



Charter Mark Self-Assessment Form

Complete this application to show how your organisation is working to improve wellbeing in your community

What is the Washington Way to Wellbeing?

The aim of this project is to improve wellbeing and create healthy resilient communities so that local people can 'feel good and function well'.

The project has been funded by Washington Area Committee to increase the awareness and use of Greenspace through walking, exercise and cycling.

The Wellbeing Charter Mark

The Washington Way to Wellbeing Charter Mark will be recognised across Washington and the wider City of Sunderland. To get your organisation on the map you will need to meet the criteria below.

Name of Organisation: Washington Mind / The Life House

Address: The Life House, Grasmere Terrace, Columbia, Washington. NE38 7LP

Telephone Number: 0191 417 8043

Main Contact: Susan Brown

Email address: susanb@washingtonmind.org.uk

Please describe how your organisation meets the Charter Mark criteria:

1. How does your organisation promote the Five Ways to Wellbeing in your local community?

Throughout the Life House we show how the five ways to wellbeing are a central part of the services of both Washington Mind and the Life House, the activities and support we and our partners provide.

We designed and developed our own 5 a day Diaries so that service users can keep track of how they are completing their 5 a day.

We include Five ways to wellbeing into our Health Champions training courses.

For instance:

Be active (one of the five ways) – exercise classes, walking groups to encourage residents to access and use the shared network (Washington Way). We are soon to host a bike project with the Sunderland Young Peoples Bike Project to offer facilitated bike rides, using the Washington Way routes. Bikes will also be available for those who need them as part of this project.

2. How does your organisation improve opportunities for social connection within the community you serve?

Washington Mind bring people together through our activities, café area, groups etc. We pride ourselves in offering a wide range of opportunities to the community to come along the The Life House to try something new, whether it be a craft session, exercise class or a healthy lunch, have a chat and a laugh. This all helps with the reduction of social isolation in our community.

3. How does your organisation raise awareness of mental health and wellbeing?

Washington Mind provide training for our staff, volunteers and the wider community.

We ensure that our staff are trained health champions, mental health first aid, dementia friends and have undertaken the A LIFE Worth Living Suicide Prevention training.

Due to the financial assistance from our partners and funders we are able to offer suicide prevention training, mental health awareness sessions, Mental Health First Aid, Emotional Resilience and Healthy Money Healthy You across the city of Sunderland and beyond.

We ensure that awareness of health campaigns through displays and events takes place in the building. (e.g Pink October for breast cancer awareness).

4. How does your organisation make sure that your services are accessible and welcoming?

Washington Mind make sure services are appropriate to people of all ages, status, sexual orientation, disabilities, gender or ethnicity.

We ensure that by consulting with our community that the services we offer are the services which there is a desire and need for.

The Life House and our community outreach services are accessible outside of normal working hours (evenings and weekends).

We have completed a Disability Access Audit and have the Positive about Disabled people in the workplace. The Life House is a 'Safe Space' and displays the Safe Space logo to let the community know that we are accessible to anyone who is vulnerable and in need of support.

Washington Mind staff have undertaken the Dementia Friends training to raise awareness in the team of issues and the support needed by our visitors who are affected by the disease.

At Washington Mind we pride ourselves on our excellent reputation for customer service, and we have designed the Life House with the comfort of our service users in mind, providing a welcoming venue for all of our visitors.

5. What impact does your services have on the wellbeing of your community?

Washington Mind staff work across the city of Sunderland, providing mental health and wellbeing services in various accessible venues, such as counselling, social support and hosting wellbeing information stands at various community events.

The Life House is a 'one stop shop' to access information, advice and guidance around all issues concerned with general health and wellbeing.

Throughout the Life House we take steps to improve wellbeing e.g. there is a wealth of health information available, healthy lifestyle courses and events are hosted here, smoking cessation services are invited to use the building, alcohol awareness and services are available through our partners, stress reduction, financial capability, emotional health and resilience.

Washington Mind developed and maintains www.wellbeinginfo.org which offers visitors from all over the world online information around a raft of health and wellbeing subjects and received over 6,000,000 hits across 2014/2015.

We use a variety of evaluation tools that give us information about individuals improved wellbeing or increased awareness e.g. PHQ9, GAD7, WEBWMS, Recovery Star and Training evaluations.

6. How does your organisation connect with other community organisations?

Washington Mind has a vast network of partners across the city and beyond. We have large email distribution lists which is used to communicate to our services user and professionals. We use our website; www.washingtonmind.org.uk and using www.wellbeinginfo.org.uk to share information with the community and our partners and funders.

We also utilise the SCC Area directories and link our websites to other appropriate sites. We sit on a variety of forums and networks which provide information sharing and good practice between organisations, we are part of the Washington VCS Network and an Area representative for Washington.

7. Is your organisation on the www.wellbeinginfo.org directory of local services?

If you have not yet added our organisation please follow the instructions on the attached sheet 'Add your organisation FREE' document.

Yes Washington Mind, our 13:TwentyFive project and the Life House are all registered with the site and we update our information on the regular basis to ensure it is keep current.

If you have any questions about any aspect of this self-assessment form or the Washington Way to Wellbeing please contact info@washingtonmind.org.uk or call Washington Mind on 0191 417 8043.

Please send your completed form to info@washingtonmind.org.uk or post it to:
Washington Way to Wellbeing Charter Mark, Washington Mind, The Life House, Grasmere Terrace, Columbia, Washington. NE38 7LP.



Seeing people - not problems ...





Add your Organisation FREE!

Does your organisation offer services which would make people feel better about themselves in any way? We want to hear from groups, big or small, which offer services to both young and old across South of Tyne and Wear - whether it is organised exercise, training or volunteering opportunities, a self help group or simply a chance to socialise with others.

How to access your organisations FREE webpage on www.wellbeinginfo.org in just 4 quick and easy steps!

Step 1

Go to www.wellbeinginfo.org and click on the 'add your organisation button'



Step 2

The same icon will appear — please click it again!

Step 3

You will be asked to set up an account with a username and password. Use something you will remember!

Step 4

You will then be sent an email containing a link to a service info form.

This form will take you about 5-10 minutes to complete.

If you would like your logo or a picture please email it in a jpeg or gif format to admin@wellbeinginfo.org

That's all there is to it!

Technology can have it's problems as we all know—so if you have any difficulties adding your organisation to the site please call Wendy Hadlington on 0191 417 8043.