

Waythrough Statement of Service

Introduction

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 Waythrough?

Waythrough 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. Waythrough helps people to gain a new sense of purpose and fulfilment, making a real contribution to the lives of people who use our services. WAYTHROUGH 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.

Who are we?

Established in 1995, Art Matters is non-clinical art studio, encouraging positive mental health within our community.

Here at Art Matters, we are passionate about making art. We believe creativity has the ability to heal and connect people. Art Matters provides a platform through art to communicate with others and express ourselves. Attending Art Matters and being part of a group, helps with our sense of balance and being creative; is empowering and grounding.

Objectives of all Waythrough's Services:

Waythrough believes that the recovery approach is the most valuable and useful way to assess and review the support needs of all Service Users. WAYTHROUGH 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.

Objectives 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 to explore their creative curiosity and develop skills and confidence. Individuals are encouraged to set their own goals and take ownership of their development 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 give guidance in the safe use of materials and equipment.
- To have access to support and advice from Waythrough Community Links advisors.

Details about the Service:

Address	Telephone Number
Parochial Hall, Earlswood Road Redhill Surrey RH1 6HE	Studio: 01737 766212 Mobile: 07786 191153
Website	Opening Hours
www.artmatters@waythrough.org.uk	9.30am - 3:30pm 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
- Quarterly Reviews
- Access to Waythrough Client Access Portal
- To facilitate and attend Monday Workshops
- Opportunities to participate in group works and community, creative collaborations
- Access to Community Links advice

Community Links is an advice and guidance service provided by Waythrough Redhill supporting people to access opportunities in their local community. Please speak with staff for more information.

How long can I attend Art Matters?

The length of residency is two years from enrolment date.

After two years, a further residency may be requested.

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 Waythrough'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.
- 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, to maintain a respectful creative and caring environment
- informs the studio if delayed or unable to attend their session
- informs the studio if any additional requirements are required
- Take ownership of goals set and agreed at quarterly reviews
- Informs Staff of any changes in contact details and any circumstances which may affect ability to attend the agreed sessions
- Work within support plans and agree to further risk assessment when required

- Consideration may need to be taken on referrals from hospital settings and people under section and requiring escort

Review and evaluation of the Service

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

Complaints procedure

Service users who wish to give feedback or make a complaint can follow the Waythrough complaint procedure, which is available in the service and explained at enrolment.

If you feel that 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 identified within their Consent to Store and 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.

For full information please refer to the privacy notice given at enrolment.