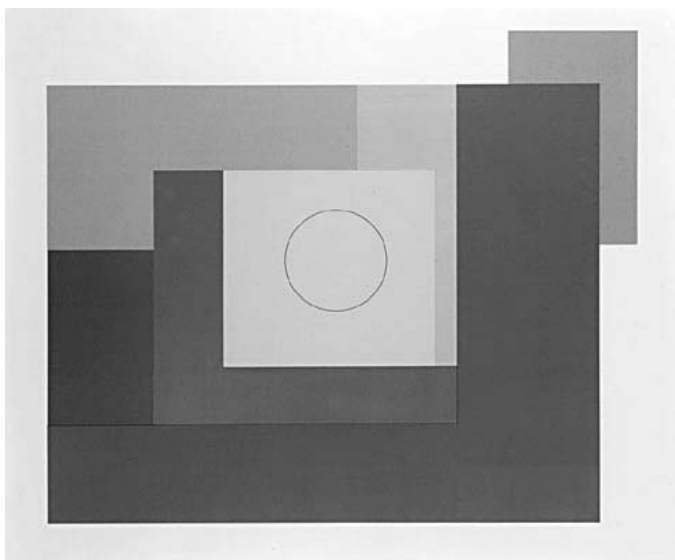




Training Brochure

Autumn 2008 / Spring 2009



- **BASICS** – Low Cost Mental Health Training Workshops
- **VTP** – Volunteer Training Project
- **ASIST** – Applied Suicide Intervention Skills Training

INTRODUCTION AND CONTENTS

Oxfordshire Mental Health Matters is a small, local charity that helps to build bridges between mental health services and the people who use them. One very important way in which we do this is by providing:

- Training for staff working in voluntary and statutory sectors who can't easily get training in their workplaces.
- Training for volunteers (including users of mental health services) who want to support our work or that of other local charities.
- ASIST – Applied Suicide Intervention Skills Training, the internationally acclaimed 'suicide first aid' course.

Most of the training we offer is delivered in partnership with other organisations, groups and individuals. Most paid staff and volunteer workers will change jobs at some point. We think it's a shared responsibility for all organisations to support staff development, because ultimately we all benefit from having an able and confident workforce. We also believe that people who use services are the experts on their own lives. That's why we think organisations need to work together to support the people who are prepared to bring this expertise into the process of planning mental health services.

The BASICS (Pages 3-21)

BASICS was set up in the early 1990s as a way for local voluntary organisations to provide basic in-service training for new staff who did not have mental health backgrounds. Since then it has grown enormously, and we now deliver about 33, 1-day workshops every year over three series in Oxford, Banbury or Didcot.

- **For details of our popular Banbury BASICS series see pages 6-15.**
- **For details of our newest Didcot BASICS series see pages 16-20.**
- **For booking form page see page 21.**

Volunteer Training Project (Pages 22-31)

Our Information and Advocacy Service works with trained volunteers. These are often (but not always) people with experience of using services themselves. Training is based on 2 units of 5 workshops, which now take place on a Tuesday evening.

- Unit 1 looks at the basic volunteering skills needed by anyone doing face-to-face work.
- Unit 2 looks more specifically at the issues commonly encountered in a mental health setting.

Since 2003 we have opened up our training to other organisations, which 'pay' for places for their volunteers by helping to run the training. The extra help from other organisations has enabled us to commit to running 2 of each series' of workshops between September 2008 and March 2009 (see page 31 for start dates).

ASIST (Pages 32-33)

For details of ASIST – Applied Suicide Intervention Skills Training (see pages 32-33).

Our Other Services (Page 34)

Brief details of Oxfordshire Mental Health Matters Information and Advocacy Service is on page 34.

Other Local Services (Page 35-36)

A short list of partner organisations offering related training and support can be found on pages 35-36.

1. THE BASICS



About The **BASICS**

Who Is It Aimed At?

BASICS is aimed at people working for voluntary mental health organisations and those working in the statutory or public sector unable to access other forms of training. **BASICS** also welcomes people with personal experience of mental distress, and families and friends of mental health service users.

Booking

A *maximum of five people* from any one organisation can be booked on to a workshop. When making a booking, please use a separate booking form for each person. Booking forms can be found on page 21 (they can be copied, or additional forms will be supplied free of charge). Forms may also be downloaded from our web site www.oxford-mentalhealth.org

we only take bookings from booking forms; we are unable to take them over the telephone or by e-mail.

Costs

Full Day Workshops£30-00

Concessions

People on benefits or unwaged, who wish to attend may apply for a concessionary free place. Please see booking form on page 21.

Payment

Organisations wishing to book places should speak to the Training Administrator (**01865 246767**) to set up an account and arrange payment details. **Otherwise, places will ONLY be reserved for individuals where booking forms are accompanied by payment in advance.**

Cheques should be made payable to '**Oxfordshire Mental Health Matters**' and sent to:

**Training Service,
Oxfordshire Mental Health Matters,
P.O. Box 1476, Oxford OX4 9DG.**

Confirmation

Once payment has been received, we will send written confirmation of the booking.

Cancellations

Cancellations made **four weeks** prior to a workshop taking place will receive a full refund. Cancellations made after this time will forfeit any monies paid.

Venues

All Banbury workshops will take place at:

BYHP, 49a Castle Street, Banbury, Oxon OX16 5NU.

All Didcot workshops will take place at:

King Alfred Drive Community Centre, 2 King Alfred Drive,
Didcot, Oxon OX11 7NU.

Time of workshops

All workshops will run from 10 am until 4 pm.

Refreshments

Hot drinks will be available from the kitchen at both venues.
Please note lunch/snacks are not provided.

Certificates

All participants will be given a certificate of attendance at the
end of the workshop.

Feedback

All participants will be asked to fill in anonymous evaluation
forms at the end of the workshop.

Banbury Workshop 1
INTRODUCTION TO GROUP WORK SKILLS
Wednesday 1st October 2008
10am - 4pm

About the Workshop:

This one-day course provides you with the basic knowledge and skills to work effectively with groups. It is highly pragmatic and covers the foundations, stages, and issues of group work.

This course is for anyone who has a health promotion role working directly with the public. It is ideal for those who run a range of groups in the community. As an introductory course it is intended for those who have not had any group work skills training before.

Attending this course will help you to:

- Demonstrate an understanding of one theory relating to group life and develop strategies to manage group dynamics
- Demonstrate an understanding of a range of group work methods
- Relate anti-discriminatory practice to group work

About the Facilitator:

Wendy Markham is a freelance teacher and facilitator. She has worked in mental healthcare both within the NHS and private care settings. Wendy has a background of Therapeutic Community nursing and is therefore committed to empowering the individual and to co-operative working practices.

Banbury Workshop 2
BOUNDARIES
Monday 6th October 2008
10am - 4pm

About the Workshop:

The use of boundaries as effective tools is key to competent working and relationship building. This day will help us to understand the difference between professional and personal boundaries and how our role is defined by boundaries. We will look at examples of organisations' policies on boundaries and how they may relate to the services you work for.

We will explore how using boundaries will enable us to:

- Be more assertive
- Engage/disengage
- Offer respect and clarity
- Say no
- Build trusting relationships
- Provide safe and supportive environments

You will have the opportunity to ask questions related to your own work or personal life.

About the Facilitator:

Liz Clarke will facilitate this workshop. For the past eleven years she has worked predominantly for mental health services in the voluntary sector. She is currently employed as a Social Worker for Oxfordshire County Council Family Support Team and she also works part-time as an off-site social work practice teacher for Oxford Brookes University. She volunteers on the Oxfordshire Crisis House Steering Committee.

Banbury Workshop 3
USING ART AS A THERAPEUTIC TOOL IN A GROUP
Wednesday 22nd October 2008
10am - 4pm

About the Workshop:

Sometimes it can be difficult to talk about problems and feelings so communicating using art can be less threatening and less inhibiting.

This workshop is for people who run therapeutic groups and who are already using art in them or are thinking about it. We will be working with art materials and imagination throughout the day.

During the day we will consider:

- How and why art therapy and doing things symbolically can be helpful
- How to use art in a therapeutic way
- What it feels like to use art in this way
- How to support our clients and ourselves and other members of the group during this process

About the Facilitator:

This workshop is facilitated by **Julie Bolton** an Art Psychotherapist and Counsellor, with many years experience working with groups and individuals in private practice, with Mind, running creative business groups and therapeutic art courses. Her philosophy is to enable and support people in accessing their creativity and imagination through the arts to enable healing and self development.

Banbury Workshop 4
ANXIETY MANAGEMENT
Monday 3rd November 2008
10am - 4pm

About the Workshop:

The aim of this workshop is for people to begin to have an understanding of what anxiety is and different approaches to 'managing' it. The morning will be spent looking at the physical symptoms that anxiety causes and how it affects our general health and well being. We can then look at practical ways of alleviating the physical symptoms of anxiety and panic attacks and looking at ways of helping other people to do so.

The afternoon will be spent introducing the cognitive approach to helping overcome anxiety and general coping strategies. This workshop is aimed at professionals who wish to learn more about anxiety and want to learn techniques for assisting people who suffer from anxiety. It is also aimed at people who suffer from anxiety and who are looking to explore mechanisms which might help them cope better with their anxiety. This workshop will also provide opportunities for participants to ask questions relating to their own practice or personal life.

About the Facilitator:

This workshop will be facilitated by **Topsy Tysoe** (RGN RMN) I have been running Anxiety Management Courses for the last 15 years for both the Voluntary and Statutory Sectors.

Banbury Workshop 5
**INTRODUCTION TO CBT (COGNITIVE BEHAVIOURAL
THERAPY)**

Wednesday 5th November 2008
10am - 4pm

About the Workshop:

CBT (Cognitive Behavioural Therapy) is being talked of a great deal at the moment. So what is it and how does it work? This day will introduce you, experientially, to the basics of CBT so that you will be more informed about this model of therapy. As an introductory course in CBT usually extends over 8 days, this will be very much a “taster day”. Oxfordshire Mind uses CBT as the basis for its group programme looking at self-esteem, depression and anxiety. The results speak for themselves – it works. Come and explore this for yourself.

About the Facilitators:

June Morton who says; “I am a Day Services Development Worker for Oxfordshire Mind and a member of the Oxfordshire Mind Groupwork Programme. In addition I am an Integrative Counsellor working in Primary Care. I also have a small private practice”.

Helen Carter who says; “I have worked for Oxfordshire Mind for 15 years, 13 of these in day services as a centre worker, retiring from that part of the work in 2005. I have been involved as a facilitator within the Oxfordshire Mind Groupwork Programme for about 9 years”.

They are facilitating this workshop as freelance trainers.

Banbury Workshop 6
WORKING WITH HOPE IN RECOVERY
Wednesday 12th November 2008
10am - 4pm

About the workshop:

When working in mental health it is vital that we have hope that people can recover but how can we put that into practice? How can we work with hope in today's society? What does recovery actually mean?

This workshop will help you to work positively with hope for people's futures. We will discuss what hope means in this context, how stigma from society creates challenges and how we can overcome them. By engaging in discussions, exercises and presentations based on ideas from the Recovery Model, the hope is that you will gain a fresh perspective in learning that mental illness is not a life sentence.

About the facilitator:

Becca Wallin who says; "I currently work for the NHS as a Support, Time and Recovery Worker in the Assertive Outreach Team. I have been part of a young people's advisory panel helping with the redevelopment and modernisation of Child and Adolescent Services in Oxfordshire. I have previously been a Governor for the Trust representing service user views".

Banbury Workshop 7
WORKING WITH PEOPLE IN CRISIS
Monday 17th November 2008
10am - 4pm

About the workshop:

There are many different ways people experience crisis; each presents a challenge for us as workers/supporters/carers/family and friends. By the end of the workshop you will have:

- Summarised the skills used to support people in crisis
- Identified barriers to helping effectively
- Considered risk assessment
- Highlighted support routes
- Demonstrated working with people in crisis

At the end of the day you will be able to support people in crisis with greater confidence.

About the facilitator:

Jen Cothier is a freelance trainer with 15 years mental health work experience in day services, telephone helpline management, volunteer development and mentoring. She believes that continuing development and reflective practice are key aspects of the working process.

Banbury Workshop 8
WHAT IS MENTAL HEALTH ADVOCACY? AN
INTRODUCTION

Wednesday 19th November 2008
10am - 4pm

About the Workshop:

The aim of this workshop is to introduce and discuss the components of mental health advocacy both nationally and locally and to look at how an advocate supports and works with people using mental health services.

This workshop will look at:

- Standard definitions of advocacy
- What does (and doesn't) an advocate do
- Boundaries
- Confidentiality
- Health and Safety
- About Oxfordshire Mental Health Matters Information & Advocacy Service
- Independent Mental Health Advocate under the 2007 Act

We plan to use some role play and exercises to help demonstrate how advocacy can be used effectively.

About the Facilitators:

Oxfordshire Mental Health Matters is a long established organisation and has provided advocacy at Littlemore and Warneford Mental Health Hospitals for a number of years. In 2007 it set up bases to deliver the service in community settings. The facilitators will be trained Information and Advocacy Co-ordinators with varying backgrounds and levels of experience.

Banbury Workshop 9
THE ART OF LISTENING
Wednesday 26th November 2008
10am - 4pm

About the Workshop:

In our very busy lifestyle we so often miss opportunities to listen to others we care about and wish we had not done so. We also often miss listening to our own inner feelings and needs. In an interactive and explorative way you will discover how you currently operate. You will develop your own outcome for the day and then be taken through a variety of models with practical exercises so that you can build your own commitment to improve your listening ability.

During the day we will consider:

- Why listening is so important to us
- Identify skills and knowledge you already have
- Explore three different ways to improve listening
- Practise ways to improve listening
- What are the barriers for listening at work
- Reflect on how you want to connect to others
- Learn to challenge, confront and empathise
- Share fears and concerns as well as experience and knowledge

So that by the end of the day you will walk away having got new insights and awareness on how to listen. You'll go away with something tangible, large or small that will make a difference to how you listen to others and yourself.

About the Facilitator:

Netta Jennison has many years experience of working as; an occupational therapist, lecturer, trainer and facilitator in mental health settings and in businesses. She is committed to personal and team development through her own business providing training, coaching and mentoring and in identifying development needs for organisations to work to their potential.

Banbury Workshop 10
MENTAL HEALTH AWARENESS
Wednesday 3rd December 2008
10am - 4pm

About the Workshop:

The course introduces mental health issues in particular, diagnosis, treatment and differing perspectives. Participants will explore their own and society's attitudes to mental distress. By the end of the course participants will have:

- Examined/explored their own attitudes to people with mental health problems
- Considered stigma and discrimination in society in the area of Mental Health
- Been introduced to key diagnosis and treatments
- Considered the different perspectives and approaches to Mental Distress
- Looked at key legislation and policy relevant to mental health

Participants will be asked to participate in group work and some games. If they prefer not to participate in these they may sit out but this is a valuable part of the day.

About the Facilitator:

Benedict Leigh runs an Oxfordshire mental health charity (Restore). He is a qualified Mental Health First Aid trainer and has been involved in working in mental health for the past 20 years.

Didcot Workshop 1
ASSERTIVENESS
Monday 12th January 2009
10am - 4pm

About the Workshop:

In this one-day workshop we will explore what Assertiveness is and its relevance to mental health. We will practice clear, specific and direct communication and explore ways to support clients who need Assertiveness training.

Through discussion and sharing ideas we will explore environmental factors and concerns about Assertiveness and mental health relevant to the group. We will also explore how best to support each other and ourselves.

About the Facilitator:

Wendy Markham is a freelance teacher and facilitator. She has worked in mental healthcare both within the NHS and private care settings. Wendy has a background of Therapeutic Community nursing and is therefore committed to empowering the individual and to co-operative working practices.

Didcot Workshop 2
MANAGING ANGER
Monday 19th January 2009
10am - 4pm

About the Workshop:

In this one-day workshop we will explore issues around managing anger in the workplace. We will attempt to raise some awareness of the negative cultures that may be found within social care settings.

Through discussion and sharing ideas we will consider:

- What a 'zero tolerance to aggression' in the workplace could mean
- Examine appropriate ways to challenge preconceived ideas that 'aggression is part of the job'
- Begin to explore what policies, protocols and procedures need to be implemented in order to create and maintain a safe environment.

About the Facilitator:

Wendy Markham is a freelance teacher and facilitator. She has worked in mental healthcare both within the NHS and private care settings. Wendy has a background of Therapeutic Community nursing and is therefore committed to empowering the individual and to co-operative working practices.

Didcot Workshop 3
WORKING WITH CHALLENGING BEHAVIOUR
Monday 26th January 2009
10am - 4pm

About the Workshop:

A chance to step back and explore the behaviour that challenges us in our work/family/life, to think about a range of strategies and our own role in these relationships. By the end of the workshop you will have:

- Identified the skills and qualities you use
- Considered barriers to being effective
- Validated your own feelings
- Related to a model of empowerment
- Explored a range of strategies

By the end of the day you will be able to manage challenging behaviour with increased confidence.

About the Facilitator:

Jen Cothier is a freelance trainer with 15 years mental health work experience in day services, telephone helpline management, volunteer development and mentoring. She believes that continuing development and reflective practice are key aspects of the working process.

Didcot Workshop 4
MANAGING STRESS
Monday 9th February 2009
10am - 4pm

About the Workshop:

We all need a certain amount of stress in our lives, managing the balance between enough and too much is no easy task.

Today we will:

- Consider the impact of stress and anxiety
- Review our own attitudes and strategies
- Reflect on changes we would like to make
- Identify a positive step forward

If you would like to manage stress more positively and develop greater personal effectiveness, this workshop is for you.

About the Facilitator:

Jen Cothier is a freelance trainer with 15 years mental health work experience in day services, telephone helpline management, volunteer development and mentoring. She believes that continuing development and reflective practice are key aspects of the working process.

Didcot Workshop 5
SELF - HARM
Monday 23rd February 2009
10am - 4pm

About the Workshop:

In this workshop I will be presenting various activities and exercises to explore the issues surrounding self-harm. We will be defining the types, causes and motivations of self-harming behaviour.

Using various group discussions we will share our understanding and find strategies in aiding in these difficult situations. You will leave with practical tools and resources to use when engaging with people who self-harm and gain an insight into this misunderstood behaviour.

Whether you work directly with people who are self-harming or want to know more about these issues this workshop will give you a fresh perspective on an emotional topic.

About the Facilitator:

Becca Wallin who says; “I currently work for the NHS as a Support, Time and Recovery Worker in the Assertive Outreach Team. I have been part of a young people’s advisory panel helping with the redevelopment and modernisation of Child and Adolescent Services in Oxfordshire. I have previously been a Governor for the Trust representing service user views”.

BASICS Booking Form
Autumn 2008 and Spring 2009

Please use a separate form for each person

Name: _____

Address: _____

Tel No: (day) _____

Please tick the workshop you wish to attend

Banbury BASICS workshops 2008

No.	Workshop	Date	Cost	✓
B1	Introduction to Group Work Skills	1/10/08	£30	
B2	Boundaries	6/10/08	£30	
B3	Art as a Therapeutic Tool in a Group	22/10/08	£30	
B4	Anxiety Management	3/11/08	£30	
B5	Introduction to CBT	5/11/08	£30	
B6	Working with Hope in Recovery	12/11/08	£30	
B7	Working with People in Crisis	17/11/08	£30	
B8	What is Mental Health Advocacy?	19/11/08	£30	
B9	The Art of Listening	26/11/08	£30	
B10	Mental Health Awareness	3/12/08	£30	

Didcot BASICS workshops 2009

No.	Workshop	Date	Cost	✓
D1	Assertiveness	12/01/09	£30	
D2	Managing Anger	19/01/09	£30	
D3	Working with Challenging Behaviour	26/01/09	£30	
D4	Managing Stress	9/02/09	£30	
D5	Self-Harm	23/02/09	£30	

* I enclose a cheque for £.....made payable to **Oxfordshire Mental Health Matters**

* I would like to apply for a concessionary free place (for people who are unwaged/on benefits)

* Delete as applicable

Signed.....

Dated.....

2. VOLUNTEER TRAINING PROJECT

Introduction to the Volunteer Training Project



Like many organisations in the voluntary and community sectors, Oxfordshire Mental Health Matters relies on the talent and dedication of volunteers to provide its services. The quality and extent of volunteer training therefore has a huge impact on our work. When volunteers know that they have been well trained, they feel valued and supported, and their volunteering experience is greatly enriched.

The Volunteer Training Project was conceived as a solution, not just to our own volunteer recruitment and training needs, but to those of the whole community. The idea is simple: participating organisations come together to share training in skills which are mutually relevant: listening skills, user empowerment, culturally appropriate working, and others. (A full list of sessions, with descriptions, can be found on pages 29-30).

The training is free at the point of delivery; organisations 'pay' for places by contributing a staff member or experienced volunteer to help run one or more workshops. Usually there are two facilitators for each session - one that has previous experience of delivering that particular workshop, and one who is new to the project, or building in experience and confidence.

Trainers' plan each session together, so there is a constant exchange of new ideas and fresh perspectives.

Feedback



Some of the many positive comments received from learners on previous Volunteer Training Project courses:

"Helpful, well informed, honest, happy to say "I don't know" if that was the case"

"Found it easy to follow/understand, able to ask"

"Extremely well covered in a very clear, interesting and informative way"

"Role plays were really good"

"I was deeply impressed"

"Goals met very well with good examples"

"This was a super session, great discussions, very informative and interesting"

"Felt able to participate and share ideas"

"Lots of issues raised, interesting and engaging"

"Really has targeted what I want"

Guide to the Project

- The Volunteer Training Project is run by Oxfordshire Mental Health Matters. Sessions take place on Tuesday evenings, at 5.30 and run until 8.30, with a short break in the middle.
- From September sessions will be held at:
The Old Music Hall, 106-108 Cowley Road, Oxford OX4 1JE.
- The programme is open to a wide range of organisations working in the voluntary and community sector; if you carry out any kind of face-to-face client work you are probably eligible to participate. In the past, sharing partners have included helplines, befriending services, home visiting schemes, family centres and patients' councils, as well as our own information and advocacy services.
- Training is free for all volunteers.
- We provide all necessary learning materials, including handouts, flip charts and OHP displays.
- First-time facilitators will be able to work with a more experienced trainer if they wish, while they get to know the project and its learners.
- Refreshments are available, but a donation for tea and coffee is welcomed.

Frequently Asked Questions for Learners

What is the Volunteer Training Project?

The Volunteer Training Project was set up in 2003 by Oxfordshire Mental Health Matters and was originally funded by a grant from Volunteering England. Its aims are:

- To improve training for volunteers.
- To widen access to volunteer training.
- To bring volunteers and organisations together to share training.

How do I access the Volunteer Training Project?

Volunteers can get onto courses through their own organisations. If your organisation is a partner in the scheme, your Co-ordinator may offer you a place. In return, someone from your organisation (possibly a member of staff, or an experienced volunteer) will help to teach one or more of the sessions.

What Training Will I Be Offered?

The training consists of the following 2 units. Each unit has 5 sessions:

Core Volunteering Skills

- Listening Skills
- Empowerment and Information
- Boundaries, Confidentiality and Support
- Culturally Appropriate Working
- Team Work and Networking

Mental Health Skills

- Mental Health Awareness
- The Mental Health Act and Policies
- Challenging Behaviour

- Suicide and Self-Harm
- Giving Information

As this is a rolling programme and one unit follows the other, you may start your training at the beginning of either unit.

How Much Will it Cost?

The training is free to all volunteers.

Can I Get Accreditation for the Course?

Not at the moment. The course has been validated by the Open College Network, but we do not currently have the staff time to support volunteers through the accreditation process.

Are there Exams?

There are no exams, tests, or coursework assignments.

How will the Courses be Taught?

Each 'unit' will usually run on 5 consecutive weeks, in a series of three-hour workshops on Tuesday evenings. There will be a mixture of group discussions, role-plays, practise exercises and presentations by the trainer(s). In order to work in Oxfordshire Mental Health Matters' Information and Advocacy Service, you must attend all 10 workshops.

Frequently Asked Questions for Organisations

How Can My Organisation Take Part in the Project?

You will need to provide a staff member or experienced volunteer who is prepared to help facilitate at least one training session. You will also need to 'screen' volunteers from your own agency to ensure that they would benefit from the training and are able to keep the 'ground rules'. Prior to your workshop(s), you will have a meeting with your co-facilitator to

plan the specifics. Each session has its own training materials, which are available from Oxfordshire Mental Health Matters.

What Kind of Volunteers Would Benefit from the Courses?

The courses are deliberately designed to be relevant to a wide range of volunteers doing face-to-face work with distressed or disadvantaged groups of people.

Some volunteers take the Core Skills for Volunteering course as their initial training for volunteer work. Others are more experienced, and have already attended some training in their own organisations. The content of the course is such that it is appropriate as a complete introduction to volunteering, or as a complement to your existing training programme.

We hope that the course is accessible to as many volunteers as possible. In the past, people with no previous experience of volunteering have been able to engage fully with the learning, as have volunteers with restricted access to formal education, and volunteers with English as a second language. People who have used mental health services are extremely welcome (although if someone is currently unwell, they may need to think carefully about the demands of the course before they commit themselves to it). We ask partner agencies to ensure that all learners are able to respect the boundaries and ground-rules of the group, and that they are capable of benefiting from the training.

Where and When Do the Courses Take Place?

The workshops take place on Tuesday evenings.

From September sessions will be held at:

- The Old Music Hall, 106-108 Cowley Road, Oxford OX4 1JE.

If you are unsure about the venue, please check with us or look on our web site www.oxford-mentalhealth.org

Sessions begin at 5.30 and finish at 8.30. A list of start-dates for each five-week unit is on page 31 of this booklet.

Due to the large number of applicants for this course we are now running waiting lists and giving priority to people who intend to volunteer with us following the training.

However, it is hoped that there will still be some training places available on courses for people who are unable to volunteer with us.

How Can I Find Out More?

If you have any questions about the Volunteer Training Project, or would like to find out more about becoming involved, please call Oxfordshire Mental Health Matters on 01865 728981, write to us at Oxfordshire Mental Health Matters, P.O. Box 1476, Oxford OX4 9DG or e-mail: training@oxford-mentalhealth.org

Course Content

Please note content of the programme is being continuously modified to meet the changing requirements of our own services and those of partner organisations. As this is a rolling programme and one unit follows the other you may start your training at the beginning of either unit.

Unit 1 - Core Skills for Volunteering

- **Listening Skills** - improving listening skills, what active listening is, techniques for active listening, skills practice.
- **Empowerment and Information** - Empowerment: definitions of empowerment and disempowerment, assumptions, discussions. Giving Information: overview of communication theory, assumptions and some techniques for giving Information are explored.
- **Boundaries, Confidentiality and Support** – the meaning of boundaries and confidentiality, working confidentially, personal professional and organisational boundaries, difficulties experienced and getting support.
- **Culturally Appropriate Working** - what is culturally appropriate working, common assumptions, working with assumptions, exploring some customs and traditions of different cultures.
- **Team Work and Networking** - teams are 2-way processes, teams within teams with volunteer at centre, how groups work and support each other.

Unit 2 - Mental Health Skills

- **Mental Health Awareness** - definitions of 'mental illness' and 'mental health', perceptions, what is diagnosis, key diagnoses and treatments, stigma and labelling, how to recognise signs of poor mental health and where to go for help.
- **The Mental Health Act and Policies** - overview of key mental health legislation and policies, the Mental Health Act 1983, the Mental Health Act 2007.
- **Challenging Behaviour** - what is a difficult situation, managing violence and risk, calming and defusing techniques.
- **Suicide and Self-Harm** - definitions, facts and risks, impact on worker, taking care of yourself.
- **Giving Information** – giving information at Oxfordshire Mental Health Matters, how to provide information well, the do's and don'ts and good practice guidelines.



Starting Dates for Units in 2008/2009

- *Mental Health Skills Tuesday 16th September 2008*
- *Core Volunteering Tuesday 21st October 2008*
- *Mental Health Skills Tuesday 6th January 2009*
- *Core Volunteering Tuesday 10th February 2009*

NB: These dates are occasionally subject to change: please check with us to confirm.

3. ASIST

(Applied Suicide Intervention Skills Training)

ASIST helps prepare those who may come into contact with people experiencing suicidal thoughts. ASIST is designed to help all caregivers become more willing, ready and able to help those at risk. Evidence shows¹ suicide can be prevented with the help of prepared caregivers (any person in a position of trust).

Just as "CPR" skills make physical first aid possible, training in suicide intervention develops the skills used in suicide first aid. ASIST is a two-day intensive, interactive and practice - dominated course designed to help caregivers recognise risk and learn how to intervene to prevent the immediate risk of suicide.

The workshop is for all caregivers. This includes professionals, paraprofessionals and lay people. It is suitable for mental health professionals, nurses, GPs, pharmacists, teachers, counsellors, youth workers, police, probation and prison staff, school support staff, clergy, and community volunteers.

ASIST has five learning sections:

1. Preparing: sets the tone, norms, and expectations of the learning experience.
2. Connecting: sensitises participants to their own attitudes towards suicide. Creates an understanding of the impact which attitudes have on the intervention process.
3. Understanding: overviews the intervention needs of a person at risk. It focuses on providing participants with the knowledge and skills to recognise risk and develop 'safe plans' to reduce the risk of suicide.

¹ To date more than 600,000 people have completed ASIST. Nearly 20 years of enquiry (1988-2007) show that the attitude, knowledge and skill development components of ASIST change behaviours in the direction of increased competence, confidence and comfort (Tierney, 1988; Turley and Tanney, 1999; Eggert, Karvosky and Pike, 1999; MacDonald, 1999).

4. **Assisting:** presents a model for effective suicide intervention. Participants develop their skills through observation and supervised simulation experiences in large and small groups.
5. **Networking:** generates information about resources in the local community. Promotes a commitment by participants to transform local resources into helping networks.

Emphasising structured small-group discussions and practice, the course uses a 20-page workbook and two award-winning audiovisuals. Participants receive a 152-page Suicide Intervention Handbook and a full colour, tear-resistant pocket card featuring intervention, and risk review and 'safe plan' development principles. They serve as refreshers of the workshop learning.

The SEDC have funded the roll-out of ASIST across the region, and training is now being made available in Oxfordshire for the first time. Oxfordshire Mental Health Matters is actively seeking to attract diverse groups of statutory, voluntary and private sector caregivers.

Fees

Voluntary sector agencies	£100
Statutory sector agencies	£150
Private sector and individuals	£200

N.B. Course fees include lunch on both days

Dates

The dates and venue are as follows:

- 3rd – 4th November 2008, Friends Meeting House, 43 St. Giles, Oxford OX1 3LW

Please call 01865 246767 or email training@oxford-mentalhealth.org for further details or to make a booking.

4. OUR OTHER SERVICES

Information and Advocacy Service

We provide a free and confidential service to anyone affected by mental distress. Our staff and trained volunteers can:

- Listen to you, and the issues that are affecting you.
- Provide information on a range of mental health and related issues.
- Give details of local mental health and other services, and provide help in gaining access to them.

Our Information Line **01865 247788** (jointly operated with Oxfordshire Mind) takes calls from Monday-Friday between 9:30 am and 4:30 pm (excluding public holidays). You can also search our directory of local mental health and related services at **www.omhi.org.uk** If you would prefer to speak to someone face-to-face, we staff drop-ins in Oxford, Didcot and Banbury as well as visiting most psychiatric wards on a weekly basis (please call for times or e-mail info@oxford-mentalhealth.org).

For people we assess as experiencing 'severe' mental distress (who will usually be in hospital or receiving support from community mental health services) we can also provide 'case support'. This could involve:

- Giving you information about your rights and entitlements.
- Providing practical support like making phone calls to other agencies, or helping you to fill in forms or write letters.
- Supporting you in meetings with staff on the wards or at our bases in Oxford, Banbury and Didcot.

Development

We also provide help to other organisations, groups and individuals working on mental health or related issues. This might involve practical help (like the use of a photocopier) or advice (for example about funding opportunities). Call (01865) 728981.

5. OTHER LOCAL SERVICES

OCVA (Oxfordshire Community and Voluntary Action) TRAINING

OCVA runs low cost short courses in Oxford and around the county. Topics are relevant to voluntary and community organisations and include:

Fundraising, Management committees, Involving users, Budgeting, Publicity, Managing Volunteers, Newsletters.

- Contact 01865 251946 for more details, or
- Look at the current programme on the web site www.ocva.org.uk

OCTS (Oxford Co-operative Training Scheme)

OCTS aims to offer affordable training for front-line workers whose clients have multiple and complex problems (including mental distress). One and two-day workshops are held at The Cherwell Centre, Norham Gardens, Oxford OX2 6QB. The latest Training Bulletin is now available in hard copy from: OCTS, c/o 3 Saxon Way Didcot, Oxon OX11 9RA. For further information or enquiries e-mail admin@octs.org.uk, call 01235 211038 or go to www.octs.org.uk

RESTORE: working for mental health

Restore has four services, three of which offer therapeutic work in a supportive environment and the fourth is LEaP.

Learning, Employment, and Potential (LEaP)

LEaP supports people into training and education, to undertake work placements, enter work (paid and voluntary) and to start their own business.

LEaP offers a range of non-accredited and accredited short courses. Please contact us for more details of available courses:

- Michael Young Building, Manzil Way, Cowley Road, Oxford, OX4 1YH
- Tel: (01865) 455825
- E-mail leap@restore.org.uk

Oxfordshire Mind

Oxfordshire Mind provides information about and access to training opportunities through its network of day services.

For details of your nearest Mind service:

- Phone 01865 511702
- E-mail info@oxfordshire-mind.org.uk
- Write to Oxfordshire Mind, 125 Walton Street, Oxford OX2 6AH
- See the web site www.oxfordshire-mind.org.uk

There are also opportunities to gain skills through volunteering within Mind.

- Contact: Diana Thomas, Volunteer Development Manager
- On 01865 310830 ext 30
- Or e-mail diana.thomas@oxfordshire-mind.org.uk.

Oxfordshire Mind also runs a programme of therapeutic groups based on cognitive behavioural therapy (CBT).

- Phone 01865 511702 or see web site for details.

Oxfordshire Mental Health Matters hosts a number of mental health training initiatives, all of which operate in partnership with other organisations. In this brochure you will find information about:

Low cost one-day mental health workshops (the BASICS). Running in Banbury (2008) and Didcot (2009) they provide front-line staff and volunteers with opportunities to develop their skills and understanding of a wide range of topics.

Our shared Volunteer Training Project. The VTP runs two five-week courses - one on Core Skills for Volunteers and one on Mental Health Skills. Trainers and volunteers from other organisations are welcome to participate.

ASIST, Applied Suicide Intervention Skills Training, the internationally acclaimed 'suicide first aid' course.

A range of other related training initiatives provided by other local organisations.

Oxfordshire Mental Health Matters Information and Advocacy and Development Services.

WWW.oxford-mentalhealth.org

Tel: (01865) 246767 Email: training@oxford-mentalhealth.org

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