



- 1 Margaret Castle - Chairman
- 2 Carol Price - Treasurer
- 3 Tony Britt - Trustee
- 4 Dr Peter Brindle - Trustee
- 5 Sue Kelly - Trustee
- 6 Sandra Kelly - Trustee
- 7 Kevin Rogers - Trustee
- 8 Mohammed Elsharif - Trustee
- 9 Ian Lawry - CEO
- 10 Michelle Evans - Operations Manager
- 11 Mike Wheatley - Finance Manager
- 12 Joyce Clarker - Administrator
- 13 Sara Ruggeri - Company Administrator
- 14 Lynda Townsend - Services Administrator
- 15 Mike Brown - Caretaker
- 16 Rhian Loughlin - Head of Services
- 17 David Martin - Men's Health Manager
- 18 Sarah Winch - Arts Programme Manager
- 19 Beanie DeMonick - Food & Health Development
- 20 Amala Bodhi - CHC Manager
- 21 Mandy Cox - Health & Wellbeing Project Worker
- 22 Lorraine Millard - Young People's Health
- 23 Maureen Doddy - Cycle Loan
- 24 Diane Spencer - Receptionist
- 25 Amy Gasper - CHC Manager (left January 09)
- 26 Judith Taylor - NHS Advisor to the Trustees
- 27 Luisa Marotta - Out of hours Receptionist
- 28 Angela Smyth - Out of hours Receptionist
- 29 Martin Cox - Out of hours Caretaker
- 30 Salma Khalid - Receptionist
- 31 Suhkjinder Sandhu - Young Mens Health Worker (left June 09)

Summary of Income and Expenditure Account

	Unrestricted	Restricted	2010 Total Funds	2009 Total Funds
Total Incoming Resources	407,539	366,869	774,408	1,095,465
Total Resources Expended	344,961	457,878	802,839	925,914
Net Incoming Resources for the year	(52,285)	23,854	(28,431)	169,551
Net Movement in Funds	(52,285)	23,854	(28,431)	169,551
Total Funds Brought Forward				
As Previously Reported	101,638	62,223	163,861	0
Prior Period Adjustment	5,071	14,395	19,466	0
	106,709	76,618	183,327	0
Funds Transferred from BCC	0	0	0	13,776
Total Funds Carried Forward	£54,424	£100,472	£154,896	£183,327

None of the company's activities were acquired or discontinued during the year and there were no recognised gains or losses for the year other than those included in the income and expenditure account.

Balance Sheet

Current Assets	2010	2009
Debtors	37,204	143,320
Cash at Bank and in Hand	158,863	120,791
	196,067	264,111
Creditors; amounts falling due within one year	(41,171)	(80,784)
Total Assets less Total Liabilities	£154,896	£183,327
Total Assets less Total Liabilities		
Capital and Reserves		
Restricted Reserves	75,164	76,618
Unrestricted Reserves	79,732	106,709
	£154,896	£183,327

Funders and partners

Wellspring would like to thank the following organisations for their support



For more information on any of the services in this leaflet you can ask at Wellspring reception or visit the website www.wellspringhlc.org

Wellspring Healthy Living Centre
Beam Street, Barton Hill
Bristol BS5 9QY

0117 304 1400
info@wellspringhlc.org
www.wellspringhlc.org



Annual Review 2009-2010



Healthy Living Centre

'Live well together'



Chairman's Annual Review 2009-2010

This year has proven both challenging and rewarding. At the beginning of the year we were granted charity status. This has increased our opportunities to fundraise in a year when NDC funding came to an end. Our Funding Strategy has already led to successful funding for key services such as 'Branching Out'.

Wellspring's success lies in having residents at the heart of its decision-making process. Wellspring Board continues to develop, with the support of sub-groups and members joining. Wellspring also benefits from working closely with local organisations, i.e. Barton Hill Settlement, the Children's Centre, and our tenants. All working together towards the objectives of the locally developed 'Children Centre Public Health Plan' which directs our work around families to help address the health inequalities of the area; this type of work helps offset the reduction in funding.

This report illustrates that clients are at the heart of all we do, and demonstrates how our talented staff work with clients to help them access a variety of activities and services, such as art and cookery, empowering them to improve their own health and wellbeing.

I hope that you enjoy reading some of the case studies, as well as our statistical figures, and that it inspires you to want to get involved with the Wellspring's work either as a volunteer or a funder.

M. Castle

Margaret Castle
Chairman

'Wellspring's success lies in having residents at the heart of its decision-making process.'

Jane's case study

Jane was referred to Mandy of Branching Out by her G.P. Issues at home had been very difficult: recently her role as a carer had ended, and with long-standing mental ill health, she had reached a point where she felt she couldn't cope and was feeling suicidal.

Meeting weekly with Mandy, Jane became more trusting; she felt she was being "listened to and not judged". She had found previous experiences of this nature too clinical and felt she was being seen as an illness rather than a person. Mandy referred Jane to counseling and with gentle encouragement Jane also began coming to Wellspring's art and knitting groups. Jane says that being able to talk to understanding people has been a great support and finds the art activities a positive distraction from her daily life and describes them as her "great escape".

When Jane first attended the art group a staff member would meet her outside the building as she felt anxious about walking into a room of people she didn't know. As her confidence has grown she is now able to attend the class unsupported.

Jane used to enjoy attending exhibitions, but stopped because of how she was feeling. In June, the art group attended the University of the West of England Art and Design Degree show. Jane acknowledged the trip would be a challenge and she would be out of her comfort zone. However, with the support of the group she found the visit stimulating and inspiring. In the latest chapter of Jane's story, we can report that she now feels able to volunteer at Wellspring supporting a range of activities. Jane says of Wellspring, "it has been my lifeline."

Somali Woman in her 30s

I was referred to Branching Out by Dr Jahfar. In the beginning I felt depressed, but after being helped I feel much better. Wellspring has helped me to stay well. I felt listened to and felt comfortable talking to Mandy Cox.

Through Branching Out I was helped to access other culturally sensitive NHS services, as well as counselling with WomanKind, benefits advice from East Bristol Advice Services, English for Speakers of Other Languages and sewing classes at Silai For Skills. I have recommended friends to come to the Wellspring.



78

people were supported by Branching Out for an average of 12 weeks. This means that we delivered 936 branching out sessions



Our services

Wellspring has a strong and proven reputation for responsive and innovative resident-led health and wellbeing initiatives. Wellspring acts as a broker between NHS services and the community e.g. providing financial and strategic support to a new Somali mental health organisation.

Wellspring's Services:

- Complementary Health Clinics – osteopathy, physiotherapy, massage, chiropractic treatments and acupuncture

- Cooking Courses delivered in our beautiful kitchen
- Branching Out – 1:1 support service for people with poor mental health
- Time Out – peer-support groups for people with depression and anxiety
- Young People's Health – emotional health, 4YP, Common Assessment Framework case work
- Arts and Health – Arts on Prescription, Dreamtime Arts for mothers with pre-school children, pottery, singing, textiles, painting and drawing
- Support to Stop Smoking
- Polish Health Engagement (from March '10)

126

people attended arts activities attending a total of 1064 sessions an average of 8.4 sessions per person

50%

50% of our clients set a goal for themselves, including Improving nutrition, increasing exercise, making friends and reducing pain

887

used Wellspring services from 2009-2010

64%

of our clients came from our immediate area

Ian's case study

I have been using the services at Wellspring for the last two and a half years after being referred to the Branching Out program by my GP following an accident which badly smashed my leg. I was heavily addicted to drugs and my life was a complete mess. I thought nobody wanted to listen to my problems but the Branching out program did.

I have been able to leave the drugs behind and am waiting to start a job as a Support Worker. I attended the Time Out for men group; this gave me a feeling of self worth and increased my confidence. Wellspring has helped save my life and I am no longer afraid of the future. I have never come across the choice of services that Wellspring has to offer and constantly recommend Wellspring to others.

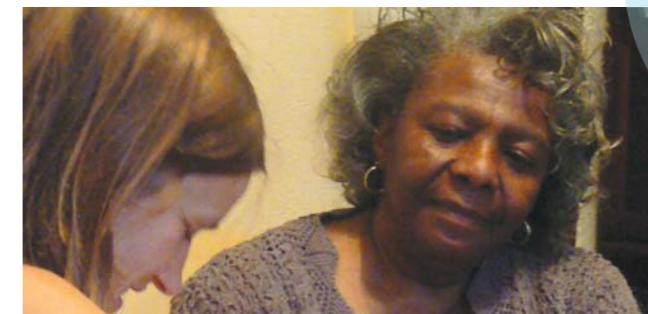


106

people were helped to quite smoking

630

clients were seen by CHC for physiotherapy, osteopathy or chiropractic treatment attending a total of 2163 appointments and waited on average 3 weeks to be seen by a practitioner



Hyacinth's case study

Hyacinth Burrell is a 66 year old black carer referred to us via Bristol Black Carers (BBC) in May this year. She lives in Easton with her husband, providing 24hrs care for him. Over time this has impacted on her physical health.

CHC in partnership with BBC, provide four free Complementary Therapy appointments a month. Hyacinth received her free osteopathy treatment and was then referred to us via her GP giving her access to a further 4 treatments.

Since its completion she has halved her pain medication, finding it much easier to move. Hyacinth said, "Things have really improved, I have some pain but its really improved, I feel really good."



Tracey's case study

I heard about Wellspring through my work as a Health Trainer, working with people with learning difficulties.

I thought it would be good to encourage my clients to do some of the healthy cooking classes but also decided to use the service. I did my first healthy eating course and really enjoyed it, I want to do more.

I told two of my clients about the cooking courses for people with learning difficulties, one of my clients enjoyed it so much, I know she has done 3 cooking courses now.

I think Wellspring is better than any other centre because; it is accessible; it helped me and my clients to learn clearly about healthy cooking. Wellspring is different because it provides services for adults with learning difficulties.

I didn't realise Wellspring had such a variety of services before. I was telling my neighbour about Wellspring and she said "that's funny I was in there the other day and I was really impressed with the range of services, and the building is so nice"

97

people took part in cookery classes

You're Welcome

Improving Services for Young People at Wellspring HLC

Following an evaluation by Community at Heart Young Peoples' Project, which found that WellspringHLC was not particularly accessible to young people, we decided to develop an improvement plan.

The plan was based on the "You're Welcome" quality framework developed by the Department of Health to help service providers and commissioners make health services more 'young people friendly'.

Led by the youth worker at Wellspring, we commissioned a team including young people, who acted as consultants, secret shoppers and photo journalists. They gave us an honest appraisal of our services and helped us identify what we could do better. The actions are now included in an action plan which the Wellspring Board, staff and partners e.g. GP's will work with.

For more information please visit www.wellspringhlc.org

