETTER - COMMUNITY MEMBERS' EDITION SUMMER 2022



Welcome to what is the first edition of the newsletter for community members of Six Degrees. As members you will likely already be interested in the organisation's work and this newsletter aims to keep you informed of what's going on.

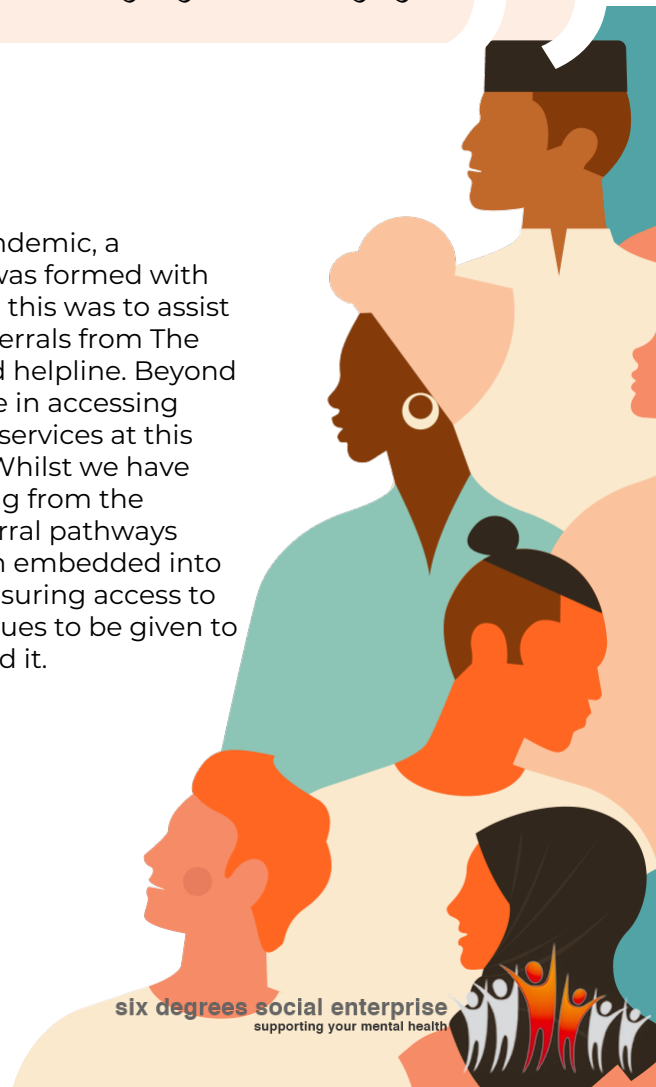
I think I'd be right in saying the last two years have seen an unprecedented level of change. Some of this has been driven by external factors, such as the Covid-19 pandemic and the health commissioning landscape, which have impacted on what, how and where we deliver our services. Six Degrees has also experienced news closer to home, including the results of our recent Investors in People (IiP) assessment and an office move. Read on to find out more...

Kelly Hylton, Managing Director

OUR SERVICE

Six Degrees provides NHS funded talking therapies to people over the age of 16 within Salford via the Improving Access to Psychological Therapies (IAPT) model. Over the last few years, we have taken opportunity to develop bereavement services. These include the Greater Manchester Bereavement Service (GMBS), offering a central hub for those living in Greater Manchester to help the bereaved receive the support they need, and more recently the Salford Bereavement Therapy Service (SBTS), providing a safe space to support people with their loss.

During the pandemic, a collaboration was formed with Start and Mind this was to assist in handling referrals from The Spirit of Salford helpline. Beyond assisted people in accessing mental health services at this difficult time. Whilst we have been recovering from the pandemic referral pathways have now been embedded into our services ensuring access to support continues to be given to those who need it.



SUMMARY OF PERFORMANCE

April marked the start of the new financial year and it's a good time to reflect on some of our achievements of the last 12 months:

84%

At Six Degrees 84% of our workforce are living in Greater Manchester and of this 22% live in Salford.

2

We currently have 2 volunteers and continue to develop further opportunities in the community.

9000 referrals

The IAPT service managed more than 9,000 referrals and the average wait time over the year was 37 days.

800 calls

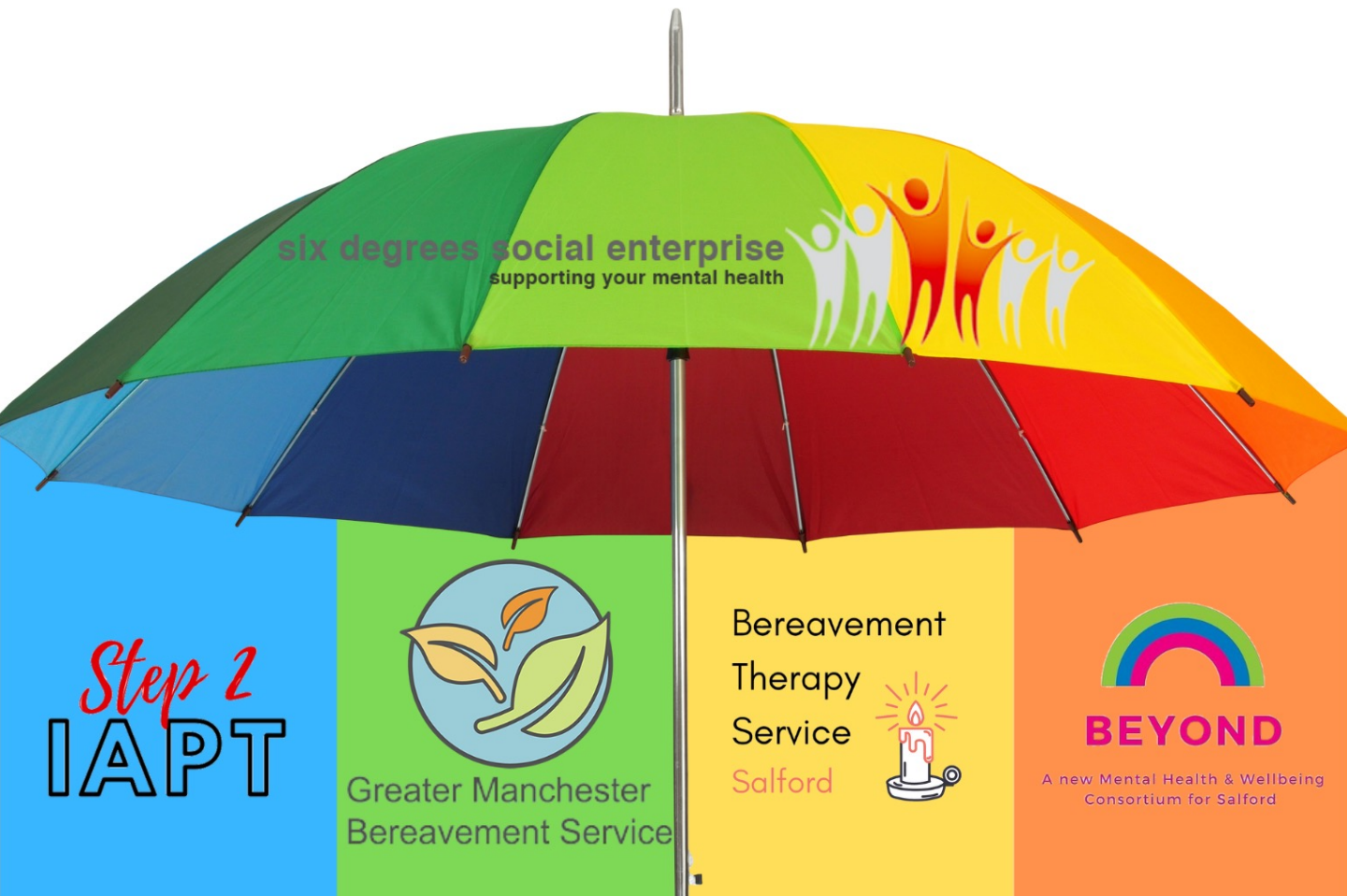
GMBS received in excess of 800 calls, the majority of which were from people directly bereaved.

200 helped

Our newly introduced SBTS launched in the summer of 2021 and has already helped over 200 people with a bereavement or loss related difficulty.

317 supported

Beyond supported 317 people in total and strengthened relationships with key partners START, Mind and the NHS.
(Figures for 2 years)



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Step 2
IAPT



Greater Manchester
Bereavement Service

Bereavement
Therapy
Service
Salford



BEYOND

A new Mental Health & Wellbeing
Consortium for Salford

PATIENT FEEDBACK

The voice of the people we serve is integral to planning the way we continue to support our communities. It also shows how valuable the work we do every day is. A extensive amount of work has been completed recently to embed this feedback in to our work.

Recently we have received some really positive feedback from our patients. Each and every time we receive a review of our services not only does it make me feel pleased that we have helped a member of our community, I feel proud to be part of this organisation.

My therapist was so lovely and understanding. They helped me tackle some things I didn't realise were weighing on me so much and I feel better equipped to move forward.

At the end of quarter four of 2021/22 we celebrated that all areas of our patient experience questionnaire received above our target of 80%.

I very much welcomed the opportunity to talk to someone about how I was feeling in the knowledge that I would receive the support and tools/techniques to help me. Through using the skills that I have learned over the weeks, I feel so much better and have the confidence to put the skills into action when needed or even just to take a moment in my day to relax and take a breath.

100%
Felt staff listened to them and treated their condition seriously

88%
The service has helped them to resolve the main problem for which they sought help

90%
Felt involved in making choices about their treatment and care

90%
Received the help that mattered to them

96%
Had confidence in their therapist and his/her skills and techniques

Salford Bereavement Therapy Service offers support for those who are struggling with bereavement. Even though bereavement is part of pretty much each of our lives, it is also a unique and often overwhelmingly painful experience. The poem, which one of our patients wrote as a creative and heartfelt form of feedback and sharing their experience, touched us and humbled us deeply as it reminded us, in a way that ordinary words sometimes can't, how privileged we are to accompany our patients on their most intimate and painful paths. It also made us feel proud that we can make this path a little bit more bearable and less lonely.

"Losing my gran"

12 months, 52 weeks, 365 days,
Grief, it gets easier, that's what everyone says.
IT'S A LIE!
WELL, it seems that way to me,
I'm one year on and still not accepting what I should be.
I think of you , it takes my breath.
I think of you , and I'm a mess.
I think of you , I'm overwhelmed,
I think of you, my feelings are shelved.
I think of you, and I lock it away.
Grief, it gets easier this is what I hear them say.
It's been a year stuck in anger, a year stuck in denial, a year stuck in wishing,
If only I could see your smile.
It's been a year of love
a year of pain
a year of wondering when I'll
See you again.
It's been a year of anxiety, a year of depression, it's been a year of your loss
leaving its impression.
I wish you could cuddle me and fix me in places that I am still broken, All
the things I can't say, too painful to be spoken.
Now I speak to strangers to make sense of it all,
Wondering who will catch me whenever I fall.
They opened my eyes to the waves of grief no matter how long it takes, no
matter how brief.
A little bit like Blackpool sea, where we would see the tide, in here is where
all my sadness seems to hide.
However now when the tide comes in
I will greet my sadness with no fear, I will hold it close, because that's when
you're near.
I now have the tools to smile at your name, although it will never be the
same.
I will hurt and ache for you the same as I did on that final day. Grief, it gets
easier, it's what I hear them say.
Grief, it gets easier, if you have a little help along the way.



OUR VISION

Our vision is to enable the communities we serve to achieve their best possible mental health and well-being.

STRATEGIC OBJECTIVES

Our People – We maintain high quality, compassionate and safe services for those we support.

Our Workforce - We support an enabling environment that allows our people to grow and develop.

Our Partnerships – We develop strong, collaborative and trusted relationships with our commissioners, communities and partners.

INVESTORS IN PEOPLE (IIP)

We recently participated in an IIP assessment and gained the Silver Accreditation. A lot of work has been completed over the last 2+ years to regain the award. Part of this was a new appraisal system and those involved in this, and other work, have done an outstanding job.

The assessment is conducted by speaking to staff, through an online survey and interviews, and it therefore measures whether the work we are doing, on areas such as engagement in the organisation's vision, mission and values, is feeding through to everyone and having an impact.

The feedback from the assessor was very positive, highlighting in particular the importance of staff away days and specific initiatives, including champion roles. And all of this with the pandemic of the last two years in the background. The feedback has also given us some areas to work on and these will be explored in the coming months.

OUR MISSION

Our purpose is to build resilient communities in which people are connected, supported and equipped to deal with the challenges they may face.

OUR VALUES

 Professional

 Accessible

 Inclusive

 Responsive

 Supportive

LOOKING BACK

As a treasured member of our team, Tanya has worked for Six Degrees for many years. Here she reflects on her career journey, including a recent promotion.

"I started at Six Degrees just over 10 years ago as a trainee PWP (Psychological Wellbeing Practitioner) with a very limited understanding of the IAPT system. After spending a couple of years training (due to maternity leave in the middle) I qualified and remained at Six Degrees as a PWP. What I loved most about being a PWP was that I could be involved in so many new opportunities, which allowed me to build upon my personal development year on year. There was always something new that came around that I could become involved in, which made my working week feel really varied. I then decided to apply for a Gateway Worker position (my current position). Having knowledge of the service, our systems, our direction/vision, helps me to feel ready to support other staff in their career journey here, and the service as a whole, from a new position – one that I very much enjoy!"



OUR NEW HOME

THE PERFECT APPROACH

“ Eccles has great transportation links and provides all the amenities you could need and more. The cafes and retail outlets on our doorstep are perfect for employees to grab some lunch and there are a range of quality restaurants and bars in nearby Monton that are suitable for business lunches and evening gatherings alike. ”

Tony Lackey
Managing Director of SRO Solutions Ltd



On 9 May we closed the doors on our old home at Southwood House for the last time. Our new home at 2 City Approach, Eccles, is currently in the process of being fitted out.

Thank you to our Business Operations Manager and all those involved for their hard work in making the office move possible. They've worked under difficult conditions whilst keeping cool and calm, and continuing to provide an excellent service.



8TH FLOOR, 2 CITY APPROACH, ALBERT STREET, ECCLES
SALFORD, M30 0BL

HYBRID WORKING

During the COVID pandemic we quickly moved all of our appointments to over the phone. As we transition out of the pandemic we are looking at new ways to deliver our services with greater choice of appointments types, these will include face to face, video and phone.

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OUR RECENT AWAY DAY

We recently had our first in person away day since before the pandemic. The day was held at Salford Lads' Club and it reminded us about what is so great about being part of a team.

We explored what we enjoyed about working at Six Degrees, with each team member reflecting on their time spent working with us and what elements were most valued. We created a relaxed and open mood to ensure there was opportunity to reconnect, whilst for several of us it was the first opportunity to meet face to face.

We had a local artist Matt Worden join us for the day to capture the day in visual form, the below image shows some



interesting fact about our people and what they value about working at Six Degrees. An element of the day focused on our values and we gave opportunities for everyone to contribute their thoughts. We also worked on our wellbeing

framework, an area important to us.

It was a great day and thoroughly enjoyed by everyone.

In our team there are:
 Writers, Athletes,
 Bee keepers School builders,
 Blue Peter badge holders,
 Adventurers, 3 Legged cat owners,
 Yoga teachers, Media stars
 International rugby players
 Aid Workers, Hula Hoopers
 Sommeliers Ikea Shoppers
 New parents Racing car drivers

Six Degrees Social Enterprise What a TEAM!

'It's all about
 the people'



Six Degrees
 What do you
 value about
 working here?



WORKING TOGETHER

To celebrate the Queen's Jubilee, and to help bring communities together, Lingua GM hosted an event at the Midland Hotel and Six Degrees were very honoured to be invited.

We had the great privilege of meeting families displaced by conflict in Ukraine and Afghanistan. We can only imagine the incredibly difficult and turbulent circumstances that these families have endured. We are working as a community to welcome them, offering as much support and friendship as we can.



ALTERNATIVE PROVIDER FEDERATION (APF)



The APF is a new partnership of social enterprises and charitable organisations who deliver NHS services across Greater Manchester. APF was formed to work creatively together to tackle health inequalities in Manchester and to support the VCSE sector to navigate and connect with the new Integrated Care System (ICS) structures. As a community interest organisation we are delighted to have been accepted in to the first cohort of members.

To find out more please watch this animation: <https://www.youtube.com/watch?v=dqxJZIXwvWY>

SIX DEGREES ON LINKEDIN



We continue to work on building our following on LinkedIn to help raise awareness of the organisation and the work we do. If you haven't already done so, please follow the page. And if there are any professional contacts who we could link with please let us know. Here is the link to our page: <https://www.linkedin.com/company/six-degrees-social-enterprise>

LOOK OUT FOR...

We have recently refreshed our website, on which we plan to feature a community members' section. We will also be in touch with details of 2022 Annual General Meeting which is due to be held on Thursday 6th October.

LIVING WELL



Living Well Salford is a community mental health service, delivered in partnership between GMMH, Mind in Salford, Six Degrees, Wellbeing Matters and START. They offer help to people who:

- Need a little more help than a GP can offer.
- People whose social situation is having a negative impact on their mental health.
- People experiencing distress due to trauma.

We are proud to be a partner with living well and we are looking forward to welcoming Psychological Therapists to support us in our work.

CURRENT VACANCIES

We regularly recruit for psychological wellbeing practitioner, counsellor and psychological therapist roles. If you're interested in working with us or know someone who may be, please get in touch by submitting an expression of interest with your CV to advice@solutionsforhr.co.uk

