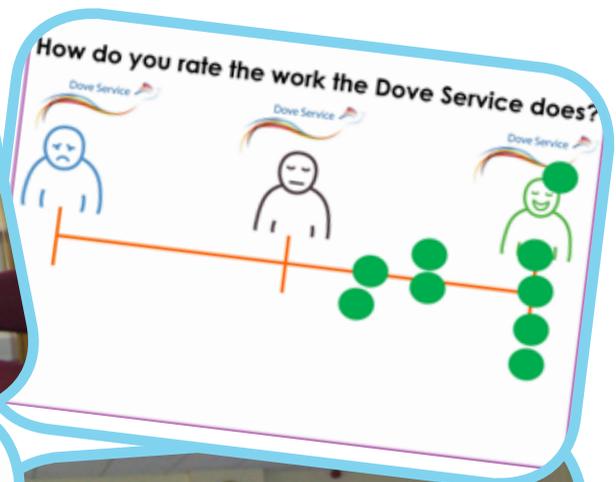


Dove Service



Review 2013



review and report by 



Dove Service Review 2013



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About the Dove Service



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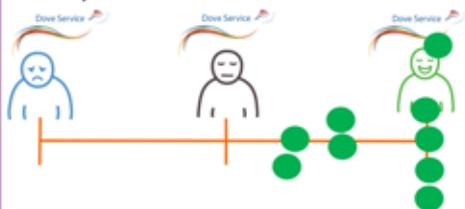
About Reach



Pages 6, 7 and 8

About the Review

How do you rate the work the Dove Service does?



Page 9

Rating the Dove Service



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Talking, Support, Counselling and Memories



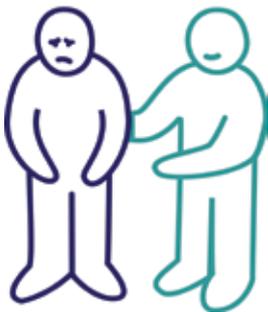
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Reach Members' ideas and Questions



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Training and Workshops



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Contact and Credits

About the Dove Service



Dove Counselling and Support:

- helps when you have problems
- listens to your worries and thoughts
- is private and confidential
- one to one counselling meetings



Dove Training and Workshops:

- training professionals
- coffee mornings for parents/carers
- training about bereavement + loss
- workshops to understand feelings



Dovetales Newsletters:

- news about work and funding
- people's stories
- raising awareness
- events about loss and grief



Dove Peer Mentoring Groups:

- work to stop bullying in schools
- groupwork to learn together
- work on building confidence
- talking, listening, understanding

About Reach



Reach is a speaking up project for adults with learning disabilities in Stoke-on-Trent and Staffordshire.

Reach is part of Asist advocacy services.

Reach Members live with the issues that affect people with learning disabilities.

We work with organisations to help with **planning** by sharing people's views and ideas.



We share people's stories, **informing** and helping organisations to understand what life is like for people with learning disabilities.



We find out how support is working for people with learning disabilities by **checking** and reviewing services.



About the Review



Dove asked Reach to organise a review meeting for Reach Members to talk about experiences of loss and of working with Dove.

The Dove review meeting took place on Friday 5th July 2013.



There were **9** Reach Members at the meeting, **3** men and **6** women.

Their ages range from their 30s to their 60s.



Reach Project Workers prepared posters and case studies to help people talk about loss and bereavement.



There was a separate room so that people who wanted some extra support could go for a one to one chat with a Dove counsellor.

About the Review

Dove Service 

Counselling + Support

- a counsellor helps when you have problems
- a counsellor will listen to your worries + thoughts
- anything you say to your counsellor is private and confidential
- you can have a weekly meeting with your counsellor to talk about your worries



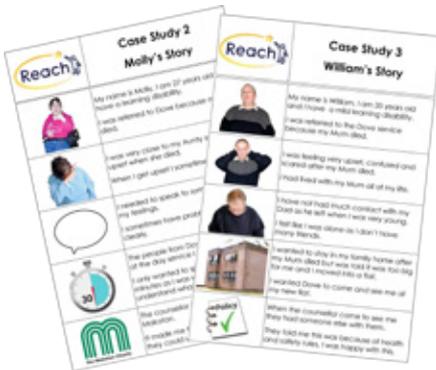
Dove Service 

Peer Mentoring

- Working together to stop bullying in schools
- groupwork for people with learning disabilities to help each other
- Learning about loss, and working on confidence
- talking, listening and understanding



About the Review



Reach Members used the case studies and posters to help them think about the support people need to help with loss and bereavement.



Reach Members shared their personal experiences of loss and bereavement.



Reach Members talked about their experiences with Dove, asked questions and made recommendations about how Dove work.



Everyone left the meeting with a booklet about loss and bereavement written by Keele University and Reach.

One Reach Member said "coming here today has helped me realise how much support there is for me."

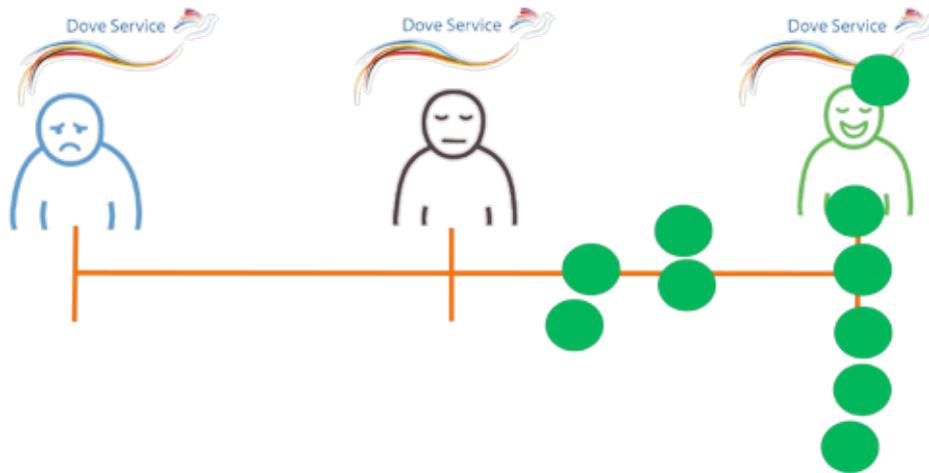
Rating the Dove Service

Reach Members rated their experiences with Dove and their opinion of how good the service is.

It's a good thing the Dove service is and they do help you with your problems.

It's a good service. It's helped me.

How do you rate the work the Dove Service does?



By talking to Dove it helped me. Made me better.

You can talk about different things in your life.

**Reach Members shared experiences of counselling,
and how talking about things had helped them.**



Getting it out in the open, you can help other people.

You can get it off your chest.



By talking to people, it all comes in together.

If you don't talk you can get wound up, agitated.



You don't have to be frightened or uptight about crying. If you want to do that, you can do it.

Reach Members talked about how counsellors can work to support people with learning disabilities.

I use Makaton.
Counsellors
should know
how to use it.



There's other ways
they can help people
communicate. The
person can draw a picture
and the counsellor can
work with them like that.

Putting things
on tape. Using
presentations.



Writing down
your feelings can
help. It might
be easier than
speaking out loud.

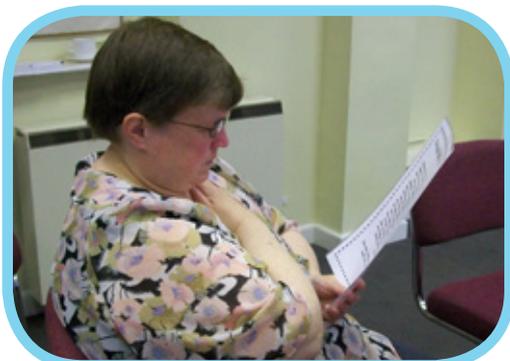
Using people's stories.
They're writing a story on
me. Helps others. They're
writing it with me. It makes
me feel good knowing it
will help somebody else.

Reach Members looked through memory boxes and talked about the importance of remembering people.



I did a memory book. It had photos of my mum and dad when they got married. It was brilliant.

We've still got my dad's watch. It feels good to have it around.



I've done some work at the day service on family history. Finding out about my family and talking about them was good.



Reach Members looked through memory boxes and talked about the importance of remembering people.

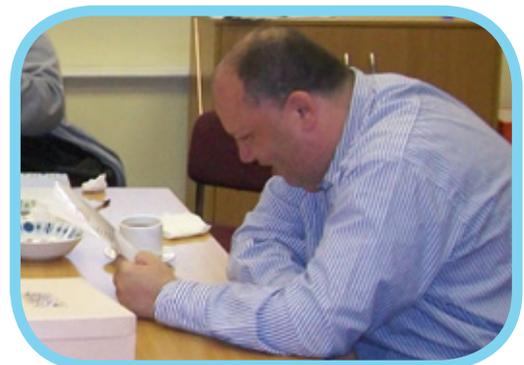
I lost my mum and dad. I went to Dove. I did a memory book.



Scrapbooking with pictures of my mum and dad.



Having things to help you remember who you've lost really helps. Reminds me of my mum and dad. Helps me think about good memories, funny times that have happened, it cheers me up.



Ideas and Questions



Reach Members shared ideas and asked some questions about 3 main things.



1. Training and Workshops

People talked about the importance of training, and the benefits of running workshops where people can share experiences with others.



2. Support Over Time

People talked about when they needed support and asked about waiting lists and telephone helplines.



3. Raising Awareness

People talked about how they heard about Dove and shared some ideas about how Dove could be raising awareness of their service.

Training and Workshops

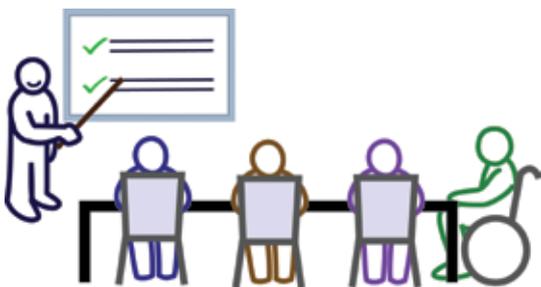


One Reach Member said it was very important for Dove Service staff to be well trained.

“If they haven’t had professional training how can they help other people?”



One Reach Member said Dove need to think about “different ways of communication” and “people’s disabilities” when planning training sessions.



Another Reach Member said “preparation time” and “a good room layout” were important for training sessions.



One Reach Member had been to a Dove training session.

“By doing the training it helped me to ask myself whether I could deal with it on my own or if I needed help.”

Training and Workshops



Reach Members talked about how workshops can help people.

“If you don’t want to be in a one-to-one then it’s a good idea to talk in a group.”



“It’s good to do things like that. It helps you to talk about things with other people.”



One Reach Member said workshops were good because “sharing experiences pulls you together, closer together.”



One Reach Member talked about sharing personal stories.

“You might feel sad before but when it comes to doing it you feel happier because you know it’s going help other people, help them talk about their feelings.”

Support Over Time



Reach Members talked about waiting lists and sometimes needing support for a long time.

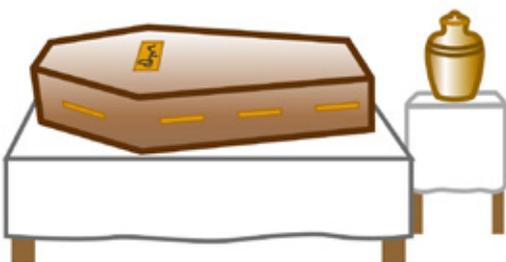
Reach Members asked if Dove have a helpline people can ring.



“Sometimes you can’t really let your feelings out. You keep it all inside. It just doesn’t want to come out. You need time do things in your own time. You can’t always let everything out at once. You might need lots of time.”



“I lost my nan and granddad a long time ago. I’d still like speak to somebody from Dove about it now.”



“When my mum died, at the funeral everybody in the church was crying but not me. I cry about it now. You might need talk about it years after.”

Support Over Time



“If you only use it for a couple of weeks and you find it difficult you need be able to go back again later when you find it easier to talk about it.”



“What about waiting lists? You might need to use it straight away and not be waiting to talk to somebody.”



“Birthdays, special dates, anniversaries – it’d be good just to talk to somebody on those days when it’s hard to cope. Have Dove got a phone line you can ring?”



“What times can you phone Dove? When you can’t sleep and you’re on your own? The Samaritans have got 24 hours.”

Raising Awareness



Reach Members talked about how they heard about Dove and how Dove can raise awareness of their services.



“Not everyone knows about Dove. I would have never used the service when my stepdad died (if I hadn’t been told about Dove). It’s really important that Dove tell people about the service.”



“My key worker told me about Dove. Their leaflets should be at day services. I’ve never seen their leaflets.”



“I found out by knowing somebody else who used Dove. I talked to them and knowing what they did with Dove, that helped me, helped me get my emotions out.”

Contact and Credits



Reach would like to thank everyone who shared their experiences and ideas in working on this review.



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Reach is part of Asist, Advocacy Services in Staffordshire.



Images used in this report were made by Reach.