

TFN Impact Report

Name of your Organisation:	The Maytree Respite Centre
Name of the project TFN funded:	A Database Overhaul For The Maytree Respite Centre
Date Funded by TFN:	31/01/2019
Were you able to undertake your project as planned?	Yes
Can you describe and/or demonstrate the specific impact that TFN funding has had against your initial objectives?	For 17 years, Maytree kept written records of every point of contact made with each beneficiary at all stages of their use of our support. This process is largely limited by the anxiety and emotional state of the beneficiary at each stage, although volunteers are highly trained in seeking such information as a natural organic and unforced element of their befriending support. But this has always been done in paper. Our staff and volunteers have sensitively recorded levels and changes in suicidal thoughts and feelings from each contact to the next. When guests leave, introductions and referrals have always been made to other community services, and two weeks after, the beneficiary will be telephoned to track the continued status of their recovery. All of this has historically been recorded on paper, housed in weathered folders and thumbed through by volunteers and staff with each guest interaction from start to end. Now however, thanks to the support of The Funding Network, Maytree has been able to create a digital database to record all guests notes. Staff and volunteers are now able to access guest details and progress through a secure shared database, making it easier to become updated before providing direct befriending during shifts at the house. This means more time for guests to be able to share their trauma and pain with our team. Previously all our caller/guest notes existed in paper form only, and it is in no way understated to call this new system transformational. Other than wanting to update to a digital database for speed and efficiency, with the replication of Maytree to a second house in Manchester looming, how could we have effectively shared notes between London and Manchester? The Funding Network has allowed Maytree to create a real time database, meaning that staff and volunteers are able to access guest notes in seconds. It has allowed for greater capacity of guest calls and access to support, with the subtle change of emphasis on building deeper connections with high-risk individuals. The result of this has been more direct befriending with those in greatest danger, as well as happier staff on the whole.
What portion of the project did TFN fund?	84.5% - £10,151.87 of a £12,000 budget.
How many direct beneficiaries did the TFN funded project reach?	1953 people in suicidal crisis, 180 staff and volunteers - 2133
How many indirect beneficiaries did the TFN funded project reach?	8000 friends, family members and referral providers of people in suicidal crisis

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Were you able to leverage further funding as a result of TFN support?	No
Did you receive any pro-bono support, volunteer offers or introductions as a result of the event?	No
Has the training you received from TFN better prepared you in pitching your organisation to potential funders?	Yes
Has TFN increased your capacity to raise further funds?	Yes
How important was TFN funding in helping you achieve your objectives?	We wouldn't have been able to achieve our objectives without TFN funding
Since presenting at TFN, has your organisation undergone any other significant changes?	We supported 1,951 individuals experiencing suicidal thoughts and feelings over the telephone, extending to over 8,000 friends and family members of those in suicidal crisis who also need support to cope. During this time, 152 actively suicidal people at high risk of self-harm benefited from a stay at Maytree. The average time spent with guests is 77 hours of befriending and over 24 hours of 1-1 support from our Coordinator team. Outreach successes are continuing and we can see the impact in our beneficiary numbers. This reflects the community awareness and momentum building around our approach to vulnerable people in suicidal crisis. There is justification in investing time and money into demographic-specific campaigning. Operationally, we have recently expanded our base of Assistant Coordinators working at Maytree by 4 new team members, and hope to soon see the benefits this growth in our core staff structure will have. Beyond our core programme in North London, we are rapidly moving forward towards replication in the North of England, with fundamental external audits having already taken place.
Do you have any other comments or feedback on the experience of the TFN process?	We have greatly enjoyed this experience with The Funding Network and would welcome the opportunity to take part again.
Can you tell us any personal stories to highlight the value of	MAYTREE CASE STUDY: JON Many guests at Maytree arrive having struggled with challenging life

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the project?	issues and poor mental health for decades. Even though their stay at Maytree is a short one it nonetheless can have a transformational impact that better equips an individual to move their life forward. Jon, who is in his mid-forties, had battled with issues surrounding grief, depression, and feelings of panic and inadequacy that had affected him deeply for some time. By the time he contacted Maytree Jon had lost the ability to engage with others, had extreme anxiety and had tried to kill himself on several occasions. He had visited hospital emergency departments and been met by local mental health crisis teams on many occasions, but did not see any meaningful improvements. Jon was in the grip of a debilitating depression and didn't know if he could find a way forward or even if he wanted to. Jon's path to Maytree was a rocky one. His relationship with his parents, especially his father, had been a source of constant anxiety since his early childhood. Jon had a difficult school life, constantly moving to new cities and subsequently being bullied for not fitting in. Jon suffered repeated trauma without solace or understanding. Jon changed his mind towards a series of different studies at university, and looking back, felt that all of his life decisions were made on a whim. Similarly, he then bounced from job to job, some highly successful with great responsibility, but all were affected by events beyond Jon's control, like financial crashes, terrorist attacks and illegal activity from colleagues, that meant a series of redundancies for Jon. Jon's relationship with his wife was also tested through financial turmoil, health issues and unstable family relationships. Then last year, both of Jon's parents passed away within two weeks of each other. Jon felt his life had just been a series of mistakes, catastrophes and unfortunate events and had a lack of purpose and identity. "I was trapped. I felt so desperate to try and find some hope. I felt like a shadow of a man, a shadow of myself. I kept calling the ambulance who would come and calm me down after an hour of talking, but then they would leave and not take me in. I have seen 6 different psychiatrists and been back and forth with my GP so many times but nothing happened. I didn't feel safe by myself," Jon says. Jon regarded Maytree as his last hope. "I had been anxious about going to Maytree what I found there was humanity, connection and unconditional love" says Jon. "It was amazing to be heard by people who didn't just tell me to get a grip. I felt free to talk without being interrupted, safe, and emotionally contained without being suffocated." Given Jon's extremely complex case, having quick expedient access to his notes for every 3.5hour shift change was crucial so that the amount of time that could be spent with Jon was maximised. The new database gave staff the opportunity to spend more time with Jon and communicate his progress throughout his stay. After leaving Maytree, Jon felt able to change his mind-set from one of comparing and proving himself to his family and peers, to one of enjoying life in a more self-directed way. Jon feels he has moved on significantly from his intense suicidal crisis.
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