

William Morris Centre

Catchment area: Bexley, Bromley and Greenwich

Project contact details:

contact name:	Dr Nikki Jeffcote	Tel:	01322 297607 (direct) 01322 294300
address:	William Morris Centre Psychology Department Bracton Centre Bracton Lane Dartford DA2 7AF		
website:	Trust has a website but William Morris Centre is not on it yet		

Project opening times:

The Programme runs from 10am - 3.30pm on Wednesdays (for men) and Thursdays (for women) and from 1.30 - 4.00pm on Fridays. We have a crisis phone line with voicemail and undertake to return calls within 24 hours, Monday to Friday 9 am to 5 pm. We also offer individual support between Programme Days to help participants at times of difficulty.

Accessibility:

Physically accessible? Y N We meet all DDA requirements.

Language interpreter available? We can access interpreters, but participation in the programme would be difficult for someone who has difficulty with spoken English.

BSL interpreter available? Can be accessed if necessary.

What does the project offer?

We offer a therapeutic day programme for a day-and-a-half a week, which runs on a mentalisation based treatment (MBT) model. The aim is to help participants reflect on their own and others' thoughts, feelings and behaviour, and to develop the ability to think before acting. The programme consists of both group and individual sessions plus some communal and recreational activities as a group. The team also offer

additional support during the working week to help participants cope in times of particular difficulty or crisis.

What kind of support or involvement activity is offered?

Two groups are offered, 'Thinking under Pressure' and 'Social Problem-Solving'. 'Thinking Under Pressure' helps participants learn how to keep thinking when they are under emotional stress, and 'Social Problem-Solving' teaches a way of tackling day-to-day problems in a careful and thoughtful way. All participants also have one-to-one sessions. We have a crisis line with voicemail, which we respond to within 24 hours, Monday to Friday, 9 to 5. We also help participants to access other support that they might need.

Who does the organisation aim to provide a service for?

Men and women (over age 18) who have a diagnosis of PD which is associated with a history and/or risk of anti-social behaviour (physical or sexual violence). Participants have usually had a significant amount of contact with mental health and/or criminal justice agencies.

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

Who can access?	Who's excluded?
Adults over the age of 18 in the boroughs of Bexley, Bromley and Greenwich who have a personality disorder and who are at risk of interpersonal violence (whether or not they have a conviction).	There are no formal exclusion criteria for people who meet the basic inclusion criteria. If there are potential barriers to someone engaging with the programme (e.g. substance misuse that is not under control), this would be discussed and assessed on an individual basis.

Are there any barriers to new people joining

No, there is currently no significant waiting list and there are no funding problems for individuals from Bexley, Bromley or Greenwich.

How can people access it?

We ask for a written referral indicating the presenting issues, the kind of personality difficulties the individual has, and the links between these and their antisocial/offending behaviour.

Most referrals come from mental health services and most clients have a care co-ordinator in their CMHT, with whom we liaise closely. We also take self-referrals and referrals from other sources (e.g. criminal justice agencies), and in these cases we will aim to involve the CMHT as well.

How does the process start?

After referral, the person is invited to an appointment at the Centre for a preliminary discussion of their needs and what the service offers. If s/he wishes to proceed, there will be five or six further meetings with members of the team to develop an understanding of the person's difficulties and to support them in engaging with the team and the service. S/he will then attend a 4-week introductory workshop on 'Understanding Personality Disorder' before deciding whether or not to join the main programme. During the workshop there is an opportunity to meet current service users.

Are there any conditions to joining?

There is no formal contract. We expect participants to stay for about 12 to 18 months to gain the benefit of the programme, but a formal commitment is not required. If someone is unable to continue with the programme, we aim to stay in contact with them and will keep the door open for possible future re-engagement.

As regards house rules, physical violence and drug dealing on the premises are prohibited and could lead to exclusion from the programme.

Consent is requested for anonymous assessment information to be used in auditing/ evaluating the programme, and therapeutic sessions may be recorded (for the purposes of team monitoring and supervision only).

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

Yes, prospective service users can contact us for an informal chat or meeting with a member of the team. We may be able to offer the opportunity to speak with a current service user at the Centre.

What makes it different from mainstream mental health services?

The William Morris Centre is a specialist service for people with PD and associated offending/ anti-social behaviour (including interpersonal violence), who have often had a difficult relationship with mainstream services. We aim to offer a service that supports both the service user and his/her relationship with the mainstream services s/he is in contact with.

What do people who use the service like about it?

Participants say they like the combination of structured groups, individual sessions and more informal and sociable contact with each other. Even though the groups are sometimes difficult, they are also useful in dealing more effectively with day-to-day struggles. Participants also say that they appreciate the team's and each other's attempts to understand their difficulties, and it is good to know they are not on their own and that there are people with similar problems.

What could I expect if I came along?

You will come to a comfortable and welcoming building with a garden and good facilities. Initially you will meet two or three members of the team, have an informal chat over a cup of tea/coffee if you wish, and then a longer conversation with one or two team members about what you feel you need and how we might be able to help. Whenever you visit the Centre, there will be two or three team members around to welcome you and try to ensure you feel supported. You will be encouraged to let us know if there are any difficulties you are experiencing, so that we can try to help you with these.

Who runs the organisation/project?

Oxleas Foundation NHS Trust.

Any plans for future development?

The project is a three year pilot and opened in May 2008. There will be plans for future development if new funding is secured after the pilot phase.

Service User and Carer Involvement

Service User Involvement

We get regular feedback from service users and take account of their ideas and suggestions. At the end of each term there is a review of the Programme, which informs development of the service. During the Programme Day we encourage participants to be as actively involved as they feel able to be, both in the therapeutic groups, and in practical activities such as making lunch and looking after the garden.

Participants work with members of the team on actively developing a shared understanding of their difficulties and identifying personal goals and plans. We are still a new service, but hope over time to develop a 'buddying' system so that users of the service can support each other. We hope in the future to involve participants in training for other professionals on how to support and work with people with personality disorder. We will identify what support is needed as the service develops.

Carer Involvement

- Carers are not involved in running the project, but we do encourage people who are important to our service users to get to know the team, if this is what the service user wants.
- We aim to offer a workshop for 'people who are important to you' two or three times a year. The aim is to help them understand better what personality disorder is and the problems it causes, and how they can give support to their loved one.