



# STEPS *news*

Making a lasting difference to people experiencing mental health issues



## Winter Edition

As the holiday season comes to an end,  
our thoughts turn gratefully to those who  
have made our progress possible. It is in

this spirit that we say...

Thank you and best wishes  
for the holidays and happy New Year  
From the STEPS Team



## Upcoming Events

### Cultural Awareness Day

24th February 2017  
10:30am - 14:30pm

Venue: New Arts Exchange Enterprises

39-41 Gregory Boulevard  
Nottingham NG7 6BE

### International Women's Day "Be bold for change"

New & Nearly New Clothes Exchange  
Plus  
Pamper Sessions

8th March 2017  
10:30am - 14:30pm

Venue: New Arts Exchange Enterprises

39-41 Gregory Boulevard  
Nottingham NG7 6BE

To book a place on the above events or for  
more information contact:

STEPS 020 3535 5244 or send an email to:  
[steps@metropolitan.org.uk](mailto:steps@metropolitan.org.uk)

# Case Studies

Since early childhood Mrs BT was suffering from anxiety disorder and depression.

Mrs BT referred herself to STEPS service after attending a group activity in one of the Community Centres in Nottingham City run by STEPS. She needed support with socialising, accessing benefits following sanctions being put in place which resulted in financial difficulties. BT also required support to apply for her British Nationality

The support was provided initially on a weekly basis but sometimes contacts were more often. Home visits, phone support and text messaging were the customers preferred forms of communication.

Mrs BT was supported to access a neurologist and supported to her GP to discuss evidence for her application for British Citizenship. Mrs BT was referred by the neurologist to a psychiatric consultation which she had ignoring in the past. With emotional support from STEPS she was able to make a decision to go for psychiatric assessment.

Mrs BT was supported through the benefit system. The support was effective as the ESA finally was put in place which reduced her stress level and there was an improvement in her health.

Contacts with neurologist and psychiatrist at QMC were made during the support period in order to improve physical and mental wellbeing of the customer.

Mrs BT was able to engage with services with support and was very grateful for input received.

## Outcomes

Mrs BT is under psychiatrist support from QMC now to maintain mental health issues and is feeling more comfortable and less distressed by her finances.

Mrs IN came from India on a student visa and has been living and working in Nottingham since 2011. She brought her family to the UK to settle with her. Due to immigration problems Mrs IN was forced to stop working. Her situation resulted in low moods and depression thereby affecting her mental health.

Mrs IN was referred to STEPS service needing support with her mental health, her immigration issue, unemployment and harassment from her last employer and support to build social networks.

The support was carried out on a weekly basis due to Mrs IN availability and as and when required.

Mrs IN was receiving intimidating calls from her last employer and feeling very insecure in the community. STEPS supported her to make a police report in reference to the incident and supported Mrs IN to make a request to place of work for the return of her passport and let them know not to call her on the police advice and Mrs IN was able to put in another application to the UKBA. STEPS supported Mrs IN with getting a voluntary position, access to food bank vouchers and access to community and STEPS activities.

Mrs IN obtained a new solicitor and her solicitors were able to assure us that she had a strong case so she should be regularising her status soon. Contact with the police also made her confident and reassured of her safety in the community.

Mrs IN was able to engage with services and contact the UKBA with some encouragement she was able to deal with some of the concerns independently.

## Outcomes

Mrs IN is engaging well in the community and volunteering as administrative support, and currently accesses activities.

## Customer Quotes

“I was looking forward to your support visit. You give me courage and power to carry on.... I really appreciate your care and support....”

“Was able to get things off my chest. Don't feel scared as much now...”

“I value this that I was able to communicate in my own language. I enjoyed the mind games I was introduced by support worker. I liked being referred to other services as it will help me maintain good mental wellbeing, help with socialising...”

“They were very good listener, they listened to all my problems and tried their best to resolve it as quick as possible.”

“The help from support worker turned out vital on many occasions. I am very satisfied and grateful for received support and kindness.”

## Example Wellbeing Activity

On the 30<sup>th</sup> of November 2016, STEPS organised a wellbeing session “**Nutrition and healthy diet**”.

STEPS invited a Nutritionist from City Care who provided interesting and informative details about main products which help us keep healthy and provide a balanced nutritional diet. She explained the importance of providing our body with needed different elements; such as the products rich in proteins, carbohydrates, vitamins and minerals and how the diet affects our lives.

The participants were able to discuss cultural habits which make our diet not as healthy as we would like it to be. All participants took part in sorting and dividing products according to the categories they fit in and deciding which products we should avoid the most.



# Wellbeing Groups

**Loneliness** by Helen Brown Recovery College  
Metropolitan Raleigh House  
64-84 Alfreton Road  
26th January 2017  
11:30am – 13:30pm

## Activity Groups

**Venue:** Bakersfield community Centre  
Sundays: 29<sup>th</sup> January, 12<sup>th</sup> February, 26<sup>th</sup>  
February, 12<sup>th</sup> March 2017,  
26<sup>th</sup> March 2017  
12:00pm – 13:00pm

**Venue:** Metropolitan Raleigh House  
64-84 Alfreton Road  
31<sup>st</sup> January 2017, 15<sup>th</sup> February 2017, 11<sup>th</sup>  
March 2017, 22<sup>nd</sup> March 2017,  
29<sup>th</sup> March 2017  
11:00am – 12:30pm

## Drop In Sessions

**Venue:** St Ann's Advice centre  
The Chase Neighbourhood Centre,  
Robin Hood Chase, Nottingham NG3 4EZ  
**Every Thursday 10:00am - 13:00pm**

**Venue:** Queens Walk Community Centre  
Queens Walk, Nottingham NG2 2DF  
**Every Monday 10:00am - 13:00pm**

For more information contact:  
STEPS 020 3535 5244 or send an email to:  
[steps@metropolitan.org.uk](mailto:steps@metropolitan.org.uk)

# Peer Mentoring



**Do you have spare time to volunteer within Nottingham City?**

STEPS offer a 12 week PEER MENTORS training programme which gives you the knowledge and tools to become a volunteer in the mental health sector within STEPS BAMER service.

After completing the twelve week programme every peer mentor is able to start volunteering work within BAMER community in Nottingham City supported by the STEPS team.

### Introduction to Peer Mentoring

**Venue:** Metropolitan Raleigh House  
64-84 Alfreton Road  
23<sup>rd</sup> January 2017 10:00am-12:30pm

For those who are looking for experience in the care and support sector it is a perfect opportunity to get into future employment with access to Metropolitans Sector Base Academy.

For more information and an application form contact

STEPS: 020 3535 5244 or e-mail to:  
[steps@metropolitan.org.uk](mailto:steps@metropolitan.org.uk)

## STEPS – get in touch

If you or someone you know could benefit from the **STEPS** service, or to find out more, please call us today on **020 3535 5244** or email [steps@metropolitan.org.uk](mailto:steps@metropolitan.org.uk)

We want all of our customers to be able to understand the information we provide. If you need this newsletter in your own language, or in an alternative format (e.g. **large print**, Braille, audio disc), please contact us on **020 3535 3535** and we will take reasonable steps to arrange this.

