



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



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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BAND

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

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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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