



ACCI Activity Report.

2022-23

**“People will
forget what
you said,
people will
forget what
you did, but
people will
never forget
how you made
them feel.”**

— Maya Angelou

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“TREAT A PERSON AS HE/SHE IS AND THEY WILL REMAIN AS THEY ARE. TREAT THEM AS THEY COULD BE AND THEY WILL BECOME WHAT THEY SHOULD BE.”
JIMMY JOHNSON

So often in the delivery of Mental Health Services our interaction is based on the presenting symptoms and not the underlying issues which has preceded the mental health episode and in so doing emotional paralysis comes into play.

Hence, we must use the opportunity to show empathy and have meaningful engagement in order to recognise who they have been and who they can become again leading to recovery and restoration.

Our ethos here at ACCI remains one of passion, commitment, love, care and “HUMANITY!” These are qualities that those experiencing mental health distress desire and will always be a significant part of their emotional healing.

We are mindful that we do not have all the answers and recognise that at times there are some presenting situations that are complex and challenging.

The past year has been another busy and productive one with the highs and lows as will be reflected in the report.

As always I want to thank Staff, Board Members, Stakeholders, Carers and Volunteers for your continued support. **Most importantly, I want to show appreciation for our members who have given so much despite the challenges they face on a daily basis.**

“I AM, BECAUSE WE ARE AND BECAUSE WE ARE THEREFORE I AM”



Alicia Spence
CEO





WELL-BEING HUB

Our well-being hub is the life saver for so many of our members. It provides both physical, social, emotional and “a safe space” for our members.

As the colder months and dark nights drew in, the impact of the cost of living became even more apparent. ACCI became a “Warm Hub” to many. Although we were not an official warm space, we were for many the only warm space they wanted to visit. The recorded number of members attending and staying later in the Well-Being Hub more frequently rose, as members were worried about the cost of heating their homes they sought refuge in the Well-Being Hub. Here they knew they would be with friends and family to help motivate and support each other. Staff in the well-being hub made it their priority to make the members feel welcome and could often be found engaging in meaningful conversation, being involved in an activity or playing a game of pool with them. It is this human approach that is so important to our members and being in their “safe space” helps them to relax thus reducing stress levels.

Working with the Activity Coordinator staff are able to provide a variety of activities to help engage our members. On certain days of the week the most beautiful sound is to hear the voices and laughter of our members in the building. It is this laughter that

makes us know they are doing their best they can regardless of what’s happening in their lives and that they value the space ACCI provides.

The Well-Being Hub opens the door for many who have nowhere to go and no real friendship groups. Everyone who enters the Well-Being Hub knows they will be safe and protected as they are among family.

In December we were fortunate to have our supporters, Managers from Lloyd’s Bank (Tettenhall), visit the Well-Being Hub and speak to members and staff about banking. This has a massive impact as it helped forge relationships with the members who went on to make appointments with the bank managers to look at individual cases.

During this year we were fortunate to be part of the “Black Country Connected Programme” where we were able to provide 20 members with GEO books (computers) and internet access. Further to this, our volunteers were able to provide the members with basic computer lessons to enable them to use their new computers to access a range of programs.

WELL-BEING HUB

DIGITAL CHAMPIONS

The basic argument of the project is that if the digital health technologies being introduced by the NHS are to benefit all communities then we need to understand how people from different communities use these technologies and what are the benefits and challenges these technologies pose to different communities. This understanding should then be used to shape/influence the development of new digital health technologies and services so that they address the needs of communities.

During this year we were invited by Birmingham BCU to become “Digital Champions”. Two members of staff attended the training, the aim of this piece of work was to gather information in regards to how our members felt about using technology to access medical information such as GP appointments, repeat prescriptions etc. Working with our members we found that COVID-19 had forced them to use technology to access their GP but many still needed support as they struggled and wanted face-to-face support.

MAKING ME THINK ABOUT THE DIGITAL WORLD

Being invited to attend the Digital Champion Training was a real eye opener for me on a personal level. This training gave us all an opportunity to discuss the future of the digital world on our everyday lives and explored the impact of this for the entire community. Focussing on the digital world in relation to health is a crucial piece of work as this area affects us all as it does not exclude any one group or individual.

Drawing from my own limited experience of the digital world it provided me with deeper thoughts and also helped me consider my own attitude to the digital world. Listening to the views of others in the training gave me an understanding of how far this area had already come without me and I guess many others like me. The impact of COVID-19 forced us to move forward without even comprehending or acknowledging the volume and speed of changes taking place.

The NHS is a pivotal part of my life as I have long term health conditions and considering how I myself will have to change to access my own health care is both exciting yet elements are scary. If they are scary for me it makes me wonder how the members we serve at ACCI will cope. Is this therefore another element of work to be developed or do we all just go with the flow and see how it evolves? But one thing for sure is that it is not going away, we need to take a deep breath, open our eyes and begin to walk in that direction. Thus we will have to be prepared to embrace it. This will be both a mental and physical change for so many of us.

*Digital Peer Champion
ACCI September 2022*

MEET PG TURNING HER TALENTS INTO A PASSION

Every Monday as you enter the well-being hub you can smell the amazing aroma of a member volunteer, PG's amazing cakes.

PG has been a member of ACCI from around year 2000, prior to Covid she would spend her Monday in the cooking group. During Covid, PG began making cakes at home and these would be bought by staff and members.

We all love the wonderful smell coming through the well-being hub and even better, tasting her wonderful creations.

PG also volunteers as a member in the Tuck Shop 3 days a week serving staff and members' snacks and refreshments.

During this year we were able to reintroduce our members-led Tuck Shop. On a Monday as you entered the building you would smell the aromatic smell of the cakes baking, by our member PG. It is this home-from-home atmosphere that makes the well-being hub feel like family to so many.

**Thank you ACCI
appreciates your
support.**



"I love baking, it helps me relax. My favourite thing is when all the cakes are gone that means it was a good bake."

MENTAL HEALTH LIAISON REPORT (2022-2023)

It is a well-established fact that there is an over representation of black and Asian people within the mental health system and hence there is an increased focus on equality and recovery of these individuals. This calls for a need to establish stronger links between the inpatient hospitals, community mental health teams, prisons and ACCI. The MHLP's role is to relate ACCI to these organisation so as to work as a team in supporting those suffering from enduring mental illness on their recovery journey.



With COVID-19 restrictions finally lifted, people gradually got back to their normal day to day lives. It was evident a good number of those with mental health issues were left with scars and needed a lot of support and input from professionals assigned to them. New cases cropped up as a direct effect of the pandemic. We have thus received increased numbers of referrals from the usual sources such as the inpatient acute hospitals, GPs, Social Services, Criminal

Justice, Probations Services, Police, Morden Slavery Advocacy and Families. ACCI's reputation has reached far afield in the West Midlands and unfortunately we had to turn down some 10 referrals that came from outside the area that we are commissioned to cover. This goes to show our positive impact to people of our cultural background who live with mental illness.

On a weekly basis the MHLP sits in a Multi- Disciplinary Team meeting, where clients of concern



are discussed and an action plan drawn together as a team. This serves to ensure that all professionals working with the patient are aware of the risks they pose and their treatment plan so as to deliver an unfragmented care. Despite all this tight knit service, we continue facing challenges with the effects of alcohol and substance misuse in most of our members (service users) who reside in our residential units and some who live independently in the community. Those from the community tend to accept help and support from the MHP when they are admitted into a psychiatric unit. Once they are discharged from hospital they tend to stop taking their medication because they feel well in themselves and they worry about the stigma from their peers who have no clue about the

challenges they are facing. They are oblivious to the fact that the illness will come back. They also start disengaging from their social activities and then from the whole service altogether. This is when the MHP focuses her attention to spot the relapse signs and intervene by paying them home visits to encourage medication compliance and keeping up with their chosen activities as a way of maintaining their mental wellbeing. In most cases I do use internal referrals whereby I would refer the members to counselling, housing/benefits and wellbeing activities to enhance their recovery journey. Thus team work comes into play here and usually brings good outcome.

This year we had a young person-18 years who was arrested by police for moving about, threatening people with a knife. He believed people were after him, mocking and laughing at him. He displayed Paranoid ideation and Psychosis. He got detained in hospital under Section 3 of the Mental Health Act. We started working with him by visiting him on the ward and attending his ward review meetings which in the long run helped to build trust between us. Upon his discharge from hospital we maintained the relationship by visiting him at home and encouraged him to continue accepting his depot injection and coming out to the Well-being Hub at ACCI to engage in activities. He was reluctant at first due to fear of stigmatisation by his peers. I assigned a young member of staff to be his key worker and they clicked. With constant encouragement from the key worker he complied with all the activities and he literally was here on a daily basis. He started joining groups that were running at the Well-Being Hub such as going to the farm, football, bowling, cinema, theatre and going out on trips. This helped the young man to build his confidence, have a sense of belonging and maintained his mental wellness. Each day he attended the Hub, I would take him aside for a few minutes complimenting his attendance

and I would also talk to him about the importance and advantages of having depot injection instead of him popping tablets on a daily basis. I am proud to say the young man is really well in his mental state and he is currently studying at College and is doing really well. I often meet him with his friends in the local shops and he will always stop to have a quick chat with me. He says he is very grateful of the support and I always reiterate to him to stay on top of his medication.

While this is one out of a number of cases with a positive outcome, it goes without saying that we also had cases where the outcome was the opposite. This includes some of our members being incarcerated in prison for lengthy periods due to crimes committed while under the influence of drugs and/or mental illness despite efforts we make to educate our members about the dangers of using illicit substances. This year gone we have lost 4 of our members who passed away. It is a bit consoling that their passing on was not directly caused by the mental illness but that they succumbed to physical illness (MTSRIP).



**“The things
that make us
different, those
are our super
powers.”**

— Lena Waithe

OUTREACH REPORT

2022-2023

“Reaching out to reach in”

The Outreach team is proud of the work they do, working with the members not only to improve their mental health but also their independent living skills. During periods of illness it is the environment that is often a reflection of the individuals' state of mind. Having a clean welcoming home can help the individual feel they are on the road to recovery. Working alongside the staff of the outreach team can help motivate them to do this. Our outreach team will also use this time to ascertain if there are any outstanding issues that are impacting on the individuals health and wellbeing.

During 2022-2023 our Outreach staff made visits. These visits included accompanying members to medical appointments, support with shopping, socialising, benefits awareness session and help within the home. Each Member who was assigned to the Outreach team was allocated a key worker whose responsibility it was to ensure that the level of contact was maintained on a regular basis as determined by the support plan.

Working with Outreach involves a high level of trust as staff are required to enter the homes and lives on an intimate level. Staff are seen as a crucial element of support as they are required to advocate for individual's many of whom have lost trust in other service providers. Empathy and respect for the member is embedded into every action undertaken by the team, knowing that some of them are truly "broken members of society".

The demand for the work done by the outreach team continues to grow as the cases become more demanding and complexed. But with guidance and support from team members and management the work of the dedicated team of staff we are able to serve the members and families to the highest level. Outreach continues to grow from strength to strength as the staff develop and share their skills with each other and the whole staff team.



THE FOLAMI COUNSELLING AND THERAPEUTIC SERVICE - 2022/23

The Folami Counselling and Therapeutic Service offers a practical and emotional support service to the population of Wolverhampton who are experiencing a range of complex issues. Consequently, this service is able to manoeuvre in a truly holistic manner without necessarily referring them on to outside agencies at a time when people are gripped in low moods, anxieties, depression and disillusionment.

The holistic approach mentioned in the statement involves using a combination of different therapeutic interventions to address a person's physical, emotional, and mental well-being. This may include one-to-one, group, or family counselling, as well as alternative therapies such as homoeopathy, aromatherapy and Indian head massage. **(One-to-one communication refers to a direct interaction between two individuals, whether it is through face-to-face work, video call, telephone contact, or instant communication using texting or social messenger apps).**

Lottery funding has also made it possible to work with some challenging individuals who otherwise would not be able to access the local (IAPT) Improving access to

psychological therapies that applies a (CBT) Cognitive Behavioural Therapy course. This unfortunately is not commonly available to service users in secondary care.

TELETHERAPY:

Teletherapy, or the use of technology to conduct therapy sessions remotely, has become the main stay and preferred method for talking therapy since the covid 19 lock down. This has allowed clients to access therapy from the comfort and safety of their own homes or workplace. Many clients find that teletherapy is preferable to in-person sessions, as it eliminates the need for travel and can be more convenient for those with busy schedules or caregiving responsibilities. Additionally, teletherapy can be especially beneficial for self-employed individuals, who may face financial losses if they are unable to work due to travel or other commitments related to in-person therapy sessions. Nonetheless, face-to-face talking therapy is still offered and a small number of clients still prefer this method. In addition, Walk and Talk sessions where a therapist and patient conduct a therapy session while walking outside in the open, are becoming increasingly popular.

These sessions can take place in parks or other natural settings and are especially popular during the summer months.

Additionally, meetings held at local cafes are also a popular alternative to traditional in-office type therapy sessions.

THE SERVICE:

Despite limitations, the existing services, have enormous attributes to offer which enable us to offer a more bespoke service to our clients. This continues to aid long term healing and empowers clients to seek better outcomes and lifestyles.





ACCI STAFF

Encouraging staff at ACCI to utilise the available services and access therapies can significantly contribute to the overall well-being of the organisation. By promoting the utilisation of these resources, employees are provided with the opportunity to actively engage in their health and well-being, leading to improved healthcare outcomes. Access to therapies, such as counselling and stress management programs, can play a pivotal role in reducing stress levels among employees, consequently fostering a more positive work environment. This, in turn, can lead to a healthier and more productive workforce. When employees are supported in accessing these services, they are better equipped to manage their mental and physical health, which can ultimately result in decreased absenteeism and increased productivity.

Furthermore, a workforce that feels valued and supported in their overall well-being is more likely to exhibit higher levels of job satisfaction, ultimately contributing to the overall success of the organisation. Therefore, by actively encouraging staff to utilise these services, ACCI can foster a culture of wellness and productivity, ultimately benefiting both the employees and the organisation as a whole.

THE DISPLACED

The ongoing migrant crisis has had a profound impact on our service, with a notable percentage of our new clients belonging to this group. benefiting both the employees and the organisation as a whole. Within this demographic, there has been a smaller number of referrals, primarily stemming from the Black Country Women's Aid Service, there have been occasions where we have had to explore other venues to meet these needs. Despite the complexities that arise from this situation, we have adapted and found ways to address these challenges, ensuring that all clients receive the assistance they require.

SOURCES OF REFERRALS

Our main sources of referrals tend to be from the following organisation's: Wolverhampton Healthy Minds, Black Country Women's, Aid GP Practices, Refugee and Migrant Centre, Telford & Wrekin Council, Wolverhampton Homes, Wolverhampton Social Services, The Bingley Centre and Probation and West Midlands Police.

- Self-referrals are common and

continues to grow via word of mouth.

- Furthermore, and most importantly, ACCI staff in general have been very instrumental in identifying community members with concerns and informing them and recommending them to this service.



CONCLUSIONS

Further to the above, a number of new and challenging referrals continue to increase and present it-self. For example, during the last few years there has been a noticeable increase in individuals from the following categories:

- a) As mentioned above, Refugees and asylum seekers often face a range of challenges, such as post-traumatic stress disorder, homelessness, mental distress, language and literacy difficulties, poverty, isolation, and hopelessness. These individuals may require support and assistance on multiple levels, such as mental health services, housing, language classes and job training. It can be beneficial to work with other staff and community organisations to provide comprehensive support for these individuals. Additionally, providing extra support for women who have given birth can be important, as they may have additional needs during this time.
- b) Individuals with learning difficulties, particularly older men, have fallen through the cracks in the system and are struggling to manage their daily lives. It

is important that support and resources are made available to these individuals to help them navigate their challenges and live as independently as possible. This can include specialized education, job training, and support services such as counselling and case management. It is also important for society to be more inclusive and understanding of people with learning difficulties, to help reduce the stigma and discrimination that they may face.

- c) Many more young people are presenting and experiencing mental health and learning difficulties, as well as substance abuse problems, particularly with alcohol and drugs. This may be due to a variety of factors such as stress, peer pressure and easy access to drugs and alcohol. It is important to address these issues through education, support and access to mental health and addiction treatment services.
- d) Young parents can find it difficult to navigate relationship concerns, parenting issues, on top of involvement with social and children services and or legal



proceedings. They may benefit from receiving support and guidance from professionals such as therapists, social workers, and legal advocates. It is important for them to have access to resources and services that can help them address these issues and improve their ability to care for their children.

Additionally, economic hardships can lead to an increase in discrimination and poor employment practices, which can in turn lead to health problems such as depression, distress and substance abuse. Support and therapy can help individuals deal with these issues.

It is not uncommon for individuals who have experienced negative events in childhood, such as bereavement, abuse and bullying, to struggle with issues related to self-esteem and mood. The increase in "Looked After Children" (LAC) cases, which refers to children who are under the care of the government or in foster care, may also be linked to these negative experiences. It is important for individuals who have experienced such events to receive appropriate support and resources to help them cope and heal.



Finally, we have addressed a variety of challenges and so by working in partnership with multiple agencies such as Citizens Advice Bureau, Refugees and Migrant Centre, Housing Associations, Alcohol & Drugs agencies, Wolverhampton Food Bank, Religious establishments, Social Services/Children Services, The Private Housing Sector, Rethink, AA, etc, we are able to sign post as and when appropriate. We also provide support to advocacy services for clients with appointments such as GP visits and to the law courts.

Lastly, the ability to refer in-house to a number of ACCI services is immensely beneficial and important for streamlining processes and ensuring comprehensive support for clients. This integrated approach not only enhances efficiency but also minimises potential delays that may arise from external referral processes, ultimately optimising the overall client experience. By having access to a diverse range of services within the same organisation, clients can seamlessly navigate various aspects of their needs without the hassle of



seeking out and coordinating with multiple external entities. This not only saves time but also alleviates the stress and uncertainty associated with being referred to "another service." The ability to provide a one-stop solution for clients through in-house referrals embodies a commitment to delivering holistic and efficient support, fostering trust and confidence in the organisation's capacity to meet diverse client needs. Furthermore, it facilitates a more cohesive and coordinated approach to addressing client requirements, ensuring that they

receive comprehensive, well-integrated services tailored to their specific situations. In essence, the in-house referral system plays a pivotal role in enhancing the overall effectiveness and convenience of ACCI's service delivery, ultimately contributing to a positive and seamless client experience.

Themba Loxolo
Holistic Therapeutic
Practitioner

OMARI ANNUAL REPORT

APRIL 2022 – MARCH 2023

THE OMARI HOUSING SERVICES CONSISTS OF:



ATIBA HOUSE

Provides accommodation and support to eight male members



OMARI FLATS, WATERLOO ROAD

Provides accommodation and support to nine members male and female.



YAHIMBA HOUSE

Provides accommodation and support to five female members.



OMARI FLOATING SUPPORT

Our Floating support service is not linked to accommodation. It is not normally provided by a person's landlord.

Irrespective of his or her housing situation a person might need support with issues such as budgeting, life skills, drug or alcohol misuse, avoiding offending or issues of isolation and vulnerability. We offer this as a stand-alone service without providing or arranging accommodation linked to the support.

REPORT



In our ongoing focus to enhance the positive journey of all Members (clients), that are supported by Omari Supported Housing. Working with a person-centred and outcome focused approach. I am pleased to say it's been an active and vibrant year.

Since our last report, our committed staff team have continued to work together to increase our tenant involvement, encouraging each person to make more decisions that are specific and right for them as an individual.

The support from our staff team is underpinned by the key features of humanity, empathy, hope, respect, and personal growth. Every individual's journey is unique to them. We use person-centred planning tools to help identify with individuals, what support they want in

order to achieve their ambitions and goals. The support can include:

- Health and wellbeing support
- Developing social networks
- Accessing community facilities i.e. leisure, work and education
- Enhancing an individual's confidence
- Help with skills needed to maintain a tenancy (paperwork, budgeting, environment, health and safety)
- Emotional support

Members are encouraged to be actively involved in designing their support package as well as helping shape the future of Omari and ACCI as a whole.

PARTNERSHIP WORKING

Working with partners is essential in helping to provide the right homes and environments for our members in our supported housing units. We are continuing to work closely with the local authorities, health authorities, CMHT, Green Square Accord, Midland Heart CPN's, Consultants, GP's and Funders.

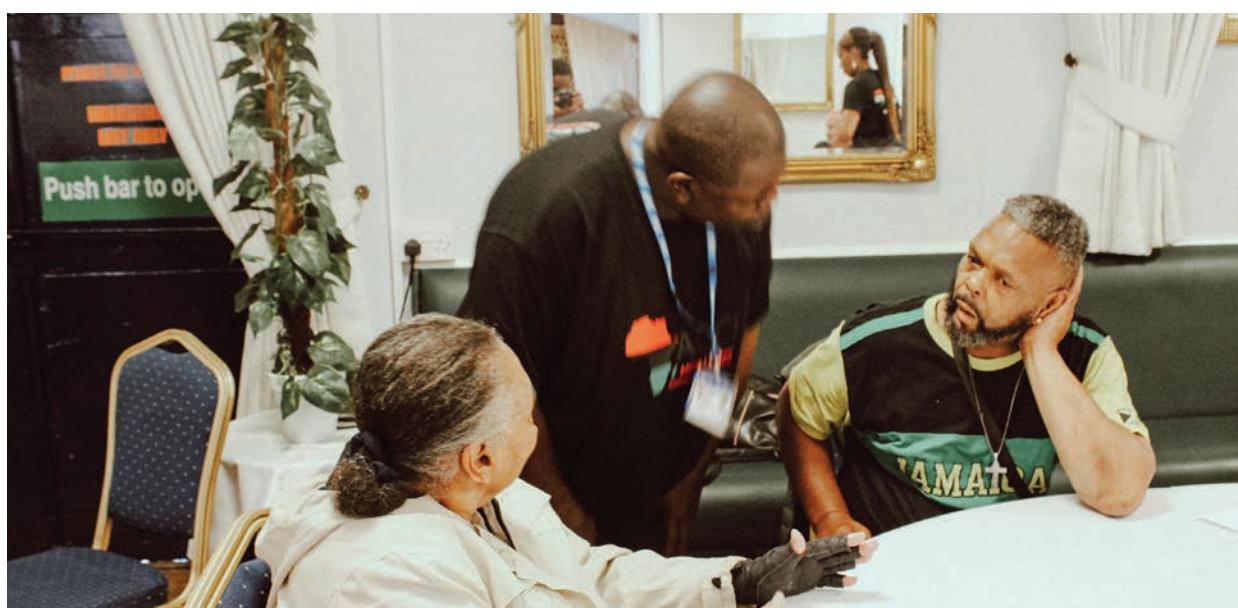
I am currently the Chair of the Black Country Registered Managers Network. A position I have held for the last four years, networking, sharing knowledge and skills with other registered managers, as well as sharing information from each other and Skills for Care, has proved to be vital as we move forward with changes to legislation, the CQC, Health and new developments of a digital nature.

MEETING REGULATORY STANDARDS

This is demonstrated through a comprehensive programme of internal audits carried out



by myself and Lorna McKetty (Senior Housing Support Officer) as well as additional audit inspections carried out by Dawn Anderson our Compliance & Monitoring Officer and Margaret Maramba our Mental Health Liaison Practitioner. Our aim is to be able to provide sufficient evidence and assurance that our standards for the health and social care provision we provide across all of ACCI, is of the best possible standard.



STAFF DEVELOPMENT

Having developed a comprehensive training manual at the request of the CEO, all staff members attend training on a monthly basis, where the core health and social care mandatory subjects are covered i.e. Health & Safety,

First Aid, Safeguarding etc. In addition to our monthly training program, we have some staff undertaking formal qualifications like NVQ's through our partnership with Dudley Collage.



ACTIVITIES

We held an Open Day at Atiba House. This was an opportunity for family members, Social Workers, CPNs, Health Professionals, Members of our Board and other Stakeholders to visit the site and see first-hand the facilities on offer. Visitors were able to speak to our Members and staff about the work and support that is carried out on a daily basis.

We were very grateful to the then Mayor of Wolverhampton, Sandra Samuels OBE, who was our honoured

guest for the occasion. I am pleased to say it was a resounding success.

We have held other events like the Omari Bar-B-Cue which was attended by Members and staff from all sections of A.C.C.I. We also have regular site-based activities like pizza video nights, dominoes and meals, pamper sessions and cooking meal sessions.

We have regular guest speakers from the CQC, Local Government, Council and various organisations and companies.



These meetings and others like the Mental Health Stakeholders Forum, attended by myself and Alicia Spence (Chief Executive), encourage a vital and insightful sharing of information and practices that can be utilised, informed and

where necessary disseminated to our workforce. These meetings also include information from our local ICB, The Institute of Health, Talking Therapies, Health Inclusion, Health Inequalities including Coproduction, and CQC, Single Assessment Framework developments.



OUR VALUES

Our values underpin everything that we do to deliver our purpose and priorities and drive the culture that we want to work in:

- We are professional and collaborative, showing respect and courtesy to colleagues and stakeholders
- We embrace diversity and seek to be an inclusive and supportive organisation
- We are confident in our ability to deliver effective and efficient services
- We act with integrity to reach evidence-based decisions
- We are agile and react positively to change.

I shall continue to further develop Omari Housing Services, with excellence at the fore front of our delivery strategy to our members. I will also continue to develop the staff team through positive leadership, motivation, encouragement and training. To ensure that all the vulnerable people that we work with on a daily basis, live their lives as happy and independently as possible. While supporting them to reach their full potential, with both practical and emotional support. Ensuring that all clients receive the assistance they require.

Aeon Anderson
Omari Housing,
Operations Manager

ACCI BEING RECOGNISED FOR THE WORK WE DO

Accolades are far from my mind when carrying out my daily duties, but it is a wonderful thing to be recognised for the work you do by your own organisation and this is further enhanced when external regulators and organisations recognise the great work done by A.C.C.I.

None of us work in isolation. I may be the face of the person receiving the award but it's a team effort. I am so proud to work alongside some amazing, creative, dedicated and inspiring people, in our A.C.C.I. Family.

Any recognition we receive is for all of us.



OMARI ANNUAL REPORT

APRIL 2022 - MARCH 2023

Celebrating Residents Birthdays:



Atiba House Barbecue



Cooking with Our Residents Activities

West Midlands Registered Manager of the Year Finalist 2022

Winner of the Alicia Spence Award, For Housing Support Services for Mental Health 2022

Winner of the Wolverhampton Registered Manager of the Year 2022

Currently the Chair of the Black Country Registered Managers Network

Omari Housing Services

HEALTH AND WELLBEING PRACTITIONER REPORT

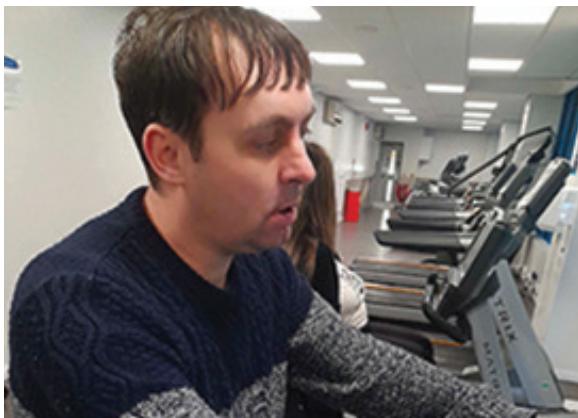
APRIL 2022 - 2023

ACTIVITIES

SWIMMING AND GYM

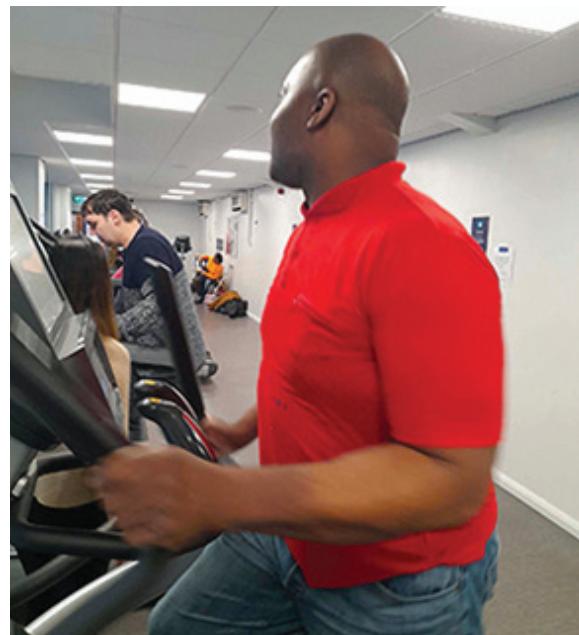
Every week Members continue to attend the gym, where they participate in cardiovascular activities, weight training and swimming. This enhances their ability to manage and cope with stress, building endurance, muscle strength, cardiovascular fitness and confidence

Members continue to enjoy these sessions



"The Gym has helped me physically and mentally. My body is so much stronger I feel really motivated when I go to

the gym with the other Members and staff. I could not do this by myself."



"I enjoy doing the weights and swimming. Its a way of helping me look after my mental health."

WOMEN'S GROUPS CONNECT WOMEN TOGETHER FROM DIFFERENT BACKGROUNDS.

Women are empowered through a wide range of activities carried out . Teaching and equipping is so important it allows them to have power and to be in control



The purpose of these sessions

- To gain many skills, to improve confidence ,overcome fear, and to walk in boldness. Giving them a sense of self-worth
- Expanding mindsets(encouraging women to start new businesses, projects, and to start dreaming again and living a purposeful life
- Giving them access to materials, technology,
- To give a platform for them to have a voice and to be heard
- The women get involved in Art, Poetry, Craft, Sewing, Jewellery Making, and monthly pampering



CYCLING WEDNESDAY

Cycle for Health runs every Wednesday, helping our Members and individuals in the community develop skills and confidence through led bike rides. These are done around West park, East park and through the town utilising the bike lanes and canals.

Members' ability and fitness has improved since starting out and are able to go on longer cycle rides and are able to enjoy the rides and the scenery more because their fitness has improved. This has been beneficial for their mental health.



We have partnerships with British Cycling and No limits to health.



"Our weekly 'Cycle for Health' activity, benefits our members mental health."

WALK FOR HEALTH

It is so important that our Members and people of the community are engaged with exercise. It is a powerful medicine for many common mental health challenges. Through delivering our Walk to Health program; we have seen a positive impact on depression, anxiety, confidence, and much more. The program has also worked well with stress, sleeping patterns improved mood and memory. Members participate in walking every day on the Walk for Health programme.

- Helps lower blood pressure
- Helps with sleep



TENNIS

Through the summer months members enjoy a game of tennis every week. Each week they work on their skills and performance in a fun atmosphere.

"I have never had the opportunity to play tennis before. This is very new to me and I look forward to play each week. Its fun and it keeps me fit."

RELAX STRETCH AND REWIND

Relax, stretch and rewind is new to the timetable. During these sessions Members take time out to unwind. These sessions involve stretching, deep breathing, meditation and visualisation to therapeutic music

Benefits

- Increased blood flow to muscles
- Improved range of movements in joints
- Helps with tension in body and mind





FOOTBALL

Our Members take part in football every week; they take part in tournaments supported by the Wolves football club. We are working with men who are coming from secure units and who are on section, who get picked up and taken back to the hospitals after the game.

This has benefited their mental health and physical fitness and wellbeing. Each week they look forward to playing and are doing really well. ACCI won the 2023 title of West Midlands mental football champions

GAMES IN THE HUB

Members enjoy getting involved in the additional activities that challenges their mind and brings fun and laughter to their day such as bingo, chess, dominoes, pool and art.

Playing games are great ways to relieve stress. Members will go from feeling 2 to a 10 whilst playing, it has a positive impact on their well being. They have fun, they laugh, it's a great way of escape.

BELIEVE TO ACHIEVE

Members continue to set short term and long term goals. They are encouraged with support and guidance from staff to meet these goals.

BOWLING

Once a month Members are taken bowling. This is a great social event where members are able to enjoy time with their friends, build new relationships. And have fun in a friendly competitive environment. Bowling is always followed by lunch at a nearby pub or restaurant which Members look forward to.



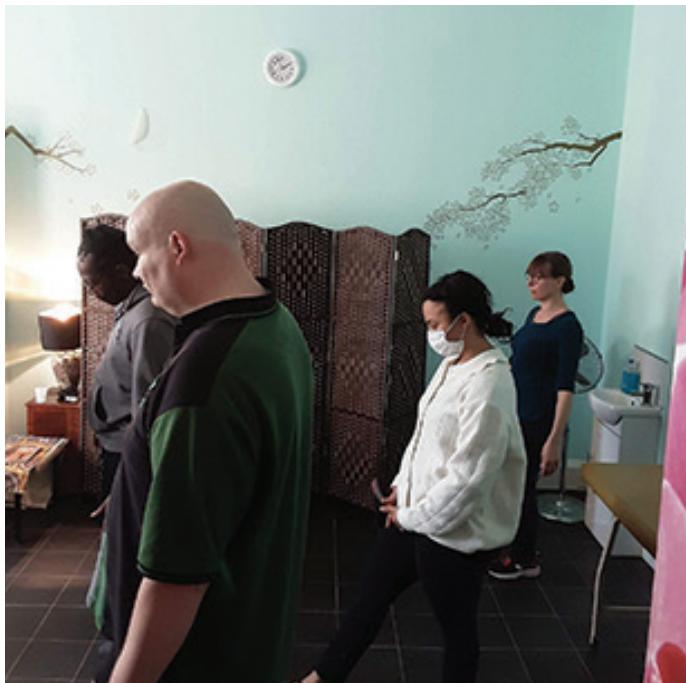
TALENT LOUNGE

CCI Talent Lounge happens once a month. This is a safe place for our Members to showcase their talents. It's a great opportunity for all Members to build confidence and develop their skills and talents. Members will perform in poetry, singing, dancing, drumming and storytelling. Each month they perform with a new confidence and boldness. These afternoons are enjoyed by everybody.

APRIL OPEN DAY

Our April open day was an opportunity to introduce Members and individuals of the community to our activities that focussed on bettering health. It was a fun packed day with Health Checks, Stretching, Pilates, Boxing, Relaxation and Deep Breathing.

After all activities, Members and staff had an opportunity to showcase their talent in the Talent Lounge which is done once a month.



MAY MENTAL HEALTH WEEK

The Official theme for Mental Health Week 2023 was 'loneliness'.

We spent two productive days at the Mander Centre. We connected With organisations within Wolverhampton who work within the community. We were

able to discover links within our organisation, seeing how we could link arms and work with each other going forward.

ACCI carried out demonstrations, showcasing the type of therapy we use with our Members for anxiety. (Deep breathing and stretching) . Health checks and well being checks were also carried out on the day. We connected and supported many individuals who showed a great interest in how we, as an organisation, support those with mental health and were also interested in our preventative measures that we use.



JUNE

MEN'S HEALTH

This year the Men's Health Week theme is 'Building a healthy environment for men and boys'. The aim is to get people to acknowledge the challenges to the males' mental and emotional health, often overlooked by society.

Members carried out some work with POhWER's. This is a new Culturally Appropriate Patient Support Service who provide people from Ethnic backgrounds with the opportunity to celebrate their culture and to be seen and heard for who they are. Members took part in some workshops where they looked at culture and identity, discrimination and how to challenge it. Empowerment in hospital, Life after hospital. Members really enjoyed and engaged well in all workshops. They received great support and help with their on-going concerns and issues that they were currently dealing with.

As part of Men's Health Week, we also carried out health checks and delivered nutrition workshops.



JULY

BARGE TRIP

July, Members enjoyed a barge trip where they were able to connect with nature and spend time with one another in peaceful settings, some of the Members had opportunity to steer the boat in which they enjoyed.

Taking them out on trips is a great way to uplift them mentally and emotionally.



AUGUST

ALTON TOWERS

August they enjoyed a day out at Alton Towers where they had a enjoyable time.



SEPTEMBER

ACCI WALES HOLIDAY 2022

Members had the pleasure of going on holiday to Wales. They had an amazing time and experience. They were situated in an area of nature, peace and beauty, where they could switch off and enjoy the beautiful scenery. The site where they stayed was packed with activities for Members to enjoy.

They visited Llandudno where they enjoyed a boat ride, shopped, dined in nice restaurants and enjoyed the company of others.



SEPTEMBER

ACCI WALES HOLIDAY 2022

MEMBERS' FEEDBACK

"This has been a beautiful experience, lovely spending time with ACCI. I really enjoyed myself. I am thankful to all the staff who made this happen. It has been a while since I have been away like this. My highlight of the stay was the morning walks on the beach. They were so refreshing, throwing pebbles into the sea was like I was throwing my worries away. It has been a lovely experience looking forward to next years trip. Thank you".



"Best holiday, great company, good food, great scenery. I loved every moment".



"I did not want to leave. I enjoyed everything especially the company. We have had a good laugh".





"This has been great for my mental health, I have been in a low place. This has helped me switch off."

"I enjoyed the boat ride, we passed through the pier of Llandudno which was beautiful. So many great views. First time being on a boat. I enjoyed. I was scared at first but I enjoyed it."

"Every morning before breakfast we had a time of reflection on the beach, this allowed members to reset, let go of any pressures and worries."

"I have had so much fun its been a great trip, I feel recharged."

OCTOBER

WORLD MENTAL HEALTH DAY



ACCI Members worked on a project with Newhampton Arts Centre on their Creative Community Mapping project in Whitmore Reans.

This project allowed the members to work with top a artist who helped them create a music video about ACCI and Whitmore Reans. The Members worked hard in the studio with the artist and in the local area capturing and exploring their views, feelings and memories. Members showed dedication commitment and produced a fantastic end product which was showcased at the Newhampton Arts Centre. They truly represented Whitmore Reans and ACCI.



"This has been a experience in which I will not forget. I have never done anything like this before working in the studio was amazing, I will definitely use the studio more."

"I have really enjoyed this project it's made me feel so much more confident in myself. I am glad I took part."

Every year, we celebrate World Mental Health Day, it's a day to raise awareness of mental health problems, share information about the support available and to reach out to people who might be struggling.

This year Members got involved with many activities such as Arts and Crafts that was put on display by the Grand Theatre. The day ended with a small concert featuring one of ACCI's Members.

Members also started a 30 day challenge to complete a marathon and raise money towards ACCI's 2023 holiday to Portugal.

And performance by Angela Wilson Members enjoyed listening to Angela's music and were encouraged by her mental health journey

"This was a creative, relaxed and calming craft session. I enjoyed doing it and I feel so proud knowing that my work will be put on display at the Grand Theatre."



OCTOBER

WORLD MENTAL

HEALTH DAY

As part of Mental Health Day, Members took part in a variety of physical activities, boxing being one of them. Boxing is an effective activity to beat and combat stress and it

helps the brain increase in the production of endorphins and works muscles in the neck and the shoulders where stress tends to build up. Members enjoyed learning the skills behind the boxing.



OCTOBER

BLACKPOOL

The Members from ACCI enjoyed the day and evening at Blackpool Illuminations.





OCTOBER BLACK HISTORY MONTH

During Black History Month, Members watched films, documentaries and had open discussions around Black History. Members also took part in activities such as African head wrapping and they also looked at the history of head wrapping.

Members visited the Wolverhampton Art Gallery where a 1960's home was recreated. Most Members were able to walk down memory lane and enjoyed seeing their homes recreated.



DECEMBER

CHRISTMAS PARTY

Members had a Christmas party. We celebrated all Members with gifts, to say well done. Members enjoyed an evening of music, food and cocktails



FEBRUARY

February was packed with activities around love. We did a 'loving yourself' pamper day. We hosted a Talent lounge where Members shared love songs and poetry. We had talks where Members would embrace each other with kind words of appreciation and flower arranging class for the men which they enjoyed.



MARCH

The campaign theme for 2023 was to embrace equity. Every year we celebrate International Women's Day. At ACCI it's a day where we really uplift and encourage the women, empowering and inspiring the ladies to drive success. When women themselves are inspired to be included, there's a sense of belonging, relevance and empowerment. The women at ACCI have shown this through their amazing work.



“The greatness of a man is not in how much wealth he acquires, but in his integrity and his ability to affect those around him positively.”

— **Bob Marley**

CARERS' GROUP REPORT

2022- 2023

It's estimated that 1 in 40 people is a mental health carer. Although for many carers, caring can be positive and rewarding, the role can harm a carer's own mental, physical wellbeing and life chances. This realisation has served to guide the carers' group agenda over the last year.



During 2022-23 carers have been involved in a wide range of activities – theatre visits, presentations, projects with young people, training, wellbeing sessions... - all have served to reduce isolation, provide emotional and learning support and enhance wellbeing. Supporting carers can often mean that their cared for recover quicker and require fewer services.

According to the Royal College of Psychiatrists, around 1 in 5 adults are carers. Some people do not recognise themselves as carers; they might look after someone as something they have "just always done." Some of

our carers do not live with their cared for, they might make frequent or occasional visits, accompany them to appointments or provide telephone support.

OUR AIMS

The group aims to:

- ensure carers are valued, heard, have access to support and advice, enabling them to live fulfilled lives
- offer opportunities to share experiences and provide practical and emotional support to each other
- help carers access services and
- address the stigma associated with mental illness with community events



CHALLENGES

Challenges faced by carers include stress, guilt, shame, sadness, frustration, isolation, exhaustion, losing sense of self, stigma and burnout.



Pastor Grant, host of Dementia Awareness Day Service at Church of God of Prophecy

INFORMATION

In order to share useful information and signpost members to support services, guest speakers are often invited to give presentations.



Professor Dawn Edge speaking at Dementia Awareness Day Service

CARERS' GROUP ACTIVITIES



APRIL 2022

- Group meeting presentation on self-care and the need for annual health checks
- Carers' Easter Ball at Heritage with meal and entertainment, supported by Birmingham and Walsall carers.
- 30 Coach weekend break
 - 23 attended

MAY 2022

- Group meeting
- Visit to Kuumba's mental health event
- Dementia Awareness Day service at Church of God of Prophecy, followed by meal at Heritage
- Intergeneration meeting at Wolverhampton Art Gallery to view and discuss works from the Black Arts Group

JUNE 2022

- Group meeting
- Carers' Day event - theme "Making caring visible, valued and

supported." Event logged on the National Carer's Trust web site. Attend City Council's Carer support teams event

- Visit Birmingham Carers' group
- Participated in Windrush event
- Members attend Mayor's flag raising event at the Civic Centre

JULY 2022

- Group meeting
- Theatre visit - Oliver Samuels production
- Intergeneration meeting regarding participation in the Commonwealth Arts festival

AUGUST 2022

- Group meeting - presentation on wills and probate
- Intergeneration coach trip to Weston-Super-Mare
- Members attend Memory Café at the Grand Theatre
- Members meal out

SEPTEMBER 2022

- Group meeting – presentation from City Council's Carer support team
- Theatre visit – "Black is the colour of my voice"
- Members attended ACCI's Gala

OCTOBER 2022

- Group meeting – theme wellbeing
- Theatre visit – "Soweto Gospel Choir"
- Wellbeing session
- Members attended World Mental Health Day service

NOVEMBER 2022

- Group meeting
- Theatre visit – "She is Royal"

DECEMBER 2022

- Group meeting
- Christmas meal

JANUARY 2023

- Group meeting
- Members attended ACCI's AGM
- Grand Theatre donated 40 tickets for pantomime performance; attended by members and some young people

FEBRUARY 2023

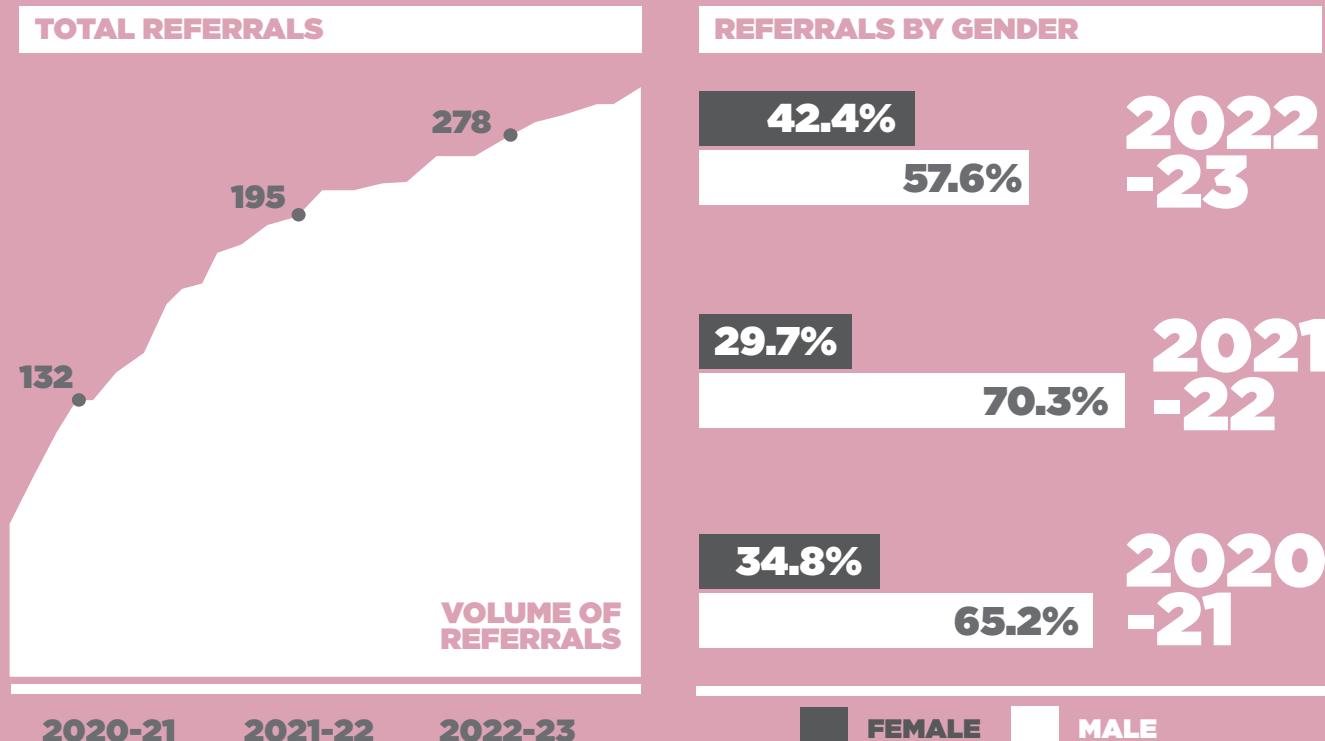
- Group meeting
- Singers from the Grand Theatre performed at carers meeting

MARCH 2023

- Group meeting
- Wellbeing session
- Carers mystery coach weekend



REFERRAL TRENDS (2020-2023)

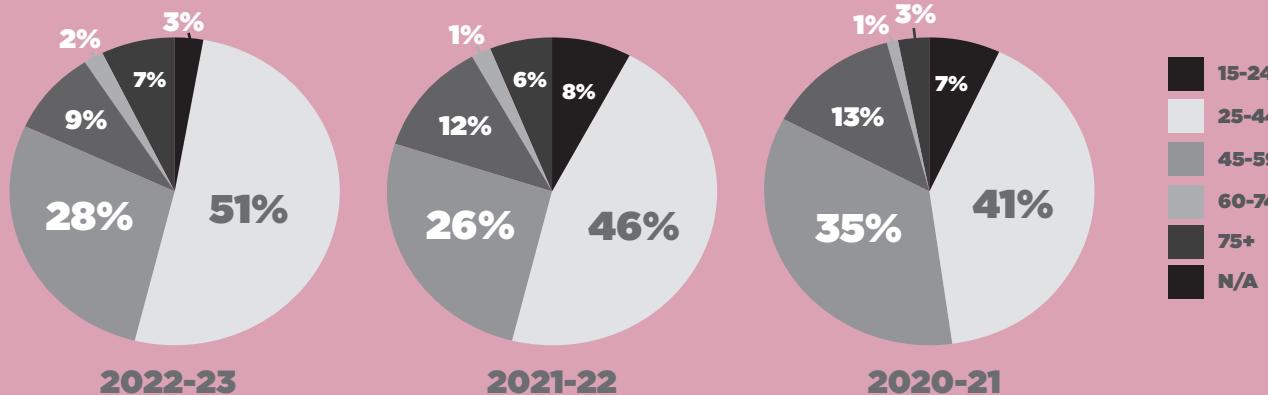


The organisation saw a significant (43%) increase in the total number of referrals received in the 2022-23 operational year. This quite closely follows the increase seen between 2020-21 and 2021-22, with the number of referrals growing almost uniformly year-on-year.

Those referred were still predominantly male, though in this operational year the split was closer to even (roughly 3:2 male:female) than in the 2 preceding years.

REFERRALS BY AGE

The overwhelming majority of referrals are once again in the 25-44 and 45-59 age groups (almost 4 in 5), with just over half the referrals falling within the 25-44 age group – a greater proportion than before. There have been small but notable reductions in the proportion of the 15-24 and 60-74 age groups, though the 75+ group has remained at a small percentage.

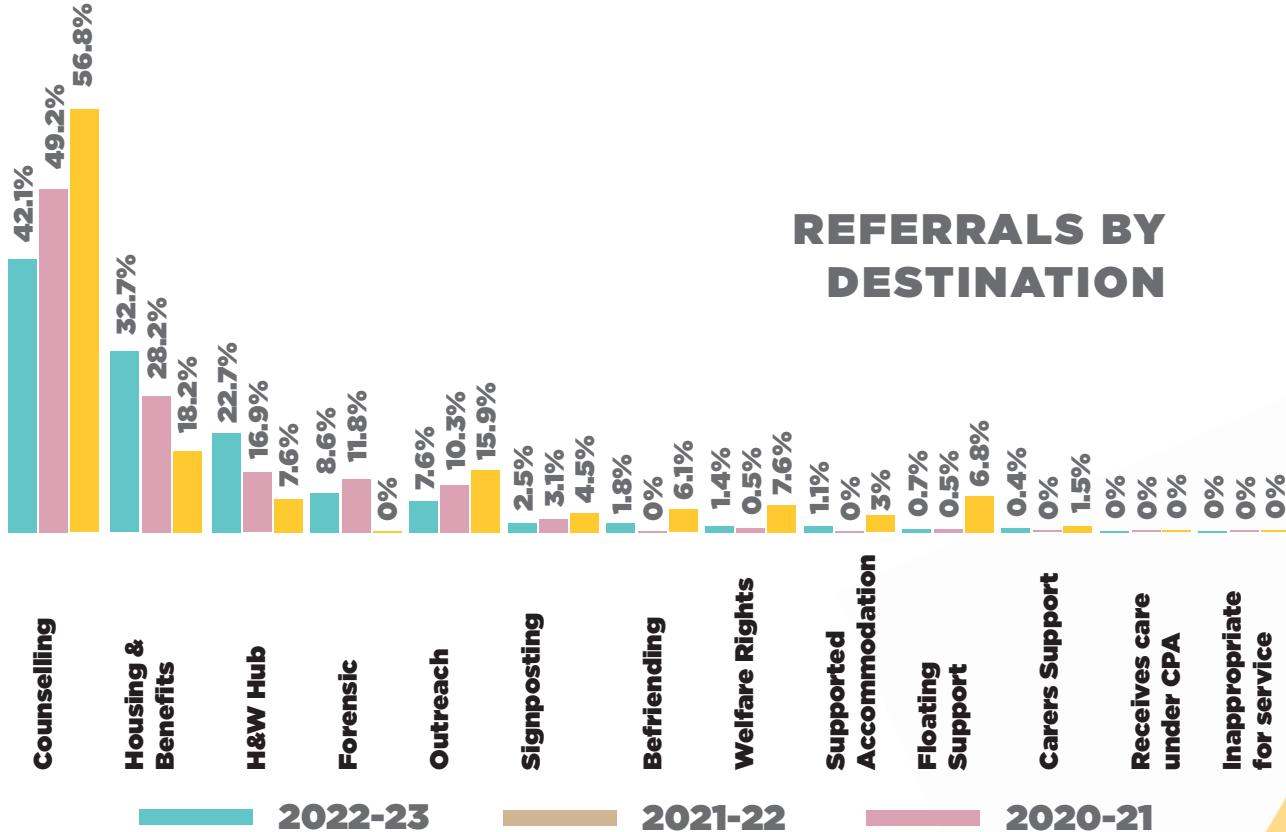


REFERRAL DESTINATIONS

The majority of those referred over the last 3 operational years have been passed on to the organisation's counselling team, but this operational year saw another increase in the proportion of referrals attended to by Housing & Benefits (and Welfare Rights), perhaps reflective of the impact of the increasing cost of

housing, utilities and food which had increased throughout 2022.

A greater percentage of referrals were also taken on by the Health & Wellbeing Hub, as more referrers looked for activities and places to socialise and combat isolation for the people they were referring.

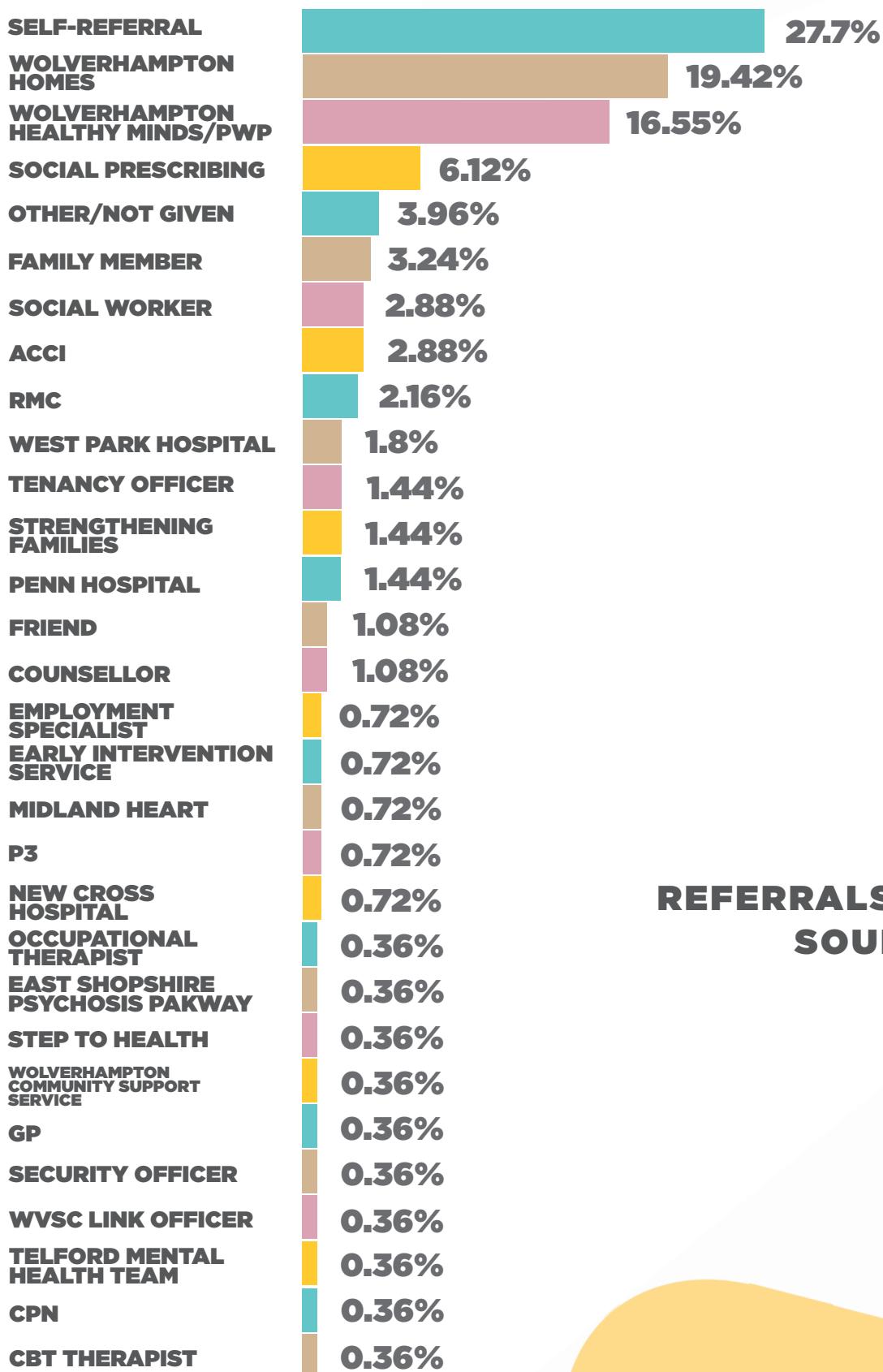


REFERRAL BY SOURCE

Referrals came from an even wider variety of sources this operational year, with a greater number of unique sources shown in the most recent chart (and some combined within 'Other') Self-referrals are now the most likely source of referrals,

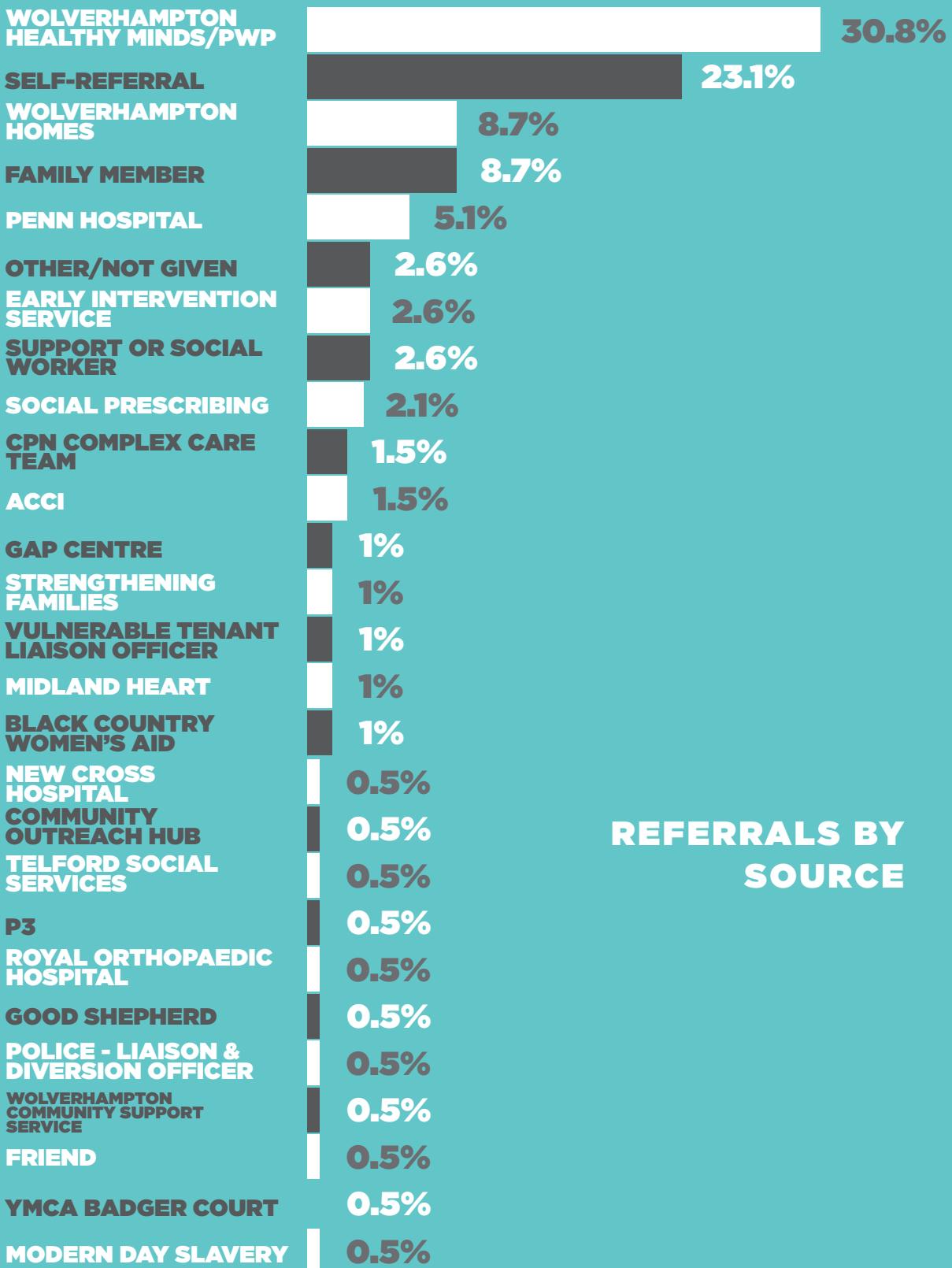
while Wolverhampton Homes has now risen above Wolverhampton Healthy Minds (and Psychological Wellbeing Practitioners), indicative of the increasing issues with housing.

REFERRALS SOURCES (2022-23)

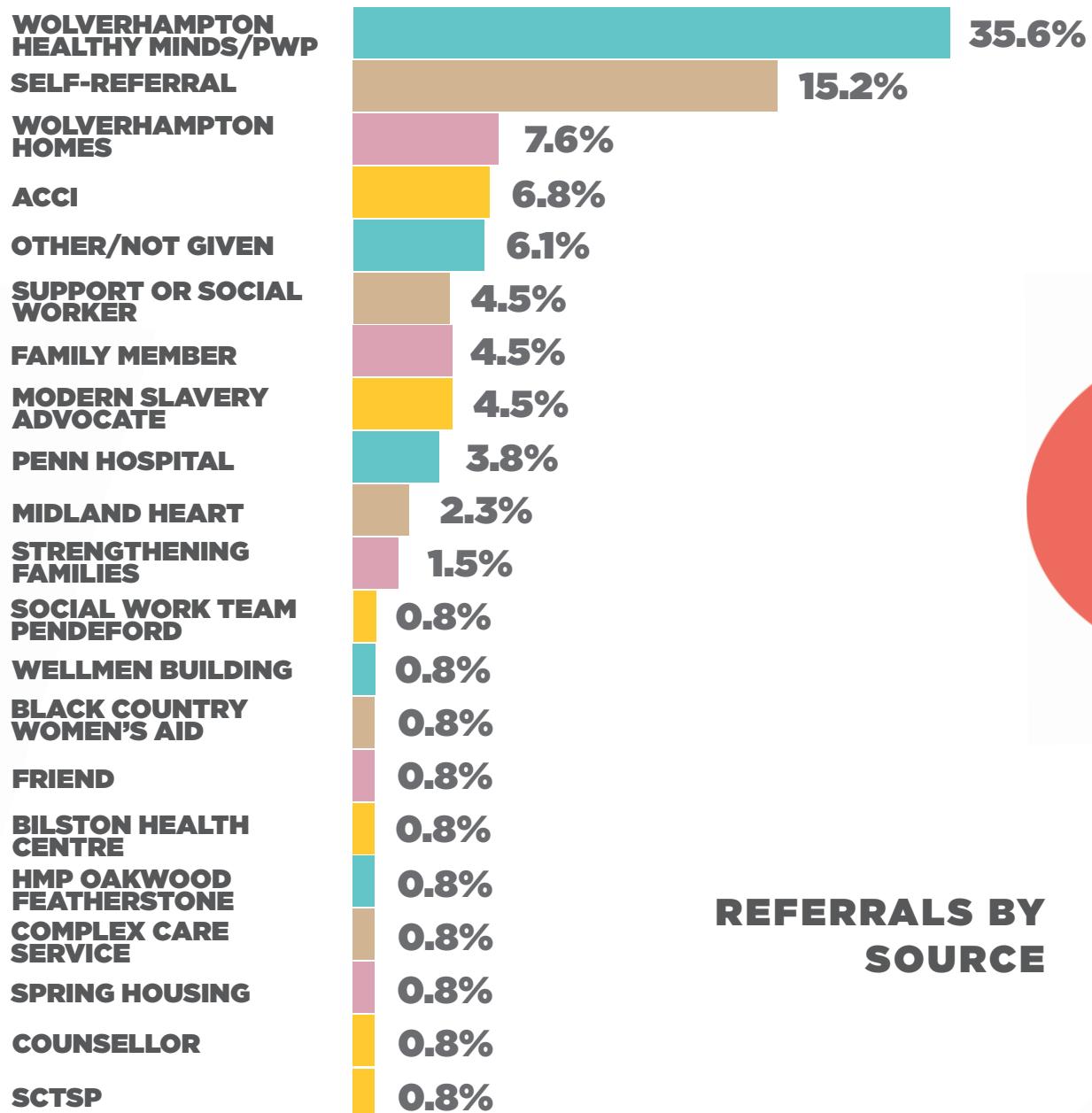


REFERRALS BY SOURCE

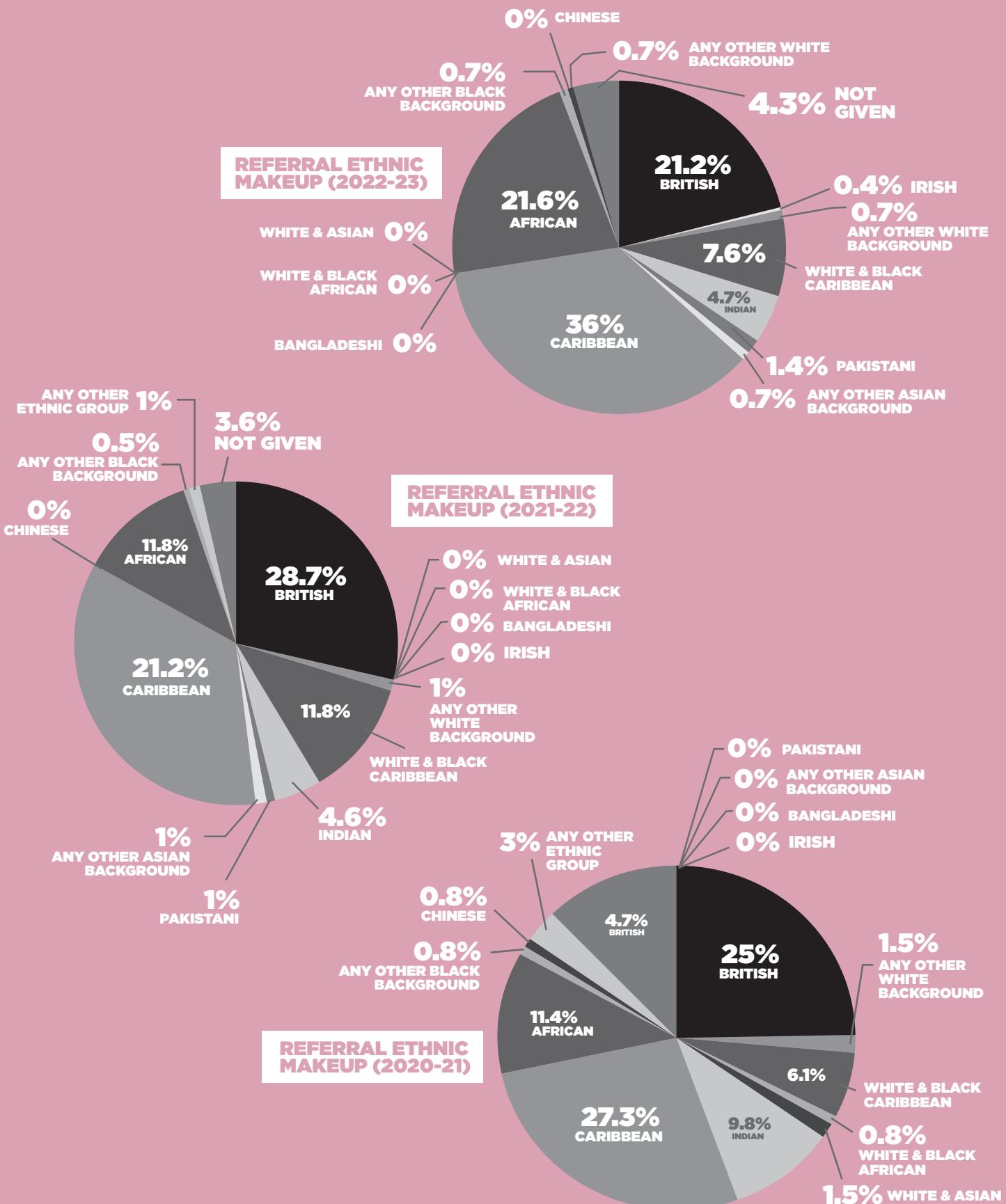
REFERRALS SOURCES (2021-22)



REFERRALS SOURCES (2022-23)



REFERRALS BY ETHNICITY



ACCI Activity Report.

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