



Mary
Seacole
House

**GRANBY COMMUNITY
MENTAL HEALTH
GROUP –
MARY SEACOLE
HOUSE
ANNUAL GENERAL
REPORT & ACCOUNTS
FOR 2019 - 2020**

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Granby Community Mental Health Group Management, Staff & Support Network 2019 – 2020

Board of Trustees

Jannine Antigha	Chairperson	
Alice Beckerleg	Vice Chairperson	
John Wainwright	Treasurer	
Stanley Mayne	Chairperson	Stepped Down 11/19
John Wainwright	Vice Chairperson	Stepped Down 11/19
Phil Gore	Treasurer	Stepped Down 11/19
Karen Mello		
Anike Akinola		
Michelle O'Dwyer		

Mary Seacole House – Staff

Carolyn Sowande	Chief Executive Officer
Reihana Bashir	Operations Manager
Marie O'Sullivan	Administrator
Vanessa Banim	Assistant Administrator
Kellie Rostron	BME Family Service Project Coordinator
Fouzia Hinchliffe	BME Family Service Support Worker
Julie Roberts	Health & Wellbeing Coordinator
Chloe Torkington	Health & Wellbeing Worker
Emily Toole	Community Support Worker
Simon Torkington	Advocacy Development Officer
Alex Coombes	Community Advocacy Worker
Saiqa Sahotra	Trainee Community Advocate
Frances Ryan	Cleaner-in-Charge

Session Workers

Kim Ryan	Massage/Aroma-therapist
Martin Walsh	History of Mental Health/Clinical Teams
Peter Edwards	Mental Health Law
Rebecca Jones	Mental Health and Criminal Justice System

Student Placements

Charles McInnes	John Moores University
Nickie Walker	John Moores University
Kate Francis	John Moores University

Volunteers

Doris Angus	BME Family Service
Ruth Mukerjee	BME Family Service
Iman Saeed	BME Family Service
Entisar Saleh	BME Family Service
Alia Bibi	BME Family Service

Celine Hay
Aamin John
Ahmed Fouda
Kerrise Grey
Margie Matthews
Michelle Pratt
Emily Murphy
Heath Hogan
Monica Raju
Ofunre Ohizua

BME Family Service
BME Family Service
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Day Service

Left 06/02/20

CHAIRPERSON REPORT

Welcome to our Annual Report, and my first as Chair of the Trustee's. I hope that you will find this a useful insight into the successes we have celebrated and the challenges we have faced over the last year. I am very pleased to report that Mary Seacole House continues to embrace difference, and encourage people to make a difference, delivering vital specialist services for people with enduring mental health needs and primarily from the (BAMER) Black Asian Minority Ethnic & Refugee communities.

In the UK, 13.8% of the population are people come from a BAMER background. The mental health of people within these communities is vitally important due to the individual and societal challenges that can often affect access to healthcare and overall mental and physical health.

The important influences on BAMER communities' mental health are., Racism, Discrimination, and Inequality - People from BAMER communities can experience racism in their personal lives, ranging from unconscious bias to explicit hurtful comments and verbal or physical aggression. Research has suggested that those exposed to racism may be more likely to experience mental health problems such as psychosis and depression. BAMER individuals are also more likely to experience poverty, have poorer educational outcomes, higher unemployment, and contact with the criminal justice system, and may face challenges accessing or receiving appropriate professional services.

Mental Health Stigma - Different communities understand and talk about mental health in different ways. In some BAMER communities, mental health problems are rarely spoken about and can be seen in a negative light. This can discourage people within the community from talking about their mental health and may be a barrier to engagement with health services.

To combat these issues, culturally appropriate treatment and interventions are needed for individuals to cope and recover. Research points to a strong need for greatly increased cultural competency in mental health services. This can include: practical improvements in language (interpreting, translating, literacy support) to increase access to all members of the community, meeting faith-related and religious needs to increase inclusion, culturally appropriate food in places such as hospitals and treatment centre's etc. and increasing the ethnic diversity of staff, to reflect the community it serves.

Most important of all we need action to address and reduce experiences of racism and discrimination.

This is where Mary Seacole House and the services that we provide are critical to the needs of diverse communities. As a specialist service we understand our community and its diverse needs. 2019/2020 has been a year of development, as a leadership team we are moving the organisation onto a stronger footing from which we can deliver services both confidently and effectively. We have continued to build and refine our Strategic Plan and commenced with innovative and collaborative processes for its implementation, such as re-branding and developing a new website. Whilst the challenges no doubt will continue, we remain steadfast in our dedication in ensuring that our service will be continued to help serve those that need our support.

I would like to thank all our friends and supporters – including commissioners, service users, trustees, volunteers, staff, associates, and partners for their continued involvement in making us a charity that truly changes lives.

Jannine Antigua

CEO REPORT

As you all know, our service is important and for some, crucial. We continue to be one of the few black-led organisations that still exist. For those who may not know, Mary Seacole House was established in 1991. We have served the community for almost 30 years. Unfortunately, or fortunately, our service continues to be important and for this, I am very proud!

We continue to source new funds in order that we can continue to operate positively in our community and beyond.

This year I had expected to be bringing news regarding the New Mental Health Day Opportunities Services. Unfortunately, once again this procurement process has been put back and our present contracts with Liverpool City Council have been extended.

We are awaiting the possibility of a couple of new contracts when COVID 19 regulations have been lifted if all goes well, but the underlying fear of local authority changes is always at the back of my mind. Not knowing what they are going to propose makes it very difficult to try and develop our services to the community.

CORONAVIRUS

At this present time MSH's aim is to continue to provide the vital support and services to our service users throughout the COVID 19 pandemic. We understand that our service users and staff will be feeling anxious and vulnerable at this time, but we will do our best to continue working with our partners old and new to ensure that our service users continue to receive the best support possible and relevant to their individual needs. The staff team led by the Operations Manager have put into place plans that have been well thought through to ensure this happens.

At present our staff team are all working from home. We are supporting our service users either by phone, WhatsApp group chat and other social media methods. It can become very frustrating and time consuming for the frontline staff trying to organise relevant support for the service users while staying within Coronavirus government regulations. However, we will continue as best we can.

SERVICE USER INVOLVEMENT

It has always been our intention to empower service users. The service users 'Have your Say' meetings have been taking place monthly and the numbers have greatly increased since it first started. The "Beneficiary Action Group", several local people, has also been formed to help shape our thinking.

The above is two of the many ways for service users and local community to have an input and opportunity to lead and influence change at MSH directly with senior managers.

Service users are given the opportunity to share ideas regarding their own support e.g. practical and emotional, to changes in policy within the organisation. The groups also empower the individual in gaining the confidence to voice their own views and inform the management of things that may be working well or things that may need to be revised or even discarded. The whole organisation learns as a result.

SERVICES

The BME family service offers emotional and practical assistance to local BME families who are experiencing various Health & Wellbeing issues. It ensures local BAME families are receiving whatever support is required to keep them safe and well. This ranges from housing, welfare

benefits, mental health, physical health, schooling, finance, language issues and a whole lot more. Issues are addressed through weekly surgeries and one-to-one support.

The Operations Manager Reihana Bashir has continued working with Care Community Culture (CCC). This is a partnership between (Back to Life, Chinese Wellbeing, Irish Community Care, Mary Seacole House). CCC are involved in developing the work that is being carried out with respect to tackling dementia in BAME communities. The partners are in the process of developing a training tool for care providers to use when preparing food for people from BAME communities under care packages. CCC were also invited to the 14th Annual Dementia Alliance Conference in November to deliver a symposium on the work that has been carried out to date.

The partnership with Mersey Care NHS Trust and PSS for the delivery of the BME Mental Health Service has now come to an end. MSH has now renegotiated a subcontract with Mersey care NHS Trust to continue to deliver the Advocacy element of the partnership contract. To increase the reach of this service MSH has employed a trainee Community Advocacy Worker.

FUNDING /FUNDRAISING

MSH managed to secure funding this financial year from John Moores Foundation and the Tampon Tax Community Fund, which was specifically for the BME Family Service and, several smaller pots of funding to carry out service user activities and BAME mental health/health & wellbeing awareness sessions and training. The organisation is very appreciative to all our funders for their support and generosity.

Last year's Diversity Awards named MSH as their charity for the year and we raised just under a thousand pounds for the organisation at the 2019 Diversity Award Event.

Three member of staff and a trustee also ran the 5k Liverpool Scouse run and raised £1421 alongside a few other small fundraising events.

STAFF

We recruited 2 new members of staff last year who are both psychology graduates. They have been a very welcomed addition to our staff team. They will both give an update in their reports.

The staff team have received a number of training update sessions to ensure that we are all aware and have the necessary updated knowledge, skills and understanding required to successfully work within all statutory requirements and also to ensure that the staff team have all the skills and knowledge required to support our service users. Thank you to the trainers from EDUK8 and Granby Toxteth Development Trust.

Additionally, due to the hard work and commitment of the staff team we have kept the Silver Standard on the 'Investors in People' accreditation.

PUBLICITY

We set up our new website in October last year, looks a lot better and more up to date, check it out if you have not seen it already. Staff and trustees have also been invited by Radio Merseyside, BBC Radio, and local radio Community Race to deliver a talk about our organisation's services and training courses. We were also asked to carry out updates on a regular basis on the local radio station.

TRUSTEES/PATRONS/VOLUNTEERS

The Chairperson organised the organisation 'Away Day' this year, it was a very productive and enjoyable day for all. Many new ideas and future development options resulted.

This year we managed to recruit Louis Emerick, an actor, as a new patron. Those who remember 'Brookside' from back in the day, and recently 'Coronation Street' will know who he is. Louis has been following MSH on social media for a very long time and is extremely supportive of the organisation.

We have some of the most committed volunteers supporting our service users, from practical and emotional support to activities. As always thank you to them for all the hours and hard work that they continue to put into the service.

Finally, on behalf of the organisation our thanks to Liverpool City Council, the Trustees, Funding Bodies, and partners. To our session workers, university students who put a lot of time and hard work into the service user activities. Also, thank you to those who follow us on Twitter and Facebook for their on-going support and a special thank you to all the service users and families for their trust and loyalty in the organisation.

Carolyn Sowande

ACHIEVEMENTS & EVENTS

April 2018 – March 2019

FUNDRAISING/DONATIONS

Community Worker from Tesco Park Road donated a hamper for our raffle.

Lush Ltd Liverpool donated surplus stock for us to distribute to our service users & the local community, products were available at our Fundraiser.

We raised £285.80 from our Fundraiser selling cakes, paintings, their untold stories books, and raffle tickets.

National Diversity Awards raised £986.49 from donations at their ceremony evening.

Our Operations Manager – Reihana Bashir, Health & Wellbeing Coordinator – Julie Roberts, Assistant Administrator – Vanessa Banim and Board Member – Michelle O’Dwyer all ran the legendary Liverpool Scouse 5K!! Big Thanks to all our ladies for smashing their target and raising an incredible £1,421 for service users Christmas activities.

Councilor Nathalie Nicholas donated gifts which we used for prizes at our Bingo session.

Babylon Grill Smithdown Road donated lunch for our staff & volunteers Christmas get together thanks to our volunteer Ahmed.

Kemi Otubu (previous colleague) donated gifts to be used at our next fundraiser.

Bundobust Bold Street Restaurant announced that they had chosen us to be their quarterly charity partnership and £1 from every purchase of their Bhaji Butty will be donated to Mary Seacole House.

TRAINING

Liverpool City College - Interpreting Course Level 1 (14) service users and Level 2 (12) service users completed course.

Eduk8 – We have awarded many certificates for First Aid, Dementia Awareness, Diabetes Awareness, Food Hygiene Level 2, Health and Safety, and Nutrition Level 2.

With support from Funding a bespoke course with Eduk8 was developed for a Health and Social Care course to become a “paid care worker” started, this also provided the opportunity once completed to enrol with local care agency for paid work, however this is currently on hold due to the current lockdown.

Advocacy Peer Mentoring Program – 2 of our service users completed the training programme.

Digital Champion – 15 of our service users completed the programme and are now supporting us.

Citizens Advice Bureau – 3 of our service users became volunteers for the service.

EVENTS

Our Patron Protasia Torkington was interviewed by Ngunan Adamu for the BBC Upfront radio show talking about "Their Untold Stories" the book of many authors.

We held an Easter Coffee Morning for service users enjoying nibbles, games & raffle. We acknowledged Mental Health Awareness Week at our men & women's group with information on the theme "Be Body Kind" discussing the cultural differences around body ideals & how discrimination based on physical appearance affects our Mental Health.

We acknowledged the campaign #YouMeUs by holding a forum with service users to discuss Mental Health in the BAME community, they spoke about the cultural barriers they faced when trying to access help early on and their experiences of inequalities in the system.

We held an information stall at LCVS' Volunteer Fair in St Georges Hall showcasing our volunteering opportunities. We recruited two new volunteers from this event.

We held a "Get Together" for Volunteers Week with new and old volunteers enjoying a lovely sandwich lunch & nibbles with staff. Each volunteer received a thank you certificate.

Operations Manager Reihana Bashir, Advocacy Development Officer Simon Torkington & Trustee Michelle O'Dwyer met with Mick Coyle to talk about our work on Radio City Talk's, Mental Health Monday's show.

National Diversity Awards announced that Mary Seacole House would be their supported charity for 2019.

Service users attended Knowsley Safari Park for their yearly coach trip. They enjoyed the drive through safari and afterwards explored the foot safari and attended the seal and birds of prey show.

We held an information stall at John Archer Hall's Community Fun Day selling paintings and "Their untold stories" book.

We acknowledged World Suicide Prevention Day by holding an information stall at Brownlow Princes GP Surgery for their Community Wellbeing Day.

We attended Care Community Culture's event launching their training tools for care homes & care providers thanks to funding from DEEP UK. The project aims to bring culturally appropriate food to Dementia care patients.

We attended James's Place UK to meet their new Executive Director and to celebrate their new volunteer mentoring program.

Acknowledging World Mental Health Day, we held a Wellness Day thanks to funding from LCVS Community Impact Fund. There were talks from professionals highlighting; emotional, physical, social, environmental, financial, and intellectual wellness. 70 attendees enjoyed exercise taster sessions, health lunch and raffle. After the event we had 6 weeks of free chair-based exercise classes. The classes were very successful, we had a total of 45 attendees over the 6-week period. Throughout the sessions our youngest attendee was 22 and our oldest was 94.

We were interviewed by Jermaine from BBC Radio Merseyside he came to hear about the fantastic work we do every day.

We held our Christmas celebration and all members thoroughly enjoyed traditional Christmas dinner from 'eat up gud' we had a DJ and disco.

We held our Christmas Fun Day and service users enjoyed games, scouse lunch and raffle.

We held a Christmas party for our weekly art class and service users had a lovely buffet lunch.

Saturday Group service users attended Bon Pan Asian restaurant for Christmas lunch.

BME Family Service had their holiday celebration meal at East z East

We acknowledged Brew Monday at our art class with mental health information for service users.

Chair of Trustees Jannine Antigha organised our team development day.

Louis Emerick agreed to become a Patron for Mary Seacole House.

We held an information stall at Fire Fit Hub for their Body, Mind & Soul Wellness Fair.

We announced that sadly due to new government advice regarding Corona Virus we suspended all our group activities until further notice.

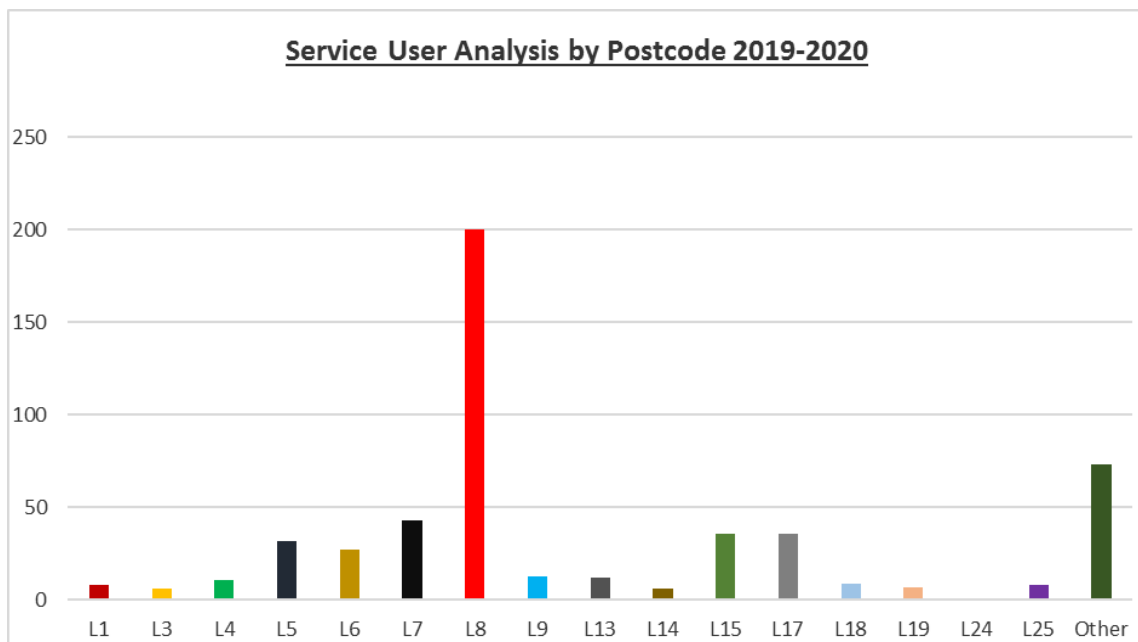
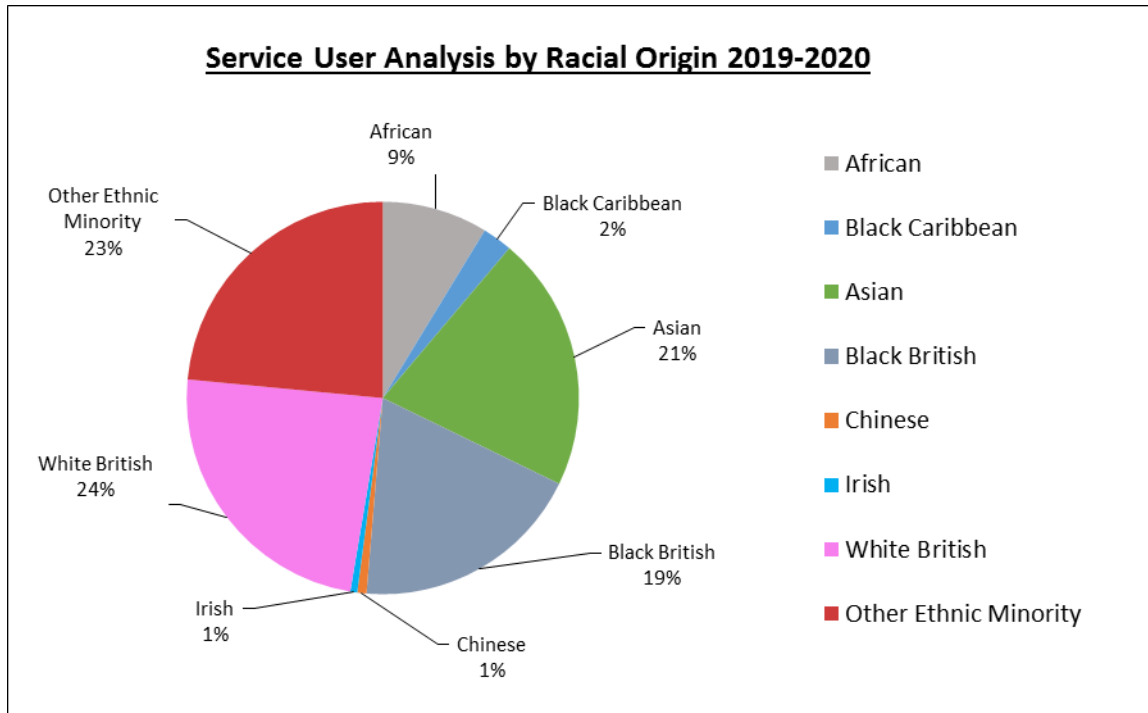
We acknowledged International Day of Happiness by sharing some wonderful artwork produced by our service users and encouraging people to get creative at home.

We encouraged people to stay fit and healthy at home by sharing some of our chair-based exercise video clips on social media.

Staff were keeping connected and sharing information with service users via telephone calls, text messages, what's app, and social media posts.

Throughout the year we have also been provided free tickets to "Leap into Music events.

SERVICE USER ANALYSIS



HEALTH & WELLBEING COORDINATOR'S REPORT

This is Mary Seacole House's 29th year working in the community of L8. Quality training for staff has assisted in, maintaining, and improving mental health, increasing self-esteem and confidence, and resulting in service users becoming more independent and acknowledged valued members of the community. We have 2 full-time Keyworkers who are crucial to supporting their Day Service list of people who need our support with their mental health journey.

We can be seen supporting our members practically and emotionally on a daily basis, this can be related to their housing, Mersey Care consultations, assessments, tribunal's, debt, benefits, GP appointments, NHS, UK Immigration & DWP enquiries and 'loose educational' opportunities to enhance their area of interest.

We rely on our professional relationship with Citizens Advice Bureau who receive weekly referrals from us for their expert advice and guidance within "Advice on Prescription". I would like to thank the following staff from the "Advice on Prescription" Team - Leah, Alistair, Denisha, Darren, Hyatt, Alison, Gayle, Patsy & Jan for their ongoing assistance to our members.

Our members are also blessed to have fabulous volunteers giving their time, and who also offer their time for free to allow groups to explore Liverpool and further afield. We thank all of them for their ongoing commitment. These groups help reduce social isolation and encourage the participants to become more confident and make new friends.

We have had varied group discussions related to personal and underlying health issues such as Type 2 Diabetes. This is an ongoing discussion about making small changes to help our health and wellbeing.

Activities that we provide are popular and well attended, especially our Art group based at John Archer Hall. Kuumba Imani have also welcomed our Poetry and Reading group within their foyer.

2019 saw our introduction to a new 'Have Your Say' meeting held monthly with our Healthy Breakfast and Members Meeting. This is where members speak directly with Management for their opinions, compliments, complaints, and suggestions to be shared in a safe space, encouraging people to talk freely about how they feel our service is doing for them and also input into how services can be delivered. This has been attended well and we are very pleased our members take interest in their service.

Throughout the year we have also been provided free tickets to 'Leap into Music' events from Liverpool Philharmonic and the uptake has been good. We have attended different performances. We thank them for their continued support which allows barriers to be broken down for people who would not normally attend the Arts due to cost and feeling they do not belong, but they do!

I would also like to mention the fabulous support we receive from Roy & Vicki from Merseytravel who supply our most destitute members with free travel around Merseyside. We are so grateful and appreciate their continued invaluable support.

In addition to the above the day service members have attended the following:

- Annual Knowsley Safari Trip
- Walking Group with Julie Roberts
- Chair Based Exercise from Healthiness
- Emotional Support Group led by Saiqa Sahotra

To close I want to thank all our members for being the people they are, caring, thoughtful and appreciative. We are encouraged by their attendance and hope to offer new activities in 2020 to help and aid positive outcomes in their life, making a positive contribution to all that Mary Seacole House offers.

Julie Roberts

HEALTH & WELLBEING WORKER'S REPORT

I started with MSH in September 2019. An important aspect of my role at Mary Seacole House has been to learn about the other services within the organisation. I have been encouraged to spend time observing each service to learn about what they do. For the first few months in my role, I shadowed Health & Wellbeing Coordinator, Julie Roberts. This enabled me to gain a better understanding of my role and how I could work effectively to help members. I have also spent time observing the other services. This has helped me to develop a well-rounded depth of knowledge which I can implement in my own work. It also enabled me to develop a good working relationship with staff members and I know if I need support or advice around an issue, I can ask for it.

My professional development was also supported by weekly induction meetings with Operations Manager, Reihana Bashir. The induction meetings were centered around discussions about policies and procedures, history, and values of the organisation. When the induction period was over, we began having developmental meetings. These meetings have been vital to my development within the organisation as they have presented me with an opportunity to ask questions, discuss new responsibilities and reflect on my time within the organisation.

When I first began, I was made to feel welcome by staff and members alike. Wednesday Activity Group has provided me with an opportunity to bond with members and learn more about them. The members continue to be involved with the community by attending regular days out to places such as Southport, Chester, and Liverpool City Centre. Last November, members were welcomed to the Philharmonic to view a screening of the film 'Judy'. Later in November, Mary Seacole House was recognised for its positive contribution to the community and members were invited to attend a matinee performance of 'The Nutcracker' at The Empire Theatre. For many members this provided a fresh experience and the support from Mary Seacole House staff enabled them to become involved with something new.

In October, Healthiness provided members with the option to participate in Chair Based Exercise classes. The goal of chair-based exercise was to increase members' involvement in physical activity in a fun and manageable way and to provide members with the skills and the knowledge to implement the activities outside of the classes. The sessions lasted for an hour and often involved group activities such as Active Bingo. Following on from the sessions, members commented that a positive impact had been made on their weekly physical activity and their mental wellbeing.

The weekly Art Group continues to be a popular activity at Mary Seacole House. I believe this is because members are encouraged to embrace their creativity at whatever level they feel comfortable. Early in 2020, we collaborated with Granby Toxteth Development Trust for six weeks of arts and crafts activities. The group produced beautiful creations each week including Valentine's Day cards, edible sculptures, and paper flowers for a frame which members later had their photos taken in. In the final week of the collaboration, the members participated in Active Bingo which once again provided members with the opportunity to become active in an enjoyable and inclusive way.

One of the main projects we have been working on is a service for young people. We believe this service will provide a new way of branching out to BAME young people and provide those individuals with a safe place if they are struggling with their mental health. We developed the project idea through networking with local agencies who also work closely with the younger generation. This highlighted the gaps in support for BAME young people, but also showed us creative ways in how we can effectively engage in that generation. Creating relationships with other agencies is also beneficial as a means of supporting each other, but also to be able to signpost clients to those agencies if needed. Overall, we are looking forward to reaching out to a new group of people and hope we can have been proactive in supporting vulnerable groups with mental health conditions.

The past seven months have been a valuable learning experience. I have developed new knowledge around mental health and wellbeing and acquired skills which have helped to equip me to work effectively in the mental health sector, but more importantly within this organisation. From my time spent at Mary Seacole House, I have found that there is a continuous demand for the service the organisation provides highlighting not only the importance of mental health organisations within the health sector, but the unmistakable need for those affecting communities that may otherwise be overlooked.

Chloe Torkington

COMMUNITY SUPPORT WORKER'S REPORT

Since beginning the position as Community Support Worker at Mary Seacole House in September, I have been welcomed in by both staff and service users. As a recent graduate from university, I was extremely excited to see what working at Mary Seacole House would entail and the new experiences and opportunities it would bring.

While working at Mary Seacole House, I have been given the opportunity to develop in my learning and skills from the offset. This has been done through observation of other staff members and through relevant training courses which have helped me grow in confidence in my job as community support worker.

One skill I have further developed is the ability to take a person-centered approach to supporting each individual member. This is an element of Mary Seacole House which has particularly stood out to me. Each member is valued as an individual and they are supported in the best way that meets their specific needs.

Since starting the position, I have been encouraged to make continuous professional development through weekly induction sessions with my colleague and my line manager. These sessions have been a good opportunity to ask questions in relation to our roles and to reflect on any development points. Through these sessions, I have been able to build a strong working relationship with my manager, which has meant I have felt able to approach her with questions if I have been unsure of anything with regards to my role.

Alongside the weekly induction sessions, I have also been encouraged to network with local agencies within the health and social care sector. This has been a useful experience in building our contacts and our knowledge of these organisations. It has provided a good insight into what other organisations are doing to target mental health in our local area.

Coming into the organisation as a new staff member, I have been welcomed by the entire staff team. Staff have been extremely helpful in providing insight, support, and opportunities to observe their work. This has not only been beneficial in my job role, but beneficial in really understanding Mary Seacole House and the values it has. It has been clear to me, the importance of being a part of a team here at Mary Seacole House, therefore, this has allowed me to develop strong working relationships with co-workers in the organisation, making work an enjoyable place to be.

These strong working relationships have also extended to the members within the organisation. I have gotten to know members through different activities within the organisation, particularly the day service. Getting to know members has been paramount in feeling a part of Mary Seacole House as it does not just feel like a mental health service, but also a community which is inclusive and welcoming. This has been an incredibly enjoyable part of my experience of getting to know members at Mary Seacole House. I have also been able to provide emotional and practical support to members which has been a highly rewarding experience.

Alongside members within the day service, I have been able to provide one to one floating support to members based in the community. As this is a frequent service, I have been able to develop strong working relationships with individual service users through attending activities with them, helping them with shopping and attending appointments. This role has been a highlight for me, while challenges may present, I have been able to develop in my resilience, initiative, and awareness. Providing floating support has been a fulfilling experience

One of the main projects we have been working on is a service for young people. We believe this service will provide a new way of branching out to BAME young people and provide those individuals with a safe place if they are struggling with their mental health. We developed the project idea

through networking with local agencies who also work closely with the younger generation. This highlighted the gaps in support for BAME young people, but also showed us creative ways in how we can effectively engage in that generation. Creating relationship with other agencies is also beneficial as a means of supporting each other, but also to be able to sign post to them other agencies if needed. This has been beneficial in helping us to apply our knowledge within this project.

Emily Toole

BME FAMILY SERVICE COODINATORS'S REPORT

It is with great pleasure to report again that despite challenging circumstances the BME family service again has continued to grow, and we are now supporting far more service users than we were last year. This has enabled us to continue what we consider an invaluable service providing much needed and often relied upon help and support to all our families.

This family service encompasses both emotional and practical support. We support our families within a multitude of vitally important areas including; welfare, debt support, housing, education, training along with addressing their health and well-being, in addition to ensuring that our clients and families are being kept fully abreast of their rights as citizens and providing knowledge on how to access further training and employment.

We are now supporting people from more than twelve different countries, and with countless many more dialects and languages. This has been made possible by all our wonderful volunteers, many of which are now qualified interpreters, after 12 completing Level 2 Interpreting Course. This forms a big part of what we do as we support so many different nationalities. With the current Covid 19 pandemic Interpreting is proving very helpful as we have been able to have a large number of literature translated on our What's App link to give correct information in over 10 different languages and also in the process of video information for those who cannot read their own language to ensure safety.

We have continued to provide training to service users, at their request which are both popular and well attended. For example, our Conversational English group has remained popular and with good attendance. Our other project UMEED - set up to support south Asian families, is very well attended with often more than twenty people coming along. This is a fantastic project helping to break down the stigma around dementia, a debilitating disease which is not discussed enough in communities. We are aiming to change this by encouraging people to talk about it more openly and get educated on ways to spot and try to prevent it.

Health and well-being also form a large part of our work. Our awareness sessions focus on topics such as healthy lifestyles and how to effectively combat diseases such as diabetes and heart disease. Our focus this year has been educating people on how to maintain a healthy weight and what simple changes they can apply to their lifestyle and diet, which will have the most impact. We have been fortunate to work alongside other agencies who support our work including Diabetes pathways to incorporate fortnightly sessions at Mary Seacole House, where the Diabetes specialist nurse attended to take glucose testing and liaise with the service users and GP to ensure the best treatment and monitoring – along with early intervention and screening.

We are currently adapting some of the training we started to provide online training so service users can keep up to date with training for their mental health and wellbeing during the current lockdown, as they are unable to physically attend the training sessions.

Volunteers

We would like to say a huge thankyou to our volunteers who provide a valuable service and we are very grateful to you all.

Doris Angus for all the support she provided running a weekly ESOL class.

Aamin John who assisted in classes and general support, language, and admin – we wish you all the best now you have been given a place at Edgehill University to study Law, congratulations.

Celine Hey for all your help with attending appointments and supporting people.

Ruth Murkajee for general support and cooking some amazing food at events.

Iman Saeed for her support within the Arabic community.

Along with Hyatt, Saida, Entisar, Arpita, Sudeepa and Hannah who all help with interpreting within the community.

Finally, I would like to say a huge thank you to all the agencies we have had the pleasure to work with to provide services to our clients along with all the people, services and funders who have helped us so generously all year and supported us in delivering this much needed and valued service.

The End of this financial year has had a lot to deal with and we have had to adapt the way we support our clients during the Covid 19 pandemic, we appreciate the additional support from our services and the support from within the community to spread information in all the various formats and the understanding of difficulties faced by all.

Stay safe and take care, Thank you again.

Kellie Rostron and Fouzia Hinchliffe

ADVOCACY DEVELOPMENT OFFICER'S REPORT

The role of Advocacy Development Officer has a number of different aspects to it which involves delivering an advocacy service to individual clients, considering what the diverse needs of my client group is, how services understand what those particular needs are, ways I can help service providers understand how they can work with my clients and making sure my clients voice is heard.

Those elements listed above are themselves not exhaustive and the ways in which they are implemented are not either. With that in mind it is important that when considering what advocacy development work is carried out, it must be as efficient and focused on these objectives as possible given the resources I have. Hopefully, the activities over the last year have tried to achieve this.

One of my biggest new focuses has been on the education and training delivered, which is now being aimed at a wider audience. While it will always be a priority for me to deliver the Peer Advocacy Training Programme to people who use mental health and care services, there are possibly too many people to get to and by expanding the training provision to other formats we can have a wider reach.

This year we have started this process by delivering several training days which are based on some of what is already provided in the Peer Advocacy Training. These days are aimed at providing the information people need to understand mental health, community care and support services and make it more accessible so that people can use it to support themselves as individuals and within service provision.

The underlying ethos is a human right's-based approach to allow people to access appropriate services in relation to their needs. Obviously there is always the focus on considering diverse needs within this, to take that further and as a result of addressing the Mersey Care Social Care conference last year I was approached to deliver a lecture at Edge Hill University, where I am a visiting lecturer now, on Valuing Diversity. The lecture was to social work and nursing students and I feel it is important to get these messages to people while they are students and open to these ideas. I am also registered to work with other universities as a visiting lecturer.

The advocacy service is still very much engaged in molding national legislation and the ongoing process of the Mental Health Act Review. I am engaged in a scoping exercise looking into different models of advocacy for people from different backgrounds and how they can be delivered. I have reservations about how this will end up being implemented but if you do not have any input you cannot complain when it's not what you would like it to be.

As always, the main aim of the advocacy service is to represent the clients wishes whether in meetings, verbal and written representations and communication in whatever method the client feels most comfortable with.

There have been hundreds of issues this year and many more contacts with the clients and their providers. While the focus of the service is mental health not all issues are based on mental health services, but all the clients struggle because they have a mental health condition which can inhibit their ability to deal with their issues in some way.

While the intention of the professionals, dealing with my clients, is not to be intimidating, uncooperative or overbearing it can feel like that for people who don't know the system or what

“those in-charge” are doing and why. This can lead to things like low self-esteem, paranoia, worthlessness, depression, anxiety, and a deterioration in their mental health.

Sometimes there is an assumption by professionals that the public either accept what is happening without question. As an advocate a massive part of what I do is based on communication and if the information is shared and people listened to each other, a lot of the problems would not occur.

So essentially that is what I am doing to solve some problems that are based on ineffective unclear communication. Some of the other issues do arise from poor practice and this must be pointed out and addressed or I refer to appropriate agencies if the breaches are outside of my ability to deal with.

Funding remains an issue within the sector and that has put a bit more demand on the advocacy service but thankfully and gratefully I have had the help of Katie our social worker student on placement with Mary Seacole House (MSH) who has taken on her own case load.

We have also been on several radio stations to talk about mental health and the services MSH provides to the Black Asian Minority Ethnic Refugee (BAMER) communities in Liverpool.

Thank you to all who have supported and worked with me in the past year to deliver this service. Remember that everybody should challenge inappropriate and oppressive practices and speak up for yourselves and for those who cannot speak for themselves if they give you their permission.

Simon Torkington

COMMUNITY ADVOCATE'S REPORT

The past year in my role as Community Advocacy worker as ever has been an interesting and challenging one. The Advocacy service has worked with over 100 new clients as well as continuing to support its existing client base.

The aim of our advocacy service is to ensure the rights of individuals are recognised, respected and upheld, to support people to allow them to make informed choices, help their voice be understood and help people obtain services they need with the ultimate objective of resolving issues that impact their mental health and wellbeing.

It has been a privilege to support clients in attempting to manage and recover from the difficulties mental distress can cause. To support clients to access services, and to try and ensure they get the best from those services as well as attempting to resolve many of the practical matters that often impact mental wellbeing has been a privilege in a challenging time.

As a BAME service that works with those in primary and secondary care the issues our clients approach us with are varied. We are often asked for help with practical issues around debt, benefits, housing, immigration, employment, and complaints as well as many others. We have also endeavored to help people with more conventional mental health advocacy issues around rights as well as access to and treatment by services.

We have continued to attend meetings and appointments and advocate on behalf of our clients at several varied settings, in both primary and secondary care. From meetings with psychiatrists and GP's, to housing associations, schools, social care as well as benefit assessments.

This year has also seen Mary Seacole House recruit a new advocate, Saiqa Sahotra who having worked for the day service for several years has made the switch from being a health and wellbeing worker to one of advocate. This has meant we have been able to increase our outreach working, linking in with other organisations in the community. The team throughout the year helped facilitate numerous community events in relation to BAME mental health and wellbeing. As well as offering training to service users and professionals alike.

Mary Seacole House has continued to raise the issues surrounding mental health of those from a BAME background. I have perhaps optimistically witnessed a move forward in challenging the stigma of mental distress. That it is acceptable to have a mental health problem and be open to discussing it and asking for help. We still await the outcome of the Mental Health Act review and I sincerely hope this will help improve the treatment of those suffering from mental distress. I sincerely hope there will eventually be a parity of esteem in relation to physical and mental health. While mental health and wellbeing is increasingly discussed in the public domain. The services that provide help and support to those with mental distress are often stretched to and sometimes are beyond their capacity.

I would like to express my gratitude to all the people we have advocated for. There is a diverse range of people who access Mary Seacole House and it is a privilege to listen to people whose backgrounds and cultures we respect and celebrate while at the same time remembering we are unified by our common humanity. It is humbling and reminds me that people's capacity to cope and recover from adverse circumstances is often underestimated. I look forward to the year ahead.

Alex Coombes

VOLUNTEER'S REPORT

This past year our volunteers have contributed an amazing 340 hours of their time! Alongside this one of our volunteers also completed her student placement of 125 hours with us. This time was given in a number of different ways including supporting our art class and running projects at the class, supporting our men & women's group on their days out, supervising and befriending service users, attending our yearly coach trip and ensuring service users enjoyed the day to its fullest. Volunteers also helped staff to deliver fantastic events for our service users and acknowledged important calendar days throughout the year, focussing on being informative and educational. With guidance from staff, our volunteers have promoted our services to the public at different community stalls and even had the opportunity to run their own activities.

Activities that volunteers have ran themselves this year include Emily's educational wellbeing talks on the subjects of; Alternatives to accessing A&E in a crisis, where to go for support out of MSH working hours and nutrition's effect on wellbeing. Heath ran his own group called Urban Nature Walks which focussed on exploring local beauty spots, service users were encouraged to bring their cameras along and the group visited, Princes park, Sefton park and Anglican Cathedral twice! Incredible feedback came from these activities and it is something that we hope to encourage and implement more of in future with volunteers, giving them the responsibility and opportunities to develop their skills, enhancing their career prospects.

I would also like to acknowledge those volunteers who have given their time this past year helping us to fundraise for members activities and events. As a small charity it is harder to be chosen for corporate fundraising but the community fundraising that our staff and volunteers participate in every year is vital to us being recognised for those kinds of opportunities and partnerships. We thank you for all your efforts, everything from helping us to set up for events, donating raffle prizes, selling tickets and cakes, to running the Scouse 5k!

To show gratitude to our volunteers, we held our yearly 'Get Together' marking Volunteers Week. We organised a lovely lunch in house, paying tribute to our volunteers with certificates of appreciation. New volunteers mingled with long standing volunteers to get to know what it was like giving their time to Mary Seacole House and what they would gain from the experience in return. We were truly moved that one of our long-standing volunteers wanted to share feedback with us which read.

"Since I moved to the UK on 12/2015, I had that feeling that I am lost. Being in a place without friends and family is too hard. Cannot find words to explain my relationship with MSH, which converted from being volunteering to charity to become like being surrounded by my family. Emotional support I got from MSH is unexplainable, even the personal support. Thanks, MSH for being in my life."

Receiving feedback like this just highlights the importance of volunteering and how it should always be beneficial for both the charity and the volunteer. Once again thank you to our amazing volunteers for their continued dedication and contribution to supporting our service users and the overall development of Mary Seacole House, we appreciate all that you do.

We have lots of exciting opportunities for volunteers to participate in, above are just some that we have provided over the past year.

Vanessa Banim

TRUSTEES REQUIRED

Granby Community Mental Health Group Board of Trustees wants to recruit people to join them. If you have an interest, please see below.

Granby Community Mental Health Group – Mary Seacole House is a registered charity and company limited by guarantee. The overall aim of Mary Seacole House is to provide services to BAMER people who are experiencing mental illness. The area in which we primarily operate has a high black and racial minority population and the Group's client base and range of services reflect this.

Granby Community Mental Health Group – Mary Seacole House is aiming to enhance its current board of trustees by seeking the commitment of individuals who feel that they can make a significant contribution. Trustee role is to play a significant part in determining the focus and direction of the organisation.

Board members are unpaid and need to be able to dedicate an average of 2 hours per month to attend board meetings. We are particularly interested in people with, mental health knowledge, experience, tendering, strategic planning, governance, finance, fundraising, personnel management, legal issues, community matters and marketing experience, but on the whole if you feel you have something to offer please do get in touch.

For an application pack please contact Marie O'Sullivan on 0151 707 0319, or email: mo@maryseacolehouse.com



VOLUNTEERS REQUIRED

Mary Seacole House acknowledges the value and importance of trained Volunteers and the contribution they can make to the organisation.

Our philosophy for recruiting volunteers is outlined as follows:

To befriend and support service users using Mary Seacole House, provide encouragement, enable, and empower service users to lead independent and fulfilling lives.

To offer opportunities to contribute to the overall development of the service.

Opportunities to expand and develop your own skills and knowledge.

Regular supervision and ongoing training opportunities.

If you have any questions or queries with regards to volunteering please feel free to contact Miss Vanessa Banim on 0151 707 0319 or email: vanessa@maryseacolehouse.com

GRANBY COMMUNITY MENTAL HEALTH GROUP COMPANY LIMITED BY GUARANTEEBALANCE SHEET as of 31st March 2020

	2020		2019	
	£	£	£	£
Fixed assets				
Tangible assets		60,048		60,942
Current assets				
Debtors	20,991		19,565	
Cash at the bank and in hand	<u>207,599</u>		<u>246,456</u>	
	228,590		266,021	
Liabilities:				
Creditors: amounts falling due within one year	<u>(3,350)</u>		<u>(3,350)</u>	
Net current assets		<u>225,240</u>		<u>262,671</u>
Total net assets		<u>285,288</u>		<u>323,613</u>
The funds of the charity				
Restricted funds		17,000		14,000
<u>Unrestricted funds</u>				
Designated funds	145,489		137,740	
General unrestricted funds	<u>122,799</u>		<u>171,873</u>	
Total unrestricted funds		<u>268,288</u>		<u>309,613</u>
Total charity funds		<u>285,288</u>		<u>323,613</u>

The company is entitled to the exemption from the audit requirement contained in section 477 of the Companies Act 2000 for the year ended 31st March 2020.

The trustees acknowledge their responsibilities for ensuring that the charity keeps accounting records which comply with section 386 of the Act and for preparing financial statements which give a true and fair view of the state of affairs of the company as at the end of the financial year and of its incoming resources and application of resources, including its income and expenditure, for the financial year in accordance with the requirements of sections 394 and 395 and which otherwise comply with the requirements if the Companies Act 2006 relating to financial statements, so far as applicable to the company.

The members have not required the company to obtain an audit of its financial statements for the year in question in accordance with section 476.

The financial statements have been prepared in accordance with the provisions applicable to companies' subject to the small companies' regime.

The financial statements were approved by the board of directors and authorised for issue on the 25th August 2020 and are signed on its behalf by:

Jannine Antigha
Trustee

John Wainwright
Trustee

Company Registration No. 3204514

GRANBY COMMUNITY MENTAL HEALTH GROUP COMPANY LIMITED BY GUARANTEE

STATEMENT OF FINANCIAL ACTIVITIES INCLUDING INCOME AND EXPENDITURE ACCOUNT

For the year ended 31 March 2020

Current financial year

	Unrestricted funds 2020 £	Restricted funds 2020 £	Total 2020 £	Total 2019 £
<u>Income from:</u>				
Donations and legacies	10,287	-	10,287	6,555
Charitable activities	<u>295,752</u>	<u>17,000</u>	<u>312,752</u>	<u>298,173</u>
Total income	<u>306,039</u>	<u>17,000</u>	<u>323,039</u>	<u>304,728</u>
<u>Expenditure on:</u>				
Charitable activities	<u>347,364</u>	<u>14,000</u>	<u>361,364</u>	<u>336,035</u>
Total expenditure	<u>347,364</u>	<u>14,000</u>	<u>361,364</u>	<u>336,035</u>
Net (expenditure/income for the year/ Net movements in funds	(41,325)	3,000	(38,325)	(31,307)
Reconciliation of funds				
Fund balances at 1 April 2019	<u>309,613</u>	<u>14,000</u>	<u>323,613</u>	<u>354,920</u>
Fund balances at 31 March 2020	<u>268,288</u>	<u>17,000</u>	<u>285,288</u>	<u>323,613</u>

The statement of financial activities includes all gains and losses recognised in the year.

All income and expenditure derive from continuing activities.

The movement in funds detailed above complies with the requirements for a statement of changes in equity under FRS102.

The statement of financial activities also complies with the requirements for an income and expenditure account under the Companies Act 2006.

ACKNOWLEDGEMENTS

Abercromby Health Centre
Addaction
Adult Learning Centre
All Mental Health Day Centres
All Members of Mary Seacole House
All CPN'S who have worked with us
All Social Workers who have worked with us
Angela Crockett
Asylum Link
Baird House
Barnardo's
Brook Advisory
B W Macfarlane & Co Chartered Accountants
CHATS Community Health Ambassador
Chinese Well-Being
Claudette Graham (Liverpool University)
Consultant Psychiatrists who have worked with us
David Hughes – Design/Printer
David Waterfall – Enterprise Consultant
EDUK8
Everton in the Community
Everyman Theatre
FACT
Greenbank College
Irish Community Care Merseyside
Joanne Anderson
John Moores University
John Archer Hall
Kensington Community Learning Centre
Kuumba Imani Millennium Centre
LCVS
Liverpool Community College
Liverpool University
Liverpool Mutual Homes
Liverpool Social Care Partnership
Liverpool Philharmonic
Martin Walsh
Mental Health Consortium
Merseycare NHS Foundation Trust
Merseyside Police
MPAC-Merseyside Play Action Council
Movema
National Museums Liverpool
Onward Housing
Peter Edwards - Peter Edwards and Co Solicitors
Pilkington General Charitable Fund
Police Crime Prevention Team
Potential for Skills
PSS
Quill Pinpoint Accounting Ltd
Red Cross
Riverside

Tara Jussa (GTDT)
Toxteth TV
Toxteth Food Central
Well Being and Welfare -
Organisation Network (WWON)
WHISC
Whitechapel Project
Windsor House
Young Addaction

FUNDING BODIES

Liverpool City Council
Liverpool Clinical Commissioning Group
Community Involvement Fund
John Moores Foundation
Mersey Care NHS Foundation Trust
Tampax Tax Fund



**Mary
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