The 21st Century Clubhouse: Don't just survive change—Turn it into a triumph!
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Becoming More Business Like While Pushing the Boundaries

Denver 2015

Maresa Ness
Denver 2015

Clubhouse International
Creating Community. Changing the World of Mental Health
Why?

- Change in commissioner requirements
- Low morale
- Falling standards
- Uncertain future
- "Writing on the wall"

No More Mosaic Clubhouse
Smelly
Poorly organised
Institutionalised
Boring Food
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**Survival!**

- Not Saying No!
- Not Being Defensive
- Flexibility/Adaptability
- Willingness to take risks and try something new
- Determination not to lose values and maintain ethos/cultures
Strategy!

- Partnership working - External focus
- Inviting other organisation in - Increases visibility
- Showcasing our work at every opportunity
- Being in The Media (T.V Print)
- Social Media Presence
- Winning Awards
- Connect with opinion formers
We Are Proud!

- No food in units
- No smoking anywhere
- Sticking to agreed time tables
- Supremacy of morning meetings and unit meetings

Planning
Planning
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Planning
Raising The Bar

- Healthy, Nutritious food choices
- Clean, Tidy, Well organised environment
- Standards of work outputs
- Agreeing priorities and key messages
- Root and branch review of policies
- Training needs, job descriptions
Training

• Food hygiene
Training
Training

• Food hygiene
All of us!
Training

- Food hygiene
- Use of software
- Health and safety
- Social media
- Safeguarding
- Photography
- Reception
- Fire
Evaluation

- Accurate and timely data collection
- Key Performance Indicators
- Setting and evaluation recovery goals
- Member satisfaction survey
- Member appraisal of staff
- Research/evaluation projects
- Feedback from partner organisations

- Winning Awards!
Risks

• Less time and commitment to side by side working

• Compromising clubhouse standards

• Losing focus
Results

Mosaic Clubhouse is the center of the mental health partnerships

- Hosting monthly open events
- Managing the collaborative website
- Now running an evening sanctuary
- Highly respected
- Well known
THANK YOU!

Created by James Kavanagh

Planning by Maresa Ness

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