

What's cooking at the Community Kitchen?



In this exciting new development - a collaboration between Second Step, Co-exist and Bristol City College Second Step service users are being given the fantastic opportunity of doing a cookery course in the fully equipped co-exist community kitchen, based at Hamilton House in Stokes Croft.

Calling all Second Step Service Users

The project aims to bring people together in a friendly relaxed atmosphere, while developing their skills in cooking. The course, which will run over six weeks, will cover healthy eating, cooking on a budget, and trying out new and exciting foods.

The course will be taught by a fully qualified chef and also provide a qualification for everyone at the end the course. There will also be an opportunity to get a food hygiene certificate.

If you are interested in learning or developing your cooking skills and would like the chance to meet new people, please get in contact with Jassen at

jassen.summogum@second-step.co.uk or call him on 0117 909 6630. The course is due to start early in January and will be open to all service users of Second Step. There are limited places so please get in contact early.

For more information about the community kitchen please visit www.hamiltonhouse.org/community-kitchen/

Stepping up involvement



An update on service user involvement at Second Step

- Two members of the **Stepping Forward** Group went to a conference to discuss best practice in service user involvement. This will help the group write and deliver training to help Second Step continue to improve how it involves service users in making the key decisions that affect the provision of services.
- In the last few months, the **Service Improvement Group** have been discussing the impact that employing a lot of agency workers is having on the quality of the support that many service users have received. The group has written to Second Step asking it to rethink when and for how long it employs staff from agencies.
- Both groups are working together to plan their involvement in a joint conference in November with the staff from Second Step's floating support and housing support services. The conference is to discuss "quality". The two service user groups will present their ideas about what quality means to people who use services. It should be a good day and make a real difference.
- Since the last newsletter two people who are supported by Second Step services have been successful in applying to join the **Board of Second Step**. Congratulations to Ruth Foster and Ewelina Juchno! Hopefully one, or both, of you will be happy to tell us about what it's like being on the Board in a future edition.

Celebrating success in North Somerset

Service users from across North Somerset are due to come together and celebrate success at a special event on Thursday 30 October.

People who receive support from the Support Alliance – a partnership of organisations including Second Step, Alliance Living, the Richmond Fellowship, Elim Housing, Chapter 1 and Brandon Trust – will get involved in a day of fun, film, information, workshops and share their success stories. Workshops will be held throughout the day and will include healthy eating cooking demonstration, comedy, tai chi, dance and crafts. The celebration will take place at Bournville Primary School and we hope to share photos from the day with you in the next issue of Second Step News.

2econdStep

Working for Recovery and Wellbeing

Second Step News 04 / October 2014

The healing power of radio

“The word recovery meant nothing to me until I got involved in radio”

Jacqui Walstra trained to be an actress and spent years 'chasing the dream' as she puts it – working hard to find success and a place for her creative talents. Instead she crashed, burnt out by all the effort and ended up in hospital with her first mental health breakdown in 1995.

Nearly 20 years later she is heavily involved in community radio – through membership of the Second Step Radio Group and with regular shows on Ujima Radio and BCfm. She is still shocked and delighted about how life has panned out for her – because when she first dipped her toes into radio she never for a moment believed it would be so life-changing.

Treated as an equal

“When I agreed to go along to a radio training course I never thought I would have been able to do something so productive. I was exhausted from trying to recover from two four-month hospital admissions which had completely thrown my life upside down and sent my children into the care system.



“In the first show I did I got a real sense of what it is like to be part of a team. But also the feeling of working. Work was the operative word. I was actually working.

“They were incredible people. They treated me as an equal. This is so important to me. Part of my recovery is getting people to listen to me when I say something. When you are in hospital your ideas and your thoughts are rubbish. Now I feel I have something worthwhile to say.”

Radio helped me focus

Before getting involved with the radio group, Jacqui rarely left her home. She remembers clearly the day her support worker asked: aren't you interested in going out? “I hadn't really thought about it. My life was at home, as a mother, as a wife. I didn't want to go out. But then getting involved with the radio group helped me focus on me as a person and gave me something creative to be part of.”

To get involved with the radio group please email Terence. starr@second-step.co.uk

Taking to the BBC airwaves

The day after World Mental Health Day Jacqui had the opportunity to represent Second Step service users on BBC Radio Bristol's Phil Hammond Show – a regular Saturday magazine show concentrating on health issues. Jacqui was interviewed alongside the Director of Mental Health Services Will Hall to talk about the changes in the way mental health services are being provided in Bristol.



Stop press:

BBC Radio Bristol's Phil Hammond Show has reserved a monthly slot to talk about mental health. This is a great opportunity for Second Step and all the organisations involved in Bristol Mental Health to talk about issues close to our heart.

Welcome to SecondStep news

Hello and welcome to Second Step News – our newsletter for both staff and people who use our services.

I hope you enjoy the eclectic mix of news from across the organisation, from a new cooking course being put together for the New Year to one service user's story on how community radio brought her back to life.

This newsletter comes out every two months. It is sent to staff via email using Mailchimp, an internet based communications tool. This means you need to click on the browser icon when you open your email in order to see the full colour version with all the images and photos in place.

But we have a hard copy version too - which we send to everyone who uses our services. Do let me know if you would like a paper version of the newsletter.

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PR & Communications Manager

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It's all in a day's fun for Positive Step

Ahoy there! Last month Positive Step staff were let loose in the woods for a competitive afternoon of puzzles and outdoor challenges. A great time was had by all - and a lot of lovely team building work was done too.

More importantly Team Wannabes - so called because 'you'll want to be us when we win' - emerged triumphant winning over team Pink Panthers and The Pirates.



Lisa (right) and Hasina (left) at the Vision Day earlier this year

Why the Golden Key means so much to me

On Friday 14 November the Golden Key programme will officially go live. The programme aims to open doors and unlock services to create new futures for those with the most complex needs. Led by Second Step, the programme is a partnership of innovative and dynamic individuals and organisations with a 8 year mission to find and support the most vulnerable people in Bristol. Here, Lisa, a member of the programme's advisory group of people with direct experience of homelessness, drug and alcohol dependency, long-term mental health problems and criminal behaviour, explains why Golden Key means so much to her.

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“The launch of the Golden key means many things to different people, as an IF group member it means HOPE to me. I feel excited about unknown possibilities, breaking new ground and feeling like my hard earned experience may actually contribute to life.

“All I have known is staying stuck in cycles of destruction, bouncing from one service to another, labels, locked wards, restrictions, contradictions, countless attempts and more failures. I had almost given up ALL hope not so long ago. I thought that I had crossed a line which I may never return from. I certainly never expected to now be part of a strong dynamic advisory group who are helping bring this project to life.

“None of us really know what the future brings, how exactly are we going to help the Golden Key clients and what lasting changes will take place. But that is what makes this so exciting. The vision for us on the IF group is to continue to pool together all our years of front line experience, and in turn continue to grow in strength individually. This project has helped me to believe in myself again. It came about through one door opening, a simple invitation to join something new.”

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**GOLDEN
KEY**

Revealed: new logo for the Golden Key programme

Become a Volunteer with Second Step today!

“Volunteering has helped me demonstrate to myself my abilities in challenging situations. It has increased my confidence around the office duties which helped me obtain my part time job. I feel appreciated.” Pete Rogers, Wellbeing Service Volunteer.

For Pete, becoming a volunteer helped him so much he was able to get a job. For many others volunteering can be equally life-changing. Recently, we have been increasing the number of opportunities there are for people to volunteer and be supported by a volunteer across Second Step.

As well as recruiting new volunteers for our Horizons' project, we have also been busy recruiting people to support those in High Support Accommodation Services. Our first lot of new volunteers are ready to be inducted and we hope that they will encourage tenants to be confident in accessing their local community and getting involved in things that they enjoy.

In North Somerset, as part of the Alliance Project we have a new mentoring programme which will complement the valuable support already offered by the support workers. The mentors will enable people to work towards a goal they have in mind and support them with it, for example, to find out about and attend an art class. This project is due to be up and running by January, so look out for volunteering opportunities in North Somerset.

Gemma, Volunteer Coordinator for Positive Step has just undertaken her first recruitment with Second Step and recruited 13 eager volunteers to support the psycho-educational courses in North Somerset.

In addition to this, Floating Support will soon have mentors to support their service as part of the Key Bristol project!

We are also recruiting for mentors and volunteers in Bristol. If you know of someone who would make an encouraging and supportive volunteer, and perhaps have interests that they could share with our service users, please direct them to us. volunteering@second-step.co.uk



In the photo: Pete delivers recovery training as part of his volunteer work with the Wellbeing Service

Fancy becoming one of our new band of recovery navigators?

On October 1 Bristol's new mental health service officially launched with 18 organisations - including Second Step - coming together under the banner of Bristol Mental Health. Second Step is working with Avon and Wiltshire NHS Partnership Trust (AWP) and partners to deliver community health services across the city - including a much-requested new 24/7 crisis service.

We are currently in the process of recruiting 100 recovery navigators and intensive support workers to work in the new system. Paul Conyers is leading on this massive recruitment effort - and please do contact him if you or someone you know is interested in these new posts.

Call Paul on 07850002665 or email paul.conyers@second-step.co.uk to find out more about the exciting new recovery navigator roles.

Flying the flag for Floating Support



South Gloucestershire Floating Support's very own Keith Berryman working hard at the recent World Mental Health Day event at Bradley Stoke Leisure Centre. Keith manned our Second Step stall for a while and said:

“The day was an excellent opportunity for some networking. We had some interesting conversations with people from the CCG, South Glos Smoke-free, South Glos Active Lifestyles, Womankind, Rethink, Battle Against Tranquillisers, as well as AWP's Early intervention and Crisis Intervention teams, amongst others. There was an opportunity for people to participate in badminton, table tennis and other activities and we were entertained by a choir at the end.

A number of Second Step service users attended, which was gratifying, and several people enquired about how to access various types of support.”