

wee changes can make a **big difference**
in helping you feel better

Key things you may
want to know about
COPE Scotland



Contents

When did COPE begin?	3
Why do people use COPE?	4
Who funds COPE?	5 - 6
What do COPE offer?	7
How and when do COPE offer services?	8
How do I access COPE?	8
How long will I wait to be seen?	8
What happens when I make an appointment?	9 - 10
Does COPE have a crèche?	10
Can I bring someone with me?	11
Can I bring my pet dog with me?	11
How long will I wait between appointments?	12
What happens to my appointment if the weather is really bad?	13
What if one of my family or someone I know attends COPE?	14
How confidential is COPE?	14
What is the relaxation room?	14
Do you offer complementary therapies?	15
What services DON'T COPE offer?	15 - 16
What services DO COPE offer?	17
What do COPE mean by self-management?	18
What does COPE mean by self-care?	18
Are there any charges?	19
Which areas do you cover?	19
Can I refer myself or do I need referred?	19
Do you offer home visits?	19
Equality and Diversity	20
How long can I use the service for?	21
Can I continue to use COPE when I am discharged?	22
Are there volunteering opportunities?	22
What skills and qualifications do people offering services have?	23 - 24
How is COPE governed?	25 - 26
Do you take students on placement?	27
What is co-production?	27 - 28
Can I complain about the service if I am not happy about something / or share good news stories if I am?	29
Do COPE work in partnership?	30
Are there other COPE's?	30
What are COPE's plans, for the future?	31
The last word	32



When did COPE begin?

We began in 1991 as an Urban Aid funded project called the Drumchapel Mental Health Consumer Enablement project. The objectives were:

- To be a community led initiative
- To empower services users to shape the services they wanted to see, where they wanted to see them
- To increase community led workshops
- To provide access to advice and information
- To reduce referrals to main statutory bodies e.g. health and social work

We asked local volunteers from the Drumming Up Health Project, to help us ask people what they wanted us to do to achieve the above, we asked everyone you could think of. The results of that were twofold:

1. Create community based mental health support services
2. Challenge the stigma around mental ill health

Listening to the voices of lived experience and seeking solutions together; including how to invest resources, has been core to our practice since we began.

Why do people use COPE?

Most people who come to us are suffering mental or emotional distress but it's not an illness, it's life. Imagine someone's knee being hit with a hammer and they go the doctor with a sore knee. Is it the knee which is ill? Or, does the knee just need to stop being hit with the hammer so it can get better?.....Or if the knee goes where there is a lot of hammers, get some protective clothing!

So with human pain and suffering, often it's something going on we feel we have no control over, sometimes it's how we react to what is happening, and many times it's a combination of both. Someone we care about lets us down, we self-medicate with alcohol to cope. This can lead to more issues for us to deal with. Here are some other examples of issues which can make life challenging for us:

- Someone we care about dying
- The job we have done for years and love is lost as the company is closing down
- Too much to do and not enough time to do it
- Not knowing how to say no, believing we need to please everyone
- Not wanting to appear vulnerable and admit we can't cope, so denying ourselves potential support which could make it less stressful.
- Worrying about the "what ifs"
- Holding onto grudges and past hurts and missing what is happening now.

We aren't saying, things don't happen which we have a right to be angry or hurt about, but when do we recognise it's time to let go and move on? People come to COPE for many reasons, in the main when they feel/think this just isn't them and something needs to change. Here is a list, but this isn't exhaustive:

- Worried and/or fearful
- Low mood
- Anger
- Grief
- Work related issues
- Money worries impacting on their wellbeing
- Relationship issues
- Stress
- Not sleeping well
- Long-term condition challenges
- Support through a tough time
- Feelings of low confidence and self-esteem
- Lack of purpose and connection to others
- And more...





Who Funds COPE?

Integrated Grant Fund

Individual support services for those living in West Glasgow are core funded by Glasgow Community Planning Partnership Integrated Grant fund. Core funding is less now than in 1999; when we were funded to cover only Drumchapel. The grant offered has been affected with cutbacks and has been cut by 10% in the past two years, however, we are delighted to be asked to apply for funding for 2018/19 and during this year the IGF budget is being reviewed so watch this space.



Transforming Self Management in Scotland fund Health and Social Care Alliance

This Fund is to support and develop ideas which have their roots in the lived experience of people living with long term conditions and their unpaid carers. The fund offers COPE an opportunity to further codesign and develop ideas with people with lived experience which support self-management and to share learning Nationally. We were offered 5 years funding which ends March 2021, however, the final two years funding is budget dependent but is in place until March 2019.



Glasgow Third Sector Transformation Fund; Reshaping Care for Older people fund

This is aimed at promoting wellbeing in later life for older adults and those who care for older adults. This funding ends March 2018, somehow, we will find a way to still promote wellbeing in later life despite the loss of funding.



TLC2COPE

Using a social enterprise model, we seek to income generate funds to support core costs through our social enterprise company TLC2COPE which is a wholly owned subsidiary Company Ltd By Shares. Gift aid can vary from year to year.

Who Funds COPE? (Continued)

Donations

COPE has never been a charity which asks people for money for nothing, does fund raisers etc. The nature of the services we offer on a one to one basis require we know we have funds to pay for those services, we cannot rely on donations to fund that.



We have been fortunate that people using the service have donated money to help e.g. buy milk, toilet rolls. We have sometimes received larger donations which we have used towards e.g.

- New carpets for relaxation room
- Working with partners on a joint activity e.g. helping buy food for Get Active Days
- Sponsoring a Community Christmas lunch

On average we receive around £9 - £20 a week in donations through our onsite donations box. We are a charity committed to tackling inequality, we offer a free service, and we do not expect those who use our service to pay; many people wouldn't attend if they felt they had to pay or donate, as they simply could not afford it, thereby contributing even more to widening the inequality gap which we do not intend to do.

Challenge and opportunity

Nowadays funders are interested in how you will sustain services, new funders in the main want innovative ideas, not to fund core services. The public still want you to provide the services you currently offer regardless of whether someone funds that anymore or not, so every new fund, every new idea causes a new sustainability challenge.

If you imagine say a hospital, as well as doing the day job the staff had to have other jobs to pay for the services delivered daily; and do the work it expected as well as their core work. This gives an insight into the challenges of the charity sector; who do not have significant reserves which generate income. Or, who don't want to go down a procurement route functioning like a business and accountable to the commissioner before the community.

We are exploring using the principles of the collaborative economy to sustain services. We are exploring options for income generation through our website. The site would be free, but we would look at how we could invite people to be patrons of the site, so those who could afford to contribute financially had an option to do so.



What do COPE offer?

- We offer one to one professional confidential packages of support to people living in West Glasgow
- We offer population based wellbeing programmes locally and by working in partnership across Scotland
- We offer workshops on a range of wellness issues
- We offer training for trainer's courses on wellness workshops to help other services build their capacity to promote informal wellness strategies to clients of their services
- We work in partnership with others to explore ideas and actions to mitigate the challenges faced by individuals and communities which no one service alone can do
- We offer advice, training and information on self-management techniques
- We signpost to other services and supports where what COPE offers is not enough
- We are committed to quality improvement and constantly seeking new ways to promote wellness and engage people in activities which improve their state of wellbeing, and resilience to cope with life challenges
- We offer online resources and are currently designing an ehealth strategy which will help inform the future direction of COPE Scotland
- We ARE NOT a counselling service
- We DO NOT offer group therapy, people discuss their issues on a one to one basis not with others, workshops are for learning as opposed to group therapy

How and when do COPE offer services?

We have two physical sites where we offer support:

COPE Scotland: 20 Drumchapel Rd Glasgow G15 6QE

Opening hours: Monday, Wednesday Thursday 9.00am - 5.30pm Tuesday 9.00am - 5.00pm
Friday 9.00am - 2.30pm

Yoker Resource Centre: 10 Kelso Place Glasgow G14 0LL

Opening hours: Tuesday 9.30am - 5.00pm



How Do I Access COPE?

Services are by appointment only and can be made by phoning

0141 944 5490 or emailing **kathleen@cope-scotland.org** or

texting **07763 743 296**. You can visit 20 Drumchapel Rd to make an appointment for a later date. We are sorry, we don't have the capacity for you to drop in and be seen that day for a service.

We have a website **www.cope-scotland.org** which we are exploring developing to offer self-management tools and online training and materials 24/7, 365 days a year.

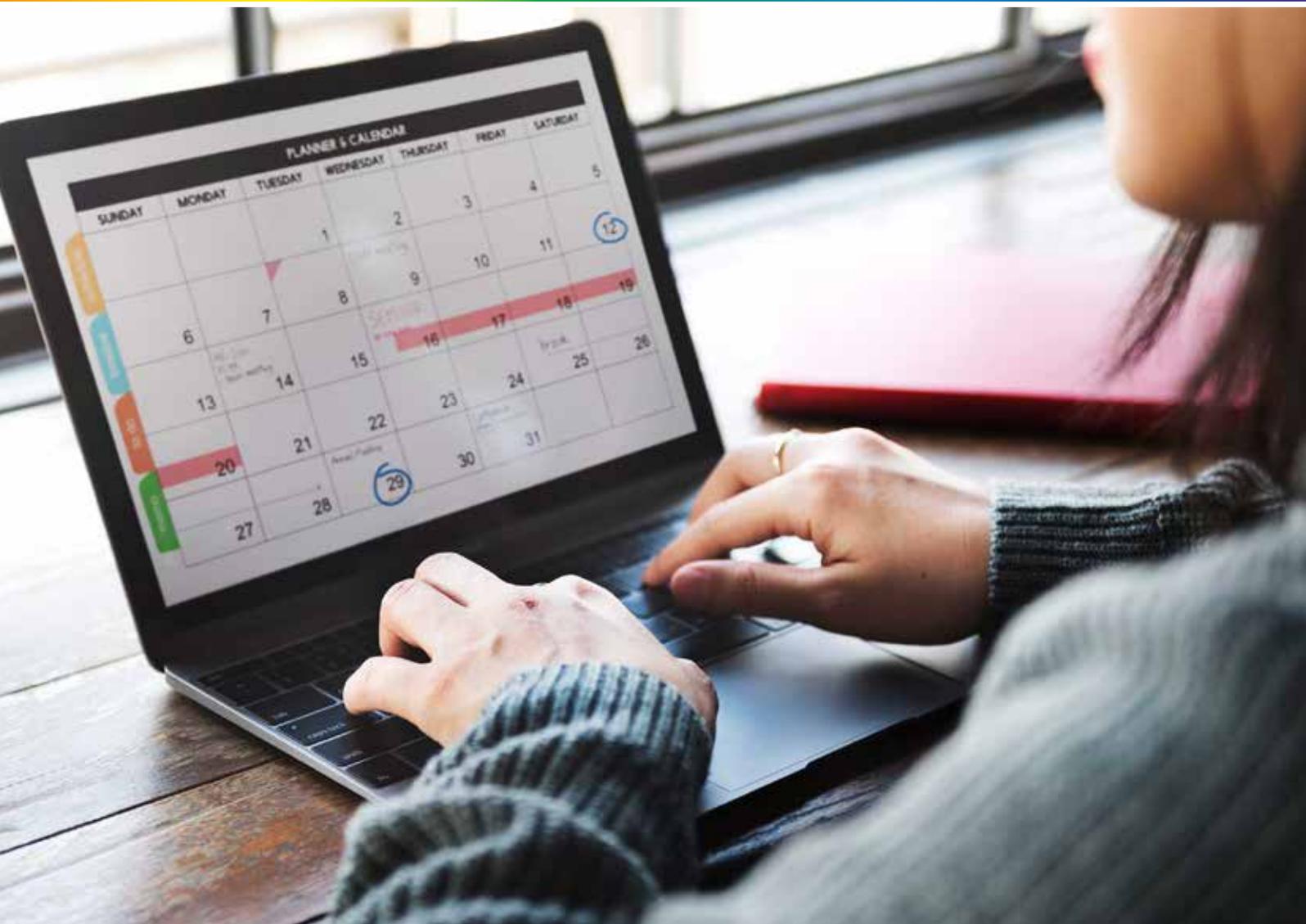
How long will I wait to be seen?

We aim to offer people an appointment to come in and see someone within 10 working days, sooner if we have cancellations or no shows. If people cannot use an appointment we like them to give us notice so we can give the appointment to someone else. If the appointment we offer doesn't suit your diary, it maybe longer than 10 days, however, we do aim to see people promptly.

We are not a crisis service. If people are in crisis then they should speak to their GP about being referred to statutory services who have crisis teams.



Sometimes spaces to see new people are affected by wellness advisors being on annual leave or sickness absence but we try and minimise where possible disruption to the services, we won't always be perfect, but we try very hard to be good enough.



What happens when I make an appointment?

When you make an appointment, we will ask you for some information and you can share what is comfortable. Some of it we need for monitoring e.g. gender/non-gender, ethnicity. This information is used statistically and does not identify any one individual. Some information we also need to ensure we are the right service for you e.g. we do not have the skills on the team to provide support for children so we need to know the age of the person seeking support.

Other information for example if you are having thoughts of suicide, is to help you, where we can, contract a safe plan and link you to other supports if you feel you cannot keep yourself safe from acting on thoughts of suicide. However, we are not a crisis service and if you feel you cannot keep yourself safe from thoughts of suicide speak to your GP about more formal supports.

We take people's personal information very seriously and are a confidential service, compliant with the new (GDPR) General Data Protection Regulations and our own confidentiality policies.

continued →

What happens when I make an appointment? (continued)

We recognise sometimes when life is challenging this can affect your memory. We will ask if you would like a reminder phone call or text on the day of your appointment/day before if your appointment is first thing in the morning. We will also ask if you give consent for others to make/cancel appointment for you. For example sometimes people get called into work and don't have time to phone so ask their partner to do it for them.

At the first appointment, you come in and see one of the wellness advisors for a face to face chat about the support you are looking for, what COPE can offer and who else may be able to help and what your goals are. We want to know what it is you want to change so it's a good idea to have a think about this before you come for the appointment. At this session you may also be given some materials to take away with you e.g. overcome panic attacks CD; if one of the things you wanted to change was getting anxious in new situations and having panic attacks. Everyone is unique, so the support offered is built around you. We use the principles of shared decision making as we believe people are experts in their own lives, so need to be involved in decisions which affect the services they are being offered.

The first appointment is only 30mins as people have shared that it can be quite daunting speaking to a stranger and the person you see first may not be the person you see when you come back. The wellness advisor you will see, will be the one most suits your needs. The first appointment is about you getting to know a wee bit about us, and for us to get to know a wee bit about you. Future appointments are where issues will be explored in more detail where needed. For some people, that initial appointment was all they needed. As we say everyone is different.



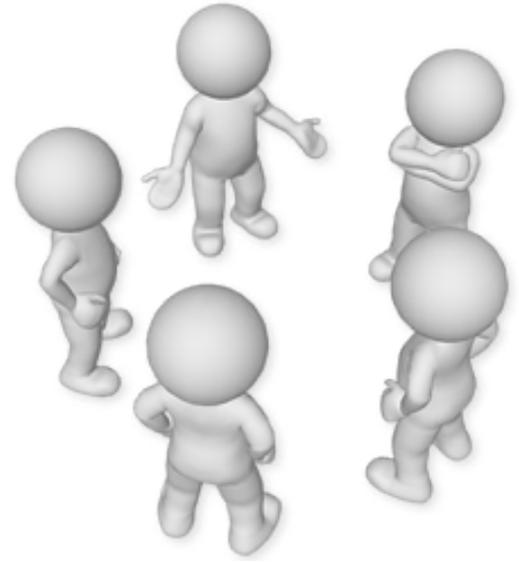
Does COPE have a crèche?

I am sorry we do not have creche facilities. Given the nature of the conversations people may have with wellness advisors, it is not appropriate for children, even young children to be in the room. However, if you have a friend or family member you want to bring with you to look after the children while you are having your appointment this is acceptable.



Can I bring someone with me?

We realise sometimes people aren't sure what to expect coming to COPE so we have no issue if you want someone to attend the appointment with you. They can wait in the open plan area and have a cuppa, they can feel free to bring a book, or sometimes we have some Mindful colouring in books people can enjoy. All we ask is people are respectful of the building and the calm environment we seek to create. It maybe for your first appointment you also want them to sit in with you which would be fine. However, for future appointments we would advise you and the wellness advisor to meet alone; so, you can begin to feel confident speaking to them. If maybe you aren't ready to talk to someone, and the relaxation room maybe something you would prefer to use till you got to know COPE better. This is not an issue and something you can discuss with the wellness advisor. We know it can take time, we are all different.



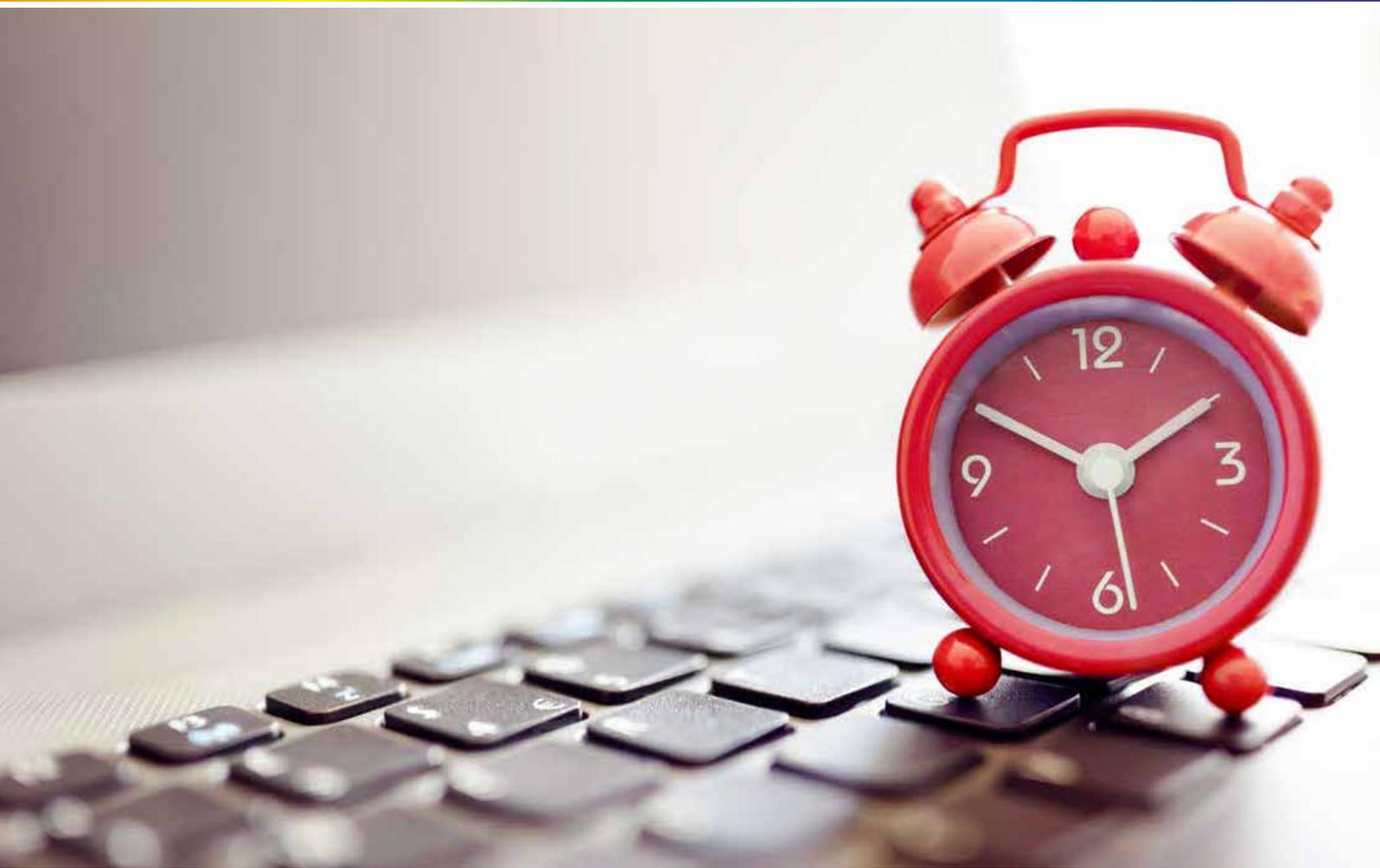
Can I bring my pet dog with me?

We realise people may have assistance dogs and they would be welcome to come to the appointment with you. All we ask is the dog is well trained and can wait quietly and calmly while you have your appointment and that you respect if a client has a phobia of dogs and you are in the area near the door, that you and the dog move to another area until the person has got to the door.

Over the years many people have brought their pets with them and we have doggie biscuits and a water bowl just in case of four legged visitors. Just let us know when you make your appointment; so we can anticipate any anxiety issues other users of the building may have seeing a dog, and make reasonable adjustments. We also welcome if you need your dog to sit in the relaxation room with you.



All we ask of any dog visiting COPE is help us ensure a safe calm environment for all; this is what we ask of anyone visiting COPE.



How long will I wait between appointments?

Some people find they only needed one appointment so there is no pressure to return for further appointments if a one-off session was all that was needed. If in future another appointment was needed you would just contact us again and we would arrange one. Contact us using the methods already shared.

Some people are looking for more than what COPE can offer, and we may not be sure who else would be more suitable, a return appointment maybe offered while we do some research on your behalf of other supports available, if this was desirable.

Some people decide that what COPE offers is for them and they want to engage in a programme of support. It may not be the person you saw initially who becomes your wellness advisor. The professionals hired by COPE to offer support all have specific areas of expertise; as well as general expertise, and we will seek to connect you with the advisor whose skill set most closely links with your package of support. We aim to offer a return appointment for a face to face appointment within 10 working days. If appropriate and you wish to use the relaxation rooms they will be made available sooner than this and between appointments.



What happens to my appointment if the weather is really bad?

COPE takes everyone's health and safety seriously. If there is a met office or Police warning not to travel then the team at COPE will not be expected to travel. We would not expect our clients to risk their health either by venturing out, when the advice is stay indoors.

During winter months we track the weather. If we think there is a chance the team won't be in we phone people and let them know; we may be closed and ask would a phone support be acceptable. We then phone people and offer support that way, so some form of service is still being offered. We phone the person so we pick up the costs for the call. We leave a message on the answering machine; which will say if we are closed. We also have a system, where we can phone in remotely to check messages; so if someone does leave a message, we can phone them back.

We take confidentiality very seriously so only have phone numbers to contact people; which are also treated in strictest confidence and calls are made where they are not overheard. We do not have any client cards, or, diaries so can only offer general support until the weather returns to normal. We cannot offer new face to face appointments until we return to the office, when we will contact people again and sort out face to face appointments.

We also have a notice board outside COPE which we post a notice on; if we are affected by the weather. It does not happen that often, but when it does, we seek a solution which may not be perfect, but offers some degree of support, until the snow, or, other serious weather has passed. People using COPE have valued this. They have shared, they would not have been able to keep the appointment due to the weather so phone support worked for them.

What If one of my family or someone I know attends COPE?

We are a confidential service so cannot confirm or deny who does or does not attend COPE. However, if you have concerns someone you know attends COPE then please share this with us. It is not appropriate the same wellness advisor sees people from the same family at the same time. We cannot confirm who attends, but this knowledge may help us in allocating appointments and advisors.

How confidential is COPE?

The services we offer on a one to one basis are confidential services. However, if we felt you or a child was at risk we would inform your GP or Social work; in the case of a child protection or vulnerable person concern. We would discuss our concerns with you where possible with the aim for you to speak to these other agencies yourself. However, if you did not and we had concerns someone was at risk then we would let them know. There are exceptional circumstances where we may inform the Police, however, these are exceptional circumstances and relate to the safety of an individual or others.

We have a camera, so we can see who is at the door, but this is a live feed and is not recorded. The businesses near us may have their own security cameras which we have no control over.

What is the relaxation room?

COPE have two rooms where people can take time out to relax or reflect. One of the rooms has a state of the art massage chair. Due to the strength of the massage, the chair may not be suitable for everyone. We will ask you some questions, before you use this chair, and if needs be, you may need to consult with your GP before using it. You can of course relax on the chair without it being switched on. You can also choose to use the less powerful chair, in the second room, again with no mechanical massage if there are any reasons why the massage chairs are not suitable for you.

We have a variety of materials people use in the relaxation rooms which can help people acquire new skills and insights in ways to relax, feel more confident, be more mindful, learn tips to sleep better, refocus on what is important, take time out to reflect using guided self-help materials and more.

You choose how often and when you want to use the relaxation rooms in consultation with your wellness advisor around the materials you may find most helpful. Book in with the centre facilitator when you plan to use the rooms as Kathleen manages the relaxation rooms diary.



Do you offer complementary therapies?

We recognise sometimes people want stress relief which is why we invested in the relaxation rooms, we do not have the resources to offer massages for stress relief. As part of an overall package of support it may be individuals experience guided one to one visualisations, this is a technique helpful for seeing new possibilities for wellness. It may be people are offered a blend of essential oils and shown how to use them at home. There are occasions depending on demand where we have offered acupuncture groups and workshops on how to use and blend essential oils.



Our focus is offering people tools, skills and insights for things which they can adopt into their daily life and use out with COPE as opposed to complementary therapies which relies on someone offering you a treatment. For people interested in regular treatments perhaps speak to local colleges running complementary therapy courses as often students are seeking people they wish to practice on. Remember, complementary therapies are not for everyone so make sure anywhere you go which offers this asks for your medical history and if in doubt speak to your GP.

What services DON'T COPE offer?

We are not a counselling service. We offer pragmatic solution focused interventions We do not offer support specifically for post-traumatic stress disorder (PTSD), including issues of abuse. Some of the services we offer may help people self-manage some of the challenges of PTSD while they are waiting to see a specialist, but we ourselves do not offer trauma services. There are other services funded by NHSGGC (NHS Greater Glasgow and Clyde) to offer counselling and PTSD work which we signpost to where we can.

We do not offer support for psychosis, or challenges which are physical in origin e.g. dementia, brain injury. It maybe some of the services we offer may help people self-manage some of the challenges of e.g. psychosis, stress management to promote mental wellness, but people need to be in a place where what we offer is helpful for them. We are not a service which has skills for supporting people wanting to recover from issues of drug and alcohol misuse, but we do work closely with partner organisations to compliment where appropriate more formal recovery support e.g. healthier coping strategies than self-medicating with drugs and alcohol.

We aim to have a safe environment for all, we cannot offer support where people have issues of uncontrollable anger or violence towards others, though we can share packages of support with other agencies the person is being supported by.

continued →

What services DON'T COPE offer? (continued)

We recognise sometimes because of life challenges people can experience personality challenges in terms of how they relate to others, including feelings of persecution and paranoia. We can offer general wellness advice however; the person would need to seek more specialist advice and speak to their GP about what was available as this is a very specialist area and people need the right support and sometimes over a longer period of time than COPE can offer, this is not our area of expertise. We do not provide couple counselling.

We do not provide financial advice, however, if people using COPE have a claimant commitment with the DWP (Department for Work and Pensions) we are keen to see that if they are happy to share it with us to see if we can offer any support in complying to avoid sanctions or, signpost the person to financial advisors where this maybe in their interest.

While we discuss suicide and thoughts of suicide with people using COPE if the challenges a person faced were so significant they could not keep themselves safe from acting on thoughts of suicide then they would need to link with their GP for more specialist support to help keep them safe.

We believe that services working together in integrated ways is what enables people to access supports most useful to them, while COPE seeks to do all it can, no service can be everything everyone wants it to be. We mention what we don't do so people can focus more on what we do and also to manage expectations as it's frustrating believing a service to do something only to find it doesn't or it's not most suitable for what you need.

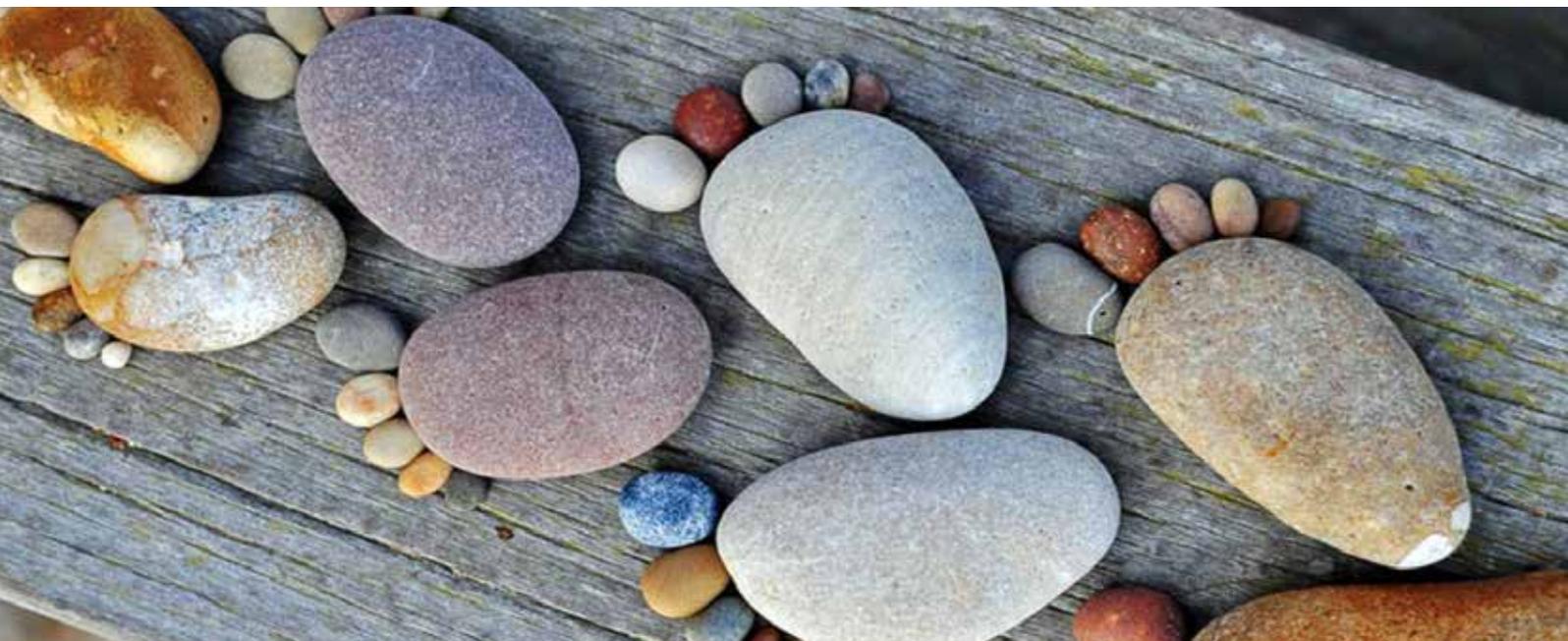


What services DO COPE offer?

Support offered by COPE evolves in response to issues people present to us with, this is supported by our co-design and co-production process. Examples of support offered by COPE include:

- Active listening
- Motivational interviewing
- Brief solution focused intervention
- Stress management and lifestyle advice
- Relaxation techniques and tips for Mindful living
- Confidence building
- Anxiety Management
- Promoting healthier sleep
- Advice, guidance and support to access other services
- Guided self help
- Regaining a sense of purpose
- Learning more about your emotions and how to be aware of their impact
- Advice on developing a kinder inner voice
- Tips and tools on self-management
- Tips and tools to support wellbeing
- Tips and tools on self-care
- And more.....

Most of our services are on a one to one basis, however, there are also workshops we run which promote well being e.g. 2-day confidence building course, half day living in the moment workshop. Please ask your wellness advisor for details as workshops change all the time in response to demand.



What do COPE mean by self-management?

Self-management is the name often given to a way of engaging and enabling people to have the advice and information which helps them be more in control of the support they receive to manage their own health. In the past people may have found health professionals made the decisions about what was best, and people were quite passive in this process.

Self-management doesn't mean people may not still need support from health professionals, it means a new partnership between the health professionals and the person with lived experience. Working together in partnership, people living with long term conditions are enabled to feel they are in the driving seat and as well as supports offered by professionals have new insights and coping strategies they can use themselves which help improve their life and wellbeing. People with lived experience have skills and experience of their condition which they share with the health professionals and together explore options for improved wellness.

What does COPE mean by self-care?

Self-care on the other hand is things which you yourself choose to do to maintain wellness or promote recovery e.g. being more active, eating less sugar, finding a new hobby or interest, using a kinder inner voice. By improving your self-care, you may find a significant improvement in the challenges a long-term health condition presents. Much of the work of COPE is focused on improving self-care and helping people understand more about their condition and the options that maybe available to them, so they feel more in control of their life and health choices.



Are there any charges?

The services we offer at 20 Drumchapel Rd and Yoker Resource centre are free, we do not ask for fees nor do we ask for suggested donations.

Which areas do you cover?

We cover the West of Glasgow for face to face services. Through our ehealth strategy we plan to offer wellness and self-management advice and training resources to anyone who can access the internet.

Can I refer myself or do I need referred?

You can refer yourself, or ask someone to phone and make an appointment on your behalf. If you do the latter we need to know we have your permission to speak to them about your appointment.

Do you offer home visits?

No. We regret we cannot offer home visits.





Equality and Diversity

Respect for individuals and the fact we are all different is at the core of COPE's philosophy and practice. Challenging inequality is something we take very seriously. We also recognise barriers people may have to accessing services and do what we can, where we can, to overcome these. For example we have a portable loop system.

Working with people, we find solutions can easily be found which support access and inclusion, this can range from gluten free buffets which everyone enjoys, to a new series of relaxation techniques we are co designing; which use all the senses and not only audio or visual.

When you work together in a spirit of mutual learning, respect and cooperation it is amazing how what was perceived as a challenge becomes an exciting new opportunity. Working together, respecting each other's experiences and opinions, valuing the voices of lived experience we can promote equality and celebrate diversity.



How long can I use the service for?

COPE is not a long-term service, that said, we know everyone is unique. We agree with you the goals you want to achieve from coming to COPE; these are reviewed at 6 sessions, it may be at this point, or for some people before then, this is enough. If not, we would look at progress made, have a chat about what next and review again in 6 sessions if at this point the person was still using the service. If no real progress was made towards goals after 12 sessions it maybe COPE is not the right service for you and we would explore other options. It maybe progress is being made and further sessions would be offered, if appropriate, or it maybe a different service is what you need, and we would support where we could to signpost to this.



There are some occasions where someone has made real progress towards goals and has had several sessions but feels they still need some contact with COPE, it may be appointments are offered less frequently to touch base and see how things are, however, this would be discussed with your wellness advisor. We care about people and it matters to us they have a positive sense of wellness, however, it's a professional relationship not a friendship and we need to ensure people don't become dependent on us in a way that is not healthy for them.

Can I continue to use COPE when I am discharged?

It may be at some point in your life something comes up again and you would like to speak to someone, of course you can access support again.

It may be you enjoyed using COPE attending workshops and want to continue doing this. The challenge for us is that we connect with over 2000 people a year, if the same people go to all the workshops then how can new people access them?



If people want to have an ongoing relationship with COPE once they are discharged, then they may want to become a friend or member or join in the co-production activities, which help us improve our services. E.g. the tips sheet we share were co-produced with people. People can put their name on reserve lists; if workshops are undersubscribed Kathleen can phone and let them know if there are places. However, our services need to be focused on the many and not only a small group of people. We realise this can sometimes be a challenge, but we aren't a community centre or club, we are a wellness centre. COPE is a point in the journey of people's lives, not a destination.

Are there volunteering opportunities?

We do not have the infrastructure to offer volunteers the support and supervision they need. However, people do help us out by getting involved with co-design and co-production teams, to develop new workshops and materials and in general help shape the direction of COPE. We are keen people get involved in helping us develop new services and strategies and you are welcome to attend our general Friends of COPE meetings. To find dates of same phone **0141 944 5490**, or email **kathleen@cope-scotland.org** or text **07763 743 296** or check the feedback boards at **20 Drumchapel Rd.**





What skills and qualifications do people offering services have?

We hire people who hold a professional qualification in human service provision, are a member of a professional body and have a minimum of 5 years post qualifying experience and are committed to continuous professional development. We do not use volunteers or students to offer individual services. Wellness advisors offering support are qualified to do this and sit on a similar grade to points on the band 6 in nursing, which is a senior nursing/charge grade. Skills and qualifications of the existing team include but not exclusively:

- Formal training in mental health nursing (RMN)
- Diploma Counselling
- Clinical Hypnotherapy
- Holistic therapies including e.g. Auricular Acupuncture, Emotional Freedom Technique
- Stress management
- Neurolinguistics programming (NLP)
- Qualifications to develop and deliver training programmes
- First Aid
- Suicide first aid (including Consulting trainer in ASIST Applied Suicide Intervention Skills Training)
- Health and safety and Fire warden training
- Mental Health first aid and Scottish Mental Health first aid Instructor
- Management and leadership
- And more.....

What skills and qualifications do people offering services have? (continued)

People delivering direct services to clients are members of professional bodies e.g. BACP (British Association for Counselling and Psychotherapy), FHT (Federation of Holistic therapists), RCN (Royal College of Nursing), BSCH (British Society of Clinical Hypnosis) CThA (Complementary Therapist Association) and registered with Disclosure Scotland. Currently there are 4 wellness advisors offering support to individuals who collectively have 78 years post qualifying experience between them.



The CEO has academic qualifications in Social Sciences, a postgraduate qualification in Social Enterprise and she is a trained mental health nurse. She is qualified to develop and deliver a range of training programmes and is a Kinharvie Trained Facilitator. She has 35 years' experience in the field of mental health and wellbeing, 27 years in community development, 33 years management experience and 10 years social enterprise experience.

The centre facilitator for COPE has attended many training opportunities including:

- First Aid
- Health and Safety
- Fire Warden training
- Moving and Handling, Food Hygiene
- ASIST (Applied Suicide Intervention Skills Training)
- Scottish Mental Health First Aid
- Child Protection
- Also training to support accessibility for people

COPE is a learning organisation and supports training and development for all its team. In her spare time, Kathleen is a street pastor tending to the vulnerable and homeless people on the streets of Glasgow. She also learned lots of people skills during her years in the armed forces.



How is COPE governed?

COPE Scotland Trustees have lived experience of the issues COPE Scotland seeks to address to ensure we are led by the voices of lived experience and, or, the skills and experience to ensure good governance is in place to meet the Charity Objectives. Meetings of COPE Scotland are open apart from staffing subgroup meetings for transparency and to support ownership by members and stakeholders.

There are regular strategic planning and review meetings involving not only Trustees but others with an interest in the direction of travel for COPE Scotland who are committed to the principles of co-design and co-production.

This is an area we are always seeking to strengthen. While we do this, we have support at each general meeting from Sencot Legal. We have some very strong board members, but we need to look further at training and development needs for new Board members which is ongoing. Specific skills and experience existing trustees have include but not exclusively:

- Running their own business
- Administration work experience
- Previous experience on Boards and Committees including dealing with the care commission
- Tertiary education in social sciences
- Finance management
- Employee management
- Monitoring and evaluation specific training on 'How Good Is Our Third Sector Organisation'
- Experience of issues and challenges which COPE seeks to support others address
- Networking and working in partnership
- Qualifications in training and development

How is COPE governed? (continued)

A wee bit more about the Board:

- The Board's own skills are supplemented by professional advisors where required.
- The Board receive no payment for their services although out of pocket expenses for travel etc. would be granted.
- The Board do not serve on any other Boards, their sole interest and focus is COPE Scotland.
- COPE Scotland has a conflict of interest policy and register.
- Trustees are ambassadors for COPE and a high standard of behaviour is expected which supports the image and reputation of COPE Scotland
- COPE Scotland is grateful to those individuals who give their time for free to support the good Governance of the charity and to support its growth and development.

People using COPE services are welcome to come to general meetings as friends of COPE and it may be in their own journey they later decide they wish to become members of COPE. Friends of COPE may still have an interest in what COPE can offer them as individuals. Members of COPE look beyond their own needs from the service to see what COPE can do for the wider communities of Scotland and beyond.



Do you take students on placement?

We do not have the infrastructure to offer students the support and supervision they need. However, people visit COPE and sometimes there are opportunities for attending things with someone from COPE in an informal mentoring role, this all depends on what other demands are on the service.



What is co-production?

COPE is led by the voices of lived experience which helps us develop our service and how we offer interventions. It's a very informal process where people interested in helping shape the direction of travel for COPE get together with people who deliver services to explore challenges and ideas for how we do something about it. For example we noticed many people made new referral appointments then didn't keep them, we had a co-production session to look at our referral processes and asked people who used COPE for their ideas. The voices of lived experience shared that sometimes it's as simple as people forget they have the appointment, we should give reminder phone calls. So now we ask people if they want a reminder phone call, and those who say yes are given this and the number of people who keep their appointments increased.



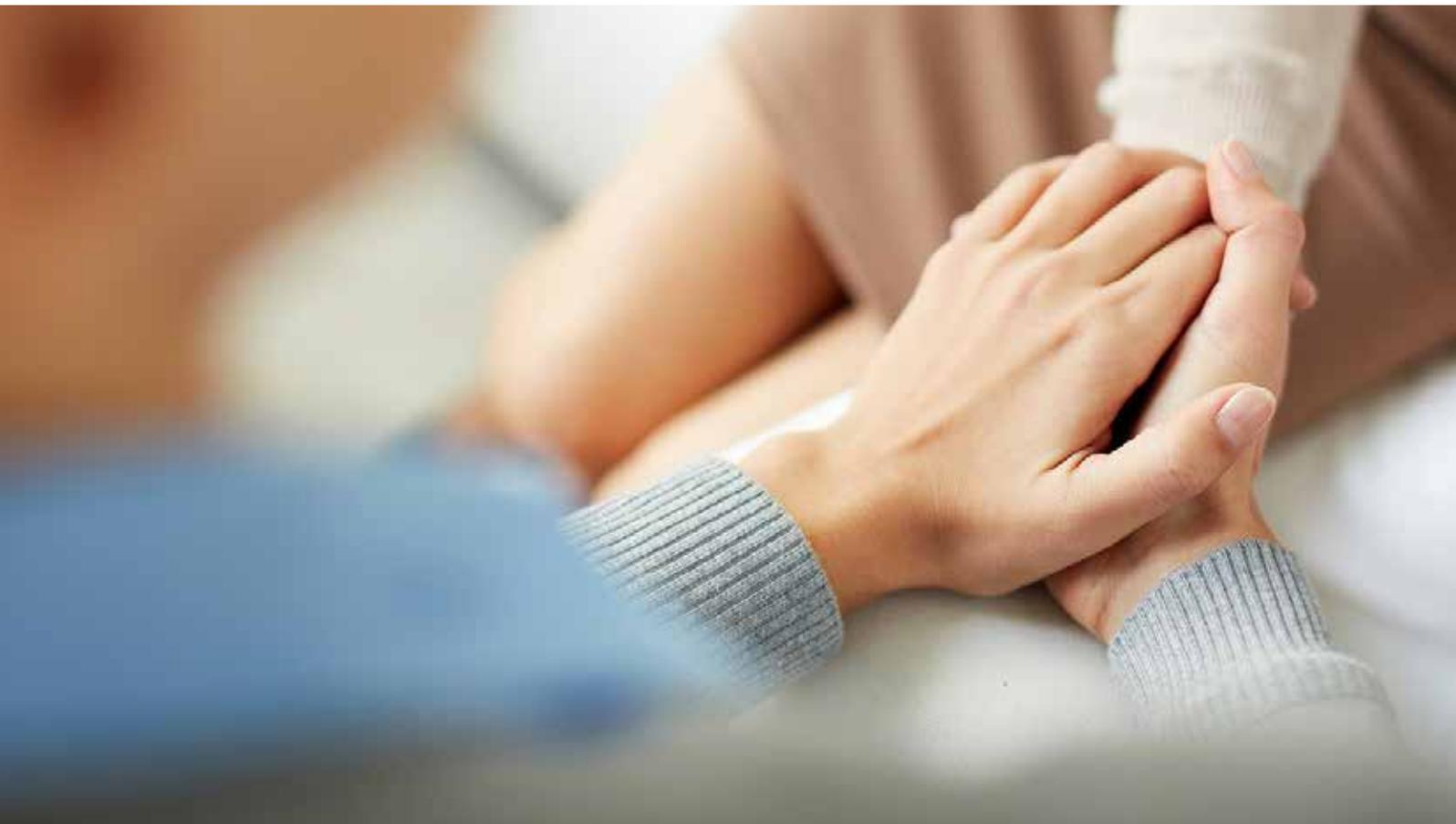
continued →

What is co-production? (continued)

Sometimes its significant changes in how we offer services. We used to be more of a counselling service and we had people dropping out of support. We explored this with people and found many didn't want to talk about how awful things were, they wanted some practical tools and ideas to stop things being so awful or manage them better. We piloted a new way of working which was goal orientated running alongside counselling and we asked people which service they wanted. What we found was people chose the solution focused service, so we worked more with people on what that looked like and have arrived at the services we offer today.

We recognise people still need a counselling intervention at times though and we keep up to date with services which offer counselling, so we can help people link to that where what we offer is not what they are looking for. Co-production doesn't mean COPE offers everything people want, it means we explore together new ways to identify and put in place services and interventions and resources which people need.

Currently we are exploring how we can make better use of 20 Drumchapel Rd to have more than one service offered under that roof e.g. we are piloting with Citizen's Advice Bureau, an outreach half day each week for people needing financial advice. If people want to join in the co-production of services, just let the centre facilitator Kathleen know and she will keep you up to date with meetings etc. COPE needs its friends to help us be the best we can be so please if you have the time and are interested come along.



Can I complain about the service if I am not happy about something/or share good news stories if I am?

At COPE we recognise the important role that feedback from people using our service; complaints, concerns, comments and positive feedback play in ensuring our services meet the needs of all our clients and can be continually improved where possible.

We value and encourage all feedback, including comments, concerns, positive feedback and complaints to effectively identify:

- Where we are meeting or exceeding service user's expectations
- Where we may have failed to meet our own standards, follow policies or procedures or meet service user's expectations
- Areas where service quality or service user satisfaction can be further improved.
- Areas where we are doing well. This is especially important around new developments, for example, the free materials to promote wellbeing as this lets us know investment in these materials has been worth it and are appreciated and making a difference.

When you visit 20 Drumchapel Rd, have a look at our feedback posters at the top of the stairs, in the kitchen and toilets. Please support feedback by completing a feedback card, these are located at reception and in the rooms. We do listen, your opinion matters to us.





Do COPE work in partnership?

Working collaboratively is key to all we do. No one service has all the answers or can be what everyone needs or wants, only by coming together in new ways can we find solutions to the challenges facing individuals, communities and services. People with lived experience of the challenges also need to be part of the partnership for real and meaningful change to happen. Some examples of partnerships we are involved in include:

- Working with local GP's and other health partners and people with lived experience of moderate and enduring mental distress to find new ways to connect people to supports and tools which support longer periods of wellbeing and recovery
- Working with local services to support events they are having e.g. paying for the food for Get Active Day, offering time and resources on the day to support the event
- Working with partners in Academia to find new ways for the voices of lived experience be heard and listened to in research and development
- Working with National bodies like the Q Initiative to see how we together can learn how to improve services
- Working with local and National networks to share learning e.g. the Self-Management Network Scotland (Health and Social Care Alliance)

Are there other COPE's ?

No, COPE has no plans to start an empire, we would like to share learning so what we offer becomes the norm in how services are offered to people. This is why we are keen to develop our online resources, so people can download materials and tools we use to share with their clients, or use themselves. If we had the resources, we would share with others keen on starting their own version of what we offer or some support to do that.

We care deeply about the people in West Glasgow, however, we know there are people throughout the UK and with the internet the option to connect with people throughout the world, who also deserve to have a positive state of mental wellbeing.

We want to take what we have learned and share, everyone matters, and information technology offers new ways of enabling support which are only beginning to be explored and we want to be a part of that. If even 1 in 6 people last year who visited our website donated £1 that would have given us resources to share with others keen on exploring developing their own wellness services. Visit our site regularly if you like, and see how our plans unfold.

What are COPE's plans, for the future?

Sustainability of the core one to one services is something we are always looking at, and we are exploring with others new possible integrated ways of working which may support that.

We also recognise we have a lot of people visit our website. In 2016 -17 we had 1.3 million unique visitors. We are exploring how we can use our site to support ehealth. We know not everyone has a computer or uses the internet, however, 1.3 million visitors in one year, demonstrates to us people are using our site and we want to explore more how we can ensure those visitors find information helpful to their wellbeing. It may even be through patronage that the site can generate funds as although its free, some people may want to make a financial contribution to help us keep it going. We have a vision of our website as a go to place for individuals and agencies to visit for self-management tips and tools which promote wellness and resilience to life challenges.

We are seeking an online co production team, this is new for us, the online team will be people who will help us develop our virtual COPE the way people helped us develop our physical services. For more information contact the change and sustainability facilitator Hilda on hilda@cope-scotland.org.

If there are any questions we have not included here, please get in touch and we will try and help. Thank you for your interest in COPE. Please visit the rest of the website where additional useful information may be found as well as tips for wellbeing. We would like to leave the last word though to people who have attended COPE.....





The last word

When it all comes down to it, it's not about what COPE says it does, it's about what people who use COPE say it does and if we make a difference. We have left the last word to share some examples of what people think of COPE and the difference it has made for them:

"I have greatly improved since coming to cope and discussing my issues. It's amazing how I have opened up and discussed what has been a tragedy in my life."

"Wellness advisor was fantastic she helped me understand how I am feeling and offered me strategies which are invaluable."

"Very considerate right from the start, offered tea, coffee as soon as I came in a very warm welcome. I was given an appointment due to how busy the service was they called me with a late cancellation, so I could visit earlier. Very knowledgeable and empathetic therapist. Extended the appointment when time became available. Lots of good advice and positivity, looking forward to coming back."

"Help me feel better about myself."

"...didn't judge me on how I feel."

"Gave me tools to be more positive and help change my thoughts for the better."

"Focused on how to solve my problems other than on the problem itself, shifting focus to self-betterment and the future other than the past – moving on."

"You were all very accepting of me being trans and called me by my chosen name, which was great and really helped the way I'm feeling."

"I felt listened to and understood, this gives me hope things can change."