

At Second Step we work tirelessly to give hope to people with mental health problems.

We understand that mental health doesn't discriminate - neither do we.

One in four of us are affected by mental health problems during our lifetime. That's why we say **putting mental health first isn't a luxury. It's a must.**

Motivated and supporting

We are motivated by people who are forgotten, alone or feel excluded from help.

We believe that with the right support everyone can take control and make the future their own. By putting each person at the heart of the service, we offer sensitive, tailored and ultimately more successful support.

In short, we offer hope and courage to people we work with which together we turn into the real possibility of recovery.

"I'm the expert in all of this."

Dean worked with his Second Step support worker, Rachel, to discover as much as he could about his mental health problems.

As a former athlete who reached national standard as a teenager, Dean fell into a life of drink and drugs when as a young adult his mental health problems took over.

His symptoms for ADHD (Attention Deficit Hyperactive Disorder), personality disorder and bipolar overwhelmed him and he turned to alcohol and drugs as a way to escape.

A victim no longer

More than 15 years later time with Rachel has helped Dean find a more positive attitude and connect into a more meaningful life. He has learnt how to spot his triggers and what to do to avoid them. He now eats a healthier diet and doesn't smoke or drink so he has the best chance possible to keep mentally well.

"Rachel sees I am the expert in all of this and that I live with my symptoms all day, every day. She has empathy for me."

Rachel encourages Dean to think about ways of coping that than being a victim and describes this approach as giving him 'fire in his belly'.

She says: **"My job is about listening not judging, and helping Dean find mechanisms to cope."**

Dean says: **"Rachel helps me remain hopeful even on tough days and my life feels more manageable and I feel more in control."**

Giving hope.

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**SECOND
STEP**
PUTTING MENTAL HEALTH FIRST

About us

A compassionate and dynamic charity, we're here for every step of a person's journey.

We're a leading mental health charity in the South West, working hand-in-hand with a network of experts and partners including the NHS and local authorities to put mental health first.

We offer practical help and emotional support along with counselling and cutting-edge therapies tailored to each individual. And we're helping more people than ever before.

Our experience of working with Bristol's significant population of rough sleepers means we are well placed to offer skilled support to people with multiple and complex needs including homelessness, drug or alcohol addiction.

We also offer support services for those whose mental health problems have left them isolated and alone in their own communities.

Empathy and respect are at the heart of everything we do.

Since 2009, our pioneering decision to employ peer support workers – paid because of their lived experience of mental health problems – has set us apart. Our peer support and recovery approach has now been adopted by many more organisations. It means we're well placed to offer real understanding, making the hope of a better future a reality for the hundreds of people we work with.

People who use our services tell us time and again how valuable it is to receive support from someone who has been there themselves.

Our services

We deliver services to many hundreds of people in Bristol, Bath and North East Somerset, South Gloucestershire and North Somerset.

Our services can be separated into: **Support & Housing, Health & Wellbeing, our Recovery Colleges and our research and innovation projects.**

Support & Accommodation

- Supported Housing Bristol
- High Support Accommodation Bristol
- Support Alliance (Floating Support) North Somerset
- Floating Support Bath & North East Somerset
- Community Supported Accommodation Bristol
- My Support Bristol, North Somerset, Bath and North East Somerset and South Gloucestershire

Health & Wellbeing

- Positive Step North Somerset (with the NHS)
- Wellbeing Therapies Service Bristol and South Gloucestershire (with the NHS)
- Health Link Bristol (as part of Homeless Health Service)
- Recovery Bristol Partnership (providing community mental health services for the NHS)
- Community Rehabilitation Service part of Bristol Mental Health NHS services
- Recovery Colleges Bristol and South Gloucestershire.

Golden Key and innovation projects

- **Golden Key Partnership:** funded by the Big Lottery, changing the way the Bristol system works to support vulnerable people with complex needs.
- UP project: a pilot into volunteer peer working with homeless people
- Rank project: developing peer employability pathways
- Bristol Ageing Better: a pilot project offering mental health support to older people
- HOPE: offering one to one support to people with financial problems who self-harm

Plus Volunteering across all our services

Mental health isn't a luxury. It's a must.

How we can help

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