

Making health and social care funding work harder

Making life better for people living with mental health conditions, learning disabilities and dementia



Making front line services a priority

Making a difference in shaping future care policy



MAKING SPACE
LYNE HOUSE, 46 ALLEN STREET,
WARRINGTON, CHESHIRE WA2 7JB
TEL 01925 571680
FAX 01925 231402
EMAIL ENQUIRIES@MAKINGSPACE.CO.UK
WWW.MAKINGSPACE.CO.UK





Making front line services a priority...
whatever the available budget.

At Making Space we have a vision – we see a future where people with mental health conditions, learning disabilities and dementia – and their carers – are given all the support they need to enjoy an everyday life. For our part, we're doing everything possible to make this vision a reality, proving on a daily basis that a high quality service can be delivered in an extremely cost-effective manner.

This document will outline how we are achieving these objectives while observing the need to maximise the budgets dedicated to the health care services by the NHS and local government statutory bodies.

Of course, as a Charity, our motive is not profit-related which is one reason we can make every penny work harder while still taking a personal approach to each and every one of the people who use our services.

In addition, we are passionate advocates of working in partnership with like-minded organisations. As a founding member of the Mental Health Providers Forum (MHPF), we're well placed to influence policy and best practise in the interests of those who need support to live well. In the case of those with dementia, that also means help to live the life they've always enjoyed for as long as possible.

The coalition government recently outlined its own vision for organisations of our size to "drive up standards, support professional responsibility, deliver better value for money and create a healthier nation". This is exactly what Making Space will continue to do as we grow and support many more people in the years to come.

ELAINE PARKER-JOHNSON - MAKING SPACE CEO



Delivering the Government's commitment to care for people with mental health conditions

As a nationally recognised, locally delivered, not-for-profit service, Making Space is exactly the type of organisation the new Coalition Government wants to help deliver essential, cost-efficient front-line services in the years to come. A number of the messages outlined in the document *The Coalition: a Programme for Government* dovetail completely with those we embody at Making Space...

"We believe that the combination of our ideas will help us to create a much stronger society: one where those who can, do, and those who cannot, we always help."

"We believe that people needing care deserve to be treated with dignity and respect. We understand the urgency of reforming the system of social care to provide much more control to individuals and their carers, and to ease the cost burden that they and their families face."

"We will prioritise dementia research within the health research and development budget."

"We will put patients in charge of making decisions about their care, including control of their health records."

"We will give every patient the power to choose any healthcare provider that meets NHS standards, within NHS prices. This includes independent, voluntary and community sector providers."

"We will extend the greater roll-out of personal budgets to give people and their carers more control and purchasing power."

"We will use direct payments to carers and better community-based provision to improve access to respite care."

"We will promote the delivery of public services by social enterprises, charities and voluntary groups."

For almost 30 years, Making Space has embodied the very essence of these objectives by pioneering new services, campaigning on behalf of our members and helping redefine expectations for those affected directly, or indirectly, by mental ill health.



Today, around 3000 people currently benefit from the 'personalised' services, support and guidance we provide, and our remit to expand these services grows every day. We believe we are perfectly placed and exceptionally qualified to help Government deliver on its promises.

The following pages are just a brief explanation of why...



Creating the freedom to enjoy an everyday life

Making Space has been at the forefront of mental health services for almost 30 years, establishing itself as a pioneer, innovator and influential advocate in the field. Over that period we've also built up a considerable presence as a provider of mental health services as well as creating further core services for partner agencies in Strategic Health, PCT's and Social Services.

Throughout this, we have continued to lead the way in transforming the whole approach to mental health care. From day one, our philosophy has been the one now being widely adopted across the board – 'personalisation' – encouraging individuals to make decisions about their treatment, monitor their own condition and tell the professionals what it is they need.

We have also continued to expand our infrastructure and the reach of our organisation by tendering to deliver appropriate, personalised solutions and boosting our teams in more and more areas of the country... including a new and growing presence in the South and East of England.

Today, Making Space offers people who have Mental Health conditions – and their carers – all the support they need to bring about targeted levels of recovery. This includes everything from offering CCBT and providing Independent Hospitals, to creating employment, training and education services designed to build skills and confidence.

The experience and expertise we've gained has also enabled Making Space to expand into the care of people with learning disabilities and into building state-of-the-art services for people with dementia. In many respects, these two areas already dovetail with the nature of services and support we are recognised for...so embracing them is proving to be a relatively seamless process.



For people with learning disabilities we offer a level of personal support which encourages independence. Where appropriate, we also provide 24 hour care in a safe, secure and stimulating environment dedicated to people with other mental health conditions which may be combined with complex learning disabilities and high individual needs.

Similarly, in caring for those people affected by dementia, we are able to provide a totally personalised level of support, tailored entirely to the need of the individual and providing the most appropriate medical, social and nursing care and accommodation to enable people to continue to live with dignity and with the freedom to have the life they always enjoyed...for as long as possible.



Making it personal... for everyone affected

The absolute key to everything Making Space does starts with a simple principle. We listen. Our whole approach to supporting those with mental health problems, learning difficulties or dementia – and the people who care for them – is to understand exactly what can be done to improve their quality of life, their outlook, and their future wellbeing and happiness.

A person-centred approach – ‘personalisation’ – has always been an integral part of the support and service we provide. To reinforce this we are increasingly embedding our comprehensive *Service User Involvement Strategy* to bring the people who use our services into all our decision making processes, benefiting them as individuals and helping us plan the way forward for Making Space.

In workshops, events, meetings and discussions, we’ve been listening hard to the people who use our services, and to our dedicated staff, in order to implement the strategy – an ongoing collaboration informing the whole future of mental health care services.

The whole process is inspirational, sometimes humbling and often hilarious. The insights are extraordinary. The input is wholly relevant and hugely valuable. And the views and suggestions are now helping us to deliver a service devoted to sharing experience, thinking through issues and delivering best practice.

From the Making Space perspective, ‘personalisation’ is all about two fundamental principles. First, it means giving the service user personal choice and control over their own care. And secondly, it means ‘personalising’ services to the individual.



No two people are the same. So no two solutions should be either. That’s why our approach starts by covering every aspect of the person’s needs and aspirations – from providing the appropriate training or work opportunity, to appointing a support worker who will guide each person through the funding and support available. This then enables the service user, their family or their carer, to make the very best use of the resources available, in a way that absolutely suits their own requirements.



Working together to make things happen

By the very nature of the work we are involved in, Making Space is a people business and our ability to offer the personalised levels of support on which our services rely requires the dedication, commitment, enthusiasm and passion of a group of people we are immensely proud of.

The Making Space team is made up of 800 dedicated professionals and volunteers. These are people who don't know the meaning of 9 to 5, but realise that those who depend on our support, guidance, encouragement and expertise often need to call on it, 24 hours a day... 365 days a year.

Happily for us, this ethic permeates throughout our organisation, not just through those in the front-line of service provision, but also those providing back office and support roles. In fact, such is the partnership involved that we created an internal rewards system – *The Thank You and Well Done Programme* – which encourages people to nominate others who have gone way beyond the requirements of their job role.

Volunteers too play a huge part in helping accomplish our organisational goals. Our proactive policy of encouraging full or part time help invariably proves both inspiring and richly rewarding for all parties...our service users, Making Space and, of course, the volunteers themselves.

Further afield, Making Space is also a founder member of the Mental Health Providers Forum (MHFP) where we work in partnership with organisations like MIND, Rethink, Mental Health Matters, Together and others, to improve the range and quality of mental health services in the UK, exchanging and sharing best practice across the voluntary, statutory and private sectors. Through this partnership we've also been at the heart of developing the *Recovery Star*, a system for targeting and charting people's progress towards personal health and wellbeing, which has now been adopted throughout mental health care services. Elaine Parker-Johnson, Making Space CEO, is currently the MHPF Vice-Chair.



This document is designed to give a simple snapshot of how Making Space is ideally positioned to deal with the challenges that lie ahead, and to demonstrate how much we are looking forward to working with, and caring for, the people who need our help – people with mental health conditions, learning disabilities and dementia, including those people's carers.

Ways to contact us are overleaf and on our website www.makingspace.co.uk