

## **RICHMOND FELLOWSHIP**

### **Art Matters**

#### **Statement of Service**

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#### **Introduction**

**This document is being reviewed under Covid-19 restrictions and may lead to changes or amendments at short notice.**

This statement of service aims to explain who we are and to whom this service is available. We will ensure that all service users receive a copy of this statement of service at enrolment. The statement will be reviewed annually and changes made where necessary.

#### **What is Richmond Fellowship?**

Richmond Fellowship (RF) is one of the biggest voluntary sector providers of mental health care in the country. Every year we work with thousands of people who are living with the effects of mental health problems. RF helps people to gain a new sense of purpose and fulfilment, making a real contribution to the lives of people who use our services. RF offers a wide range of housing, care, employment and community support services. We aim to empower and support people to achieve their highest potential, living full and independent lives in the community – making recovery reality.

#### **What is Art Matters?**

Established in 1995, Art Matters is non-clinical community based arts & wellbeing centre for people with mental health ill health.

#### **Objectives of all Richmond Fellowship's Services:**

RF believes that the recovery approach is the most valuable and useful way to assess and review the support needs of all Service Users. RF believes that the key elements of the recovery approach are that:

- Service Users will be fully and continually involved in all aspects of their support and decision making process; and
- Support will focus on Service Users' strengths, aspirations and goals and will encourage and support all Service Users to have choice and control over their lives.

#### **Objective of Art Matters**

Art Matters aims to be a centre of wellbeing, creativity and growth, providing an individual, person-centred and supportive environment in which artists (Service Users) are encouraged and challenged to explore their creative curiosity and develop skills and confidence. Individuals are encouraged to set their own goals and take ownership of their development

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pathways, building on personal strengths and aspirations in a shared and inclusive environment.

**Art Matters’ commitment to Service Users:**

- To provide a safe and creative environment for those using our service.
- To provide a range of art materials and equipment.
- To have access to support and advice in a range of community activities from Richmond Fellowship Community Links advisors.

**Details about the Service:**

<b>Address</b>	<b>Telephone Number</b>
Parochial Hall, Earlswood Road Redhill Surrey RH1 6HE	01737 766212 Mobile 07786 191153
<b>Website</b>	<b>Opening Hours</b>
<a href="http://www.artmatters-richmondfellowship.org.uk">www.artmatters-richmondfellowship.org.uk</a>	9.30am to 3:45 Monday to Friday (excluding Bank Holidays)

**Art Matters staff team:**

- Studio Manager (Full Time)
- Creative Lead (Full Time)
- Arts Supervisor (Part Time)
- Administrator (Part Time)

**Services offered at Art Matters**

- One session per fortnight of up to 2.5 hours. duration to work in the studio on creative activities identified by the individual.
- Use of equipment available at the studio to carry out these activities (subject to risk assessment where applicable).
- Support from members of the staff team.
- Access to Peer Support (on hold during Covid-19)

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- Out of hour's service for people wishing to re-attend. (on hold during Covid-19 measures)
- Move on Plan (MOP) guidance.
- Opportunities to join the Service User Involvement Forum – Covid-19 safety measure may limit this.
- Peer Support Tutor workshops. Covid-19 safety measure may limit this.
- Access to Community Links advice (see below).

### **For how long can I keep coming to Art Matters?**

The maximum length of residency is two years from enrolment date. Length of residency agreed at Enrolment.

After two years, a further residency may be requested. At least two terms will pass before re-starting and this may increase according to the number of previous residencies.

### **Community Links**

Community Links is an advice and guidance service provided by Richmond Fellowship Redhill which supports people to access opportunities in their local community. Advisers come to Art Matters to make group presentations of opportunities and as your residency progress' will meet you on a one-to-one basis to help you access a range of activities including voluntary work, education and training, sport and leisure, dependent on your individual goals. You will be particularly encouraged to attend one-to-one meetings with advisers during the second year of your first residency, and throughout any subsequent residency you undertake.

### **Who is Art Matters for?**

Art Matters is for people who are:

- over 18;
- live in Surrey;
- wish to explore creative opportunities and require additional support to engage with community based services in their area; and
- Have a professional or self determined diagnosis of mental ill health.

### **What can Service Users expect from the Service?**

- All Service Users at Richmond Fellowship's Services will have the opportunity to provide feedback and comments on the Service they are receiving and to make suggestions or recommendations for improvements.

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- A response from the Service or the organisation about the outcome of that feedback.
- Informed, impartial, non judgemental and confidential advice.
- Helpful and welcoming Staff who update their knowledge and skills through professional development and attendance at relevant training.

### **Service User's Commitment to the Service:**

Art Matters ask that a Service User:

- agrees to the code described in our *Harmony for All* leaflet, in order to maintain a creative and caring environment;
- informs the studio if delayed or unable to attend any session; failure to do this may result in loss of residency.
- informs the studio if any additional requirements are required.
- accepts responsibility for goals set and agreed at termly reviews;
- Informs Staff of any changes in contact details and any circumstances which may affect ability to attend the agreed sessions.
- Compliant with care plans and undergo further risk assessment when required
- Further consideration may need to be taken on referrals from hospital settings and people under section and requiring escort.

### **Review and evaluation of the Service**

Richmond Fellowship carry out annual service review and these will be made available when they are issued.

### **Service User Involvement Forum**

The Service User Involvement Forum is a panel of Service Users who monitor the delivery of the service provided at Art Matters and direct the way forward. This group meets every 6 weeks to discuss developments at Art Matters and more widely in Richmond Fellowship. The minutes of the meetings are made available to all Art Matters Service Users, and any Service User may apply to join the Forum.

### **Complaints procedure**

Service users who wish to make a complaint can follow the RF complaint procedure, which is available in the service and explained to you at the time of acceptance into the service. The Complaints Handbook is available at the signing in desk in entrance. If you have a complaint or have any feedback/suggestions you want to make. The number and type of complaints are monitored at both service and organisational level on a quarterly basis. If you feel that

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your complaint has not been dealt with properly please follow the actions set out in the procedure.

**Data Protection:**

- Staff will only share information about a Service User with another agency who has been identified within their Disclosure of Information Form or where there is a concern regarding the welfare and/or safety of a child or vulnerable adult.
- Personal information that a Service User provides on their Referral Form/Application etc. will be managed in accordance with the Data Protection Act 1998. It may be used as follows:
  - To enable the Service/organisation to provide Services
  - To provide anonymous information required under the terms and conditions of Service's funding contracts
- Where there is a concern regarding the welfare and/or safety of a child or vulnerable adult.