



Impact Report

2022-23

CHIT

Community Housing & Therapy



Introduction

Welcome to our impact report for 2023. I am pleased to say that over the year we helped 96 people, providing a structured programme to help our residents work towards recovery and more independence, transforming their lives. We finalised the accreditation of our 'Diploma in Relational Practice in Mental Health' as an Ofqual-recognised Level 7 qualification, which will help us to recruit and retain high quality staff at a time when the sector has struggled to attract staff. We continue to focus on increasing diversity across the organisation and will be expanding the trustee board to reflect this and deepen our level of co-production in the organisation through our new Expert by Experience programme. I hope you enjoy reading our report

Michael Watson
Chair of Trustees



Dr Peter Cockersell
Chief Executive



2023's been a good year for CHT. We've worked with a lot of residents over the year, and, with the help of our staff, our residents have achieved some fantastic results. We've been able to attract some wonderful, deeply committed recruits, and can now offer them a new accredited training; and our fundraising capacity is growing. Our strategic plan is to open more communities to support more people and our current challenge is identifying and acquiring appropriate buildings. With the support of our Trustees, our funders, our staff and of course our residents we're looking forward to doing more in 2024!

Who We Are

We operate Psychologically Informed Therapeutic Environments, providing vital treatment which encompasses housing, support, and therapeutic services in communities for those experiencing severe and long-term mental health difficulties.

We actively support recovery to enable people experiencing poor mental health to achieve their potential and fulfil more of their aspirations in life.

Our safe, structured environments integrate individual and group-based approaches to treatment. Our services are places where the social relationships structure of the day and different activities together, are all deliberately designed to help people's health and wellbeing.



**At the heart of
CHT's
treatment
model is the
importance
and power of
reparative
relationships.**



The CHT Model

COMMUNITY



We help residents engage in activities, both within the CHT community and in their local area, promoting social inclusion and participation.

HOUSING



Our residents live with others in CHT housing to encourage engagement and help them learn responsibility and independence.

THERAPY



We provide psychological, social, individual and group sessions that are informed by best practice and individually tailored to each resident.

82%

of residents are satisfied or very satisfied with their support.

75%

of residents are satisfied or very satisfied with therapy.

We take the individual past experiences, personalities, psychological and emotional needs of our residents into account, alongside providing a holistic community space where they can develop important connections, build confidence, and gain independence, which will ultimately lead to them moving on and thriving in life.



Key to our approach is high quality training for all staff to have an in-depth psychological understanding of the difficulties that our residents face and how to support them through their recovery.

Central to our unique approach is co-production with residents who are at the centre of drawing up and reviewing their recovery and therapy plans, making decisions about the administrative running of the household, monitoring and reviewing the service and taking part in organisational committees.

“It was clear to see that relational working is a key aspect. Many members of the community contribute to its running...The community actively supports each individual member to develop their strengths and supports them to join in different community activities... Residents are empowered to input changes in the home and work to improve and make it suitable for all...The community actively supports each individual member to develop their strengths and supports them to join in different community activities.”

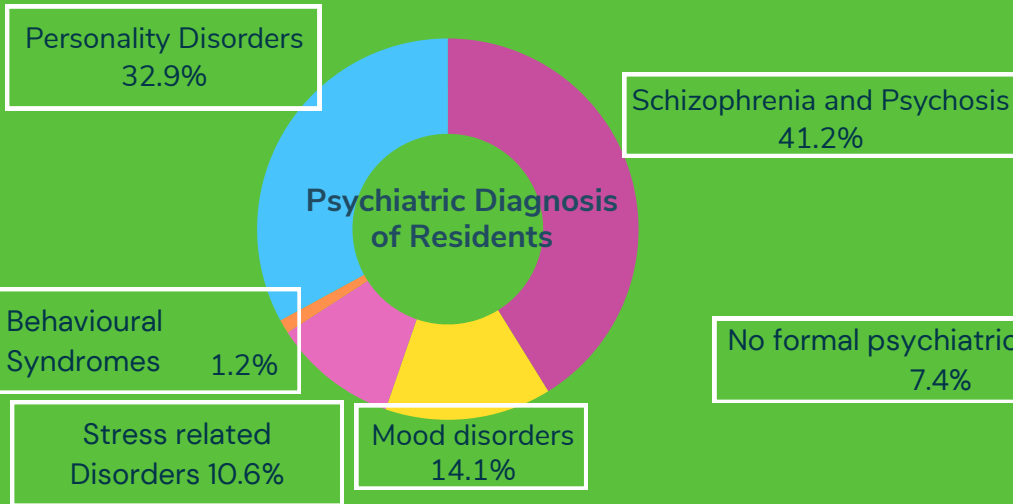
- Peer Reviewer, Royal College of Psychiatrists - Community of Communities

82%

of residents would recommend
CHT to family and/or friends.

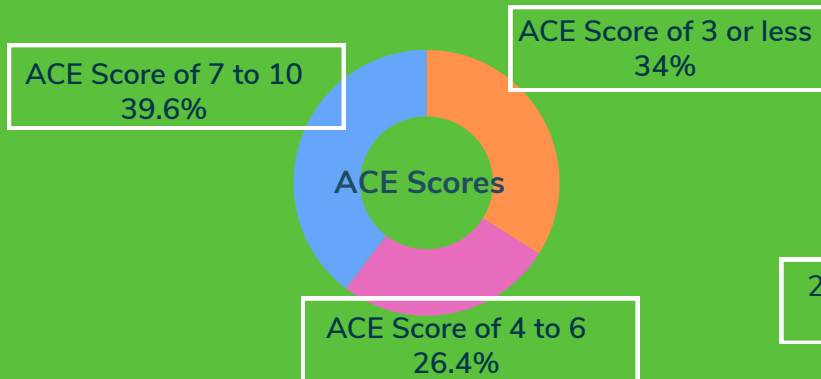
Who We Help

At CHT, we work with and support individuals with a history of multiple and prolonged hospital admissions or placement breakdowns, who are often unresponsive to treatment, and who may have very complex needs and histories of trauma.



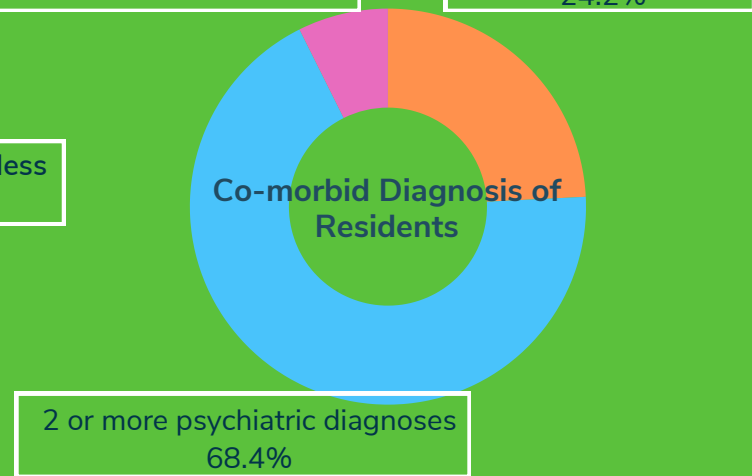
Diagnosis

Our residents typically have a diagnosis of personality disorder or psychosis and experience the most debilitating mental health symptoms including self-harming, suicidal behaviour, social isolation, and lack of independent living skills.



Adverse Childhood Experiences

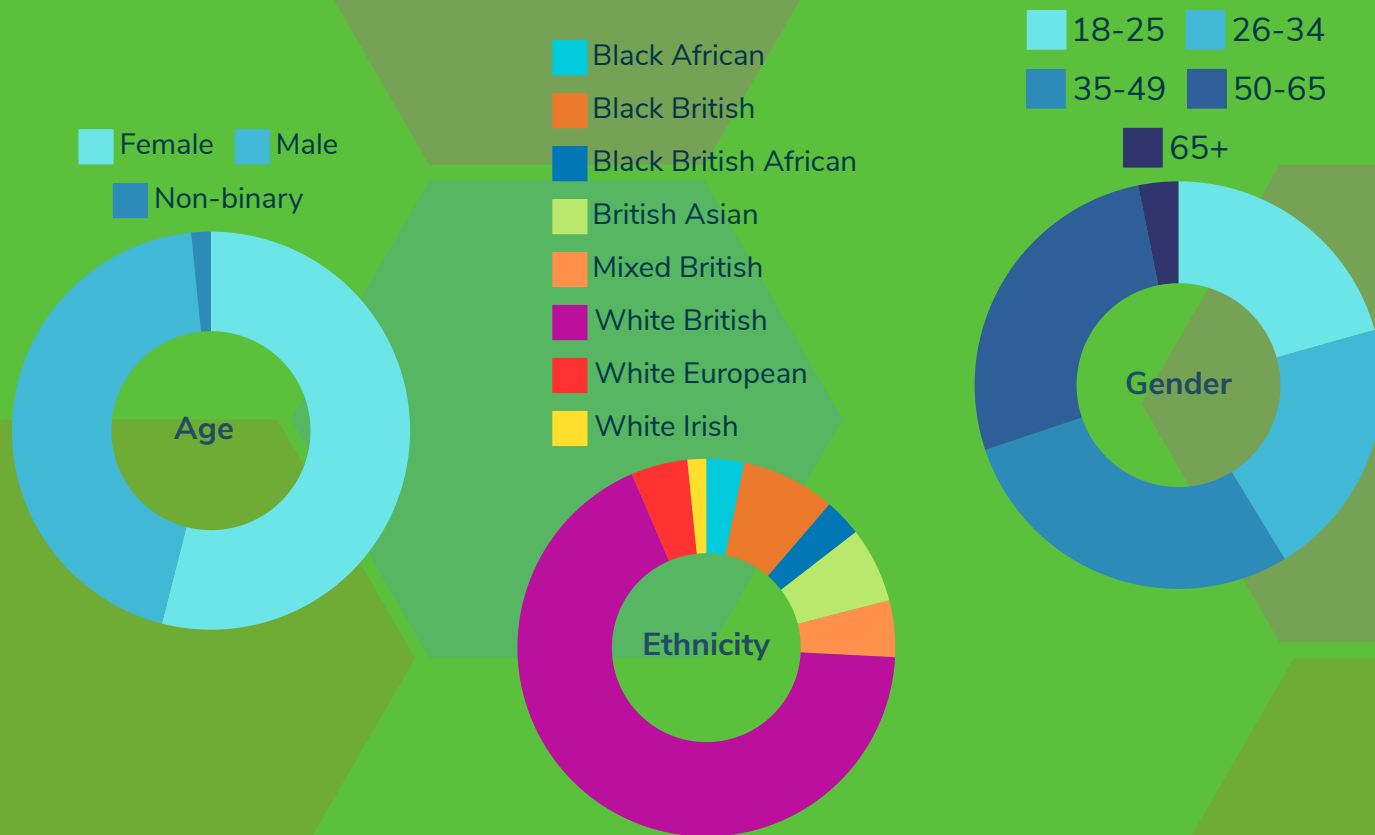
66% of our residents have an ACE score of 4 or more, with an average ACE score of 5.12 as measured by the Adverse Childhood Experiences (ACE) Questionnaire. ACE scores of 4 or more predict significant risk of poor mental and physical health.



Co-morbidity

Many residents have a number of co-morbid diagnoses, demonstrating the complexities of need that our residents have.

Our services provide both an alternative to hospital admission or the 'next step' after hospital. The resident population in our services reflects the demographic of the inpatient population of NHS psychiatric hospitals.



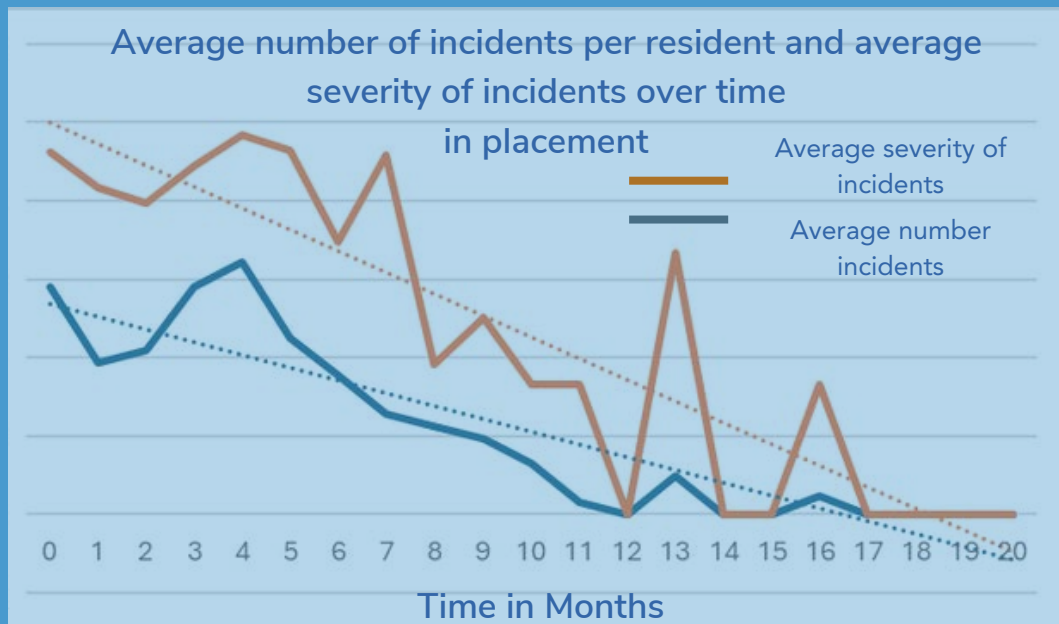
We focus on developing the skills and confidence needed for independent living, giving people a chance to live happy, healthy lives.

“The therapeutic programme and groups help me build confidence, learn and develop new skills and discipline myself establishing structure” Resident, Onkar House

Developing stability

Our residents have very complex needs and can present with a high level of behaviours that can be challenging. Through the containment of our treatment programme, we support residents to find more healthy ways of coping with and managing their distress.

In a sample of residents who have placement lengths of between 12-36 months, the great majority achieve stability during the first 18 months of their stay with us, and then go on to further participation, self-development and move-on.



"At Richmond House I have found that I am listened to carefully, and encouraged to share my thoughts and feelings. I find these are addressed both therapeutically and practically."

Resident, Richmond House

Our residents often have a history of multiple and prolonged hospital admissions. Through the containment of our programme we also see a significant reduction in both the number and length of psychiatric hospital admissions.

AVERAGE NUMBER OF HOSPITAL ADMISSIONS



Before CHT - average number of hospital admissions - 3

During CHT placement - average number of hospital admissions - 1.1

AVERAGE NUMBER OF NIGHTS IN HOSPITAL



Before CHT - average number of nights in hospital - 722

During CHT placement - average number of nights in hospital - 19

97% reduction in number of nights in hospital after coming to CHT

Our Impact

2023 OVERVIEW

96

INDIVIDUALS SUPPORTED

1100

THERAPY SESSIONS
PROVIDED

75%

OF THOSE WHO MOVED ON
AFTER 6 MONTHS OR MORE IN
CHT'S PROGRAMMES WENT ON
TO LOWER SUPPORT OR
INDEPENDENT
ACCOMMODATION

31%

OF RESIDENTS WERE
ENGAGED IN WORK,
EDUCATION OR TRAINING

Our support ensures individuals with severe mental health challenges are empowered to develop vital life skills, giving them confidence, improving their wellbeing, and supporting their recovery into independence.

Our Impact

"I started my journey at CHT when I was 22 years old. I have been in and out of different levels of supported accommodation since then. I moved from a flat to Liliass Gillies House when my friend died, and I wasn't coping. At Liliass Gillies House I learnt to explore feelings that were difficult to find words for. I also had the chance to practice sharing a space, and doing household chores with others that I sometimes felt very different to.

I feel really blessed to have been able to step down from higher support and move into my own flat at Fairhall Court. Living here has given me the opportunity to manage my own space, cleaning when I want to clean and knowing what happens when I don't. I feel like Fairhall Court has helped me to prepare to move on. Thanks to the therapeutic programme I feel more able to say how I feel. I don't let my feelings bottle up. I feel able to challenge people so that I don't explode.

When I move on from here, in my new place I will make sure I talk to someone when I notice I'm not feeling good about something. I feel like it has got easier to use the support around me and be in touch with my own coping mechanisms. I know that getting distracted by sensory things doesn't help me, but deep breathing does."

CHT Resident, Fairhall Court



Increasing access to Art Based Therapies

A key part of our therapeutic model is placing value on the use of art as part of our residents' recovery journey and increasing access to art based therapies for our residents, many of whom would not have previously had access to this.

Involvement in the arts can provide an alternative method for residents to explore their histories of traumatic experiences, using creative ways to express their feelings and experiences, where they may struggle to do so in traditional psychotherapy.



This year we have initiated the role of Creative Therapies Lead, which is being held by our Senior Art Psychotherapist. This new role will enable us to work closely with training institutions to offer more placements to Trainee Art Psychotherapists and increase the availability of Art Based Therapies to our residents.



This year one of our residents won the Royal College of Psychiatrists Community of Communities art competition

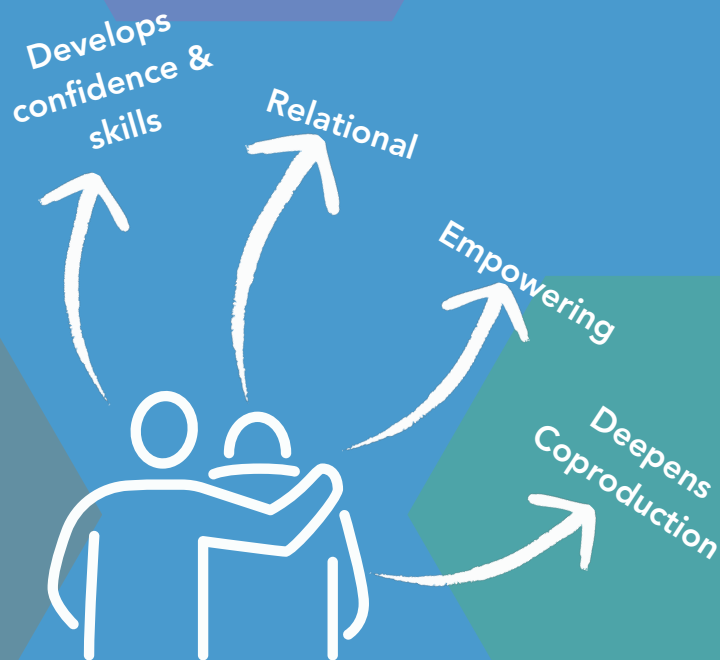
- "For me, especially the younger me, I really value the outdoors. This is my safe space. When I would spend time outside in my younger years it was only then that I felt I could breathe and let go of the complexities of the rest of my life at the time. The mask representing the gasp of metaphorical oxygen I could get in an otherwise suffocating situation. Even now, I have found peace in the outdoors, and it has aided my recovery greatly. Nature and observing different seasons grounds me and fills me with hope. Nothing lasts forever and there is always change ahead."

- Competition winner



Experts by Experience Programme

We are delighted to have been awarded funding from The National Lottery Reaching Communities fund to pilot a three-year Expert by Experience programme.



Peer Support
& Training
Programme

This programme will see us create a new role - Lived Experience Coordinator - which will be held by an individual with recent lived experience of mental health difficulties and recovery. The Coordinator will be part of the CHT Senior Management Team and will work with CHT staff and residents across all our communities.



THE NATIONAL
LOTTERY



The pilot will be instrumental in deepening co-production within the organisation. With the support of the Lived Experience Coordinator, residents will co-design a holistic programme of activities and individual development plans as well as develop a programme of training which will enable residents to co-deliver our accredited training to mental health workers both within CHT and externally.

This programme will empower our residents to use their own experience to support each other, create new arenas for developing their skills and confidence, open up new employment and training opportunities, and help support them on a journey to living happier and healthier lives.

Resident voice

“ Before I came here I was locked up for years and years and years and had no independence. I was never allowed out on my own and now I can and I can do it successfully. And I have a job. ”

Before coming to CHT Carla had spent years in hospitals under section. She experienced a lack of independence and a loss of hope. With support she has developed confidence and skills to live more independently. Hear Carla talk about her journey at: <https://www.youtube.com/watch?v=Gflilxi7QG4>



I was a very heavy drinker when I first came in. I do not touch drugs and drink now. therapy has gone really well. I'm about to move on to my next journey in 6 weeks, getting my own flat.



Before coming to CHT, Jay had spent many years struggling with her mental health and addiction problems. Hear Jay speak about her roller coaster journey, how she has found a new lease of life, friendships and prepared for independent living and long-term recovery here:
<https://www.youtube.com/watch?v=Ep2FagHWdX4>



Social Inclusion

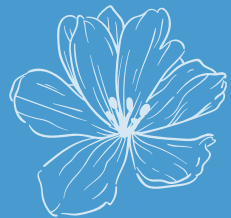
Social exclusion is often experienced by individuals with severe mental health difficulties. At CHT, we actively promote social inclusion; both within our services and in the wider community. Helping our residents to re-establish a sense of belonging.

Last year residents took part in a visit to Magdalen Farm for a 3 day stay - our first therapeutic nature-focused trip. They also went on a CHT wide zoo outing, organised by residents.

These opportunities provide springboard moments in residents' recovery journeys, helping them to build stronger relationships, build greater autonomy and increase self esteem.



*"Edible flowers that taste like lemon,
Cows chicken pigs and goats,
I will always remember them,
Nights around the fire,
New friends new mates,
Magdalen farm was a wonderful break"*



CHT resident

68%

of residents are satisfied or very satisfied with how they are helped to develop meaningful relationships.

Community Engagement

We continued to build on last year's first roll-out of bake sales across CHT. Residents were engaged from the planning, baking and hosting stage of each event. These were a huge success, raising a total of £1,083. Residents felt a great sense of pride, team work and achievement and had fun engaging with their wider local community. Each service chose how they used the funds raised. This included developing an outdoor therapeutic space and going on a trip to the seaside.



"The trip to Bournemouth was a much-needed retreat to a calm and relaxing atmosphere. On the day we shared many laughs as we bonded over minigolf, a tasty lunch, and a scenic walk on the beach, good fun, good food, and good times.

Most trips on the train are quite boring but while going to Bournemouth we talked and bonded on the train. On the way back we all felt togetherness, we knew each other a lot better and listened to music together.

To have some money left over from the Bournemouth Trip was a huge plus, we were able to go to Gravity and enjoy some go-karting, games of pool, and spend time in the arcade. All in all, both trips were a great success and definitely worth all of the baking we did for both bake sales!"

Resident, Richmond House

Skills Development

Resident involvement is at the core of all aspects of our organisation. Our residents are regularly included on recruitment panels for new staff, share their lived experience at our staff induction and take part in our organisational committees.

It was really nice to be able to share my experiences, good and bad, for a positive reason. To be able to hopefully help new staff not make mistakes that previous staff may have, and also sharing what's been helpful. It was a way to use my experiences for, it sounds really corny, but for better.

A couple of people said it was probably the most useful part of the induction, which was nice to hear because having our voices heard can sometimes get lost in the mental health process.

-Resident's experience of presenting at the staff induction



"I found it really helpful. Hearing from a resident is one of the most helpful parts because there's only so much you can learn on paper. It really is about, how a person feels and what works best."

-Staff member's experience of the induction

Our programme provides opportunities for residents to develop their skills and engage in new employment and training opportunities, helping to develop confidence and supporting a journey to living happier and healthier lives.

I was listened to and my opinions were taken on board. So it's been a really good and helpful experience and it's something I'll take away with me for potentially having to be on interview panels in the future.

What management will be looking for can differ to what residents will need, so it's helpful to get a bit of a vibe and work out, between both, what's good management wise but also what would be helpful for residents.

-Resident's experience of interview panel for recruitment of new staff

It's given me a bit more confidence speaking around people I don't know. It's something you can put on your CV. I'm planning to go into nursing, so at some point in my career, I'm more than likely going to be on an interview panel, interviewing somebody. So, it's helpful to have that experience as well. And I guess it gives people a bit of a taste of professionalism and how to hold yourself in a professional situation.

-Resident's experience of being a part interview panel for recruitment of new staff



The Elly Jansen Award



In 2023 we launched “The Elly Jansen Award for research and writing on Therapeutic Communities”, generously funded by Elly Jansen and congratulated our first round of award winners.



Richard Crisp & Dr Elizabeth Wakeland
winners of the article entry with:

"Custodial Staff Experiences of the Effectiveness of a Democratic Therapeutic Community for Offenders with traits of Autism Spectrum Conditions (ASCs)"

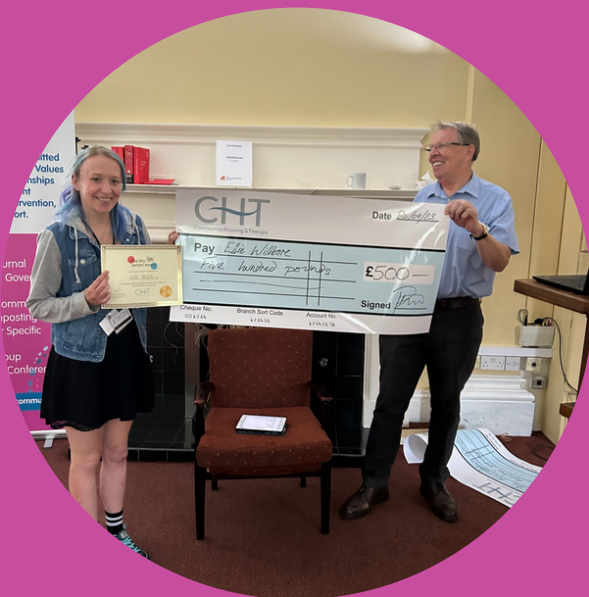
Elly Jansen is one of the first pioneers of therapeutic communities, she opened her first community in Richmond in 1959 and went on to establish the Richmond Fellowship which grew to be international under her leadership.

Since retiring, she has continued to work with therapeutic communities, starting a number of other organisations including the ‘Fellowship Foundation’ which later became Community, Housing & Therapy.

Elly Jansen is still committed to the development of therapeutic communities and through this award supports research in this area to carry therapeutic communities into the future.

The Henderson Group winners of the the research entry with:

"Living, Learning and Legacy: Exploring the influence and impact of Democratic Therapeutic Community principles through the life and work of Henderson Heritage Group"



We also had runners up : Ellie Wildbore, with her article entry 'From Little Acorns Mighty Oaks Grow - The Acorn Programme Four Years On' and Dr Adrian Hayes & his team, with their article entry 'Foundations of Self-Agency: Development of a Nano-Therapeutic Community in a City Farm. As well as runner up for the research: Fondazione Rosa dei Venti, for their entry 'Bio-Natural Therapies in Therapeutic Communities for Adolescents'

Entries for the 2023-2024 Elly Jansen Award are now open!
Deadline for submissions is Sunday 30th June 2024.
See cht.org.uk/ejaward for further information & guidelines



Training

Following the successful accreditation with Qualifi Ltd and Ofqual regulation of our level 7 'Post Graduate Diploma in Relational Practice in Mental Health', in April 2023 we launched the roll out of our diploma to CHT staff. Our plan is to expand this offer externally in 2024. This course offers those working in the mental health sector a postgraduate level qualification whilst gaining practical experience.

We also offer bespoke training to the wider mental health sector to meet the organisational needs of local authorities, housing associations, health services and other organisations working with those who have complex needs. Our training courses are built on more than 28 years of experience in Relational Practice, Trauma-informed Care and Psychologically Informed Environments. Our training team have a wealth of experience that is rooted in clinical practice.

"The training was comprehensive, personalised, engaging, entirely relevant. The trainer seamlessly moved from academic overview of topic to how this overview might be applied to ourselves, residents and day-to-day work."

Training Participant



You can find out more about our training opportunities [here](#) or by emailing training@cht.org.uk



“ One of the best training sessions I have attended... Totally relevant to our daily work, whilst giving the necessary theoretical overview. Combined objective and up-to-date information about latest research on trauma, and its effects on mind and body, with interesting and personalised subjective discussions about how living with, or working, with trauma, impacts the subjective self.

• Training Participant

“ Even with a cohort of trainees that are very experienced in different contexts working with and through trauma, this training session was engaging, energising and fascinating. In conversation and reflection, fellow trainees felt energised, engaged and heard. The way the trainer balanced working through the written material/ Powerpoint presentations, with allowing engaged debate, animated group discussion and personalised experience to flow was great - my feedback on this session is entirely positive.

• Training Participant

“ Was valuable to have people with lived life experiences be involved the session... a very informative course.

• Training Participant



Working in Partnership

CHT are proud to work in partnership with a number of local authorities, health trusts and housing associations to develop and deliver services that give our residents a life changing experience.

We are commissioned by 31 local authorities, NHS trusts and Integrated Care Boards nationally.

“Naomi has been closely involved in the care of our mutual patient. Throughout this time, I have been consistently impressed by Naomi's careful attention to human detail, her intuitive appreciation of the resident's mental state and at times challenging behaviour, her general sensitivity towards them, and her willingness to learn.

I just wanted to let you know that she is an asset to your service.

• Consultant Psychiatrist

“I'm very impressed with the knowledge and understanding of your staff, and with the respectful way that people are treated.”

-Social Worker

“My service user is very happy so far and staff appear ready to support if they are having a difficult day. I like the ethos of all residents being involved in supporting each other and making decisions together.”

-Social Worker

Our Supporters



"It's the generosity of our donors that allows us to continue transforming the lives of those living with complex mental health difficulties. This support is crucial, and we are incredibly grateful."

- Dr Peter Cocksell, CEO

Thank you to
our supporters

The work we do is vital to transforming the lives of people experiencing the most debilitating mental health difficulties.

We could not do this alone and greatly appreciate all the help we get from wonderful people and organisations who support us.

With special thanks to:

- Vernon N Ely Charitable Trust
- Morrisons Foundation
- P F Charitable Trust
- Charles S French Charitable Trust
- The National Lottery Reaching Communities Fund
- The Screwfix Foundation
- B&Q Foundation
- Shanly Foundation
- William Allen Young Charitable Trust
- Ladbrokes Coral Trust



If you would like to find out how you can support us, please see our support us page at: cht.org.uk/supportus

Strategic plan 2023 - 2026

In 2023 we launched a new 3 year strategy to help deepen our impact, grow our services, and make a bigger difference to the lives of those in need. We are very pleased to have made great progress towards our goals to date.

Expand and Develop	2023 progress
Expand our service bases by acquiring new buildings in order to open new services to enable us to support more people and ensure financial sustainability.	Ongoing.
Further increase co-production in service delivery and training, and employ an Expert by Experience in a senior staff role to deepen the impact of our user led offer.	Achieved 3 year funding from National Lottery Community Fund to launch this programme.
Achieve externally validated quality marks (Investors in People and the Royal College of Psychiatrists 'Enabling Environments' accreditation) to demonstrate the quality of our organisation.	We have registered with Enabling Environments and are in process of accreditation.
Begin a refurbishment programme for our existing buildings to improve the quality of our environments.	Ongoing - in 2023 replaced kitchen and installed exercise equipment at Highams Lodge, sensory rooms installed in Liliias Gillies House and Mount Lodge.

Share our learning

2023 progress

Further develop our research and outcomes processes and share this through peer-reviewed publications to both use our learning to improve services and contribute our knowledge to the wider mental health sector.

Ongoing - presented at conferences both in the UK and abroad to share learning.

Expand our offer of an Ofqual accredited Level 7 Diploma to enable it to be opened up to external organisations to share our expertise.

Stage 1 internal launch achieved, external launch planned for September 2024.

Develop a clinical psychotherapy training programme to support a more diverse workforce in accessing clinical training.

Scheduled for 2025/2026.

Increase awareness

2023 progress

Increase awareness of our model and activities, with more presentations, social media, website updates, conference workshops etc, to increase awareness of our work and impact.

Ongoing - new social media accounts launched on Instagram and X (formally Twitter), community events, presentations at conferences and workshops.

Increase our fundraising capacity to widen our supporter base.

Met targets and milestones in our fundraising strategy.

Our Services

We offer a range of services to meet differing levels of need:

High Support Psychologically Informed Therapeutic Environments -

Providing intensive 24-hour support, these settings offer structure, routine and self-development programmes for those experiencing severe mental health difficulties.

Medium Support Psychologically Informed Therapeutic Environments -

Providing less-intensive treatments and a community-focused model to support individuals experiencing poor mental health back into independence.

Semi Independent Move-on Flats:

These self-contained flats provide those who do not require high levels of support a way of transitioning to full independence.

High support



HIGHAMS LODGE

49-51 The Avenue, Highams Park,
London, E4 9LB
T: (020) 8523 4651
E: highams@cht.org.uk



LILIAS GILLIES HOUSE

169 Tollers Lane, Coulsdon, Surrey,
CR5 1BJ
T: (01737) 668112
E: liliassgillieshouse@cht.org.uk



MOUNT LODGE

5 Upper Avenue, Eastbourne, East
Sussex, BN21 3UY
T: (01323) 411312
E: mountlodge@cht.org.uk

Medium support



GEORGE DOOLEY HOUSE

66-68 West End Road Southall
Ealing UB1 1JL

T: (020) 7998 9880

E: georgedooleyhouse@cht.org.uk



ONKAR HOUSE

14 Waxlow Crescent Southall
Ealing UB1 2ST

T: (020) 7018 6990

E: onkarhouse@cht.org.uk



RICHMOND HOUSE

21 Lancaster Park
Richmond TW10 6AB

T: (020) 8255 7267

E: richmondhouse@cht.org.uk

Lower support



FAIRHALL COURT

114/124 King Charles Road

Surbiton Surrey KT5 8QL

T: (020) 8399 3084

E: fairhallcourt@cht.org.uk

Make a referral

To make a referral, please email supporting documents such as a recent risk assessment, care plan and psychiatric report to referrals@cht.org.uk

For more information and for referral FAQs visit www.cht.org.uk/referrals



Community Housing & Therapy (CHT)

Vox Studios (WG10)
1-45 Durham Street
London
SE11 5JH

Tel: 0207 381 5888

General enquiries: co@cht.org.uk

Referral enquiries: referrals@cht.org.uk
www.cht.org.uk



Registered Charity No. 1040713

Company No. 2940712

CHT
Community Housing & Therapy