

Waterview Centre

Catchment area: Mostly Westminster, also Chelsea, North and South Kensington

Project Contact details:

contact name:	Any staff at the centre can help with enquiries	tel:	0207 266 9550
address:	7A Woodfield Road London W9 2NW		
website:	Do not have own website, info via CNWL site: www.cnwl.nhs.uk		

Project opening times: Mon – Fri 9a.m. – 5p.m.

Accessibility:

Physically accessible? YES
Language interpreter available? Yes, if pre-booked.
BSL interpreter available? Yes, if pre-booked

What does the project offer?

A day programme of different therapy groups and individual therapy to help people develop better ways of coping and avoid going into hospital. The Centre aims to enable people to manage their mood and help themselves to cope, thinking about how they are feeling, finding healthier ways of coping and looking at their own strengths and skills.

What kind of support or involvement activity is offered?

A programme of groups such as community meetings, making links (looking at social and vocational opportunities), small psychodynamic therapy group, coping skills and relaxation. This is the core programme and then people can chose to add other groups such as woodwork, pottery, music therapy, relapse prevention etc if they would like to.

Outside of the core programme there is a pick and mix approach to groups to encourage people to try different things and see what works for them.

The full programme is for 4 days a week for up to 18 months. There is also a bridge programme for 2 days a week for people who do not want or need the full programme. Following completion of the programme there is a leavers group.

There is also a Gap group for people who are not sure whether or not this is the right kind of therapy for them. It acts as an introduction to group therapy and personality disorder. It is intended to help people decide whether or not the programme would be helpful for them.

The Centre is based on the Mentalisation approach.

Who does the organisation aim to provide a service for?

Individuals with a diagnosis of personality disorder or who have other mental health problems but difficulties with their personality interferes with treatment.

Who can and who can't access it i.e. inclusion/exclusion criteria?

Who can access?	Who's excluded?
Adults aged 18 -65 Residents of Westminster, Kensington and Chelsea (although there is a possibility of referrals from other London Boroughs through negotiation with Primary Care Trusts) People with experience of personality disorder or personality difficulties – a formal diagnosis of personality disorder is not necessary). People with experience of psychosis	People with a primary diagnosis of drug or alcohol dependency (as this impacts on their ability to do therapeutic work and they need to address the dependency issue first). Anyone at current risk of harming others

Are there any barriers to new people joining?

No

How can people access it?

Via referral from a G.P., Community Mental Health Team or social worker. No self referral.

How does the process start?

A referral form would be filled in and sent to the centre along with details of current CPA. Between 2 -4 weeks later the person would be invited for an assessment. The assessment can take up to three appointments depending on the individuals needs. Following assessment, Waterview Centre staff would decide whether a group programme would be helpful and if so which type of programme.

Are there any conditions to joining?

People who want to use the service have to agree to a set of boundaries about what is and isn't acceptable behaviour e.g. no drinking alcohol in groups, to respect the confidentiality of others etc.

If someone does not come to the Centre for a long time their file may be closed and their place at the centre lost.
It is preferred that people stay for the length of the programme – this is decided between the staff and service user.

Are there any opportunities for service users to have an informal chat/meeting with someone before joining?

Nothing in place but anyone is free to call to find out more from staff.

What makes it different from mainstream mental health services?

The Waterview is focussed on personality disorder and people gain a sense that they are not alone with their difficulties. People find acceptance and recognition that they do have these difficulties but they can recover. The Centre recognises that people who use the service are the experts as they live with the difficulties on a day to day basis. They work with the adult and work to maximise the individuals' potential.

What do people who use the service like about it?

Feedback shows that people like that they are able to come into the Centre distressed and not feel judged. If people find a group difficult and feel worse afterwards that is accepted as ok.

There are certain groups and activities that people like e.g. small groups, lunch.

The Centre recently carried out a three day consultation with service users to look at what improvements could be made. The programme was changed as a result of this and there is now more clarity about what is expected of one another. People feedback that they valued being heard and being a part of making changes.

What could I expect if I came along?

After assessment and acceptance to the programme people would start with the Gap group to help get used to group work.

Who runs the organisation/project?

Central and North West London NHS Foundation Trust (CNWL)

Service User and Carer Involvement

Service User Involvement

- People who go to Waterview Centre are involved in assessing the service.
- People may also be involved in CNWL Trust user involvement activity, for example being on the Foundation Trust Board, involved with local user groups and networks.
- Service Users (not from the Centre) are part of the interview panel for new staff.
- One session of the 'Gap group' is also run by a service user 'expert by experience'.
- They have twice invited previous service users from the 18-month Waterview
- Programme to our 10-session Group Awareness Programme. They have joined us for one session to talk about their experience of treatment at the Waterview and to answer questions from potential service users.
- Following the Trust protocols we always invited more than one ex-service user and pay them according to Trust policy.
- There is also work going on to try to arrange for the Leavers group to be run by service users.

Carer Involvement

- Carers are not involved in running the project.
- If service users wish, carers can be involved in the CPA process. Carers may also have a needs assessment.