

Annual Report 2019



Contents

| | |
|-----------------------------------|-----------|
| Overview | 3 |
| Our Strategic Aims & Objectives | 3 |
| 30th Celebrations | 4 |
| Reports | 8 |
| Chairperson’s Report | 9 |
| Secretary’s Report | 10 |
| Treasurer’s Report | 11 |
| Manager’s Report | 12 |
| Charity Governance Awards 2019 | 33 |
| Financial Statements | 34 |
| Statement of Financial Activities | 34 |
| Balance Sheet | 35 |

Derry Well Women
 17 Queen Street
 Derry BT48 7EQ
 T. (0)28 7136 0777
 F. (0)28 7137 0103
 E. info@derrywellwoman.org

Charity No.: NIC 101247
 LLC: NI 22926

www.derrywellwoman.org 

“Women’s longer lives are not necessarily healthy lives”

Our Strategic Aims & Objectives



1 To provide women with a women-centred health service which will improve the health and wellbeing of women, families and community and recognises the changing needs of women’s health

2 To promote social inclusion, to address health inequalities and improve health by meeting the specific health needs of women generally and specifically marginalised groups of women including women victims of the conflict.

3 To continue to build and maintain a strategic complex of collaborative partnerships.

4 To capture and share the learning from the work of Derry Well Women with women’s health projects at home and abroad especially in post-conflict societies.

5 To further refine the conceptual framework and embed the theory and practice of co-producing in the work of Derry Well Women.



Committee and Staff presenting Derry Well Women’s 30th Annual Report to the Mayor of Derry and Strabane District Council John Boyle at its 30th AGM.held in the Flying Clipper North West Regional College on 6th June 2018

Front Row ; Left to Right
 Susan Gibson Manager, Councillor John Boyle Mayor Derry and Strabane District Council, Carrie Jain Chairperson Derry Well Women

Second Row ;Left to Right
 Elizabeth Mc Quaid, Sinead Callan, Philomena Melaugh, Rachel O Donnell, Patricia Villa Phil Mahon, Fiona Walker, Patricia Mc Adams, Karen Meehan, Nuala Doherty.

Third Row; Left to Right.
 Aine Abbott,Oonagh Butler, Pauline Mc Clenaghan, Mary Diamond Joan Clements VSS Anne Mc Donald, Joan Noble Paula Barr.



“Congrats ladies you are all amazing in the work you do thank you xx”



“My kids went to the crèche here with Monica and Patricia who are salt of the earth. I’ve done various courses here also. Great place. All the staff are so friendly. Great service for the community”

30

CELEBRATING

years

1988 - 2018





“Amazing centre, staff so friendly & welcoming”



“Derry Well Women is a fantastic centre, I would recommend it to anyone, every member of staff is so welcoming and the support is amazing xx”



Chairpersons Report 2018-2019



“Derry Well Women’s mission is to engage with women to meet their health needs in the broadest and most holistic sense...”

Carrie Jain

Friends, colleagues, members and supporters, I am privileged to present this our 31st Annual report looking back and reflecting on 2019 and the work of Derry Well Women throughout the year. I do so with great pride and admiration for all involved in this wonderful organisation.

Derry Well Women’s mission is to engage with women to meet their health needs in the broadest and most holistic sense: physical, psychological, social and spiritual. We aim to do this through varied and innovative programmes and courses, listening to and working in close collaboration with women themselves as well as with a wide range of agencies. We are driven, always, by the social justice model which is at the heart of all we do and stand for.

This year we delivered services both in house and through outreach to 2062 women and children. This is an increase on the previous year of 223.

The issues women bring to DWW include domestic and sexual abuse, trauma, depression and anxiety, childhood rape, loss and bereavement, relationship issues, bullying at work and eating disorders. In reflecting on the detail of work carried out this year, two aspects appear starkly significant. Firstly, 65% of our service users presented with mental ill health. A large number of programmes are designed to meet this need and the success of these is highlighted in some of the feedback received. For example, one participant who attended Coping with Anxiety and Depression said the course has changed my life for the best and I love coming to Well Women. It has been my rock through the last year. Coming here has given back my power to get through life the best I can”. While a mother with post-natal depression

who attended Minding Mummy said, “I was on high levels of medication and was becoming agoraphobic. After the first session of the course I began to feel more hopeful and that it was possible for me to change.” By the end of the programme she was able to say, “I got up every morning and told myself that the day was going to be good because I was going to make sure it was.” This is why we do what we do and this is what provides the determination to build on our success.

Secondly, the female population of Derry who have caring responsibilities is very large and this reflected among our service users. The impact of caring, on the carer, is often severe and enduring. Women find themselves exhausted, isolated, fearful, constantly vigilant and this takes a toll on their physical and mental health. Over the last two years, Derry Well Woman has worked with carers to respond to the issues they raise. I am gratified to report that through our mental well-being and counselling services we see the practical outworking of our ethos which allows women themselves to be at the heart of their healing process.

Every year brings highlights and challenges and this year is, of course, no exception. Highlights in 2019 include:

- » Celebrating our 30th anniversary with a Civic Reception hosted by the Mayor in the Guildhall;
- » Increasing achievement on our aim, “to provide women with a women-centred health service which will improve the health and well being of women, families and communities and recognises the changing needs of women’s health”,

“While each year brings something new, there is at the same time, a strong steady core to Derry Well Women.”



- by extending our services, research and training to address the unmet needs of women carers;
- » Delivering programmes in partnership with our Trust including Namaste, Breastfeeding Support ,Ante-Natal programmes and Cancer services;
- » Introducing new support services including the Endometriosis Support Group and extending our programmes within schools;
- » Responding to 30 requests from outside agencies both statutory and community for Derry Well Women information input, support and partnership working;
- » Winning the Clothworkers Foundation Governance Award which recognises the work of our Board within the category Improving Impact

Congratulations

Challenges – well, in thirty one years has there ever been a year when finances simply flowed in a secure and steady stream allowing staff and committee to go forward without concern? Of course not. However, the skill and diligence of Susan and of the Board has, as always, stood us in good stead. This is no small achievement in the current climate and has involved a rigorous process of monitoring and managing the finer as well as the larger aspects of funding an organisation such as this.

This brings me to an acknowledgement of our funders. We are deeply grateful to **WHSC, VSS, CIN, Derry and Strabane District Council, the Pathways Fund, the**

Halifax Foundation, the Esmee Mitchell Foundation, the Souter Trust, Ulster Garden Villages, The Cathedral Church of St Annes, the Ulster Bank and the Thompson Trust for their continued recognition and support of our work and it is our mission and our responsibility to continue to demonstrate that their faith and trust in us is fully justified. We also have an immense debt of gratitude to all those who have faithfully and with tremendous dedication and energy, have continued to support us through their fundraising activities.

I sincerely thank all those who donated funding, volunteered on Flag Days and fundraising events.

You have helped us in a very tangible way to continue the work so valuable to everyone who comes through these doors.

While each year brings something new, there is at the same time, a strong steady core to Derry Well Women. Even as new challenges present themselves and familiar ones are revisited and dealt with, the steady heart of the organisation beats on.

The staff who are ever present, day in day out, and who keep on doing what has to be done, and the committee who are always, without exception, strong, cohesive and supportive, are the heart of this place.



Jo Noble & Ann Mc Donald during their Camino Walk in aid of Derry Well Women

Secretary's Report 2018-2019

“We aim to ensure that Derry Well Women has the highest level of good governance.”



I am delighted to present this Secretary's Report in my first year in office.

The Derry Well Women Board of Directors has met, in Committee, on 10 occasions since the last AGM in June 2018. Carrie Jain has completed her third year as chair.

Derry Well Women Board members are elected for a period of up to three years after which they must be re-elected. Karen Meehan and Aine Abbott are required to stand down by rotation and will be putting themselves forward at our AGM.

The Board of Directors is very conscious of its responsibilities to the organisation, to the staff and to those who use Derry Well Women services.

We aim to ensure that Derry Well Women has the highest level of good governance, that all staff receive appropriate leadership, support and supervision to most effectively carry out the Derry Well Women mission and that our service users have real opportunities to actively participate in shaping the services we aim to provide.

I am delighted to report that the Board has been recognised for its good governance by the Clothworkers Foundation by Winning a Governance Award for Improving Impact.

This impact relates to our work with carers.

Innovative DWW programmes have been developed including "Namaste", "Preparing to Care", "Minding Your Mind", "Young at Heart" which have extended practical and social support programmes to 250 women carers new to DWW in the past year.

The Carer's Agenda is now a strategic priority for our Board and has led to the development of an inter agency collaborative partnership with our local university, health trust and carer's organisations to develop a Carer's Hub.

The Board is also responsible for ensuring that the organisation has the financial and staffing resources to fulfil its mission. To this end we have this year focused our efforts on risk assessment and financial stability reviewing programmes and services. We have also been striving to maintain the organisation's reserves and to access unrestricted funding by identifying and pursuing new funding opportunities and undertaking fund-raising activities. Board members actively participated in the Derry Well Women Flag Day, in bag packing, in organizing sponsored events and in securing benefactor donations. In 2018 Board members attended a

successful review of Derry Well Women's contract with the Western Health and Social Care Trust.

We continue to deliver on our 2018/2021 Strategic Plan which outlines the social, economic, policy and practice environment in which Derry Well Women provides for and support women's health.

Board members continue to be directly involved in reviewing, updating and amending centre policies and practices.

Board Members continued to provide supervision and line management to centre staff and to make important contributions to service delivery. This year the committee was actively involved in the delivery of the innovative Patriarchy Programme, attended Pathways Fund training in Governance and managing finance, represented Derry Well Women at public events.

On behalf of my Board colleagues I thank all Derry Well Women staff for their hard work and dedication and our service users for their continued support.



Cutting the 30th Anniversary Cake at a Civic Reception hosted by The Mayor John Boyle

Treasurer's Report 2018-2019

“Good governance arrangements, will help to ensure we are well placed going forward.”



As Treasurer of Derry Well Women, I am pleased to reflect on the financial activities of the organisation for 2018/19. This report provides a financial review of Derry Well Women and a brief explanation of the key figures contained in our financial statements. We have continued to face economic challenges and funding uncertainties during 2018/19 however continued support from our funding bodies has provided sufficient funds to allow us to continue with our planned programmes and activities since our last AGM in June 2018.

This year, our contract with the Western Health and Social Care Trust (£126.5k) has been maintained to cover core running costs. Funding was also once again secured from the Victim and Survivors Service (£98.8k) to support counselling, complementary therapies and social support programmes within the Harmony Programme for victims/survivors of the Troubles. We also maintained our funding from Children and Need (£21.5k) for the post of Childcare Co-ordinator, and the creche was further supported by funding of £8.3k from the Pathways Fund through Early Years towards costs of employing a Creche Assistant and £9k was received from Metacompliance towards other staff costs. Derry Well Women continued to concentrate on fundraising activities this year including applications

to grant making trusts, local fundraising events and attracting charitable giving. Contributions from charitable Trusts included the Souter Charitable Trust, Thompson Trust, St Anne's Cathedral Sit Out, the Esmee Mitchell Trust, Halifax Foundation for Northern Ireland and Ulster Gardens Limited and are once again greatly appreciated. Fundraising activities (£3.85k) were again very well organised and included our annual flag day, bag packing, sponsored events and raffles. Significant donations were received from Diamond Corrugated, Inner Wheel, the Learning Pool, BT Staff and St Peters Past Pupils Male Choir providing much needed funding and helped to uplift our unrestricted funding and are very much appreciated. Course fees (£5k), and Glaxo Smith Kline (£1k) and funding from Derry and Strabane District Council of £1,000 through the Active Travel Scheme to the Cycling for Health project brought our total income for 2018/19 to £308k, a decrease of £10.8k on the previous year which was partially due to non recurring capital funding received in 2017/18 for the renovation works on the building and unforeseen personnel expenditure.

Expenditure in 2018/19 was £317k, a small increase of £3k from 2017/8. The main areas of expenditure continue to be wages pensions and salaries (£158.0k), rent (£17.6k), programme and facilitation costs

(£87k) essential maintenance and repairs (£8.3k) and running costs and overheads. Significant unavoidable increases in expenditure related to salary increases, counselling cover, maintenance and increased room hire with some savings made in relation to the website, training and facilitation, advertising and telephone. Based on this, Derry Well Women has a deficit of £9.2k for the year, meaning our overall reserves have been reduced to £100k including fixed assets of £62.7k

With this in mind Derry Well Women needs to remain mindful of the likelihood of increasing costs in future as well as looking for new funding opportunities as they arise to maintain our reserves. Scrutiny and accountability remain key priorities for funders and the role of the Auditors in supporting Derry Well Women and conducting the audit efficiently and effectively helps to ensure that we are well placed to meet the financial requirements of current and potential funders. The strong leadership of Susan, the dedicated staff and Board, coupled with our range of policies, procedures and working practices, ongoing training for staff and management, review mechanisms, robust financial procedures and controls, and good governance arrangements, will help to ensure we are well placed going forward.



Peter Smith pictured with Ann McDonald, Fiona Walker & Rachel O'Donnell presenting the proceeds of his sponsored cycle

Managers Report 2018-2019



“Following on from the wonderful celebrations of our 30th AGM in June 2018 we faced into our 31st year with renewed energy, vision and dedication.”

Susan Gibson

Following on from the wonderful celebrations of our 30th AGM in June 2018 we faced into our 31st year with renewed energy, vision and dedication. This report outlines the outcomes of a year's hard work responding to increasing demand and need from women both in terms of numbers and complexity.

In 2018/2019 we delivered services both in house and Outreach to 2141 women and children. 65% of our service users this year presented with mental ill health, 31 experienced domestic abuse and assault, 91 were direct victims of the Troubles, 521 suffered depression anxiety and stress, 54 were on 4 and more medicines daily, 59 were disabled, 225 were carers and 12 were LGBT.

These women told us they were living with issues including Domestic Abuse, Sexual Abuse, Trauma, Depression, Anxiety, Childhood Rape, Loss and Bereavement, Relationship issues, Bullying at Work and Eating Disorders.

1. Women Living with Domestic Violence Abuse

Of the 96 women we counselled 1st April -- 31 October 2018

- » 50 women presented "Relationships" as an issue for counselling
- » 24 women presented "Domestic Abuse".
- » 5 presented sexual abuse
- » 2 presented sexual assault
- » Derry Well Women has been requested by Women's Aid and NSPCC to provide ongoing support for women after leaving refuge and abuse programmes.

2. Women Carers

9%, 225 of our service users were carers reporting that mental ill health was an issue in relation to their own health or the health of those they care for. The female population of Derry is 76, 613 -14% of whom 10,725, have caring responsibilities.

In 2018 Derry Well Women and Ulster University led a research project on the impact of care on the carer specifically women caring for people with severe and enduring mental ill health. The main impacts of care were:

I. Physical Impacts

Carers were themselves living with moderate to severe health conditions, including anxiety/ depression. Many were sleep deprived/exhausted. Carers of someone with severe mental ill health, were constantly vigilant for their own personal safety and that of their loved one. 50% of those caring for someone with a mental health condition - reported that their loved one had attempted suicide.

A number of carers lived with domestic violence physical/ psychological.

II. Emotional Impacts

Many carers felt isolated reporting a lack of support regarding their own mental health and wellbeing. Emotional sub themes were hyper vigilance, isolation, frustration, feeling overwhelmed fear.

III. Social Impacts

Care, especially for someone with mental health issues is socially excluding. The patient's outbursts destroy friendships and people stop visiting - many had given up friends/social outlets. There was loss of employment/financial independence Poverty

Young at Heart Group pictured before departing to The Seamus Heaney Centre



3. Older Women

250 of our service users in the past year were aged 60 and over with 70 reporting cognitive impairment conditions and mental ill health as major issues either in relation to their own health or the health of those they care for. Carrying society's primary burden of care- women will be most severely impacted on by strategic changes in health and social care provision placing greater onus on community/home based care.

Often hidden, carers are impacted by stress, isolation and the sense of helplessness.

Derry Well Women recognised the need to give carers something which acknowledges this burden, to take a step back and to understand that care given can often be at the expense of the carer.

4. Young Women including LGBT

From 3 focus groups with 152 young women held in 3 local schools, Thornhill, Oakgrove and St. Cecilia's, the priority issues for young women included

- » Sexual Health e.g. Unplanned pregnancy, STDs
- » Sexuality
- » Gender Identity
- » Family Relationships
- » Bullying at school
- » Cyber bullying
- » Loss and bereavement.



Focus group session held in Thornhill College

Young women spoke of experiencing social anxiety manifest through self harming, eating disorders and difficulty forming relationships.

Through our counselling service we have identified the impact of social media on both young people and on their parents. Last year 138 women identified the negative impact of social media/ gaming on their mental health, their relationships and family infrastructure.

LGBT

We have experienced a high attendance at counselling by lesbian and bi sexual women and the issues they present include domestic violence addiction low self esteem and self harming.

Lesbian and bisexual women experience significant barriers to accessing health services.

The Programmes we delivered this year were responsive to these needs and were delivered within the following three categories;

1. Supporting Women and Children

Supporting the Health and Wellbeing of Children through the Crèche

Derry Well Women Crèche provides a high quality service for children from all back grounds, prioritising their



Crèche visit to The Petite Village

physical, social/ emotional and cognitive development. Provision includes 2 hour sessions twice daily, five days per week, free access for 6 children age ranging from 0 to 4 years. The crèche offers a child friendly safe, welcoming environment with a wide variety of age appropriate activities and learning opportunities. Through the use of our pre assessment forms, observations and planning we adapt our activities to meet the needs of each individual child.

Of the 113 children who used our Crèche we had 33 children who had additional needs and challenges ranging from physical, social /emotional difficulties, sensory processing, speech and language and behavioural difficulties. We also made a number of referrals to our mother and baby support programmes - Sleep and Behaviour Management, Stay and Play and Minding Mummy a programme for mum's with post natal depression.

This year Derry Well Women continued to build an evidence base supporting the validity of our work with women and children:

- » In 2018/19 we continued psychometric testing in all of our Emotional Health and Wellbeing programmes.
- » We continued the measurement of children's outcomes for each child attending the crèche completed by staff, parents and children themselves. Of those completed to date, the scores demonstrate the positive impact of the crèche programme on children's nutrition, personal care, ability to respect difference, and emotional, social physical skills and cognitive skills.

Analysis of parent's evaluation forms over the 6 months from Sept 18 to

March 19 shows the Crèche achieved 100% in quality in all areas. Evaluation forms were distributed to parents with 75% returning completed forms.

Child Development – 33 parents responded to questions relating to Social/Emotional, Physical and Cognitive progress.

Social/Emotional

- » (6%) felt that their child had not made progress.
- » (36%) felt that their child had improved slightly
- » (58%) felt that their child had improved significantly

Physical

- » (24%) felt that their child had made no progress.
- » (39%) felt that their child had improved slightly
- » (37%) felt that their child had improved significantly

Cognitive

- » (12%) felt that their child had made no progress.
- » (43%) felt that their child had improved slightly
- » (45%) felt that their child had improved significantly

Additional Services

- » 52% of parents said they felt supported with any additional needs their child had.
- » 94% of parents said they were happy with



Teddy Bear's Picnic Brooke Park

the way Healthy Eating is promoted within the Crèche.

Mother and Baby Programmes

Additional programmes supporting mother and baby as an emotional unit include; Nutrition, Weaning and Healthy Eating, Getting to Know Your Baby, Baby Massage/Reflexology, Behaviour and Sleep Management Programmes.

We delivered a wide range of programmes which support the mother and baby as an emotional unit.

These programmes improved levels of self esteem, confidence, coping skills, and parental capacity leading to an improved ability for mothers to deal with life's adversities. These programmes also reduced the impact of damaging family cycles, so improving

intergenerational life outcomes leading to fewer children and families at risk.

Stay and Play Programme

The four week Stay and Play Programme was a great success. In the past year we provided 3 Stay and Play courses attended by 16 children and their mummies.

We used pre assessment forms to find out prior to the sessions what parents would like to focus on and take from the parent toddler sessions. Then at the end parents completed post assessment forms to assess how they felt the sessions went, how both themselves and the children benefited from the programme and any changes or additional topics they would like to cover. Babies and toddlers were split into two groups to give more specific focus on



Stay and Play Programme

the children's age group and to demonstrate to parents that there are a variety of activities available from a young age to promote early learning and development for all children.

We gave special focus to babies by introducing different types of water play that were age appropriate and in a safe environment. We also looked at paint, the different ways it can be made and used for babies. On sensory week we focussed on the household items parents can use in a form of play e.g. pasta, jelly, flour and water.

Testimonials

"I have more knowledge and decreased anxieties on how to manage behaviour and not care how others view me playing with my child."

"I loved the different ideas of play within the home. Definitely the best Stay and Play I have ever been too."

"I have learnt a variety of activities I could do to stimulate my child and to change the activities when he gets disinterested"

"My child experienced different things through messy- sensory play and got to interact with other toddlers."

"More little Stay and Play programmes like this one"

Overall the majority parents and their children experienced significant progress from the programmes and were positive the skills learned will continue to benefit them and their children into the future. Results from the 14 completed pre



Mums and babies on Stay and Play Programme

and post assessment forms indicated 60% of children experienced significant progress from the Stay and Play programmes with 30% starting to experience significant progress and 10% maintaining progress.

The outcomes for parents showed 50% experienced significant progress, 40% were beginning to experience significant progress and 10% were maintaining progress.

Supporting Life Start Shaping Ourselves and our Children

We were delighted to work in partnership with Life Start this year to support their provision of an innovative cross-border parenting programme aimed at supporting parents of young children in Northern Ireland and the border region of the Republic of Ireland to create a home conducive to good child social and emotional development, inclusiveness and a respect for social and cultural diversity. The programme explored:

- » Hopes and fears parents/carers have for their children and their future
- » How home shapes our children for the world outside
- » Self-esteem and confidence
- » Communication skills
- » Learning through play
- » Respect for diversity and our changing communities.

We as a crèche supported the programme by providing crèche facilities to the majority of parents. We offered a stimulating environment for the children and provided the parents with support and reassurance as a lot of the parents where first time mums and anxious about separating from their babies. Parents were always welcome to come into the crèche throughout the sessions as we provide a wraparound service for the mother and baby relationship.

The crèche facilitated 11 parents with crèche facilities throughout the two 4 week courses.

Staff Training

Staff attended a range of training courses this year in relation to the changing needs of young children that were identified in the previous year. These included courses on food allergies, diabetes and epilepsy as the need for children with these conditions has increased over the years particularly children with allergies.

Staff completed Makaton training a language programme using signs and symbols to help children communicate as we welcome children with speech, language and hearing difficulties. This training enables both children and parents to feel supported and confident.

Staff also completed an Early Movers course where staff were introduced to current evidence that reinforces the focus on early years opportunities which directly impacts the emotional and physical well-being in later years. Staff have focused on providing opportunities for babies as the majority of our children within the crèche this year have been primarily within the 8 weeks to one year age group.

| Intervention | Number of sessions per year | Average Attendance per session | Numbers of women/ children | |
|------------------------------|-----------------------------------|--------------------------------|----------------------------|------------|
| Breast Feeding Support Group | 1 per week x 47 weeks | 47 | 12 | 37 |
| Baby Massage | 1 per week x 4 weeks x 5 per year | 20 | 8 | 34 |
| Attachment Programmes | 1 x 6 weeks x 5 per year | 30 | 8 | 44 |
| Minding Mammy Group | 3 x 8 weeks x 3 per year | 24 | 8 | 35 |
| Sleep Management | 1 per week x 6 weeks x 1 per year | 6 | 5 | 5 |
| Behaviour Management | 1 per week x 6 weeks x 1 per year | 6 | 5 | 5 |
| Family Time x 6 | 6 x One Day | 6 | 17 | 96 |
| Ante Natal Classes | 1 x 4 weeks x 6 per year | 24 | 7 | 36 |
| Crèche | 10 per week x 45 weeks per year | 450 | 6 | 113 |
| Stay and Play Programme | 3x 4 weeks per year | 12 | 27 | 5 |
| 10 | Total | 625 | | 410 |

Crèche attended by 113 Children in 2018/2019

INSPECTORATE REPORT: EARLY YEARS AND WHSCT

Derry Well Women had a Creche Inspection by the WHSCT Early Years in October 2018 Date of Inspection: 29th Oct 2018. The inspection reported:

"On the day of inspection staff were observed to be warm, caring and attentive in their approach to the children. The children were treated with respect and staff responded well to their questions. Staff willingly engaged in play with the children and encouraged them to explore and experience the sensory play opportunities on offer. Staff also demonstrated that children's well-being including any with additional needs is promoted and their individual needs are met. Staff were supportive to children's development and nurturing their interactions".

The inspector stated 'The staff in this setting work hard to ensure continuous compliance with the Minimum Standards. They aim to provide the children with a safe, child centred environment that is conducive in meeting their needs. They were observed to be meticulous in their paperwork and engaged well with the inspector throughout the inspection process.'

We would like to thank our funders:

Pathways: who fund the Crèche Assistants post and Children in Need: who fund the Crèche Coordinator's salary, trips/outings and equipment.

TESTIMONIALS

"I cannot speak highly enough of the care and support my child received in the Crèche during a difficult time for our family. She was happy and content which is a testament to Patricia and Rachel's lovely interpersonal skills and professionalism. The Crèche allowed me to attend the "Living with Cancer" course which I would not have been able to attend without this service. I would like to thank the Well Women Centre for giving me this opportunity."

"I felt that efforts were made to work on all aspects of development despite his short period of time spent there. Not just a babysitting service which is great."

"The small number is ideal for children's growth."

"I learned from crèche workers about my child's physical development."

"Staff are helpful and supportive not only to the child in their care but also the parents, great place great staff an invaluable service to the city"



Participants on Pediatric First Aid Training



Baby Reflexology

WHSCT Ante Natal Classes "Getting Ready for Baby"

This year Derry Well Women continued to support the very successful WHSCT antenatal programme for first time mums. The service in Derry Well Women now ensures first time mothers are connected to a pathway of care which links them to breastfeeding support, post natal depression programmes, early years programmes and ongoing emotional support.

"The ladies are attending from a wide geographical area (Cityside Waterside Limavady Strabane)

We have noticed an increase in the amount of partners attending and with the bigger venue and access to evening sessions we are able to accommodate them." Ante Natal Health Visitor

94 sessions were delivered in year to 300 first time parents.

Breastfeeding Support

Our breastfeeding support group continued its work in supporting the work of primary care and hospital based care to breastfeeding mums. Facilitation of the group is now rotated among health visitors.

The group addressed not only breast feeding problems but a range of children's issues, parent issues, health issues, social and clinical issues. The group has regular attendance of between 10 and 16 mothers and women travel from all over the Northern sector to the group because they know there is a specialist easily available to them and they don't have to wait for appointments or delays in their care which would increase their risk of stopping breastfeeding. The Support Group is also well supported by the provision of the creche which supports sibling

development whilst baby and mum are being supported.

Gender Specific Interventions

There is much evidence to indicate the determining influence of women on family and community health status. We maintain and develop gender specific work which recognizes the role of women in terms of community well-being. We particularly focus on issues peculiar to women including PMS, perinatal support (both ante- and post-natal), miscarriage, menopause and sexual health.

Menopause Clinic

The menopause clinic continues to run monthly offering information, advice and support to women experiencing menopause symptoms. 32 women attended this year.

Based on the current NICE guidelines, hormone treatment can be a safe option for many women. All women are different and need to be individually assessed before they can make an informed decision on treatment that is appropriate for them.

This need to make an informed choice in treatment has led to a significant increase in uptake of the service. Women attending the clinic appreciate the opportunity to discuss their options, become informed thus empowering them to make decisions which will help them to manage their symptoms and help them to be in control of what can often be a very difficult period of their life.

Schools Programme

In response to teachers and school principals who have identified increased anxiety, low self esteem sedentary lifestyles and high numbers within social services we ran a number of Schools

Based Programmes in Thornhill, St Cecilians, Oakgrove and St Catherine's PS Strabane This year we delivered programmes on Sexual Health, Confidence Building, Obesity and Social Media to a total of 141 students.

Pregnancy Loss and Bereavement Counselling

Uptake of our pregnancy loss and bereavement service doubled this year with 20 women self referring onto the service.

It is widely recognised and documented that a pregnancy or childbirth loss can be one of the most stressful, traumatic and distressing events that can ever occur in an adult's life. A multitude of research suggests that a pregnancy or childbirth loss can lead to a wide range of adverse short- and long-term outcomes for parents including: increased levels of depression and anxiety, complicated grief and an increased rate of hospital admission due to postnatal depression. It has also been established that trauma resulting from any perinatal loss may lead to post-traumatic stress disorder in not only mothers, but in fathers and siblings.

Roberston Blackmore et al (2011) suggest that as maternal depression can adversely impact on both child and family outcomes early recognition of symptoms and early intervention and support are vital. With this in mind the provision of quality care in the time surrounding a peri-natal loss has been recognised as a precursor to reducing the appearance of any prolonged psychological problems. The provision of counselling has been seen as an effective intervention with both RCOG's Green Top guidelines (2010 updated 2017) and the leading stillbirth charity SANDS (2016) recommending that counselling should be offered

| Intervention | Number of sessions per year | Average Attendance per session | Numbers of women |
|---|-----------------------------|--------------------------------|------------------|
| Schools Enrichment Programmes for 16-18 year olds | 7 | 30 | 141 |
| Menopause Clinic | 3 per month x 9 months | 1 | 32 |
| Pregnancy Loss and Bereavement Counselling | 20 | 1 | 20 |
| 3 | Total | 54 | 193 |

Table to demonstrate levels of activity associated with Gender Specific Interventions. 2018/2019



to all women and their partners with counselling considered for other family members. Despite these recommendations unfortunately the availability of such services is inequitable throughout the UK.

Currently within Northern Ireland there is no fixed standard of care when it comes to providing counselling following a pregnancy or childbirth loss that is equitable with that available in any of the rest of the UK. All women who are referred to the Childbirth and Pregnancy Loss Specialised Midwife are given the information leaflet discussing the counselling service provided by Derry Well Women. In addition to this, copies of the leaflet are available for women to access prior to discharge from either Ward 43 or Ward 45 in the hospital following a pregnancy or childbirth loss.

The main objective of our service is to provide women who have experienced a pregnancy and childbirth loss with specialist support that acknowledges and recognises the stress that such an event can have in someone's life. Our counsellors provide time in a safe confidential non-judgemental environment for women to share their thoughts feelings and emotions with specialised qualified professionals in order for them to come to terms with their loss, accept their loss and develop coping strategies to help them in their day to day life.

In 2018/2019, 20 women have self referred to Derry Well Women to seek

counselling for a specific pregnancy or childbirth loss. The benefits that this service has provided these women in addition to the support from Melissa Crockett in the hospital have been simply invaluable in aiding their healing and recovery process. The support that women have received from Derry Well Women has enabled several of them to contemplate and even enter into any future pregnancies in a more positive state of mind thus reducing maternal anxiety which has been shown to positively impact birth outcomes.

This service ultimately has a positive impact on the women's experience of maternity services within the WHSCT which consequently reduces complaints and increases positive feedback on the service thus influencing future choice of maternity unit in possible future pregnancies. The continuation of this service will provide an evidence base for current 'unmet' need for future discussion.

Chronic Illness Management
Within this we addressed Chronic Diseases (Cancer, Respiratory, Cardiovascular, Diabetes), Mental Health (treatment and prevention of Stress/Depression/Anxiety) and Accidents and Pain Management. The provision made by Derry Well Women in respect of these issues is complementary to a range of other statutory and voluntary sector services available to women for prevention, detection and treatment of illnesses categorized under these three broad

headings. Our specific interventions across each of the three causes of Mortality/Morbidity fall into five broad strands. Delivery within this category 2018/2019 was as follows

Cancer Services



Cancer Support Group participating in Relay for Life 2018

Derry Well Women continues to provide community based support and care to women with a cancer diagnosis. Working in a variety of ways we offer an Integrative Medicine Programme (the Well Programme), we offer one to one counselling and complementary therapies for women and their families, we run an ongoing drop-in support programme for women with cancer and we have frequent one or two day events for women with cancer. Our services aim to provide women with the ability to maximise their wellbeing and to make the best possible choices for their own health and the health of their families. Peer support is at the heart of all of our programmes.

Our Cancer services have been developed to help women achieve their



optimum level of health and well-being while living with a cancer diagnosis.

This year Derry Well Women this year delivered cancer counselling to 21 women new to this service. We delivered two Well Programmes to 24 women. We continued to facilitate a fortnightly support group for a membership of 50 women with 26 attending for the first time and ran one Two Day Cancer Programme for 30 women. We continued our partnership with Action Cancer whereby 23 women relatives and carers of people affected by cancer received a cancer counselling service.

24 women attended complementary therapies this year,

The Well Programme

24 women attended 2 Well Programmes this year and there were key emerging themes which differed from previous years and which will influence our future delivery of the Well Programme. These included:

1. The need for more sustained support in order to overcome heightened anxiety, profound fears and problems. We, therefore, need to consider the programme beyond its current 36 hour duration.
2. The adverse effect that social media and mobile phones is having on people who have had a cancer diagnosis. The combination of information bombardment and well meaning relatives texting is draining.
3. There is an necessity for us to support people beyond the circle of cancer, to a place of resilience beyond recovery.

2. An Introduction to Asset Based Community Development and Co-Production with Cormac Russell – March 2019.
3. Support for women Living with and Beyond Gynaecological Cancer – March 2019.



Namaste
Led by Maria Magee from The Western Health and Social Care Trust and Patricia Swann Derry Well Women ran three "Namaste" programmes for 53 women carers and professionals who have a family member or patient with end stage dementia.



Namaste Care, a structured programme, developed by Joyce Simard in the USA integrates compassionate nursing care with



Western Cancer Locality Group

We were delighted this year to participate in 3 events developed by the Western Cancer Locality Group.

1. The relaunch of the Western Cancer Locality Group September 2018.



| Intervention | Number of sessions per year | Average Attendance per session | Numbers of new women | |
|---|-----------------------------|--------------------------------|----------------------|------------|
| Cancer Support Group | Fortnightly | 22 | 18 | 26 |
| 2 x 1 day Cancer Programme | 1 x 1 days | 4 | 16 | 30 |
| Complementary Therapy Treatments | | 64 | 1 | 24 |
| Cancer Counselling | | 131 | 1 | 21 |
| Action Cancer | | 44 | 1 | 23 |
| Cancer Counselling supervision | | 10 | 4 | N/A |
| Expert Patient Groups | | 4 | 12 | 32 |
| The Well Programme for Women Living with Cancer | 2 programmes delivered | 20 | 8-10 | 24 |
| 8 | Total | 299 | | 180 |

Tables to demonstrate levels of activity associated with Mortality, Morbidity and Chronic Disease Management 2018/2019

Managing Long Term Conditions

| Intervention | Number of sessions per year | Average Attendance per session | Numbers of new women |
|---|-----------------------------|--------------------------------|----------------------|
| Namaste | 3 x 6 weeks | 18 | 53 |
| Pilates | 3 x 8 weeks | 24 | 50 |
| Living with Chronic Pain Endometriosis. | 1 per month x 7 months | 7 | 22 |
| 3 | Total | 49 | 125 |



Participants on Namaste enjoying seaweed footbaths

Making a Difference

We know this programme works. We know it because:

- carers and those cared for have testified to the positive impact of the programmes on their quality of life enabling them to explore their own transformative potential.

We have measured its impact through psychometric testing, through our Self Assessment Lifestyle Inventory. This process measures pre and post participation across 5 dimensions of well being, physical, social, spiritual, psychological and emotional.

- » For participants there was a 30% - 50% overall improvement in health and well being.
- » 30% improvement in ability to not imagine the worst
- » 40% improvement in ability to get over upsets...
- » 50% improvement in ability to switch off and relax.
- » 10% improvement in diet
- » 30% improvement in sleep
- » 40% improvement in ability to talk about worries.

Pilates

We introduced Pilates for the first time this year to great success. 50 women attended this programme over the course of the past year.

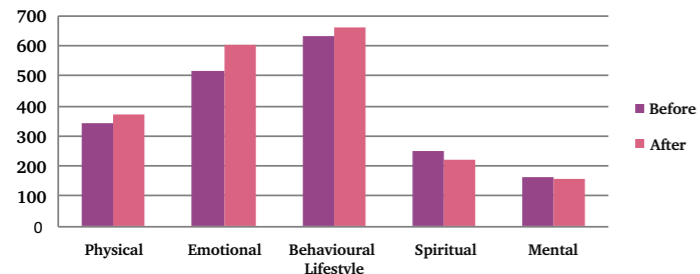
"Katherine was very good at explaining the moves and adjusting them for my issues. She was very clear and easy to hear (I have hearing loss). The course has had a major positive impact on my pain and mobility and this has had a very favourable effect on my self esteem and outlook. I look forward to returning to the course. Thank you".

Significant change: "I now exercise 3 - 4 times a week and



Participants in the Yoga Programme

NAMASTE DERRY



individualised activities for people with advanced dementia in a group setting. This is the first time it has been introduced to Ireland.

'Namaste' an Indian greeting means 'to honour the spirit within'.

This multi-dimensional programme includes physical, sensory and emotional elements giving comfort to people with advanced dementia enabling carers to experience ways of communicating through the five senses, when verbal communication has broken down.

Carers experience and pass onto their loved ones the memory stimulation of touch, through hand massage, seaweed footbaths, neck compresses, of taste through food reminiscence, of vision through Mandalas and animations and of hearing through music and the innovative SingTonicity programme

Mental Health

| Intervention | Number of sessions per year | Average Attendance per session | Numbers of women |
|---|--|--------------------------------|------------------|
| Coping with Anxiety and Depression | 1 per week x 6 weeks x 2 per year | 12 | 25 |
| Self Esteem | 4 x 10 week programmes | 40 | 57 |
| Living Life to the Full | 1 per week x 6 weeks x 3 per year | 18 | 40 |
| Yoga | 1 per week x 10 weeks x 3 per year | 30 | 57 |
| Reflexology | 1 per week x 8 weeks x 3 per year | 24 | 36 |
| 1 to 1 Generic counselling | Daily (hourly sessions) 9am to 9pm | 1435 | 126 |
| Virtually There | 1x 6 sessions | 6 | 8 |
| 1 to 1 listening ear | Daily (hourly sessions) | 60 | 60 |
| Assessment Interviews | (hourly sessions) | 190 | 190 |
| Psychological Hub Referrals | Daily (hourly sessions) 9am to 9pm | 72 | 27 |
| MS Support Group | Monthly x 10months | 10 | 8 |
| Research Study with Ulster University CTRIC to identify biological markers for antidepressant response. | 19x 1 hour blood and urine testing and questionnaire | 24 | 24 |
| 12 | Total | 1921 | 658 |

really enjoy it". (previously never)

Endometriosis Support

Derry Well Women ran a monthly Support Group for sufferers of Endometriosis.

This support group enabled endometriosis patients to share their experiences, help others with the condition and ultimately empower women with endometriosis.

The group ran on the last Tuesday of the month and covered the following issues:

- » Pain management
- » Nutrition
- » Complementary therapies
- » Emotional Support



Participants on the Endometriosis Support Group with Endometriosis Specialist Nurse Erin Nelson (with the sun flowers)

Mental Health and Well Being Services

Derry Well Women provides a range of transformative Mental Wellbeing Programmes and Counselling Services ensuring choice, graduated access from gentle to more challenging interventions with each intervention being strength, not deficit, based and focused on the person not the presenting problem. Derry Well Women's progress has been marked by efforts to define a "Woman Centred Approach" as an entity in its own right and this approach evolving from our specific ethos allows women to be fully at the heart of their healing process.

Evidence Based Approach

This year we extended psychometric testing to measure outcomes in relation to mental health and well being to all programme delivery. We continued the use of CORENET as the outcome measurement tool in counselling and MYMOP in complementary therapies. All counsellors and therapists were trained this year in the use of these tools and are now actively using them.

Counselling

In relation to our Counselling Service this year we provided 1435 hours to a total of 126 women.

All counsellors are now trained in and are using CORENET on a regular basis.

Listening Ear

Our Listening Ear Team delivered 60 one off sessions to 60 women who called into the centre for crisis intervention.

Mental Health Improvement Programmes

This year we continued using psychometric testing to measure outcomes in relation to mental health and well being programme delivery. Below is a sample of statistical data and qualitative feedback from eight programmes representing a cross section of all delivery.

1. Actions for Happiness

Introduction

'Actions for Happiness' is a 6 week programme based on teaching ten key areas to a happier life based on the latest scientific research. The programme teaches a range of CBT techniques to help women put these key areas into practice in their daily lives. The theory is based on the fact that people who are happy and fulfilled in their lives are less likely to suffer from distress, anxiety or depression. The skills to promote happiness are taught through goal setting, improving self-esteem, and making positive changes. Wellness is seen as a process of achieving goals, connecting with others and cultivating positive self-regard; resulting in a higher quality of life. The application of this in treatment aids a healthy lifestyle with a positive effect (Kennard et al., 2014) as this CBT approach is based on the behavioural aspect, instead of the usual cognitive approach.

Participants feedback

"I found this course very beneficial to myself as I have been suffering from PTSD. It has taught me to be more aware of the present and not to dwell in the past or the future, not an easy thing to do but without doing this course I feel I would have needed medication to be able to cope."

I try to apply what I have learnt on a daily basis and I find I can accept what has happened in the past and dwell more in the present."

"This course helped me in lots of ways. Dealing better with my anxiety, able to go out and do more stuff on my own, to look at things differently and live in the now. Let go of the past memories of my uncle who passed in April 1981 in the troubles. I grew up with the pain and hurt my mother had, because of it, these courses are so helpful in many ways."

"This course has helped me to deal with thoughts better and not dwell and ruminate over issues which have happened in the past."

Having experienced recent bereavements I have been helped by participating in this course to deal with these life changes experiences more effectively. I have a new focus on where I want to be following retirement and recent life changes experiences.

2. Mindfulness

'Mindfulness' is a 10 week programme which aims to benefit each woman's emotional and physical health. Mindfulness is the practice of becoming more aware of the present moment rather than dwelling on the past or focusing on the future. This helps with stress management and to prevent rumination and negative thoughts. Mindful-based therapies have been reported to be effective treatments, even as an alternative to behavioural therapies (Ziegerska et al., 2009) and have been found effective to remove stress (Witkiewitz, Greenfield & Bowen, 2013).



Mindfulness

Participant Feedback

"This course has helped me to come to terms with living the majority of my life during the period of the troubles. It has helped me to let go of the past, and to live in the present. I lived in a part of Northern Ireland where one third of fatalities that occurred during the troubles happened. I was aware of a lot of sectarianism against people of my religious community. This led to me having resentment and fear of returning to Northern Ireland after I moved to England"

"A fantastic group of like minded people all having experiences in life which were shared. Excellent topics for maximum joy in life which helps everyone to reflect on past events, acceptance, acknowledgement, 'getting of the hook' and coping with anger and how to start on a pathway of forgiveness."

Having 45 years of PTSD from the troubles I can fully understand the impact and how living a life in fear has impacted on my health and wellbeing. To begin 'love' life and to be conscious in the "here and now" is valuable and knowing now what I know. I will continue to apply the knowledge I have been given... I am leaving the programme 'a work in progress'" Thankyou Derry Well Women

"This course has been a very positive experience for me. I know how fragile life is, I've been aware of this through my life, living in Derry City through 70's, 80's, 90's I've heard and seen too much."

"The fragility of life the feeling of impending loss has never left me."

"This course has helped me immensely in seeing other facets of life to concentrate on".

"I have gained so so much from this course."

"It has helped me in my home life to deal with unhappy situations, ongoing situations."

"It has helped me emotionally to be a stronger person and given me tools to deal with life better."

The Troubles have affected us all and I feel this course has helped us all to interact and share/connect with each other. It has helped enormously".

"I enjoyed this 'mindfulness' course immensely and I feel that I have benefited from it. I am now beginning to be more mindful of people, situations and places and I can appreciate finally the beauty of nature that has always surrounded me but gone virtually unnoticed. I grew up during the Troubles and have witnessed shootings and terrible situations that occurred, Mindfulness has placed their memories where they belong, not banished but just to be treated as nothing more than a memory, a photograph from the past. Life is good!"

3. Tonicity

'Tonicity' is an 8 week programme using an innovative approach which was developed in Sweden. It acknowledges that the voice is a part of the human physicality and it becomes small, lacking in confidence and even silent when we are traumatised or hurt or prevented from speaking out. It is a non-threatening, powerful way of helping people connect with their feelings, find expression and develop their confidence.

Coping With Depression and Anxiety

Quotes and verbal feedback from participants:

We enjoyed the practical exercises will remember them they were great fun

"Totally petrified on the first night"

"The group has given me great confidence and plan to continue with other courses in Derry well woman"

"Monday night was my only time to leave the house each week and I really looked forward to it"

"The group helped my confidence"

"We had great fun with some of the exercises"

"I did not understand what was happening in my body was related to the effects of adrenalin and anxiety"

"More aware thoughts are not facts"

"I catch myself "stinking thinking" and I now feel able to change this and distract my thoughts to the positive things in my life"

"I don't feel alone"

"I realise medication is only part of the jigsaw and my recovery"

Accident Prevention

| Intervention | Number of sessions per year | Average Attendance per session | Numbers of women | |
|--|-------------------------------|--------------------------------|------------------|------------|
| Cycling Initiative Promoting Women Returners to Cycling in partnership with WHSCT and Derry City Council | Monthly April to March | 20 | 5 | 49 |
| Practical Supports in Later Life Keeping Young At Heart | 1 session per week x 30 weeks | 30 | 24 | 45 |
| Podiatry Foot Care Advice | Monthly 15 minute sessions | 43 | 1 | 43 |
| 3 | Total | 93 | | 137 |

"I will feel lost on a Monday night"

"I would be keen to consider setting up a local support group"

"Nervous initially, learnt so much particularly about myself"

"I will always remember the jar of beads and how it applies to my life"

"Find myself using STOP sign before I act, which has been really helpful"

Psychological Hub Referrals 2018/2019

In September 2018 Derry Well Women was contracted to deliver counselling for women referred with mild to moderate depression from the Psychological Hub.

In 2018 /2019 Derry Well Women received 27 referrals from the Psychological Hub.

In 2018/2019 Derry Well Women also delivered counselling to 5 clients who had been referred to counselling in the previous year.

Of the total 32 clients in year delivery :

- » 14 completed a 6 week package of counselling.
- » 1 completed 2 sessions
- » 1 completed 1 session
- » 5 DNA'ED
- » 2 Did not respond to letter
- » 2 Withdrew voluntarily
- » 2 currently in counselling
- » 5 are awaiting allocation in April 2019.

MS Support Group 8 women attended the MS Group this year.

Derry Women has continued to provide a Support Programme for younger women who have been living with MS.

The programme was informative and structured with topics including Self-Care, Stress Management, Emotional Healing, Understanding Mental Health, Challenges faced fears and Managing Fatigue and Cognitive Problems. Guest Speakers proved to be very successful and provided a variety of learning and self-management techniques.

WHSCT Nutritionist, discussed eating healthy and nutritious food as an important part of feeling well and managing symptoms of multiple sclerosis (MS) where the immune



Chair Yoga

system attacks the central nervous system, blocking or interrupting nerve signals and causing symptoms such as:

- » fatigue
- » numbness
- » movement problems
- » bladder and bowel dysfunction
- » vision problems

The women learned that no single diet can treat or cure MS however, a diet that is low-fat and high-fibre is recommended. They also learned the best foods for their condition ie foods that are rich in Vitamin D -

Women received complementary therapies - head, neck, shoulder massages, reflexology and face and neck compresses. Women with MS experience problems with their immune systems attacking their nerves, resulting in nerve damage. While the treatment for multiple sclerosis often involves medication to control symptoms, some patients may opt to include massage therapy as part of their treatment program. Massages offer natural pain relief for patients with MS because they help to improve circulation, allowing the blood to move freely throughout the body. When circulation is improved, the sensory nerves can heal because the excess pressure is removed.

A local Pharmacist provided a Question and Answer session on medications prescribed and non-prescribed which allowed the women to: -

- » Review all the medications they were taking and see if there was any overlaps or interactions between them
- » Become more informed about the medicines there were on and identify any problems
- » Improve the effectiveness of their medications by discussing when and how they were being taken
- » The group enjoyed chair based yoga and the benefits of exercise in managing many MS symptoms including: -
 - » better cardiovascular fitness
 - » improved strength
 - » better bladder and bowel function
 - » less fatigue and depression
 - » a more positive attitude
 - » increased participation in social activities

In addition, it was noted that exercise improved cognitive function and mood. The group enjoyed the aerobic activity that was tailored to suit their strengths and limitations and

recognised that most of the exercises could be carried out anywhere at any time.

Finally, the group enjoyed Sing Tonicity a method of looking after your health and wellbeing by using your breath, voice and sound altogether to give techniques that can be used, to help in times of stress, tiredness and low mood.

Participants Experience

"The MS Support Group for young women fills an obvious gap in provision for women like me who are living with MS. MS impacts on every aspect of my life - and I knew others living with the condition would be facing the same issues. Derry Well Women have been instrumental in helping the group meet, flourish and grow. The group has structure, and everyone feels they are given the chance to talk about their current issues. This is so important as living with MS can feel very isolating and being able to share the worries with someone else who understands is so helpful. We've also covered lots of topics to date including mindfulness, stress, and nutrition; and had a few visits from experts too, including a pharmacist, MS nurse and dietician. It's a great group and we all look forward to meeting up."

Cycling Initiative Promoting Women Returners to Cycling in partnership with Derry and Strabane District Council City Council

A total of 49 women returners took part in our Cycle Training Programme from June 2018to March



Young at Heart :Practical Supports in Later Life

The programme supported older women to explore and address with their local pharmacist local agencies and health care professionals, a range of health and wider wellbeing issues including managing long term conditions, medicines management, depression and anxiety etc. to enable them to develop and utilise a range of tools and strategies that can be integrated into their everyday lives.

The majority of the participants on this programme were either self referred or had been referred by their GP, Altnagelvin Hospital or Social Worker. Loneliness and social isolation, depression and anxiety, impacts of loss and bereavement early onset dementia, diabetes, chronic illnesses were the key presenting issues for 95% of the women. Other conditions included arthritis, nerve pain, diabetes asthma psoriasis caused by pain medication and sleep deprivation.



Participants Experience - The level of satisfaction reported by participants on the quality, relevance and accessibility of the information provided was extremely high. - 33% assessing the programme as very good and 67% assessing it to be excellent. Participants were provided with practical and applicable aids to help them improve and sustain their management of health issues, specifically in the areas of sleep deprivation, pain management, reliance on medication, diet, nutrition and complementary therapies combined with prescribed medication, managing depression and anxiety and stress management. In every session, significant issues were identified for individual participants.

There have been a number of onward referrals made. The level of pro-action by participants following the programmes has

also been high with a significant number accessing follow on services including drop-ins to the Pharmacist, entry on to Derry Well Women programmes and engagement with other health care providers including GPs.

Outcomes

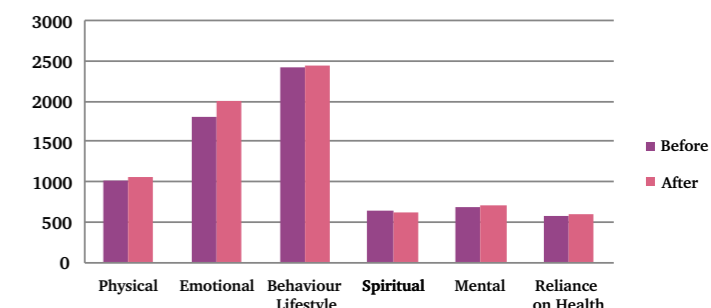
The women gained the confidence to take more control of their health and challenged themselves to experience new health improvement initiatives. They accessed a range of information and supports in relation to the specific health conditions which are most commonly experienced by this age group including cardio vascular disease, osteoporosis, cancer, arthritis, diabetes and mental ill health.

They acknowledged the importance of an holistic approach to self management of their, often complex, long term conditions. They felt supported to overcome the barriers to participating in health improvement programmes and health services, one of these barriers being self efficacy and that they could address these issues with other women in a social setting so reducing loneliness and isolation

They accessed the information that they requested in relation to medicine management, particularly medication for depression and anxiety and sleep deprivation and support in coming off medications.

The table above outlines the results of the Self Assessment Lifestyle Inventory to measure improvement across five dimensions of well being.

Young At Heart Analysis



Young at Heart Group

2 Local Expressed Need

We have one strategic category of provision within this section-Post Conflict Trauma .

Post Conflict Trauma

We now have both knowledge and recognition of the Impact of the Troubles on women's lives. Overall an estimated 53% of people who experienced a conflict related event had a mental health disorder at some point in their life with women more likely to have post traumatic stress disorder. There is now recognition that women react differently to men in relation to trauma. Women are more likely to experience PTSD than men and their symptoms can be more complex and enduring "Trouble Consequences": (A report on the mental health impact of the civil conflict in Northern Ireland Bamford Centre 2011). WHO 2000

Our work makes a significant and substantial contribution towards giving life to specific areas/themes above within the strategies identified both through its ethos/approach and its actual provision.

Delivery within this category this year was as follows.

Journey to Inner Peace



Delivered in Peoples Plus Training

Seventeen women participated on this course.

The women came for different cultural backgrounds and presented with several different emotional and physical health conditions as well as issues relating to unemployment (in some cases long term unemployment resulting in poverty). Five of the participants were single parents, two were widowed, three separated or divorced, two single and three were married. All of them expressed difficulties in dealing with everyday life, mainly due to low self-esteem and lack of confidence. Three of the participants were experiencing chronic depression and one had extreme anxiety. Some of them spoke of hopelessness and boredom due to lack of opportunities for employment. Yet, while they found it difficult to motivate themselves they

still managed to attend most of the sessions, (one person who was presenting with high anxiety levels to the extent that she had to take breaks during the sessions, missed only one day of the course). Two others were in recovery from treatment for addiction and although they would have said that their energy levels were low and at times they found it hard to motivate themselves, they nevertheless showed great commitment to the programme and reported that they had greatly benefited from taking part.

One woman had been diagnosed with chronic depression as a result of trans-generational trauma related to the Troubles. She said that the trauma experienced had never left her family and that second and third generations were now living with the consequences of it. Another woman spoke of losing a son twenty-seven years ago and said that she had not gone out socially since this event. On the last day of the course she reported that she had started doing some voluntary work which was visiting an old person who lived alone. She had also begun to listen to her family more and to accept support for herself.

Some of them shared their stories of unhealthy parenting, of being unable to let go of past experiences which they cited was a result of instilled fear in relation to the traumatic events linked to historical conflict.

Evaluation of the course:

"The Journey to Inner Peace" is based on the belief that speaking peace through the use of self affirming language and knowledge of the skill of letting go of anger and resentment can bring about a healing process. It embraces the theory that stories told and compassionately received are the containers for both wounds and triumphs. Through stories being told and heard, wounds can become teachers, circumstances can become reframed, limiting beliefs understood and liberated and forgiveness received. Most of the women who completed the course reported that they had embodied at least part of this philosophy and that through their learning they could at least begin to embrace the idea of the 'right use of personal power' and to be able to use this thinking to work towards inner peace. All of those who completed the course spoke of its' benefits and were positive about the impact of the work on their daily lives.

Comments:

"I never thought that I could learn to be still, now I am practising quiet moments every day".

A woman whose husband suffers from epilepsy spoke of "bringing peace into her life of caring for him".

A woman said that she had not been able to relax before and now found that she could use a relaxation tape and let herself enjoy it.

A few said that they were getting out more and socialising more.

One young mother who had not gone out socially since the birth of her child two years ago has now started to go swimming every day. She reported an increase in motivation to dress herself and to use makeup.

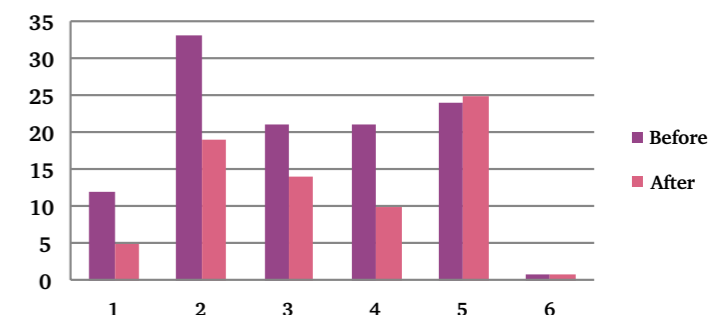
A woman in her late forties said that she had isolated herself for years and had believed that she "was past it" was feeling much happier about being herself and was making changes in her life.

Cognitive Behaviour Therapy

Cognitive Behavioural Therapy (CBT) is an eight week course which is aimed at women from all backgrounds and all levels of education. The course is a psycho educational based course which means that it is not a therapy group as such. The main aim of the course is to provide participants with the skills to deal with their emotional and psychological problems through developing an awareness of how their cognitions affect their emotions and behaviour. Cognitive behavioural therapy (CBT) has been reported to be an effective treatment for anxiety disorders and depression in older adults, typically leading to reductions in worry, anxiety, and depressive symptoms (Gould et al., 2012).

44 Women attended CBT therapy this year.

Cognitive Behaviour Therapy Analysis



Confidence to Question Delivered in the Old Library Trust

The programme gave support and information that helped 12 participants to maintain and improve their lifestyle as they grow older. It engaged and empowered older people with knowledge and skills about healthy living and introduced small changes, they could make to their lifestyle resulting in a positive effect on their physical and emotional wellbeing. It was delivered in an informal inclusive way with the opportunity for lots of interaction, questions and activities and covered topics such as:



Table to demonstrate levels of Activity Associated with Local Expressed Need. 2018/2019

| Intervention | Number of sessions per year | Average Attendance per session | Numbers of women |
|--|--|--------------------------------|------------------|
| Harmony Programme | | | |
| Practitioners Training | 1x Listening Skills for Listening Ear Team | 4 | 8 |
| Confidence to Question 1 x 10 week programme | 1 x Confidence to Question | 10 | 12 |
| CBT for Everyday Use | 8 weeks x 3 per year | 24 | 44 |
| Journey to Inner Peace | 1 per week x 8 weeks | 8 | 17 |
| Actions for Happiness | 3 x 8 weeks | 24 | 63 |
| Tonicity | 3 x 8 weeks | 24 | 87 |
| Mindfulness for Everyday Living | 3 x 8 week programmes | 24 | 71 |
| Complementary Therapies | 107 Sessions | 63 | 16 |
| Counselling to Victims Survivors of the Troubles | | 1 | 35 |
| 9 | Total | 181 | 353 |
| Eating Disorders Counselling | | 6 | 6 |
| 1 | | 6 | 6 |

| Sessions | Content / Topic |
|----------|--|
| 1 | Self Confidence, Form Filling and agreement on programme design |
| 2 | Improve Mental Stimulation |
| 3 | Healthy Eating |
| 4 | Stress and Self-Care - Hand Massage |
| 5 | Music - Name that Tune |
| 6 | Concentration and Improving Memory: |
| 7 | Communication - Drawing Activity and Story and retelling others' stories |
| 8 | Arts and Crafts |
| 9 | Chair Aerobics |
| 10 | Celebration of Programme |

Programme Outline

"Loved it, first Programme in a long time where the facilitator listened to what we wanted,"

"Has helped me to think differently, has increased my self-esteem a bit,"

"Tracy was really great, and I would love to have her back again running another course. She is so easy to talk to."

"I looked forward to coming every week and doing something different,"

"I have learnt how to cope better with stress and use some self-care to relax."

"Although Tracy was a lot younger, she connected with us all and I felt that she really cared about us and that made me feel special."

I realized the importance of keeping my mind active and that simple games and activities could improve my memory and concentration"

Thank you Tracy, when are you coming back?"

In 2018/2019, therefore, we delivered **49** interventions within the following range of activities to **1949** women and **113** children.

Our categories of work included:

- » Women and Children Programmes.
- » Childcare Services and Programmes including Crèche facilities
- » Emotional Health and Mental Well Being Programmes
- » Cancer Programmes including the Well Programme, Complementary Therapies Support Group and counselling.
- » Chronic Illness Management Programmes including Pain Management of Endometriosis.
- » Gender Specific Programmes (Menopause Clinic, Post Natal Depression; Ante-natal & Sexual Health Education for schools)
- » Counselling Services (Generic, Trauma, Cancer, Listening Ear, Pregnancy and Bereavement Loss)
- » Practical Supports in Later Life a Health Improvement Programme for women 65-90 years
- » Four Support Groups (Breastfeeding , MS ,Cancer, Endometriosis)
- » Clinical and Screening Services
- » Outreach Health Promotion Events
- » Health and Well Being and Social Support Programmes for women directly affected by The Troubles including Counselling, Complementary Therapies, Social Support Programmes and Listening Ear
- » Promoting Positive Mental Health Through Physical Activity (Cycling)
- » Programmes for the frail elderly including Namaste.

| Total Number of Programmes / Interventions | Total Number of Sessions 3228 | | Total Number of Women and children |
|--|-------------------------------|------------|------------------------------------|
| | Group | Individual | |
| 49 | 1039 | 2189 | 2062 |

Counselling Coordinators Report 2018-2019

"...DESPITE OUR DIFFERENCES, WE'RE ALL ALIKE.

Beyond Identities and desires, there is a common core of self- an essential humanity whose nature is peace and whose expression is thought and whose action is unconditional love. When we identify with that inner core, respecting and honouring it in others as well as ourselves, we experience healing in every area of life"
Joan Borysenko, Minding the Body, Mending the Mind

In assisting women to explore their inner core and to recognise their essential humanity we delivered 1,700 therapeutic hours to 193 women through our 1-1 Health and Well Being Programmes, which include Counselling, Listening Ear and Complementary Therapies.

- » 93% - Counselling
- » 4% - Complementary Therapies
- » 3% - Listening Ear

The PIP system continues to impact greatly on the lives of women and their children living in our community and accessing our services. The need to provide information relating to local food banks and how to access this service is one example of the impact. The trauma experienced in local communities this year relating to the Troubles but being experienced trans-generationally is having a huge effect on the mental health and wellbeing of women and their families.

Feedback from Client:

"I feel stronger in myself and am proud of how I stood up for myself and the choices I have made to stay in my home and continue in employment. I am so glad I did not give up on myself"

Our team of 16 highly qualified counsellors continue to access Trauma Training to keep their skills up-dated in relation to current therapeutic working practices and they worked with a wide range of issues mainly Trauma, Anxiety and Relationship Issues and Domestic Abuse, Sexual Abuse, Eating Disorders, Gender Identity, Parenting and Carer Issues, Employment, Health and Housing issues.

Women from 18 to 84 years of age who live both in the local and wider community choose to access our services this year in order to make changes in their lives.

We continue to receive requests for services from the City, Waterside and County Londonderry, Co Tyrone, Co Antrim and Co Donegal.

55 women attended for a Listening Ear Appointment this year. Our team of 4 listeners assisted in ensuring these women were provided with accurate information relating to services both in-house and in the local area. 70% of these women went on to engage in counselling or Harmony programmes within Derry Well Women while 25% required assistance from and information



Staff Team 2018/2019 Left to right: Oonagh Butler, Patricia McAdams, Patricia Villa, Susan Gibson, Rachel O'Donnell, Fiona Walker and Ann McDonald

for referrals to Foyle Women's Aid, Hurt, Action Cancer and Parenting NI, Family Planning For those women who choose to leave things as they were for the moment, we respect their choice.

189 women, from Derry and surrounding areas, were assessed by our team of trained assessment counsellors. 186 women were assessed as suitable for our counselling service and 6 were referred to a more appropriate service for their specific needs.

26 women experiencing mild to moderate mental health issues were directly referred to our counselling service by The Psychological Hub this year.

23 women self-referred to our Child and Pregnancy Loss service.

12 women engaged in our Complementary Therapy service and were offered 6 session treatments of Reflexology, Aromatherapy Massage or Indian Head Massage, chosen in consultation with their therapist.

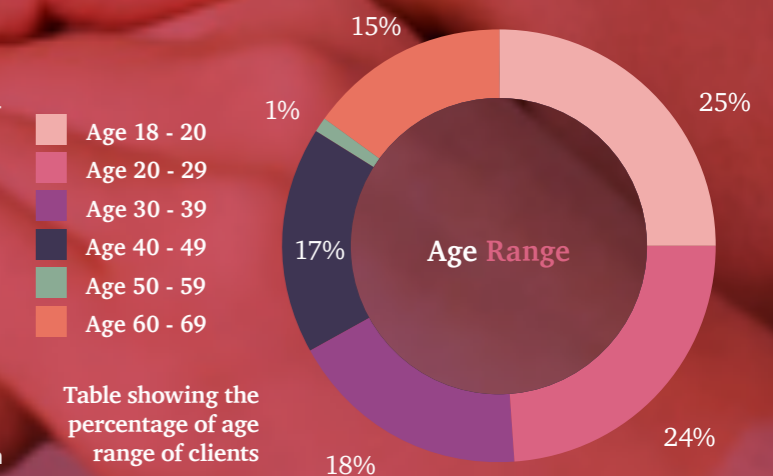


Table showing the percentage of age range of clients

Measure Yourself Medical Outcome Profile (MYMOP) measurement tool was used to measure the benefits of the treatments and positive outcomes were achieved by every woman. The chart below shows an example of the outcomes achieved.

Verbal Feedback received from clients included:

"Coming to Derry Well Women has helped me to change my daily life. I now feel contented and connected to other people while still grieving for my children".

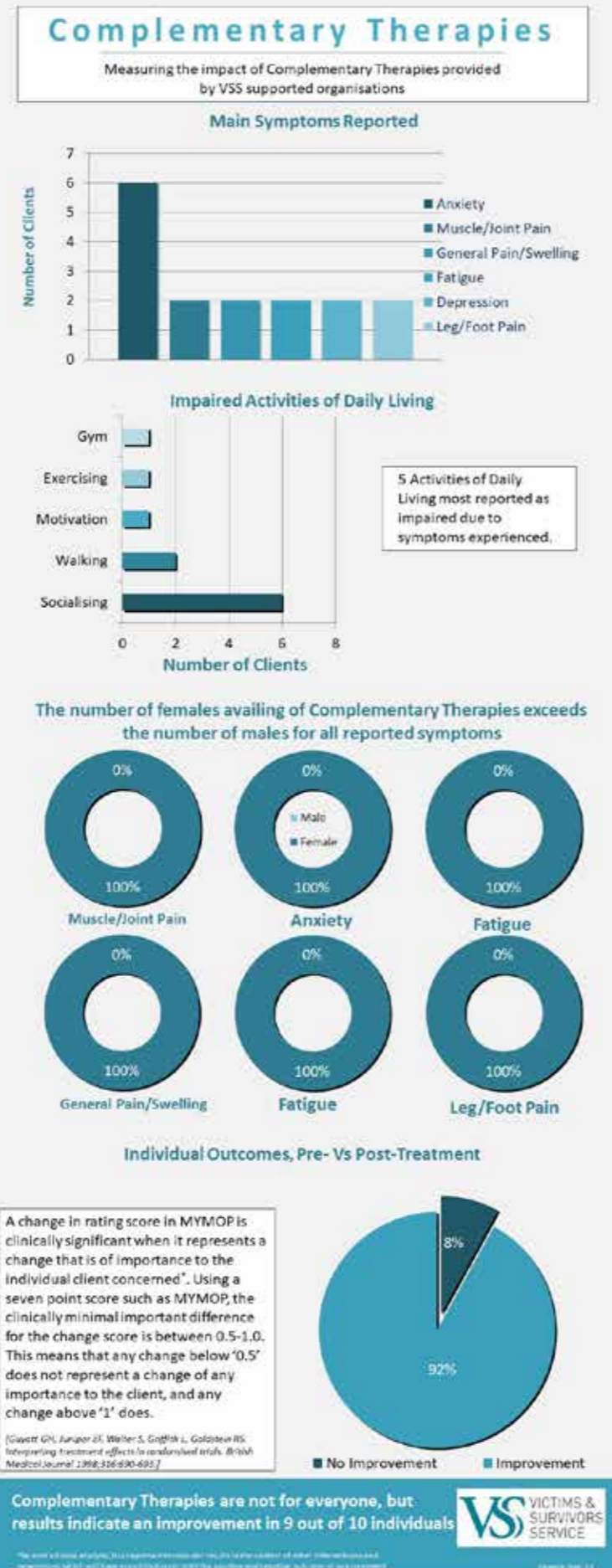
We continue to appreciate recommendations and sign posting made by other professionals including

- » GPs
- » Dentists
- » Psychotherapists
- » CPNs
- » Health Visitors
- » Social Workers
- » Counselling Tutors
- » Solicitors and support workers.

Other organisations which directed women to our services this year included

- » Foyle Women's Aid
- » The Waterside Women's Centre
- » Victim Support
- » Action Cancer
- » Autism Society
- » WAVE
- » RNIB
- » Sure Start
- » Mind Yourself
- » Lifeline
- » Altnagelvin Hospital
- » City Hospital Belfast
- » Management Committee Members
- » Samaritans
- » Aware Defeat Depression
- » Zest.

We admire every woman who has experienced adversity in life and we encourage them to engage in our services in a safe space to challenge and believe in themselves to experience healing in every area of life.



The Charity Governance Awards 2019

WHAT THEY'VE ACHIEVED

Carrying society's primary burden of care, women are the most severely impacted by strategic changes in health and social care provision that places greater onus on community- or home-based care. Often hidden, carers are impacted by stress, isolation and the sense of helplessness. Derry Well Women identified a burgeoning need, a gap in services and a lack of recognition or value for women carers in its community. Trustees recognised that women carers required more support and encouraged the design of new programmes (as well as new community partnerships) to provide that support. Through extensive research and a co-design process with women carers in the community, Derry Well Women created "The Carer's Agenda" to provide practical and social support to more than 250 women carers in the programme's first year.

WHY THEY WON

Derry Well Women has achieved significant impact in the face of uphill struggles. The board had a clear leadership role ushering in strategic changes for the charity. Trustees exhibited exceptional leadership throughout the design, implementation and ongoing monitoring processes of the charity's new programmes. There was evidence that the board provided strategic oversight to ensure the project was aligned to the charity's ethos, mission and vision; that it met all requirements for legal compliance and safeguarding; that the project applied principles of equality, diversity and good practice; and that appropriate measures were put in place for monitoring success and maintaining healthy stakeholder relationships.



Statement of Financial Activities

(Incorporating the Income and Expenditure Account)
For the year ended 31 March 2019

| | Notes | Unrestricted Funds £ | Restricted Funds £ | 2019 Total £ | 2018 Total £ |
|---|-------|-------------------------|-----------------------|-----------------|-----------------|
| Incoming resources | | | | | |
| Incoming resources from generating funds: | | | | | |
| Voluntary income | 2 | 25,452 | 7,061 | 32,513 | 14,368 |
| Investment income | 3 | 15 | - | 15 | 4 |
| Incoming resources from charitable activities | 4 | - | 275,637 | 275,637 | 304,597 |
| Total incoming resources | | <u>25,467</u> | <u>282,698</u> | <u>308,165</u> | <u>318,969</u> |
| Resources expended | | | | | |
| Costs of generating funds: | | | | | |
| Charitable Activities | 5 | 30,087 | 283,461 | 313,548 | 310,642 |
| Governance costs | 5 | - | 3,840 | 3,840 | 3,840 |
| Total resources expended | | <u>30,087</u> | <u>287,301</u> | <u>317,388</u> | <u>314,482</u> |
| Net incoming/(outgoing) resources for the year / | | | | | |
| Net income/(expenditure) for the year | 12 | (4,620) | (4,603) | (9,223) | 4,487 |
| Transfer of Funds | | (5,436) | 5,436 | - | - |
| Total funds brought forward | | 107,917 | 1,484 | 109,401 | 104,914 |
| Total funds carried forward | | <u>97,861</u> | <u>2,317</u> | <u>100,178</u> | <u>109,401</u> |

Balance Sheet

as at 31 March 2019

| | Notes | 2019 £ | 2018 £ |
|---|-------|----------------|-----------------|
| Fixed assets | | | |
| Tangible assets | 9 | 62,783 | 61,154 |
| Current assets | | | |
| Debtors | 10 | 8,676 | 3,592 |
| Cash at bank and in hand | | <u>37,271</u> | <u>67,865</u> |
| | | 45,947 | 71,457 |
| Creditors: amounts falling due within one year | 11 | <u>(8,552)</u> | <u>(23,210)</u> |
| Net current assets | | <u>37,395</u> | <u>48,247</u> |
| Net assets | | <u>100,178</u> | <u>109,401</u> |
| Funds | | | |
| Restricted income funds | 12 | 2,317 | 1,484 |
| Unrestricted income funds | 12 | <u>97,861</u> | <u>107,917</u> |
| Total funds | | <u>100,178</u> | <u>109,401</u> |

The financial statements were approved and authorised for issue by the Board 6 June 2019 and signed on its behalf by

Mary Diamond

Mary Diamond
Director

Carolyn Jain

Carolyn Jain
Director

Derry Well Women Team

2018 - 2019

Committee

Carrie Jain (Chair)
Pauline Mc Clenaghan
(Vice Chair)
Mary Diamond (Secretary)
Sinead Callan (Treasurer)
Philomena Melaugh
Nuala Doherty
Phil Mahon
Grainne Mc Laughlin
Joan Noble
Karen Meehan
Aine Abbott
Paula Barr
Elizabeth Mc Quaid

Staff

Susan Gibson
Ann Mc Donald
Patricia Villa
Patricia McAdams
Rachel O'Donnell
Fiona Walker
Oonagh Butler

Clinical Team

Audrey Parke
Killian Johnston
Nigel Nutt

Generic Counselling Team

Ann McDonald
Majella McWilliams
Moira Smith
Anne Flanagan
Tracy Harrison
Stephanie Elliott
Madeline Callaghan
Alison Kennedy
Marie Clare Murphy
Ellen Factor
Sharon Laird
Deborah Harkens
Karen Mc Gillion
Valerie Long
Anne Mc Veigh
Roisin Mc Laughlin

Cancer Counselling and Cancer Complementary Therapy Team

Mary Diamond
Tracey Harrison
Anne Flanagan
Geraldine Duddy
Patricia Swann
Brigean Byrne
Nolene Mc Cauley
Ellen Hastings

Listening Ear Team

Cathy O'Donnell
Christine Mc Fadden
Linda O'Hara
Jeanette Mc Cole

Supervisors Team

Marina Sweeney
Helen Duffy
Margaret Coyle

Support Group Facilitators

Mary Diamond
Dympna Rogers
Tracey Harrison
Marie Dunne
Catherine Doran
Erin Nelson

Tutors & Facilitators

Siobhan Heaney
Marie Hone
Anne Browne
Marina Sweeney
Patricia Swann
Frances O'Kane
Aileen Mulheron
Nolene McAuley
Sheila McNabb
Niki Cross
Nuala Doherty
Karen Baldwin
Carmel Mulrine
Tracey Harrison
Dympna Rogers
Kathryn Rough
Stephanie Mc Gregor
Yvonne Haig

Complementary Therapists

Brigean Byrne
Marie Hone
Ellen Hastings
Cathy Cregan
Rose Mc Cartney
Patricia Swann
Nolene McAuley
Jean Mc Cafferty
Shiela Mc Corkell
Manuella Curulli
Elaine Carlin
Andrea Lockhart
Jennifer Mc Clements

Crèche Volunteers

Fiona Kennedy
Michelle Kennedy
Catherine Mc Cauley



Derry Well Women
17 Queen Street
Derry BT48 7EQ

T. (0)28 7136 0777
F. (0)28 7137 0103
E. info@derrywellwoman.org

Charity No.: NIC 101247
LLC: NI 22926

www.derrywellwoman.org

