Contact Details

Head Office
Anchor House
5 Station Road
Orpington
Kent
BR6 0RZ
Tel: 01689 811222
e-mail@bromleymind.org.uk

Registered Charity No. 1082972     Registered Company No. 4071152
Bromley Mind works alongside people with mental health needs and dementia to improve their quality of life. We do this by:

- enabling people to make informed choices about their lives
- enabling people to cope with, manage and improve their own mental health
- providing access to fulfilling activities and valued roles in their community
- providing safe and trusted services when people are most vulnerable
- improving awareness and understanding of mental health needs and dementia.

At the heart of our work lie the following core values:

- **person-centred approach**, understanding the individual and tailoring support to their needs
- **active participation**, recognising and using the skills of people with lived experience of mental health needs and dementia
- **embracing diversity** and ensuring equality of opportunity for all
- **continuous improvement** to deliver high quality services that meet changing needs.
Bromley Mind continued to grow during the year 2012-13, providing support to more than 2,500 people, an increase of 33% on the previous year. New services during the year included Mind Peer Support in Lewisham and Coping with Caring, whilst the Bromley Working for Wellbeing service underwent a further expansion.

Central to all the achievements of the services and the outcomes for individuals this year are Bromley Mind’s extremely capable and committed teams of staff and volunteers. Many thanks to all of you.

The year ahead promises new adventures for the organisation, including the further development of our services in Lewisham.

As we continue to develop, we will keep our eyes firmly on meeting the holistic needs of people with mental health problems and dementia.

Ben Taylor
Chief Executive

Linda Gabriel
Chair
Our Community Wellbeing Services in Bromley supported 780 people in 2012-13, an increase of 14%.

Nationally renowned, user-run, peer support sessions are offered alongside individual person centred support, a range of groups and courses and help for women with young children.

During the year, we took our Peer Support expertise into Lewisham, where we are also developing a Community Support Service to support adults with mental problems in Lewisham.

“On contacting Bromley Mind, I was given the opportunity to talk to a trained, understanding member of staff for a number of one to one sessions and together plan positively how I could get my life back on track. Slowly and surely with their terrific support, I now feel much more like ‘me’ again!”

Bromley Mind provides the Bromley Working for Wellbeing service in partnership with Bromley Healthcare. We work to support people to manage their depression and anxiety through the use of Low Intensity Cognitive Behavioural Therapy (CBT).

In 2012-13, 930 clients were seen by our team. 92% of people reported that the service had helped them to understand and address their difficulties all or most of the time. 48% of clients achieved clinical recovery, exceeding the national average for similar services.

We also provided Employment Support and Job Retention to 132 people struggling to stay in work after a period of mental ill health or seeking to come off benefits and return to work. During the year, 44% of those completing a programme of support were successful in starting a new job or returning to work after a period off sick.

“[My Psychological Wellbeing Practitioner] was always professional but she was kind and personable also. She put me at ease but managed to ‘draw out’ my problems. She guided me beautifully and encouraged me too. She was fabulous! Thank you.”
MindCare Dementia Support Centres

The Dementia Support Centres in Beckenham and St Paul’s Cray provided a safe, stimulating environment to 221 clients with dementia in 2012-13.

In addition to helping clients develop skills and rebuild confidence, the Centres give family carers a well-earned break, secure in the knowledge that their relative is well cared for.

A new sensory garden at the St Paul’s Wood Centre in St Paul’s Cray was completed in 2012, providing a valuable outdoor space for clients. During the coming year, works will be taking place to further improve the centre environments.

“Without the centre my mother would not have the independent life she leads. It is a lifeline for the family.”
Across Bromley, an average of 181 hours per week of respite in client homes were provided to give family carers a much needed break across Bromley, during 2012-13.

The respite ranged from short breaks to enable carers to maintain a hobby or go shopping, up to whole weekends. The service is registered with the Care Quality Commission.

The dementia domiciliary care service was transferred to a different provider during the year.

Coping with Caring is a new project in the borough of Bromley, delivered in conjunction with Carers Bromley, providing support to family and friends caring for anyone with dementia. It helps people manage their caring role through a combination of individual support, training and coaching.

A unique feature of this service is that it provides tailored, dementia training and coaching for individuals and families in their own homes.

“The information about how dementia affects behaviours will help me to interpret my Mum’s more easily, and information about different approaches to dementia symptoms are something I will try out.”

MindCare at Home and Coping with Caring
The Lewisham MindCare Information and Support service supported 373 people in 2013-13. 97% of the 557 individual goals reviewed with clients during the year were achieved.

In addition to offering signposting, person-centred support plans and facilitating access to community resources, Lewisham MindCare has developed several groups ranging from gardening and exercise to peer support and self-advocacy. During the year, more than 30 volunteers were trained to provide individual support, such as befriending, to clients.

“Lewisham MindCare have provided practical and personal support by arranging classes, volunteer transport and a volunteer befriender. They have dealt with all the practical problems in a way that has been very efficient but also very personally delivered. They have made a huge difference to my mother’s quality of life, which she’s very grateful for. They are an excellent service with a ‘can do’ attitude.”
Training and Consultancy

Dementia
During 2012-13, we provided dementia training, coaching and consultancy to 395 staff from other organisations working in dementia care. The main focus of this was understanding the experience of anyone with dementia and providing them with effective support. 98% of care staff felt they could provide a better quality of care to people with dementia as a result of MindCare’s training input.

“"The course is excellently run, an absolute must for all carers of people with dementia.""

Mental Health
Training was also provided in developing mental health peer support services and in delivering our Coping with Life self-management group programmes.

“An empowering and helpful course. Very well presented.”
Service user and carer feedback about our services found that:

- 100% of Bromley MindCare carers found staff to be polite, helpful and respectful.
- 95% of people using Lewisham MindCare felt the service helped them maintain or increase their wellbeing.
- 90% of those using Community Wellbeing Services chose how they were supported in their recovery and 87% were supported to develop coping skills.

In February 2013, Bromley Mind was re-accredited by Investors in People, and has now held the award since 2004. This demonstrates our strong commitment to the support, development and involvement of the staff and volunteers who are central to our success. As the assessor highlighted, many organisations “would give their right arm for such passion and motivation” as that shown by Bromley Mind staff.

In May 2013, we were assessed as meeting the highest Level 3 Award under the Mind Quality Management framework and the standards of the Charity Commission Quality Kitemark. The review team also identified several areas of excellent practice they were keen to share across the Mind network.

In July 2013, the Care Quality Commission assessed MindCare Dementia Support as meeting all the standards they looked at (Provider ID: 1-101643201).
We are so grateful to the many people who support us through making donations and through organising, donating their talents to make happen (and attending) fundraising events. During 2012-13, we received amounts over £200 from the following donations, grants, legacies and fundraising events:

### Fundraising Events:
- London Concert Chorus
- Christmas concert
- Bromley Salsathon
- Cudham Craic
- Bromley Mind Quiz nights
- Stepping Stones Christmas Fair

### In Memorium:
- Hilda Andrews
- Mark Clarke
- Freddie Nimmo
- Don Seal
- AL Smith

### Legacies:
- BG Palmer
- Betty Gillett, for help and care given to her sister Doreen Stow

### Individual Fundraising and Donations:
- West Kent Golf Club
- Carefree Singers
- Syscap Ltd
- Oakley Lodge
- Ross Dixey (London Marathon)
- John Wood (London Marathon)
- Annie Plank (London 10K Run)
- Oliver Kinsella (London 10K Run)
- Maureen Minnell (London 10K Run)
- Roger Sanford (London 10K Run)
- Lucy Wyse (London 10K Run)
- Leila Lawton (London 10k Run)
- St Paul’s Church, Crofton
- Bromley Common Methodist Church
- The Buckmaster Foundation
- St Mary’s, Shortlands
- Anne Stooke pasta lunch
- NM Rothschild & Son
- Orpington Methodist Church
- R Flanagan

Donations can be made to Bromley Mind by sending a cheque to our Head Office.
Grants and Major Funders:
London Borough of Bromley
Bromley Clinical Commissioning Group
London Borough of Lewisham
Lewisham Clinical Commissioning Group
London Borough of Bexley
Bromley Adult Education College
Mind
Community Options (Ecominds)

**Finances**

Income: £2,480,394
- Statutory Funding - £2,098,077 (84%)
- Fees receivable - £261,514 (11%)
- Donations and Fundraising - £99,770 (4%)
- Charitable Trusts & other income - £21,033 (1%)

Expenditure: £2,219,702
- MindCare Dementia Services - £1,283,575 (58%)
- Mental Health Services - £288,797 (13%)
- Bromley Working for Wellbeing - £502,924 (27%)
- Governance and Fundraising - £44,406 (2%)