

# PROGRESSIVE SERVICES IN MENTAL HEALTH



**Annual Report**  
for year end 31st March 2013

**threshold**

## MISSION STATEMENT

*To be at the threshold of developments in mental health for people at risk or recovering from mental illness to that they are enabled to live full and independent lives in the community.*



threshold

### THRESHOLD MANAGEMENT COMMITTEE MEMBERS

Mr Robert Lamrock (Chairman)  
Mr Anthony Harbinson (Vice-Chairman)  
Lady Elizabeth Bloomfield  
Dr Philip McGarry  
Dr Ian Bownes  
Dr Peter Shirlow  
Ms Liz Main  
Mrs Geraldine Bunting  
Ms Glynis Brown

### GENERAL PURPOSES & HUMAN RESOURCES COMMITTEE

Mr Anthony Harbinson (Chairman)  
Mr Robert Lamrock  
Mrs Geraldine Bunting  
Ms Glynis Brown

### PROFESSIONAL PRACTICES COMMITTEE

Dr Oliver Shanks  
Dr Jim Campbell  
Dr Michael Donnelly  
Dr Ciaran Shannon  
Dr Gavin Davidson

### ACCOUNTANTS

Toner & McDowell  
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6 Woodstock Link  
BELFAST BT6 8DD

### AUDITORS

Crawford Sedgwick & Co.,  
38 Hill Street  
Belfast BT1 2LB

### BANKERS

Ulster Bank Ltd  
11-16 Donegall Square East  
BELFAST BT1 5UB

### REGISTERED ADDRESS

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# CHAIRMAN'S REPORT

This is my second term as Chairman of Threshold and I am pleased to report that this year has seen us continue to put the service user at the heart of all that we do – improving our performance and strengthening our processes so that we can continue to provide the best possible service to the people that need it most.

Despite the continuing challenges of the economic landscape, Threshold completes the year in a strong financial position, having delivered each of its targets and established a firm foundation for the next stage of our organisational development. To all our funders we express our gratitude.

It has clearly been a year of consolidation, enabling us to review and strengthen all that we do in the context of our core values and objectives. None of that could have been achieved without the ongoing support, commitment, energy and enthusiasm of our Senior Management Team and staff. Every single member of the team has played his or her part in helping to foster a culture of open dialogue, and spirit of positive engagement. So, on behalf of the Board, I would like to thank every single member of staff for all that they have done over the course of the year.

Threshold, 'the place or point of beginning; the outset'. For many we represent a new beginning and we will continue being the best that we can be, making a difference, and delivering compassionate care at every level.

Robert Lamrock

Robert Lamrock  
**Chairman**





# CHIEF EXECUTIVE'S REPORT

Threshold continues to deliver its services across our residential and non-residential settings fully and effectively. Our 'uptake' levels remain very high and our outcome measures continue to demonstrate that people with mental health problems who enter our service do well with us.

We continue to operate prudently in a 'tight' public sector financial environment in order to meet the requirements of our statutory commissioners through RQIA (Regulation and Quality Improvement Agency) and QAF (Quality Assurance Framework – Northern Ireland Housing Executive).

We have maintained our professional and financial strength in all areas of our work and are well positioned to take forward any new opportunities should they arise.

I would like to thank our stakeholders, namely, the Trusts, Supporting People (NIHE) and the DHSS& PS for their continued support and also our housing partners, ARK Housing, Helm Housing and Oaklee, all of whom work alongside us to provide a safe and welcoming environment for our residents.

As always, our staff also deserve recognition for their commitment to the agency and I would like to take this opportunity to thank them for their dedication and hard work.

*Raman Kapur*

Dr Raman Kapur MBE  
**Chief Executive**

# THRESHOLD AN OVERVIEW OF OUR SERVICES

Threshold has now been delivering mental health services to people in Northern Ireland since 1990. During that time we have expanded from one residential unit to seven, developed a research department, training department, Floating Support Services, added counselling services for children and adolescents and now also provide support to those suffering from drug & alcohol addiction. Funding for our residential services has changed over the years, with some units only being able to take clients for a period of 2 years (requirement of Supporting People Funding). We have a turnover of just over £2.5m, employ around 70 staff and offer services to around 250 children, young people, adults and the elderly with mental health problems.

## Research Department

It is important to our funders, key-stakeholders and ourselves that the services we provide make a difference to those that receive them. We regularly collect data from our clients which we collate and analyse to ensure that what we do makes a difference to their well-being and their lives. We feel very strongly about the work we do and value highly the importance of research; being able to identify what works and what doesn't and actively challenging long held beliefs about mental illness.

## Clearwater House (14 beds)

Established around 20 years ago, Clearwater House has embedded itself into the community of north Belfast. Catering for age groups 18 yrs plus, the staff strive hard to provide a comfortable homely environment to clients suffering from mental ill health. Referrals are made through Health Care Managers, Social Workers, CPN's and Psychiatrists.

## Belgravia Terrace (11 beds)

Based just off the lower Lisburn Road, Belgravia Terrace is our only unit in south Belfast. Part of an Edwardian terrace, the unit has been completely refurbished inside and provides excellent up to date facilities for our residents. The age group ranges from 18 years upwards and referrals are made through Health Care Managers, Social Workers, CPN's and Psychiatrists.

## Dumbarton House (12)

A beautiful detached house on Somerton Road in North Belfast, Dumbarton's genteel interior is home to our older and oldest residents, some of whom have been with us since it opened in 1990. Referrals are made through Health Care Managers, Social Workers, CPN's and Psychiatrists.

### **Glencarn House (14 beds)**

This was our first 'new build' residential unit in Glengormley, Newtownabbey. A purpose built residential unit where staff strive to provide and maintain a homely, safe environment for its residents. The age group is from 18 plus years and referrals are made through Health Care Managers, Social Workers, CPN's and Psychiatrists.

### **Glendun House, Portrush, Co. Antrim (14 beds, formerly Kharaminn House)**

This is our only residential unit on the north Antrim Coast at Portrush. This new purpose built unit was opened 7 years ago and comprises 14 self contained flats, with a communal area for staff and residents. This caters for those recovering from mental ill health but who are able to live semi-independently, with the support of our staff. The age group is from 18 plus years and referrals are made through Health Care Managers, Social Workers, CPN's and Psychiatrists.

### **NO. 7 Brookhill Avenue (6 beds)**

Based in north Belfast beside Clearwater House, this project contains 6 self contained flats and caters for those who can live semi-independently with help and support from staff. The age group is from 18 plus years and referrals are made through Health Care Managers, Social Workers, CPN's and Psychiatrists.

### **Sophia House, Glengormley (16 beds)**

This new unit has 16 self contained flats with communal facilities for residents and staff. Again it is aimed at those who have recovered sufficiently from mental illness to lead semi-independent lives with the help and support of our staff. The age group is from 18 plus years and referrals are made through Health Care Managers, Social Workers, CPN's and Psychiatrists.

### **Floating Support Service (out-patient service)**

Our Floating Support service was set up with funding from Supporting People (NIHE) with the intention of providing support to people suffering from various mental ill health problems while remaining in their own homes. Visiting clients once or twice weekly they offer assistance on a regular and consistent basis which can help to reduce feelings of isolation and depression and hopefully lessen admission to hospital.

### **Community Flats (5 self contained units)**

Community flats (5 in total). Three self contained flats are based beside Belgravia Terrace in South Belfast and two bungalows are contained in the grounds of Dumbarton House in North Belfast. This accommodation offers people with severe mental illness their own independent accommodation with support.

### **Training**

We believe that training staff to understand at least some of the trauma associated with mental health enables them to understand and help our residents in a much better way. We have a comprehensive

training programme which includes statutory (required) trainings and other training which focuses on the type of work we do within a therapeutic community. We also ensure that all non-professionally qualified staff are trained to QCF level 3 in Care. Adhering to standards as set by the Regulation & Quality Improvement Authority (RQIA) and N.I. Social Care Council (NISCC).

### **Drug & Alcohol Outreach Programme (out-patient service)**

Working in the area of addictions (alcohol and drugs) we have two project workers based within the NHSCT area. NHSCT funded project is based in the Ballymena area and the other covers the northern 'triangle', which geographically is quite a large area to cover. The development of these services for those suffering with addictions is mainly to 'signpost' the client to statutory services. Many of these clients have no contact whatsoever with services and, therefore, do not seek help for their addictions until they have escalated and caused many problems associated with drugs or alcohol.

### **Primary Care / Children's Service (out-patient service)**

We offer a brief, individual, 12 sessions, weekly, psychological therapy service for children aged 6 – 18 yrs, within the NHSCT & the WHSCT. These children suffer from moderate emotional problems and respond well to this treatment. Referrals are from GP's & CAMH's Teams.

### **MEMBERSHIP OF The Community of Therapeutic Communities (tctc)**

Threshold has been a member of 'Community of Therapeutic Communities' now for a number of years. Coming under the auspices of the Royal College of Psychiatrists, 'tctc' operates a standards-based quality improvement programme bringing together therapeutic communities both nationally and internationally. They do this by engaging them in service evaluation and quality improvement using methods and values that reflect their therapeutic philosophy. Member communities are found within health, education, social care and prison settings. For Threshold that means becoming involved in an annual cycle of both self and peer reviews, using sector specific service standards of best practice. We encourage our residents to become fully involved in this process and also to engage fully in visiting other communities to carry out peer reviews. As we are the only residential therapeutic community here in Ireland this involves travelling to England, which for some residents, means boarding a plane for the very first time in their lives! Membership of the Community has increased awareness among staff and residents of the importance of involvement in all areas of community living and has had a very positive and empowering effect on our residents

# RESEARCH at THRESHOLD

Throughout the past year we have continued to gather data from all our clients in our Residential Projects, Floating Support Project, Child & Adolescent Services and our Alcohol & Drug Outreach Services. We monitor and evaluate each client's progress while they avail of our services. We are then able to identify clients who are progressing well and those, who perhaps are having difficulties, and are making slower progress. This enables us to review the client's Care Plans and adapt them to meet their specific needs. These adjustments can make a massive difference to a person's feelings of care and well-being.

We have also presented our findings to our stakeholders within the Trusts and Housing. We have shown that our model and approach to working with people suffering from mental ill health can benefit those in our care.

Our intervention work with children and adolescents within the Northern Trust and Western Trust areas has been proven to improve overall the child's ability to be able to talk about what is troubling them and to contribute to their feelings of being listened to. Providing a safe and stable environment to young children gives them a better start on their journey into adulthood and we believe this type of early intervention can contribute to that. As part of our on-going evaluation study, patients continue to respond positively and outcomes demonstrate an improvement in their feelings of well-being.

Threshold's outreach work in our Floating Support Service, funded by the N.I. Housing Executive's Supporting People initiative, continues to assist and support vulnerable people living in their own homes. Our research has shown that those in receipt of this service have made steady progress and benefit from our interventions.

The collection and analysis of our outcome data across all of our services ensures we are consistently monitoring and evaluating the effects of our services on those in our care. All of our outcomes indicate that people with mental health problems do well with us. Our adults with severe mental illness may move on to successful independent living, our children and young people are more able to explore their thoughts and feelings freely and those with alcohol and drug addiction problems feel supported and assisted in being re-directed towards specialist services that can focus on their addiction.

# EVENTS THROUGHOUT THE YEAR

# 007

## The James Bond Premiere Of 'Skyfall' At The Movie House Cinema, Dublin Road, Belfast

The Premiere of the new James Bond film 'SKYFALL' took place at the Movie House, Dublin Road, Belfast in November 2012. All thanks are due to our Chairman, Mr Robert Lamrock, (who organized the evening) and who was able to secure this Premiere screening of 'Skyfall' with proceeds going to Threshold and Save the Children charities. The Belfast Premiere followed swiftly on the heels of the London and Dublin Premieres, so this was quite an event for Belfast and many of those who attended got into the spirit of things by dressing up 'James Bond' style for the evening. Over 300 people attended the event, with many local personalities, media and 'James Bond' fans attending. Bollinger supplied the 'bubbly' (shaken not stirred) which helped to ensure the evening was a great success.



Centre, Mr Robert Lamrock, Chair of Threshold, with  
CEO Dr Raman Kapur and other James Bond fans

## Visits to clearwater house and belgravia terrace projects

Mr William Hay, MLA and Speaker of the House at Stormont, visited two of our projects, Clearwater House and Belgravia Terrace, situated in north and south Belfast respectively. Mr Hay was very interested in the day-to-day routines and activities of our residents and spent quite a bit of time chatting to them. It was a great opportunity to learn about the workings of his job of 'Speaker' at Stormont and Mr Hay was able to give us some insights into his daily work in keeping 'order' in the chamber. He was able to inject a lot of humour into his very amusing and interesting stories which we all enjoyed very much. We would like to thank Mr Hay for taking time out to visit our projects and for his support and advice.



*Mr William Hay and Dr Raman Kapur with residents of Clearwater House*





*Mr Hay and Ms Frances Leneghan enjoying some light refreshments with residents from Belgravia Terrace (formerly known as Chikara House) along with Chairman Robert Lamrock & Dr Raman Kapur*

## Artist in residence!

Victor Mitchell of Glendun House, Portrush (formerly Kharaminn House) very kindly donated one of his paintings for our Boardroom at our Administration Offices in Belfast.

Victor is a very keen and talented artist and craftsman, who also designs and makes his own jewellery from silver and precious and semi-precious stones.

We are delighted with the painting and would like to thank him for his very generous gift.



*Karen, Bernie, Avril, Raman and Victor at Threshold Administration Offices*

# Richmond fellowship (NI) Ltd

## Income and expenditure account

### Year ended 31 march 2013

	2013 £	2012 £
<b>INCOME</b>	2,427,048	2,363,411
Less: operating costs	(2,230,682)	(2,249,266)
	<hr/>	<hr/>
<b>Operating surplus</b>	196,366	114,145
Interest receivable and other income	19,778	10,279
	<hr/>	<hr/>
<b>SURPLUS FOR THE YEAR</b>	216,144	124,424
<b>REVENUE RESERVES BROUGHT FORWARD</b>	763,336	638,912
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<b>REVENUE RESERVES CARRIED FORWARD</b>	979,480	763,336
	=====	=====

# Richmond fellowship (NI) Ltd

## Balance sheet

### At 31 march 2013

	2013 £	2012 £
<b>FIXED ASSETS</b>		
Tangible fixed assets	125,325	179,076
<b>CURRENT ASSETS</b>		
Debtors	55,913	75,067
Cash at bank and in hand	1,178,055	923,902
	<u>1,233,968</u>	<u>998,969</u>
<b>CURRENT LIABILITIES</b>		
Creditors: due within one year	(279,545)	(307,805)
	<u>954,423</u>	<u>691,164</u>
<b>NET CURRENT ASSETS</b>		
	<u>1,079,748</u>	<u>870,240</u>
<b>TOTAL ASSETS LESS CURRENT LIABILITIES</b>		
<b>CREDITORS: DUE AFTER MORE THAN ONE YEAR</b>	(49,264)	(55,600)
	<u>1,030,484</u>	<u>814,640</u>
<b>NET ASSETS</b>	=====	=====
Deferred income	50,983	51,283
<b>CAPITAL AND RESERVES</b>		
Share capital	21	21
Unrestricted funds	606,171	373,309
Restricted funds	586,393	176,943
	<u>1,030,484</u>	<u>814,640</u>
<b>TOTAL FUNDS</b>	=====	=====

# Threshold Projects Contact Information

## ADMINISTRATION OFFICE

### Threshold Administration Office

432 Antrim Road  
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[www.threshold-services.co.uk](http://www.threshold-services.co.uk)

## RESIDENTIAL SERVICES

### Clearwater House

3 - 5 Brookhill Avenue  
BELFAST  
BT14 6BS  
Tel: 028 9087 2233  
Email: [clearwater@threshold-services.co.uk](mailto:clearwater@threshold-services.co.uk)

### Dumbarton House

79 Somerton Road  
BELFAST  
BT15 4GD  
Tel: 028 9087 2121  
Email: [dumbarton@threshold-services.co.uk](mailto:dumbarton@threshold-services.co.uk)

### Glencarn House

388 Antrim Road  
Glengormley  
Co. Antrim  
BT36 5EJ  
Tel: 028 9087 9191  
Email: [glencarn@threshold-services.co.uk](mailto:glencarn@threshold-services.co.uk)

## PRIMARY CARE SERVICES

### Counselling Service

Child & Adolescent Clinics  
432 Antrim Road  
BELFAST  
BT15 5GB  
Tel: 028 9087 1313

### Primary Care - Drug & Alcohol Outreach Service

BALLYMENA  
Co. ANTRIM  
BT42 3HB  
Tel: 028 2563 7852

## SUPPORTED HOUSING PROJECTS

### Belgravia Terrace *(formerly known as Chikara Hse)*

9 Belgravia Avenue  
Lisburn Road  
BELFAST  
BT9 7BJ  
Tel: 028 9066 8308  
Email: [belgravia@threshold-services.co.uk](mailto:belgravia@threshold-services.co.uk)

### Glendun House *(Formerly known as Kharaminn Hse)*

2 Eglinton Lane  
Portrush  
Co. Antrim  
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Tel: 028 7082 1111  
Email: [glendun@threshold-services.co.uk](mailto:glendun@threshold-services.co.uk)

### Sophia House

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Co. Antrim  
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**PROGRESSIVE SERVICES  
IN MENTAL HEALTH**





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