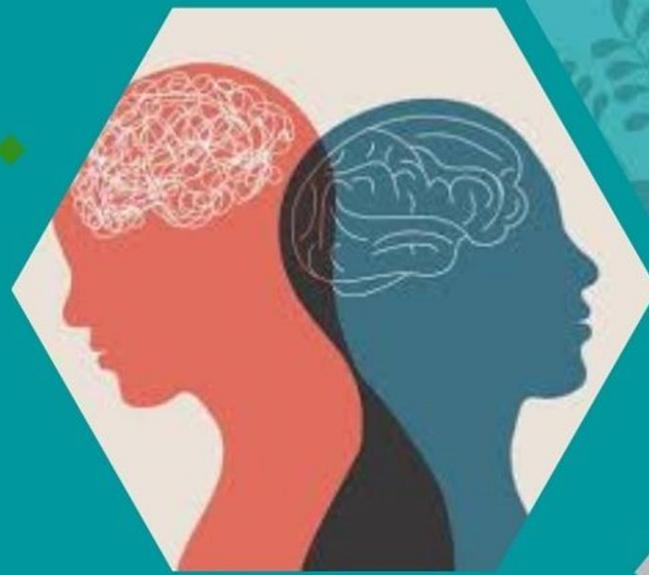


DURBAN & COASTAL MENTAL HEALTH

ANNUAL REPORT 2021/2022

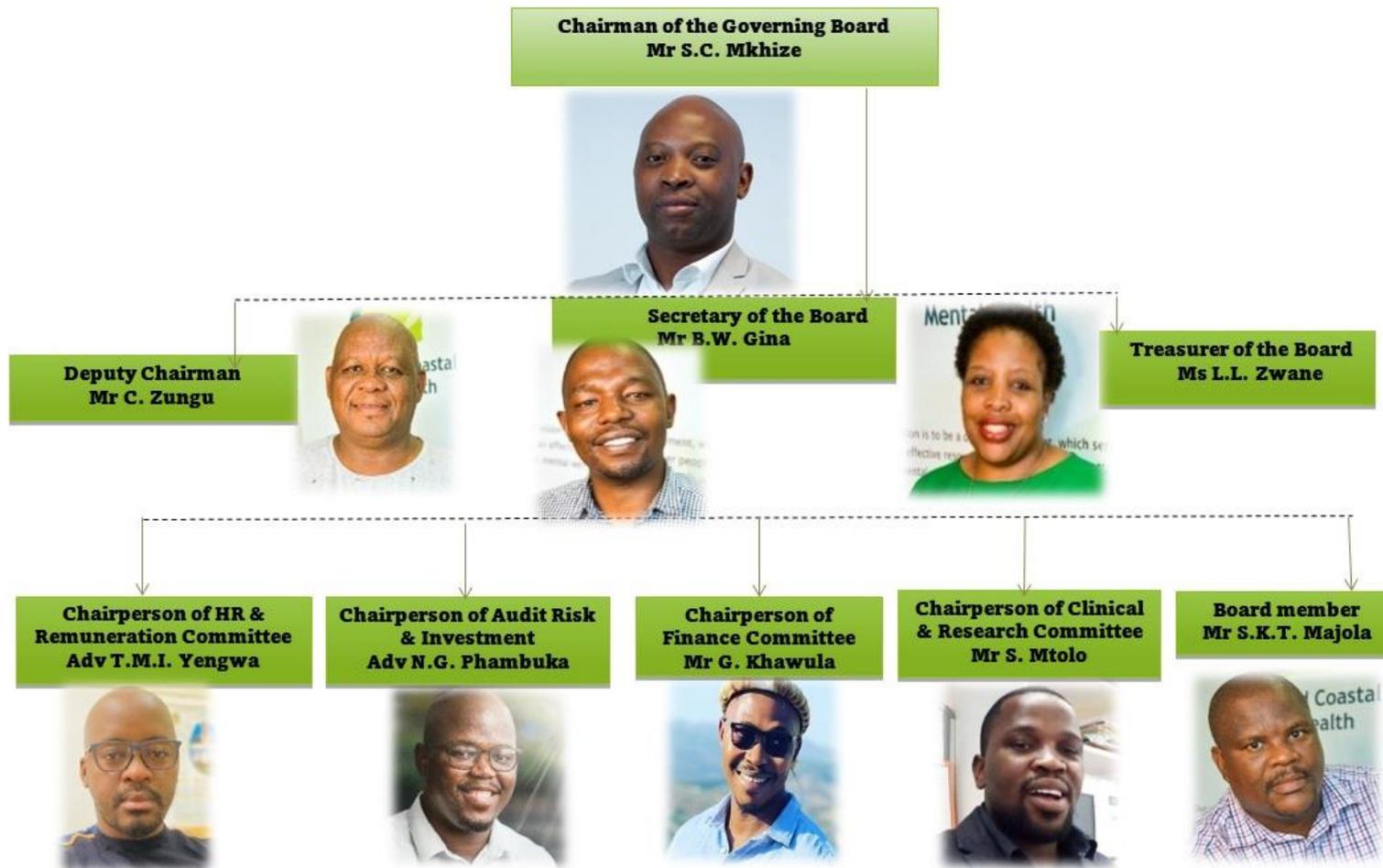
NURTURE | REHABILITATE | REINTEGRATE



We envision to be a dynamic movement, which serves as an effective resource to empower people to attain optimal mental well-being and quality of life in a just Society.

CELEBRATING
82 YEARS
OF SERVICE EXCELLENCE

MESSAGE FROM THE CHAIRPERSON



WE ACHIEVED OUR TARGETS, BUT THE ROAD IS YET AHEAD

We have reached the end of board tenure. It has been a tough path, but the board kept its promise of making a conducive environment for implementation of a turn-around programme. Our efforts were not without resistance posed by both internal and external forces. Yet, we remained resolute and committed.

When I took over as Chairperson, the Governing Board gave me a mandate of which would have been impossible to achieve without their support. The continued support we also received from our stakeholders is greatly appreciated. The mandate was to address the lapses in governance, a fierce runaway deficit and to ensure that the Organisation is renewed to face an uncertain future both stricken by rapidly changing economic environment, inability to adapt by the NGO sector and the mental health sector in general.

This could have been addressed through the following:

- ❖ Ensuring a strengthened board capacity
- ❖ Appointing key personnel to implement the new strategy of renewal
- ❖ Adhering to good Corporate Governance
- ❖ Resuscitating deteriorated stakeholder relations
- ❖ Stabilizing the Organisation.

We are proud to share that we have achieved the above, which will be further detailed in our “*Our Achievements*”

INVESTIGATION AT DCMH

It is important to note that when resuming the appointment, the KwaZulu Natal Department of Health and Social Development respectively were just about to initiate an independent investigation panel on allegations that had been levelled against the organization by various stakeholders. This process somewhat delayed the implementation of the turnaround programme as we spent time cooperating with the investigation. We also spent time responding to the investigation report. The investigation report did highlight a few areas that required attention and recommendations were made. This report did come to the attention of the board albeit not officially presented. Nevertheless, we attended to the report.

We agreed fundamentally with certain findings of the report but were vehemently opposed to other aspects that characterized the investigation and the report findings. The report glaringly omitted the board's responses furnished to the investigation team during the time of the investigation, the lack of the investigation team's independence and projected bias in certain sections of the report, but even more worryingly the investigation's team own concession that it lacked key skills in its composition. This therefore contributed to a largely contested report. What is however positive from this process is that we have since ensured that we work together in turning the fortunes of this great organisation. We continue to work towards improving governance.

INTERNAL AND EXTERNAL DISRUPTIONS

When we started in May 2021, we reached out to all internal and external stakeholders to help develop a new trajectory for DCMH. This culminated in seeking out individuals who were committed to the desired future. This did not entirely yield positive results as we realized that certain individuals had a totally different agenda, not to work together with us but opportunistically sabotage the turnaround programme. The more they failed, the desperate they became. Key events for noting were an illegal worker strikes that were instigated by these individuals, an orchestrated media onslaught, and a severe reputation damage campaign. These were all dealt with by the organisation. We continue to improve our internal and external controls. These individuals are driven by either their over-inflated sense of importance or an innate uncontrollable desire to undermine everything this organisation has achieved over the past 18 months. This must be monitored. Whilst certain elements appear to be racially motivated, we as leaders should not be reduced to that type of thinking because that will derail DCMH from a positive trajectory. Africans are not inherently corrupt, and whites are not necessary all fueled by white privilege and racism. This is what we want to believe and continue to reconcile for the sake of DCMH's future. But it is not something we should tolerate indefinitely.

INTENSIFIED POLICY ADVOCACY

What is of major concern to me and of which I urge the new leadership to take forth with the relevant government departments, is to forge stronger collaborations towards policy advocacy for intensified policy intergovernmental alignments, engaging other relevant government authorities to support the mental health community and an aggressive national policy lobbying programme. Amongst critical policy areas for engagement within government is the indigent, transport, education and housing infrastructure policy. I am convinced, as well the rest of the board, that service users under the care of DCMH should qualify for indigent policy benefits. Most of the service users have less or literally no support from their families. The Organisation with limited funds from DOH and DSD, becomes insufficient to take care of this responsibility. We intend to lobby government further on this policy gap as our service users have been deemed unqualifying by the South African indigent policy. Furthermore, it is mammoth inconsistency from government to not subsidize Organisation such as DCMH with housing. The benefits enjoyed by a poor South African majority should also be applicable to our Service Users.

Essentially, Organisations such as ours are left with limited funding to provide care, food, shelter and security for service users. This violates their constitutional rights to shelter, food, and security. This is not only a responsibility department of health and social development alone but the entire government. If government fails to come to the party our efforts to turnaround the Organisation and the whole mental health outlook may cause continuous strain. I therefore impress upon the new

Chairperson and the board to take the baton forward. The majority of the users are Africans and are in impoverished communities. More and more policies should ensure that even if they are in previously disenfranchised communities, suitable programmes are also designed for them.

OUR ACHIEVEMENTS

As a conclusion I would like to state why I commend and applaud the board to have achieved it's mandate:

- ❖ Since the board was reconfigured in March 2021, we have improved policy and process through a continuous introduction of policies in line with the King IV Code of Good Governance.
- ❖ The board capacity was strengthened through skills and experience in Medicine, Psychiatric Health, Occupation Health, Legal, Auditing, Governance. This was an almost 90% more skills and experience generation.
- ❖ Improved stakeholder relations with South African Federation for Mental Health.
- ❖ Improved relationships and greater cooperation with Key departments and other stakeholders.
- ❖ Setting up key sub-committees in the board in the form of Finance, Audit & Risk, Investment, HR& Remuneration Committee, Occupational Health and Clinical sub-committee.
- ❖ Labour cases were decreased by 90%.
- ❖ Appointment of New CEO and CFO.
- ❖ Improved governance and compliance.
- ❖ Illegal strikes decreased by 99%.
- ❖ Media Relations has improved by almost 70%.
- ❖ Gradual funding improvement.

FAREWELL

It has been a great pleasure to serve this organisation even amid challenges. I would like to thank in particular:

- ❖ The service users
- ❖ The parents and guardians
- ❖ The board for entrusting me with great task of leading a turnaround programme.
- ❖ The KZN Department of Health, Social Development, SASSA, Department of Education and other government departments.
- ❖ eThekweni Municipality and the ambassadorship and stewardess of His Worship Mayor Mxolisi Kaunda and entire executive and management.
- ❖ The Staff of DCMH who have continued to offer their support to the new CEO and management.
- ❖ Our legal and labour team and consultants who have dedicated many hours advising against various challenges.
- ❖ Our Service Providers who have provided the services under extremely limited funding. Even those who have left are highly appreciated.

I wish the new Governing Board, the Organisation's Management and Staff all the best in changing the future.

Mr S. Mkhize
Chairman of the Governing Board

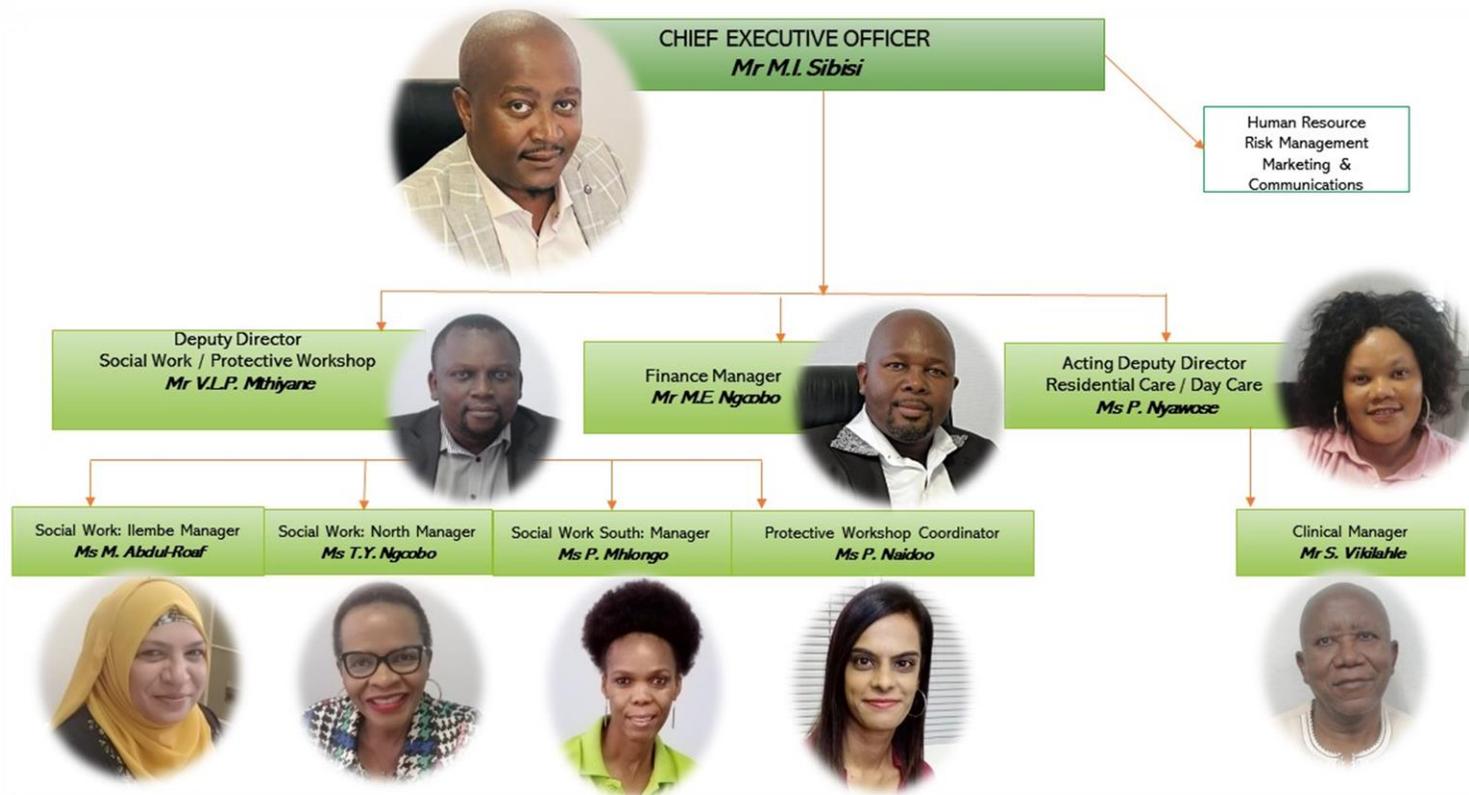
CHIEF EXECUTIVE OFFICER'S REPORT

INTRODUCTION

"Hide nothing from the masses of our people. Tell no lies. Expose lies whenever they are told. Mask no difficulties, mistakes, failures. Claim no easy victories..."
Amilcar Cabral

This report will seek to provide full insight of the issues that were faced by Durban and Coastal Mental Health in the past year and what we were able to achieve.

DCMH as a Mental Health Institution is not immune to the major and underlying challenges that face mental health as a whole. The Organisation is largely impacted by factors relating to underfunding due to bureaucracy, than most realize. The global meltdown and post covid impact have dwindled the purse of many Donors, Funders, Business Houses, or those that would ordinarily come on board, that assisted institutions like ours. The magnitude of mental health issues affecting our society still seems to be overlooked by the private and public sector.



At a policy level, there still seems to be a disregard for a policy change in terms of the way mental health should be dealt with and/or the organizations that are dealing with it or should be dealt with or assisted. These range from the inclusion in platforms to drive policies and budgets including operational issues that are impacted by the policies. One of the major issues that is affecting DCMH is that of the municipal act on utility bills. We continue to face the challenge of the municipality not exempting our NPO from these bills whilst we accommodate people with such conditions. The impact of the forced disconnect of these services has a dire impact on the Service Users who totally depend on our organization.

The debate which continues to be engaged on, is the understanding of the business model of DCMH which is in the main driven, by the stakeholder expectations. This debate will tell you that there is a big gap between the expend the current resources. If DCMH hopes to optimally render its services, it must have optimal resources. All these factors though, have not hindered DCMH from looking at turning around the organization in the past year towards a positive path. We will look at most of the operational issues that were diagnosed by the Governing Board and the Stakeholders and henceforth dealt with.

Appointment of a New Chief Executive Officer

The Governing Board that resumed duties in March 2021, started on a plan to turn around the organization that had been embroiled in a slump in its fortunes. Part of the strategy was to look at the management structure in aligning with the vision that the Governing Board shared. This meant that the main brief of the CEO was to *turn around the wheel* and reposition DCMH where it was, thereby paving a way for its eminent growth into becoming the benchmark of mental health institutions in the country and in the world.

The role of the new CEO started in January 2022, to immediately deal with the following key focus areas:

1. Turnaround strategy
2. Governance and strengthening of internal controls
3. Employee wellness and morale
4. Fundraising
5. Stakeholder relationships
6. Marketing and Communications
7. Human Resources

1. TURN AROUND STRATEGY

The **Department of Health** had conducted an Independent Investigation Report which was finalized end of 2021. The report noted various issues that needed DCMH to attend to and provide a turnaround strategy in dealing with them. These issues related to governance, operational and financial issues. A turnaround strategy was submitted to the Department of Health and further engaged on through a presentation with the department. After the engagements, there was a clear reporting mechanism that was put in place to monitor the turnaround strategy on a monthly basis.

A major stumbling block to the turnaround strategy adopted has been the budget to implement the strategy. This is very important to note at this stage as we need to be mindful that there was no new budget allocation in 2022, to assist in implementing the plan. What was important though was to start bisecting the real issues effecting the organization and creating a mechanism on how to deal with them. At least 85% of short to medium term issues, that are in the strategy, have been dealt with in the past year. The years, 2023 – 2024, will be imperative for most of the major issues to be addressed, which most of them require heavy resources. This though is achievable through our vigorous fundraising plan that we have created and the submission we have made to DOH and DSD which has been adjusted to give a true value of our operations.

2. GOVERNANCE AND STRENGTHENING OF THE INTERNAL CONTROLS

When organizations can show proof of good corporate governance via internal controls, they're often more successful. There was evidence that the organization was losing some of its assets due to poor decision making/ human error or even possibly fraud. The finance division have made considerable strives to put in proper controls to scrutinize all the transactions that the organization was conducting. This included the reporting mechanisms to the stakeholders which made it difficult to make reckless spending especially given the budget constraints. For instance, the expenditure that DCMH was allowed to have been of the previous month and not historical or paid forward. This also included the evaluation of the cost per centre which the CFO will further elaborate on in his report.

This process of strengthening our governance meant that we must review our existing policies, develop new ones to cover the whole operation of the organization. We began this process with a partnership with **Strauss Daly** and **Procurement Performance Institute** with whom we developed a series of corporate governance policies which were in line with King IV. This would pave a way of the board and the management to lead the organization ethically and effectively.

The second part of the process was to review and develop policies which related to the operations of the organization. Most of these policies were done in conjunction with the Department of Health as to make sure that they are in line with legislation and the norms and standards.

These processes have been done with regular meetings of the board and the management with an attempt to have one singular drive of the organization to *“Turn Around the Wheel”* to where the organization should be and allow it to grow. The management embarked on a process of cascading these policies right through the organization.

3. EMPLOYEE WELLNESS AND MORALE

Employee wellbeing is a critical component of a healthy working environment and organization. Companies that promote wellbeing make it easier for employees to manage stress levels while also maintaining a positive and productive environment. Employee moral had been identified as one of the crippling factors in the organization. In the attempt to *turn around the wheel* of the organization's fortunes, this needed to be addressed urgently.

The first task was to increase employee contact and communication. This was done through the address with the whole staff compliment, departmental meetings, and the regular visits at the centres. This allowed for management to have engagements with all employees and to be on an equal understanding of the various issues affecting them.

Suffice to say, that the employee benefits which include increases, bonuses and adjustments remain the main issue in the organization. This has been flagged as a priority factor for the medium-term phase of the turnaround plan. The adjusted business plan for 2023 - 2025 to the departments reflect this. Other soft issues which include fun days or, extra holidays and recognition programmes have been included. These entail the employee of the month programme, employee of the year and different recognition letters from the CEO which seeks to make special mention of individual efforts of the employees.

4. FUNDRAISING

DCMH is an NPO and solely depends on donations and subsidies. This is an area of focus which requires a lot of attention as it relates to keeping the organization alive. The image of the organization as well as its clear financial information and process become very critical in donors' decision on funding. Hence in the past year, it was critical that we first deal with such. There is now a clear positive information around the organization and its willingness to *turn the wheel* towards a positive path.

Whilst having submitted substantial proposals for funding including, Isibaya Trust, National Lotteries Commission, Ethekewini Municipality, Department of Sports, Arts and Culture etc, we also arrived at another strategy to raise funds. This strategy was to have smaller proposals with a centre-based approach. It is easier to request funding from surrounding businesses who at least have a sense of sentimental value to the centre. This has proven to work wonders as at most of the centres we have had a donation from a surrounding business or parent of a service user getting involved.

We have also submitted new Business Plans for 2023 - 2026 to Department of Health and Department of Social Development with much-increased figures. We have had to revisit the organizations demands in terms of its operations. Should this be accepted by the departments, it may just prove to be the much-needed funds to

keep the organization performing to its optimal capacity. Looking at the seriousness of this component of the organization, we endeavour to create a new office dedicated to fundraising in 2023. It will work closely with the CEO's office and utilize Marketing students from TVET's and Universities.

5. STAKEHOLDER RELATIONSHIPS

Maintaining the relationship with our external and internal stakeholders is very critical. Stakeholder management is an important activity that is used to gain mutual understanding of the objectives and expectations of all parties. The external stakeholders include the Department of Health, Department of Social Development, Department of Education, The South African Federation for Mental Health, interest groups and the public at large. A deterioration in the relationship between the organization and the external stakeholders especially in communication negatively affects the fundamental relationship that exists.

The past year has been a task that DCMH prioritised to mend, and it seemed very fruitful as healthy relationship exists between all parties. The internal stakeholders which are in the main the parent associations, guardians and the value chain participants are as important. We continue to nurture this relationship as it tends to get confrontational at times given the sensitivity of issues that arise. Meetings with the Durban North, Sherwood and Jona Vaughan parent associations have been held to rebuild this relationship.

In the new year, such engagements will need to be strengthened and expanded in the nature it has sometimes been. An expansion that will see this forum be one that shares the same vision even at the times when things do not go as expected and one that is of respect to all parties.

6. MARKETING AND COMMUNICATIONS

The reputation and credibility of Durban and Coastal Mental Health was severely compromised. A major contributor to this is that the organization hasn't had an internal communications stakeholder actively asserting and managing a positive reputation for the organization for a prolonged period. As a result, the organization was not in possession of a strategic communications strategy which would have aided in mitigating as well as managing the ongoing challenges the organization faces.

Communications (and specifically public relations) is a vital function of an organization. It must not be conducted in spurts but rather on a long-term, strategic basis with the intent of helping the organization to build, defend and strengthen its narrative and reputation; as well as to be the driving force in aiding the organization to execute its mandate. The organizations' chief task is to win over key stakeholders (internal and external), so it can continue to execute its critical mandate. This meant that we had to rope in expertise externally to work with the office of the CEO in the *turning around* of the image of the organization. There has been extensive progress in this regard as there has been a notable reduction in the immoral image of the organization in the mainstream media and also significant feedback that we have received from both our internal and external stakeholders on the recognition of this positive progress.

7. HUMAN RESOURCE

DCMH had been engulfed with an increased unrest within the labour force in the recent period. These includes internal and external cases that were at the CCMA. The organization had to deal with the overall situation and decided to close all internal cases. The external cases had to be managed separately as they were not within our control. What is of significance though, is that we only had one case which was referred to the CCCMA this year and of which has been thrown out. We only remain with 2 cases, which are old cases at the CCMA.

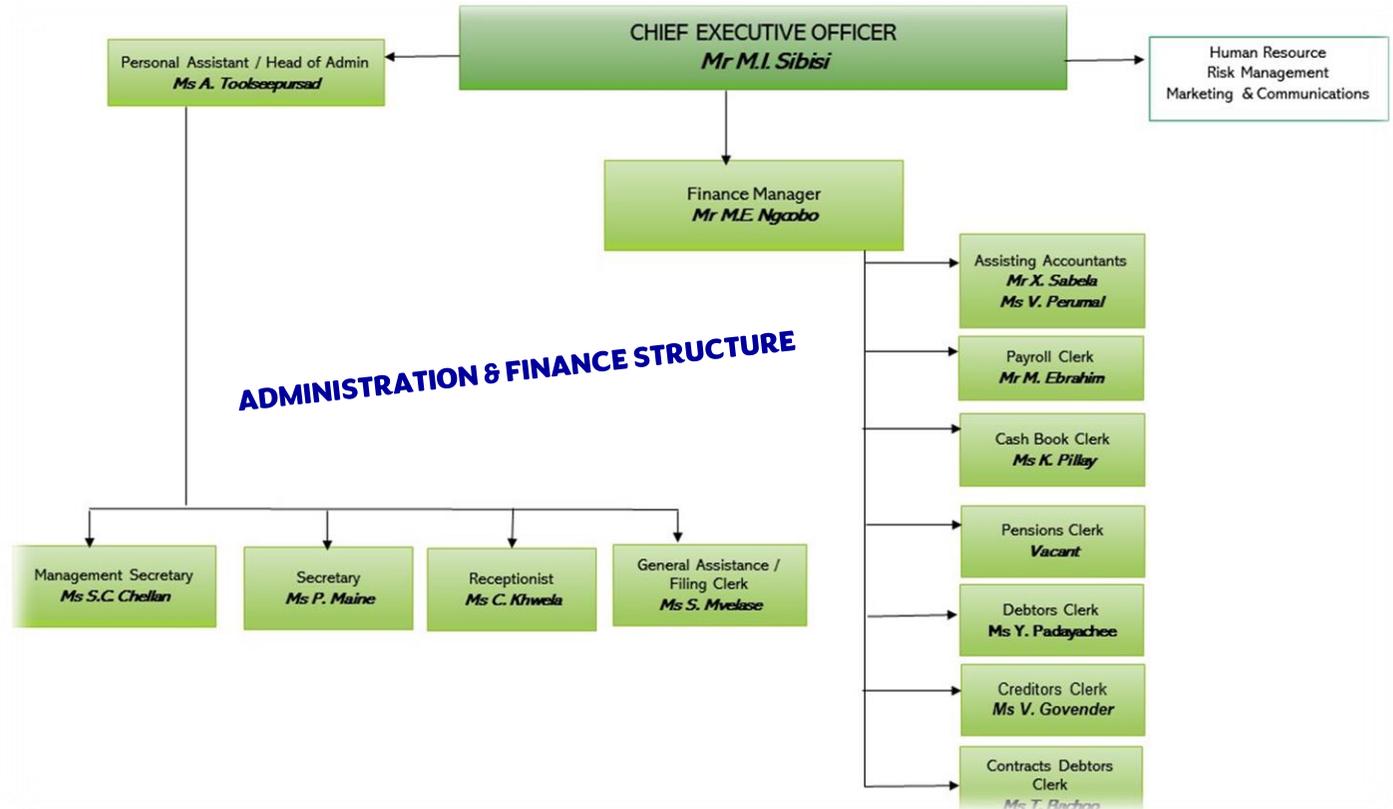
Whilst we have challenges with the workers conditions of employment, we have attempted to engage with the workers instead of them resolving to the halt of work. This is very critical to the stability of the organization.

Lastly, we have outsourced our Human Resource function to Labournet who now deal with the below issues:

- Employee Relations – including internal and external cases, negotiations and disputes.
- Employment Equity
- Health and Safety issues
- POPI and PAIA regulations and conformance

CONCLUSION

I really want to thank and acknowledge the *Service Users* we serve, their *families* and *guardians*, and our stellar *employees* for their patience, kindness, creativity, and support during this year. As you might guess, this has been an exceptionally difficult time for everyone - but the unwavering dedication of everyone at DCMH at ensuring people with mental disabilities are protected and supported has given me unending amounts of hope and gratitude. On behalf of the entire leadership team of DCMH, **THANK YOU!**



The oversight support from the Governing Board has ensured that the changes to the management of the organization is guided and focused on maintaining the key capabilities of the organization and improving on the gaps that existed in the organization.

The stakeholders of DCMH keep the organization alive and without them this organization would have a major difficulty in its functioning. The Department of Social Development, the Department of Health and the Department of Education provide both the resources and the necessary guidance in terms of legislation, policies, and best practices in driving the organization forward. This we are highly thankful for and will always appreciate.

I firmly believe that DCMH is moving towards a positive trajectory and with the above support, it will turn around its fortunes towards the growth stage which will position it as the leading Mental Health Organization for nurturing, rehabilitating and reintroduction of its Service Users.

Mr Mbonisi Sibisi
Chief Executive Officer

ACHIEVEMENTS



SPORTS DAY AT WENTWORTH PROJECTS

On 10th October 2022, the Social Worker organized a sports day to commemorate World Mental Health Day.



SPORTS DAY AT PHOENIX PROJECTS

On the 29th July 2022, a Sports Day was held at our Phoenix Project. It was a day for our Service-Users and Staff to show athleticism and at the same time have a fun filled day. We received overwhelming support from staff, family members and the community in respect to donations of medals, trophies, snacks and meals.

PARTNERSHIP WITH eTHEKWINI MUNICIPALITY HEALTH TEAM

On the 29th and 30th September 2023, the Social Work Manager facilitated a two-day workshop to eThekweni Municipality Health Team on Mental health services, and they were empowered on Mental Disabilities.



GENDER BASED VIOLENCE AND FEMICIDE

On 14th September 2022, the Social Work Manager facilitated a dialogue on Gender Based Violence and Femicide. The aim was to establish the origin of GBV hence the first phase is termed IQALEPHI? It means WHERE DID IT START? The participants who were involved are survivors, some of whom have turned out to be perpetrators of GBVF. Some are authors, artist, and activists who initiated their organizations to combat the scourge of Gender Based Violence and Femicides.

INDABA FOR PEOPLE WITH DISABILITIES

On 19 March 2022, the Social Work Manager facilitated a dialogue on different terminologies used towards People with Disabilities. The participants were mainstream schools, special schools, organization for People with Disabilities, eThekweni Municipality, Department of Health, University of KwaZulu- Natal (Department of Languages and Social Work Department) SAPS, Ikabawo art, Interconnect, church members, Life Coach Intokozo FM and Radio Al Ansaar, parents and community.



CPTW" SHERWOOD PICNIC

As part of Psychosocial Rehabilitation sessions and Family Interventions, a picnic day was planned and held by the Social Worker and staff of the Sherwood Challenge Protective Training Workshop on the 8th July 2022.



GRIEF WORKSHOP

As a result of a need identified in the community of people struggling to cope with grief and loss following the COVID-19 pandemic, Durban and Coastal Mental Health collaborated with the Phoenix Network Forum and held a grief workshop at the Phoenix Survival Centre facilitated by our Phoenix Social Worker. Each participant was gifted with a grief basket to assist with the grieving process.



MEN AND WOMEN'S DAY CELEBRATION 2022

On the 27th August 2022, the Phoenix Social Worker and Day Care Manager implemented a Day Care Parents Meeting and Men and Women's Day Celebration with 21 parents at the Phoenix Happy Hours Day Care Centre. Everyone was spoilt with inspiring talks, pampering gifts and scrumptious meals.



CULTURAL DAY 2022

Heritage Day on 24 September recognises and celebrates the cultural wealth of our nation. South Africans celebrate the day by remembering the cultural heritage of the many cultures that make up the population of South Africa. The Social Worker, Service Users and staff at the Sherwood Challenge Protective Training Workshop held a fun-filled cultural day event on the 23rd September 2022, in celebration of our rich and diverse cultures.



PARTNERSHIP WITH RHEOCHEM

The Pinetown Social Worker and the Social Work Manager implemented a workshop with 35 staff from Rheochem in Pinetown via a presentation on suicide and mental well-being.

RESIDENTIAL CENTRE FAMILY DAY 2022

In an effort to facilitate family reunification for our Service Users within our Residential facilities our Social Worker for Azalea Halfway House held a family day on 14th June 2022, for the residents and their family members. This event assisted in creating cohesiveness and unity amongst residents and their families.



PARTNERSHIP WITH VUMA 103FM

Supporting our corporate partners in uplifting their workforce is a salient aspect of our service. For the reporting period we conducted a presentation of our services with the staff of Vuma 103FM. Thereafter we launched our partnership officially with an outside broadcast at our Head Office on the 1st September 2022. Finally, we implemented one on one session with each staff member in order to improve their mental well-being.



PARTNERSHIP WITH ENGEN

The Managing Director for Engen Refinery with his team visited Austerville Halfway House for official handover of sponsorship for our residents. This was an initiative of the Residential Social Worker for the facility and still more sponsorships are directed to this facility through Engen Refinery partnership.



DINNER AND DANCE

On 1st April 2022, the Social Work Manager with CPTW Coordinator and two staff members organized a Dinner and Dance fundraising event.



PARTNERSHIP WITH UNIVERSITY OF KWAZULU-NATAL

Durban and Coastal Mental Health hosted a team of Social Work Students from Germany through our partnership with the University of KwaZulu Natal. They were sensitized about mental disability and the services offered by DCMH. The visitors were addressed by our CEO Mr. Sibisi and two Service Users Miss Kerry Sharp and Mr. Neville Will.



Smollan Group who is a partner to Tigerbrands, donated an amount of R5000 towards our nutrition programme for the residential care centres. This partnership between the Smollan Group and DCMH has the potential to bear many fruits, as Smollan committed itself to continuously supporting the organization in many of its future endeavours in a form of donations in kind, training support and other services which they specialise in.





The CPTW programme partnered with **Special Olympics** South Africa to provide Persons Living with Mental Disabilities with a learnership that will economically empower them. 220 Service Users are participating in the learnership.



PARTNERSHIP WITH COMDEV

Comdev is a company making strides in the property business. They are currently erecting a business complex at Mpumalanga and have extended a hand to partner with DCMH to build from scratch, a new state of the arts facility at Mpumalanga which will be 3 times larger than the existing structure and will further add a wing from which we are going to run the Protective Workshop programme. This Protective Workshop programme is a resource which will be the first of its kind in the entire area. This will expand our reach and impact as an organization into the community as they will now be made accessible to this much needed service.

CPTW PROGRAMME RENOVATIONS AND UPGRADES

CPTW: Sherwood received major donations towards mattresses, linen, new appliances, entertainment and maintenance. A Service User's Parent, Mr Choudhry facilitated the process with multiple donors.





**Mandela Day 2022
Blue Security - Arts
and Crafts Drive**

Blue Security identified Sherwood CPTW to implement their Mandela Day initiative. The employees of Blue Security embarked on an Arts & crafts drive amongst themselves. The purpose was to contribute arts & crafts materials to the centre, to improve the Psychosocial Rehabilitation Programme.



Durban and Coastal Mental Health participated in a "bread tags for wheelchairs" campaign for Persons with Mental Disabilities. This initiative was to enable wheelchair bound Service Users to receive a new wheelchair and also to replace old / damaged with new ones. Ipha Amanzi Projects noticed our plea in the local newspaper and generously donated 12 brand new wheelchairs, walkers, bottled water and some goodies/snacks for Service Users. DCMH would like to express our appreciation to Ipha Amanzi Projects for their acts of kindness towards Persons with Disabilities, who are the most vulnerable in Society.



CPTW Programme have started a partnership with **Vedante for Life**. The purpose of the partnership is to start a garden project at all 7 Workshops around Durban. Vedante for life aspires to teach individuals to use gardening as a form of economic empowerment.

Gift of the Givers collaborated with DCMH and provided a donation of groceries for Service Users and Residents to the value of ±R200 000. The donation comprised of maize meal, sugar, rice, samp, teabags, peanut butter, oil, salt, soup, tin fish & baked beans.



CARING FOR STAFF

RECOGNITION TO THE FOLLOWING STAFF FOR LONG SERVICE

2021	Ms N.P. Khumalo	10
	Ms S.M.K. Hadebe	10
	Ms L.L. Dube	10
	Ms N.S. Mthembu	10
	Ms J.P. Maine	15
	Ms S. Padayachee	15
	Ms L.P. Mhlongo	15
	Ms P.P. Mbotho	15
	Ms M.S. Langa	15
	Ms T.P. Xolo	15
	Ms T.D. Mchunu	15
	Ms H.C. Khwela	20
2022	Ms S.R. Sibiya	10
	Ms Z. Khawula	10
	Mr V.L.P. Mthiyane	10
	Ms M.N. Mthembu	15
	Mr A.J. Mkhize	15
	Ms D. Duval	15
	Ms M. Abdul Roaf	15
	Ms M.I.Basi	35
TOTAL COMBINED SERVICE		290



The **Sydenham Clinic** offered DCMH staff free pap smears, HIV, Blood pressure as well as glucose testing as part of October being the month to commemorate **Breast Cancer Awareness**.



DCMH Employees enjoyed an exciting day at the **DCMH Funday** held at Sherwood Protective Workshop. Prizes were presented and staff were made to feel special and appreciated.



Heritage Day was celebrated with staff at the Head Office



World Mental Health Day was celebrated at our Protective Training Workshop, Challenge Chatsworth in partnership with community radio station, Sunrise FM.



Women's Day celebration was hosted for all the female staff at the head office. These special women received goodie bags and were treated to lunch.



Secretary's Day was commemorated and Secretaries were presented with tokens of appreciation.



DEPUTY DIRECTOR'S REPORT:

SOCIAL WORK PROGRAMME

The Social Work Programme have implemented the following initiatives for the reporting period:

- A Memorandum of Understanding with **Cloud Therapy** on Awareness Programmes, Referrals & Therapy and with **Vuma FM** on Outside Borders, Awareness, Therapy and Trainings.
- A verbal agreement with **eThekwini Municipality** on Mental Health Awareness & Mental Health Training.
- Negotiations with **University of KZN** on a MOU pertaining to Social Workers, Occupational Therapists, Psychologist, Doctors, Physiotherapist in their final year, to assist the Organization. The research part will be rolled out in the new year.
- Initiated an engagement with **TVET Colleges** to provide final year students to undertake their practicals on plumbing, carpentry, welding, tiling etc.
- Agreement in principle with **traditional leaders, religious leaders & healers** to formulate programme of action of working together.
- Serve as a member of **eThekwini Men's Sector** in the fight against Gender Based Violence.
- Agreed in principle to hold quarterly meetings with District Coordinators from the **Department of Social Development** i.e. Ilembe, Ethekewini North and South
- Quarterly meetings are being held with **Department of Health** Social Workers in eThekwini regional hospitals.
- Agreement in principle to work together on mental health issues affecting inmates in correctional services especially inmates who are on parole.
- Will be intensifying projects such as **Johnson and Johnson's FUNDISA** whose main aim is to capacitate the community through trained social workers

CHALLENGE PROTECTIVE WORKSHOP PROGRAMME

- The Challenge Training Protective Workshop (CPTW) has 7 Protective Workshop facilities, of which three have tenants on site as income generation for the organization.
- CPTW is a source of income generation for the organization because of the contract work that companies bring to the organization. Contract work has increased in the workshop and we are intensifying networking with relevant businesses.
- We view and project CPTW Programme as a multipurpose centre due to the space and potential different ways it can be utilised.
- We are projecting to expand the CPTW Programme to more rural communities. The major reason is that we have huge numbers coming from rural areas to attend workshops and we have most of our clients coming from disadvantaged communities.
- We are already looking at our strategic plan for 2023 - 2026 so that we utilise the facility for venue hire. Our Facilities can be used as a venue for meetings, wedding, conferences or training.
- The Multi-disciplinary Team from DOH (Occupational Therapists and Social Worker) will be rendering support to various CPTW's.
- The major challenges is fleet management, resources such as work cell phone and computers are required to operate efficiently and at an optimal level.
- One parent has organized funding to paint the entire head office including Sherwood workshop. We are engaging with more parents to play a meaningful role in income generation.
- We have created Service User Committees in all workshop facilities so that the Service Users will have a safe space to share their concerns.
- We had 5 supervisor vacancies which have subsequently been filled.
- We had 2 long service Managers of the programme that retired, and these vacancies have also been filled.

Mr Lungisani Mthiyane

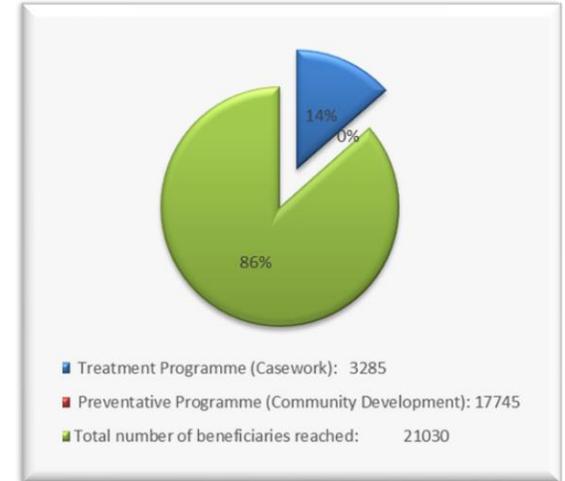
Deputy Director: Social Work & Protective Workshop

SOCIAL WORK PROGRAMME

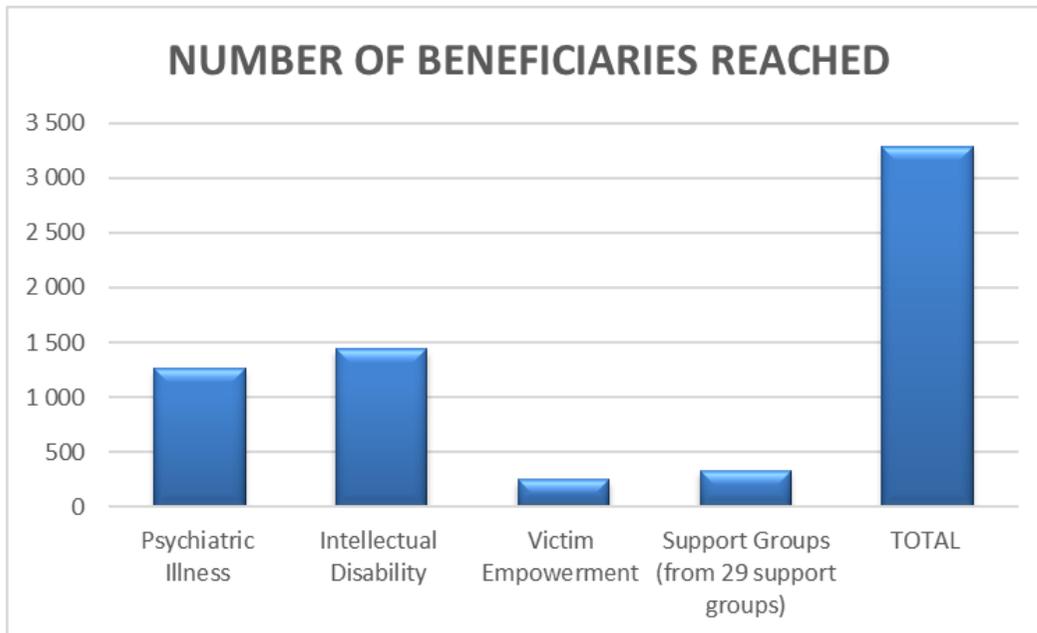
Despite the rollout out of large-scale vaccination drives, the broader impact of COVID-19 on communities continued to be devastating throughout 2021. Additionally, the unrest of July 2021 and the devastating floods in KZN in April 2022, further impacted negatively on the economy, on society and the mental health of all. Against this backdrop, our Social Work staff continued to rise to occasion responding to the multiple needs of communities we serve.

We witnessed a significant rise in interventions by our Social Work staff for persons living with Psychiatric and Intellectual Disability in the eThekweni and iLembe Municipalities. Our reach is demonstrated as follows:

The racial breakdown of our beneficiaries in the year under review **79%: African; 18%: Asian; 2%: Coloured; and 1%: Whites**. Therefore, our Black beneficiary reach is **99%**. We continue to endeavor to reach out to communities in under-resourced settings thus facilitating accessibility of our services.



TREATMENT PROGRAMME



Dr Kagisho Maaroganye, psychiatrist and public sector national convenor of the South African Society of Psychiatrists (SASOP) says that with the high levels of grief, uncertainty, stress and anxiety caused by the pandemic, we need to ask ourselves “how does the nation ‘sanitize’ or protect their minds and build resilience?” Building resilience and promoting mental well-being has been at the forefront of our work within the Social Work Programme. Therefore, interventions by our Social Work staff in the casework/treatment programme were as follows:

Early in 2022 we revived our Multi-Disciplinary Team interventions in order to offer holistic, effective and efficient services to Mental Health Care Users within our facilities. Twenty-nine (29) parenting support groups were implemented across the districts we serve to assist 331 parents gain a better understanding of their children with mental disabilities. They were also educated on the rights of children with mental disabilities.

PREVENTATIVE PROGRAMME

Untreated mental illnesses undermine the productivity of businesses as much as physical health problems. It undermines South Africa's economy, social and family stability – it must therefore be tackled with greater urgency

- William Gumede Associate Professor, School of Governance, University of the Witwatersrand (2021).

According to findings from the latest UNICEF South Africa report, **65%** of young people stated that they had some form of a mental health issue but did not seek help. Our Mental Health prevention programmes seeks to tackle stigma and discrimination and encourage communities to enlist assistance for mental health conditions. Our Social Work staff implemented a wide variety of prevention programmes within the districts they serve between April 2021 and March 2022.

PSYCHOSOCIAL REHABILITATION PROGRAMMES

Psychosocial rehabilitation programmes within our facilities have been rejuvenated as a means of developing the emotional, social and intellectual skills of mental health care users needed to live, learn and work in the community with the least amount of professional support. Calendar events were planned in order to fulfill this objective. These were as follows: Valentine's Day activities to promote care and compassion for each other, Human Rights Day Dialogue to emphasize our rights as per the Constitution of South Africa. At the Phoenix Project service users were treated to a visit to the Maclaren's Circus in October 2021 and held a fun-filled sports day in commemoration of the International Day for Persons with Disabilities on the 3rd December 2021. Heritage Day, Spring Day and Christmas parties were also implemented at the facilities to bring joy and cheer to Service Users. In the Residential Centres Social Workers conducted educational workshops with service users on COVID 19 protocols, bullying, personal hygiene and the importance of adherence to medication.

RADIO TALK SHOWS

Durban and Coastal Mental Health conducts awareness campaigns via radio interviews as well. Radio station such as Vibe FM, Highway Radio, Izwi lomzansi fm and Imbokodo FM. some of the talk shows Social Workers participated in included:

- ❖ Dealing with loss/trauma and grief
- ❖ DCMH services in relation to COVID 19 and 16 Days of Activism.



MENTAL HEALTH DAY COMMEMORATION IN CHATSWORTH

In Chatsworth Challenge Protective Training and Workshop on the same day 10th October 2022, the Social Worker hosted Mental Health a program to educate community members about mental health issues through games.



MENTAL HEALTH AWARENESS CAMPAIGNS

Additionally, our Social Work staff conducted annual awareness campaigns in the year under review as a means of combatting stigma, enhancing prevention, ensuring early recognition and promoting knowledge and understanding of mental health issues. For the July 2021 theme on Psychosocial Disability “See me, hear me, include me: The impact of COVID-19 on persons with psychosocial disability”, our Social Work staff focused on raising awareness about the ways in which the global pandemic is affecting persons with psychosocial and how the pandemic has also affected the mental health of all people, not just those with pre-existing mental health conditions. The October 2021 theme “Mental Health in an Unequal World: Together we can make a difference”.

Campaigns were implemented to address inequalities that exist in our communities in respect to services for mental health care users. Intellectual Disability Awareness Month (IDAM) is celebrated annually in March. For 2022, we focused on the theme “Ensuring inclusion for persons with intellectual disability” concentrating on raising calls for persons with intellectual disability to be included in all areas of life.



OCTOBER MENTAL HEALTH DAY AT UMLAZI

On the 13th October 2022, the Social Worker for Umlazi Halfway House hosted a program in commemoration of World Mental Health Awareness Day. The artists joined Methodist Church, stakeholders and community who have an interest on People with Mental Disability participated in games, aimed to educate stakeholders and community about mental health issues.



OCTOBER MENTAL HEALTH DAY AT KWAMAKUTHA

On the 13th October 2022, the Social Worker educated the community and stakeholders of KwaMakhutha about Mental health and Mental Disabilities. They were empowered about Durban and Coastal Mental Health services.

NETWORKING AND INTERSECTORAL COLLABORATION

Developing partnerships and forming alliances with those that have a common vision in providing optimal care and services to vulnerable populations is a key focus within our Social Work Programme. We partnered with many stakeholders in the financial year under review to ensure that the most vulnerable are reached. These are some of the many initiatives we embarked on:

- ❖ World Down Syndrome Day Event - Dr Pixley Ka Isaka Seme Memorial Hospital.
- ❖ Maclaren's Circus – free tickets for 84 Service Users to visit the circus.
- ❖ eThekweni Municipality and their various clinics.
- ❖ Community Safety and Liaison and SAPS for sponsorship of the IPPD Sports Day 2021.



INCOME DEVELOPMENT

We were so fortunate to have an overwhelming number of volunteers, ordinary community members, religious Organisations, other NPO's and companies who came to our aid and assisted with much needed donations, gift of their skills and time. Some of the assistance we received in the year under review were as follows:

- ❖ Volunteers who assisted with caring for our residents when staff could not get to work due to the July unrest.
- ❖ Volunteers who repaired and replaced windows at our Sherwood Residential Centre and fitted disability rails in the bathrooms.
- ❖ Donation of nappies, food items, blankets, fridge, toiletries and PPEs
- ❖ Ongoing donation of accessories and clothing from the Foschini Group.

TRAINING & DEVELOPMENT

Human Capital is an Organisation's most valuable intangible asset. It is the competencies and commitment of staff within an organisation i.e. the skills, experience, potential and capacity that contributes towards effective, efficient and quality services. In this regard training and development was a key focus in the period under review.



The following are some of the training and development initiatives social work staff participated in:

- ❖ One Social Worker was invited by the Department of Social Development to attend a 5-day Train-The-Trainer Workshop from the 14th to the 18th February 2022. The aim of the programme was to build the capacity of Social Workers to provide psychosocial and trauma counselling during traumatic events.
- ❖ One Social Worker and one Social Work Manager attended the DSD NFD Capacity Building Workshop on the 26/04/2022, at the Newlands Park Rehabilitation Centre.
- ❖ On the 17/05/2022 the team attended training by Dr. Narsi on the Mental Health Care Act No. 17 of 2002.



CHALLENGES

In rendering services to vulnerable communities our Social Work staff often encounter challenges. These include the lack of efficient resources which hinder effective services. One such challenge is a small fleet of ageing vehicles which are constantly in need of repair. This prevents Social Work staff from being fully accessible by beneficiaries and also jeopardizes the safety of our staff.

Secondly, the lack of sufficient funding for important resources such as stationery, phones and laptops to deliver professional services. Finally, the lack of monetary incentives such as increments and annual bonuses impacts negatively on the morale of our Social Work staff. There is thus a huge difference in the salaries of the social work staff in the NGO sector versus Social Workers employed in the Public Sector. The entry level salary of a Social Worker in the Public Sector is equivalent to the Salary of the Social Work Managers at DCMH. This contributes significantly to the low morale of the Social Work staff at DCMH which is especially compounded by the specialised nature of the services rendered by our Social Workers, as we work with mental health care users. Our Social Work staff work closely with our colleagues in the Public Sector rendering bench-marked services to the most vulnerable members of our communities; however, there is an imbalance in the remuneration of the Social Work staff in these two departments. As an organization, we will continually lobby with our partners in government and the private sector to bridge the gap between the public and private sectors in order to ensure that our social work staff and the beneficiaries of our service obtain the benefits that they rightly deserve.

THANKS & APPRECIATION

We wish to acknowledge the following persons who have supported the Social Work Programme in achieving efficient and effective service delivery:
The Department of Social Development, Colleagues in Senior and Middle-Management, Colleagues in Finance and Admin & Volunteers.

To our Social Work Staff, we want to deeply appreciate you for working in the frontline amidst insurmountable challenges which each and every one of you experienced personally as well. We cannot thank you enough for your commitment, passion and dedication in serving vulnerable communities. You are indeed angels on earth!

Ms T.Y. Ngcobo

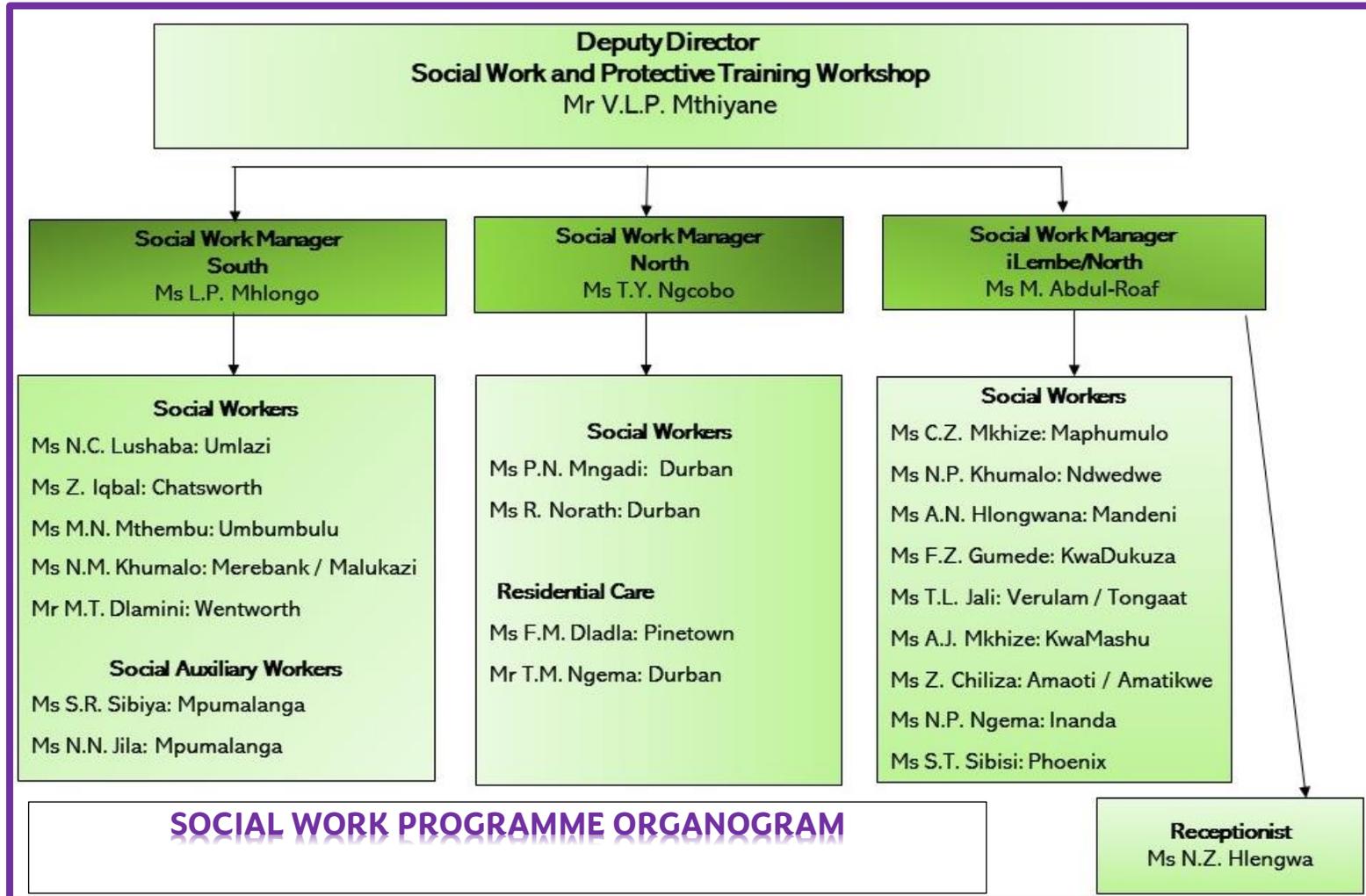
Social Work Manager: North

Ms P. Mhlongo

Social Work Manager: South

Ms M. Abdul Roaf

Social Work Manager: North/iLembe



CHALLENGE PROTECTIVE TRAINING WORKSHOP PROGRAMME

The **Challenge Protective Training Workshop Programme** incorporates 7 Centres around the Durban / eThekweni Region that offer Skills Development and Job Creation Programmes for Adults with Intellectual Disability and Psychiatric Illness. The Programme is based on the premise that through the support, coaching and mentoring from our trained Staff, **Persons with Mental Disability** are able to access and benefit from mainstream training opportunities. The Programme receives a state subsidy and also relies on income received from packaging work from companies to sustain its services.

Our **Life Skills Programme** incorporates educational talks on relevant topics and Psychosocial Rehabilitation which offers a host of activities including arts and crafts, dancing, outdoor games, exercises, singing and drama to promote self-expression, development of fine and gross motor skills, encourage social interaction and creative stimulation.



Work Skills provide a simulated work environment where Service Users are engaged in contract work from a variety of businesses which involves folding, gluing, assembling, labelling and heat-sealing. The model adopts business principles utilising quality control, efficient turnaround time and market related pricing. Products packaged at the Challenge Protective Training Workshops include conference packs, pet food, electrical and plumbing components and ear plugs, amongst others. Our partnership exists with major business houses. Involvement in packaging work enables our Service Users to be engaged in a meaningful activity that helps them contribute to the economy.



In addition, they look forward to coming to “work” every day as it gives their day a sense of purpose and helps to enhance their self-esteem.

In addition, Service Users are trained to undertake tasks in hygiene & cleaning, reception & office assistance, dispatch, care assistance, maintenance, gatekeeping and vehicle cleaning through our **Job grading Programme**.



Supported Integration involves the screening and placement of Service Users in suitable supported employment jobs in the open labour market whilst receiving supportive services/ job coaching from the organisation. When this proceeds well the next level of this is **Integration** where the person is permanently employed and receives all employee benefits.



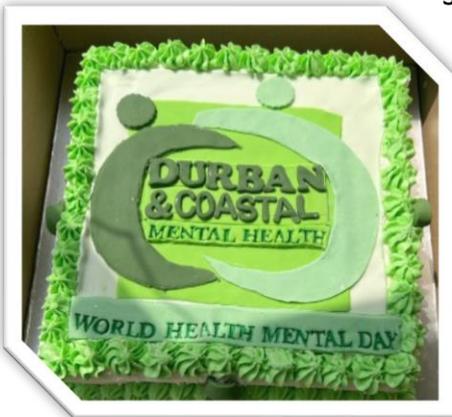
In October 2021, the Protective Training Workshops re-opened to Mental Health Care Users in the communities. The Department of Social Development provided the organization with standard operating procedures regarding compliance with COVID-19 protocols. Mental Health Care Users were gradually reintroduced to the Protective Training Workshop environment, ensuring all centres followed strict COVID-19 compliance protocols to ensure safety of all Mental Health Care Users and employees in the programme.

Whilst the centres were closed to Mental Health Care Users, this severely impacted on the programmes ability to sustain and secure contract customers. Long standing contract customers have remained with the programme, these include, **Uvex, Ant Promotions, Trellicor, and Leading Edge**. Previous contract customers have started undertaking packaging internally to reduce cost post COVID-19. A marketing drive will be undertaken in the next reporting period to attract new contract customers which will assist in supplementing Mental Health Care User's disability grants.

The Organisation has been experiencing severe financial constraints which has affected on cash flow and posed a threat to service delivery. A fund-raising initiative was undertaken in April 2022, to assist with the urgent

need for new beds for **93** residents at our Sherwood Residential Centre. An Events Committee was formed, a dinner and dance event was organized and successfully took place in April 2022. This event allowed the Residential Centre to receive donations of **93** new mattresses, bases, linen, curtains, and towel sets for each Resident. A parent of a Mental Health Care User that has attended Challenge Protective Training Workshop: Sherwood for the past **30** years was instrumental in sourcing the donations. In addition, the Coordinator discussed the wish list for the centre with the parent. This resulted in further renovations and donations of appliances and security alarm system and response for our Challenge Protective Training Workshop: Sherwood. An Admin staff member within the programme, sourced a donation which resulted in all fire extinguishers being serviced free of charge for all the Challenge Protective Training Workshops. This has assisted with the

operational and maintenance cost for the Centres and the Organization. We continue to receive weekly donations of meals and on special events such as Mandela Day, World Mental Health Day.



Persons living with Mental Disabilities that attend Durban and Coastal Mental Health's Challenge Protective Training Workshop: Sherwood have been packing **Comrades Marathon** goodies bags for the past several years. Our Service Users were excited to be involved in the event post the COVID-19 pandemic. 16 400 Goodies bags were packed by our Service Users for the race that took place on the 28th August 2022. Challenge Protective Training Workshop Programme is grateful for the partnership with Comrades Marathon and for economically empowering Persons with Mental Disabilities.



NOTE OF APPRECIATION

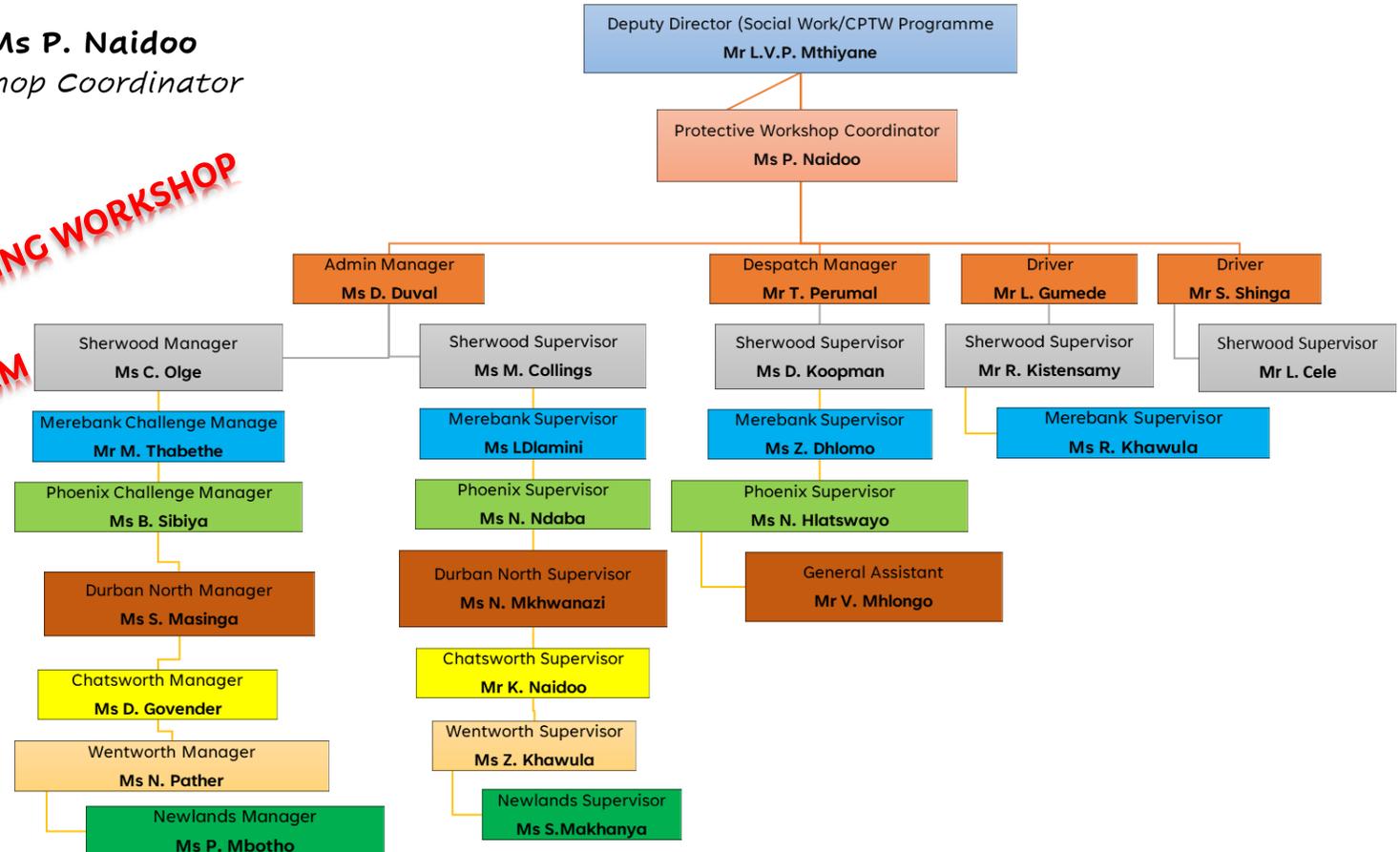
Special Thanks to:

- ❖ The Department of Social Development for their valued funding which helped sustain our services.
- ❖ Our Management for support and teamwork.
- ❖ Admin, Finance and Social Work staff for their role in providing a holistic service to our Mental Health Care Users.
- ❖ Donors and Contract Customers for contributing to our financial sustainability.
- ❖ Parents of our Mental Health Care Users for their ongoing support.
- ❖ Our Mental Health Care Users, who are a constant reminder that efforts to address the challenges we face, are worth the effort.

Ms P. Naidoo

Protective Workshop Coordinator

CHALLENGE PROTECTIVE TRAINING WORKSHOP PROGRAMME ORGANOGRAM



ACTING DEPUTY DIRECTOR'S REPORT

RESIDENTIAL CARE PROGRAMME

“There is no exercise better for the heart than reaching down and lifting people up.” – John Holmes

The Residential Care Programme prides itself on providing quality care to enhance the lives of our Residents so that they feel a sense of respect and belonging at DCMH. The Programme has 7 Residential Care Centres that provide 24 hours holistic care for 325 Residents by offering:



All of the above are key areas of the Resident's Development that ensures the "Resident's Care Plan" is implemented by our Compassionate Staff that bring Joy, Smiles and Comfort to our Residents.

Phoenix and Sherwood Residential Care Centres are subsidized by the Department of Social Development and accommodate adults with Intellectual Disability, Phoenix Residential Centre accommodate **65** Residents and Sherwood Residential Centre **79** Residents. The Centres provide essential care, support and rehabilitation for our Residents so that they are able to live a meaningful and dignified life.

Jona Vaughan Home is subsidized by the Department of Health. The Centre provides one- to-one care by offering optimal dietary requirements and assistance with daily living tasks, which include bathing, dressing, eating, toileting, and creative stimulation for **84** children and adults with Profound Intellectual Disability. Through the power of consistent Rehabilitation, Residents are making strides in cognitive and motor development. Some Residents are now able to make hand gestures or hold a spoon to feed themselves.

The 4 Halfway Houses are Centres for adults with Psychiatric Illness. The Halfway Houses provide a Therapeutic Programme for Persons with Psychiatric Illness to integrate and rehabilitate within a community setting. This includes Residents being involved in Supported Employment, carrying out activities of shopping, visits and socialising more independently, thus proving that Persons with Psychiatric Illness are active citizens of our Country. We accommodate **20** Residents at Austerville Halfway House, **24** Residents at Azalea Halfway House, **41** Residents at Manor Halfway House and **13** Residents at Umlazi Halfway House.

CENTRE BASED REPORTS

“One of the most important things you can do on this earth is to let people know they are not alone” — Shannon L. Alder

UMLAZI HALFWAY HOUSE

Umlazi Halfway House was established in 1971 and has been in existence for 46 years. The Centre was initiated to address the primary and rehabilitation needs of adults with psychiatric illness and has become well developed to meet the needs of persons with psychiatric illness within the KZN Region.

The Residents at Umlazi Halfway House are stable and less likely to relapse due to the structured Psychosocial Rehabilitation Programme offered at the Centre. The Project has developed from strength to strength and has been able to address many transformation imperatives. The Programme has transformed and is presently based on the Community Integration Model, encompassing skills for life enhancement, skills development, stimulation and psychosocial rehabilitation. The Residents are no longer seen as clients merely being “cared for” but as active participants in developing themselves and sustaining their mental well-being. The Centre’s vision is to serve as an effective resource in empowering these Residents to attain optimal mental well-being and quality of life.

AUSTERVILLE HALFWAY HOUSE

Austerville Halfway House is well established in the community of Austerville and is well known as a community resource for persons seeking accommodation for adults with Psychiatric Illness. The development of this project has made a significant impact in the lives of many persons who consider this their “Home” as many Residents at Austerville Halfway House are destitute, abandoned or have families who are unable to cope with caring for their family member with a psychiatric illness. The Manager, Staff, Social Workers and Management aim to achieve this by providing Residents with: -

- Safe and secure accommodation
- A caring and nurturing environment
- Medical Care and Management
- Nutritional meals
- Personal grooming and care
- Health and Wellness Programmes
- Psychosocial Rehabilitation Programmes, which include stimulation, life skills, creative art, crafts activities, and some Residents have the opportunity to attend the Challenge Protective Training Workshop to gain skills development towards economic integration and the opportunity towards Supported Employment.

Social and Community Integration

- 10 Residents attends Challenge Protective Training Workshop,
- 1 Resident engaged in Supported Employment, as a Receptionist for the Austerville Social Work Office

Highlights:

- The centre was revamped through repainting of all dormitories, and common rooms
- The fitment of brand-new beds for all service users
- Minor repairs have been undertaken at the centre
- Support visits from DOH on a monthly basis which

Challenges

- ❖ Staff ratio- below the norms and standards
- ❖ Ageing infra structure

AZALEA HALFWAY HOUSE

Azalea Halfway House was initiated in the 1980's to provide basic care for persons with Psychiatric Illness, offering food, basic life skills and medical care. Over the years the Project expanded due to large scale urbanization, abandonment, social isolation, stigmatization of the disabled and violation of Human Rights. The Programme has transformed and is presently based on the Community Integration Model, encompassing skills for life enhancement, skills development, stimulation and psychosocial rehabilitation.

Social and Community Integration

- 3 Residents attends the Challenge Protective Training Workshop
- All other Residents remained at the Centre and engaged in Psychosocial activities.

Highlights:

- Minor repairs have been undertaken at the centre
- Support visits from DOH on a monthly basis which

Challenges

- ❖ Staff ratio- below the norms and standards
- ❖ Ageing infra structure

MANOR HALFWAY HOUSE

Manor Halfway House was initiated in the 1980's to provide basic care for persons with Psychiatric Illness, offering food, basic life skills and medical care. Over the years the Project expanded due to large scale urbanization, abandonment, social isolation, stigmatization of the disabled and violation of human rights. The Centre houses 42 adults with Psychiatric Illness. The development of this project has made a significant impact in the lives of many persons who consider this their "Home" as many Residents at Manor Halfway House are destitute, abandoned or have families who are unable to cope with caring for their family member with a psychiatric illness. The centre has aged over the years, its infrastructure has dilapidated.

Social and Community Integration

- 10 Residents attended the Challenge Protective Training Workshop: Sherwood,
- 5 engaged in Supported Employment and
- 2 remained at the Centre engaging in Psychosocial activities

Highlights:

- Minor repairs have been undertaken at the centre
- Support visits from DOH on a monthly basis which

Challenges

- ❖ Staff ratio- below the norms and standards
- ❖ Ageing infra structure

PHOENIX HOSTEL

Phoenix Residential Centre is in existence for 27 years and is well developed to meet the needs of persons with Intellectual Disability within the KwaZulu Natal Region.

The Phoenix Residential Centre offers 68 Residents accommodation in a safe, secure and nurturing environment. Care and compassion are imperative for a person's development. The Residents at the Centre receive 24 hours care based on compassion and this plays a significant role in their living a long and healthy life. The staff at the Centre ensures that the Residents receive the appropriate medical attention for their physical and mental health. Medication is also administered to those Residents on daily prescriptions. Meals and snack / tea are provided daily, all meals are nutritious and in keeping with a balanced diet.

Many of the Residents at Phoenix Residential Centre are destitute, abandoned, have no parents or have parents that are extremely frail and unable to care for their "disabled child". Family re-unification attempts have not been successful due to minimal cooperation often experienced with families. Also, many of our Residents feel a sense of belonging among their friends and would rather not return to their families, who often have limited understanding of the Residents' Mental Disability.

SHERWOOD HOSTEL

Sherwood Residential Centre is one of two Residential Centres subsidized by the Department of Social Development 90 Residents are provided with safe, secure and nurturing care based on compassion. The Manager and Staff assist the Residents with their daily living tasks of bathing, dressing, eating, toileting and personal grooming. The Psychosocial Rehabilitation Programme at the Centre includes stimulation, skills development and life enrichment activities to enhance the development and quality of life of each Resident. The Centre provides holistic care for each Resident by catering for their physical, emotional, social, spiritual and cultural needs. The Residents also attend the Challenge Protective Training Workshop on the premises and receive skills training towards Economic Integration.

JONA VAUGHAN HOME

Jona Vaughan Home provides 24 hours holistic care for 13 children and 71 adults with Profound Intellectual Disability. Residents are admitted from urban and rural areas throughout the KwaZulu Natal Region. All Residents require maximum assistance to bath, dress, groom and feed themselves, 54 Residents are unable to feed themselves and have difficulties in swallowing and are dependent on staff to feed them meals and liquids throughout the day. 42 Residents are wheelchair users and require staff assistance with mobility. 45 Residents are unable to transfer independently to the toilet and thus require nappies. 23 Residents require staff assistance with toileting and 15 Residents are able to use the toilet with minimal assistance.

All Residents require assistance with their medical needs, which includes medical administration, transporting Residents to and from medical appointments and management of their care in the Home.

The services include:

- ❖ Provision of 24 hours care for persons with Profound Intellectual Disability.
- ❖ Provision of nutritional meals to assist Residents in maintaining a healthy lifestyle.
- ❖ Provision of high care medical management for Residents' physical and psychiatric health needs.
- ❖ Provision of stimulation programmes to Residents through drama, dance, crafts and art activities. (Swimming in the pool; Walks in the garden; Music and dance)

The programme is proud to share some of our highlights:

- ❖ Phoenix Residential Centre successfully held their annual Sports Day in which all residents participated
- ❖ Parent committees were resuscitated and supported for all the Res Care facilities to promote family involvement in the programme
- ❖ A fun-filled annual Sports Day was hosted at our Phoenix projects.
- ❖ Residents at Jona Vaughan Home were taught simple ways of communicating their needs to Staff, such as by gesturing.
- ❖ 24 Residents participated in the Mental Health Advocacy walk 2022- a platform for our service users to participate in the fight for the rights of people with mental illness and work to break down the stigma that surrounds it. Mental health advocates come from all walks of life, but they all have one thing in common: *they care about helping others.*
- ❖ Insourcing of services such as care giving and catering which contributed to stability in the ResCare programme and prevented staff turnover.
- ❖ Minor renovations were undertaken at, Sherwood hostel: repairs to the fence, roof, bathrooms.

In the midst of South Africa experiencing serious financial setbacks, our Programme has been blessed by the ongoing support of kind hearts that see “Giving” as a priority.

“It’s not how much we give but how much love we put into giving.” – Mother Teresa

We are sincerely appreciative to all our donors for their generous donations in cash, kind, of their time and their skills. Our major funders for the year were: ***Department of Social Development, Department of Health, Umgeni Water, National Lotteries Commission, Engine, Lions Amanzimtoti & Air Outreach***

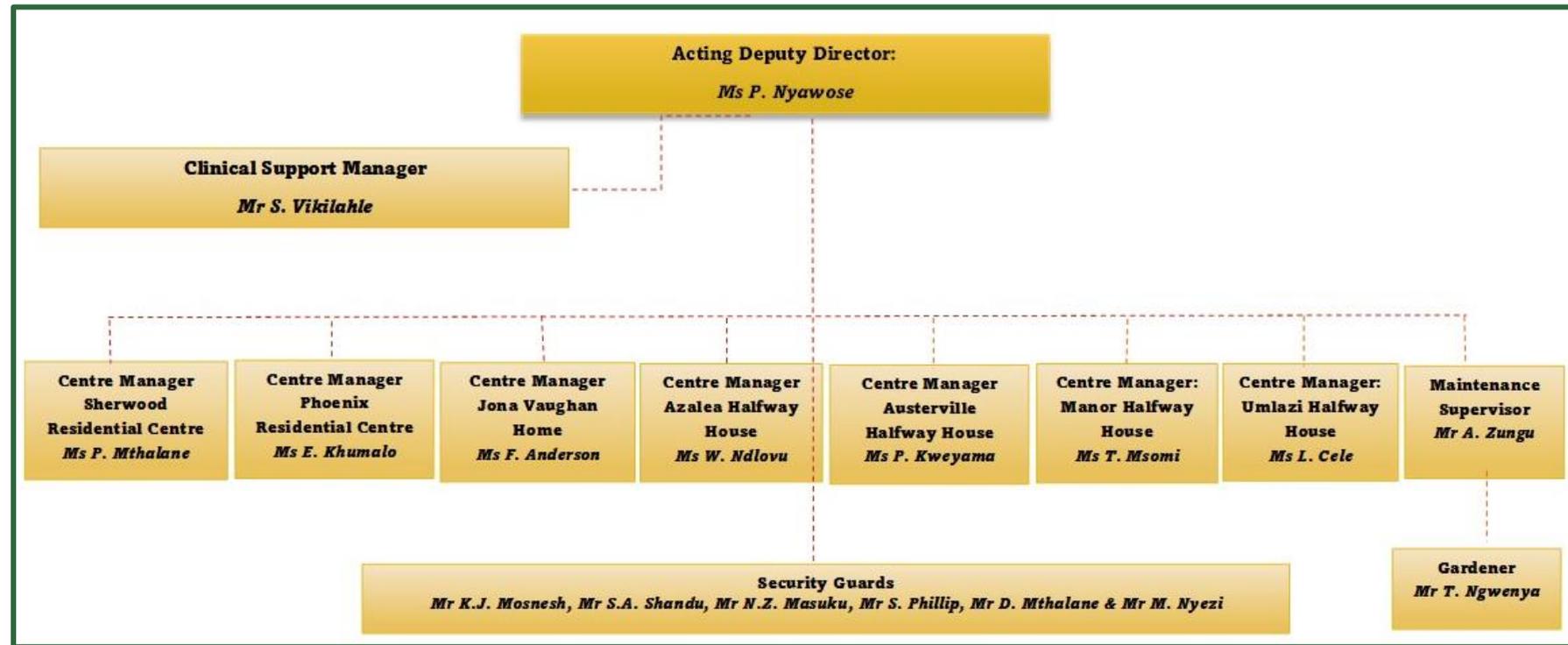
Sincere appreciation is extended to the Chief Executive Officer, Deputy Directors, Management, the Social Work Programme, CPTW Programme, Admin and Finance Section for their commitment, contribution and support towards the Residential Care Programme. I am deeply grateful to the Residential Care team for their hard work, dedication and compassionate care towards our Residents. Most especially, we give thanks to our Residents for giving us a purpose beyond ourselves.

Ms Phindile Nyawose

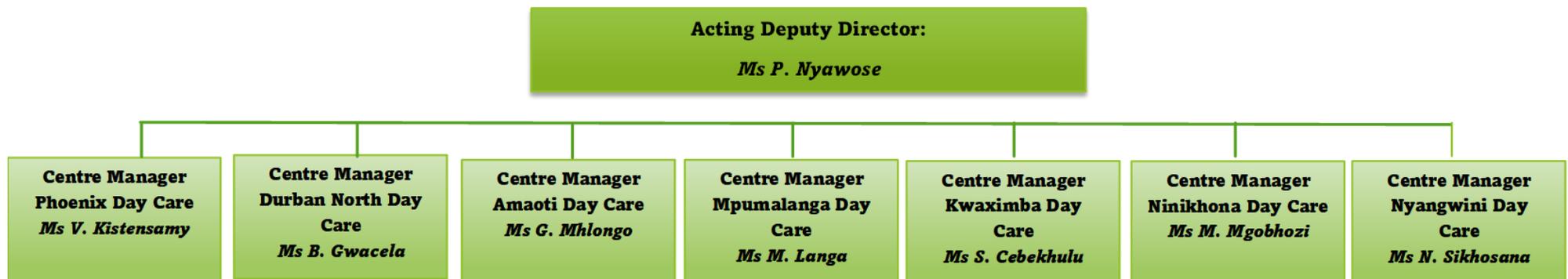
Acting Deputy Director



RESIDENTIAL CARE PROGRAMME ORGANOGRAM



DAY CARE PROGRAMME ORGANOGRAM



DAY CARE PROGRAMME

OVERVIEW OF PROGRAMME PURPOSE AND OBJECTIVES

Durban and Coastal Mental Health has 7 Day Care Centres which cater for 200 children with Profound and Severe Intellectual Disabilities in the communities of Amaoti, Kwa Mashu, Kwa Ximba, Mpumalanga, Ndwedwe, Nyangwini in Mthwalume and Phoenix and the surrounding areas.

Our Day Care Centres have, over the years, aimed to maintain children with mental disabilities within their families and in their communities whilst providing them with equitable access to developmental opportunities through a wide range of activities. For children with special needs, early intervention is an important step towards helping the child fulfill his or her full academic, emotional, and social potential.

During the period under review, our 7 Happy Hours Day Care Centres, which operate in disadvantaged communities, provided appropriate intervention, support and rehabilitation to 200 children with Profound and Severe Intellectual Disabilities.

Accelerating the Fulfilment of the Rights of all Children with Disabilities

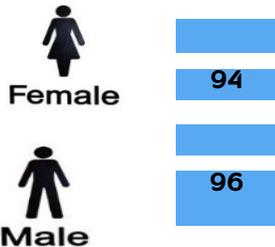


OVERALL PURPOSE OF THE DAY CARE PROGRAMME

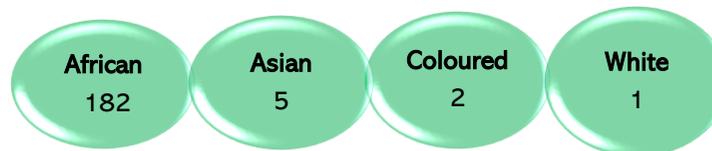
The Day Care Programme strives to provide a holistic programme that promotes the development of the whole child. Our children's very special needs are accompanied by a high degree of dependency regardless of the extent of the disability, and children have access to our programmes which are based and designed to be relevant to individual needs. In order to meet the child's learning needs, our stimulation programmes include an appropriate combination of therapies to stimulate the brain, which helps the body to function better.

BENEFICIARY PROFILE IN THE DAY CARE PROGRAMME

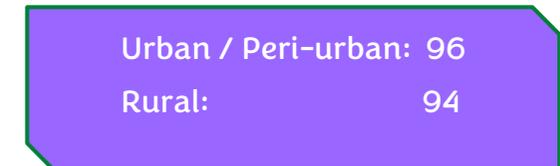
GENDER PROFILE



POPULATION DISTRIBUTION



LOCATION



Name of Centre	Licenced No	Race				Gender		Areas of Operation	Location
		B	A	C	W	F	M		
Amaoti	40	40	-	-	-	19	21	Bambayi, Ohlange, Amaoti, Amaotana, Inanda, Mzinyathi, Ngoqokazi, Ezimangweni	Peri-Urban
Durban North	35	29	3	2	1	15	20	Kwa Mashu, Avoca Hills, Effingham, La Lucia, Durban North, Durban, Redhill, Umbilo, Glenwood, Sherwood, Mayville, Chesterville, Asherville, Clare Estate	Urban & Semi-Urban
KwaXimba	32	32	-	-	-	21	11	Inchanga, Mvini, Skhelekehleni, Inkanyezi, Swayimane, Uthwebe, Esiweni	Semi-Rural
Mpumalanga	32	32	-	-	-	15	17	Kwatasi, Entshongweni, Mpohela, Geogedale, Saukontshe, Mpumalanga, Mlaba Village	Semi-Rural
Ninikhona	20	20	-	-	-	8	12	Meme, Madlinyoka, Thafamasi, Mona, Madimeni, Ndwedwe Mission, Mzunga, Empungeni, Ezinyathini	Rural
Nyangwini	14	11	-	-	-	5	6	Mathulini, Mfazazane, Mahwaqa, Nkambini, Nomakhanzana, Hlabamkhosi, Bangibizo, Nyangwini, Makhosa	Rural
Phoenix	20	18	2	-	-	11	9	Westridge, Ntuzuma, KwaMashu, Inanda, Mount Moriah, Bambhayi, Conobia, Phoenix	Semi-Urban
TOTAL	200	190				190			

PROGRAMME ACTIVITIES COMPLETED

Stimulation and Educational Programme

Due to past discrimination in the mainstream schools, children with disabilities were taken care of in separate and informal facilities, called day care centers. Our Day care centers admitted children with over a wide range of abilities. Children with profound and multiple disabilities are eligible to be admitted to special care or stimulation centers. These centers are currently administered by both the Department of Health and of Social Development.

Children attending our Day Care programme are faced with learning difficulties, sensory problems, deafness or blindness, autism – the list is endless and there is a big need for specific learning methods and therapy for these children. Our programme provides approved therapies, interventions and education, as children with special needs have all the potential that any other child can have.



We are of the view that interventions allowing the acquisition of even basic skills, such as helping a child with a disability learn to feed or dress himself or herself, can lead to a growing sense of independence and competency and reduce the burden on other family members.

Food Security and Nutritional Support

DCMH has committed itself to promote and protect the right to access to adequate food and to directly afford this right to 200 children with profound and Severe mental disabilities across our 7 Day Care Centres within Ethekweni, Ugu and Ilembe Municipalities.



Some of our children with disabilities require additional nutrients to cope with the health problems associated with their disability. For example, they had pressure sores caused by immobility or poor nursing which can become seriously infected.

A high-quality diet is needed for prompt healing and to control infection.

Underprivileged families may struggle to meet these increased nutritional needs or lack ready access to the necessary dietary supplements. With minimal earnings, it makes it difficult to afford basic life necessities such as food.

The Day Care Centres as mentioned, provides a nourishing meal for children 5 days a week as most of the children come from disadvantaged communities for whom sometimes, this is the only nutritious meal which ensures that the children's development is not further disadvantaged by malnutrition and hunger. The total number of meals provided during the reporting period amounted to **61 802**.

HIGHLIGHTS OF THE REPORTING PERIOD

Partnering with the Department of Basic Education

A partnership with the Department of Basic Education has been established following *The Right to Education Campaign* in the Western Cape which heralded a landmark victory for children with Severe and Profound Intellectual Disability (SPID) as it was found that: *"The Government has failed to take reasonable measures to make provision for the educational needs of Severe To Profoundly Intellectually Disabled Children in the Western Cape, in breach of the Rights of those children to a basic education, protection from neglect or degradation, equality and human dignity."* The ruling laid out processes to be followed to rectify the lack of services in an order of the court with clear time frames and responsibilities for a number of Government Departments. This ruling continues to be implemented in this Province. Conditional Grant was awarded for Implementation of the Inclusive Education Policy for Children with Profound Intellectual Disability.

Our 7 Day Care Centres have benefited through the provision of training programmes, mentoring, coaching, monitoring and evaluation in a form of onsite visits and workshops from the Professional Transversal Teams, appointed by the Department of Education through the following activities namely:

- ❖ Conducting audits of care centers and linking them to special schools
- ❖ Appointment of a team of Specialists to provide specialized services to the children at centres
- ❖ Training of centre staff and Care givers

- ❖ Finalization and printing of Policy and Learning Programme
- ❖ Procurement of toolkits for centres
- ❖ Installation of state-of-the-art jungle Gyms across 5 centers and counting
- ❖ Establishing inter-departmental structures for preparing the system for implementation – DSD, DOH, DOT, COGTA
- ❖ Assessment of children in care centres and the development of a database

Community and School Based Programs and Services: Izingane Kuqala

Parent involvement has been recognized as an essential component of early childhood intervention programs for children with disabilities. *Izingane Kuqala* is a Government initiative which advocates for an integrated service approach characterized by family and community involvement through a partnership. Parenting skills workshops were conducted with parents and caregivers from the Nyangwini Day Care Centre to encourage them to gain confidence in themselves as the child's primary caregiver and educator and to promote a quality home environment in which the child with intellectual disabilities can develop and thrive.

Through this partnership, we encouraged growth, development and capacity building of all staff through training workshops, support and the provision of resources for optimum and comprehensive services.

Staff Training Programme

Many of our facility staff come from the rural areas in which our children live. All staff members are carefully selected and attend training sessions provided through collaborations with HWSETA, DOE, and TREE. These sessions included curriculum guidance, the introduction of new techniques and the provision of educational resources.

Rehabilitation:

Motor therapy: The purpose is to protect the motor system, reduce and/or compensate for the disease and impaired functioning of the motor system and related organs and regulatory systems, as well as later limitations and/or challenges. Different methods are used namely: massage, exercise and procedures;

Speech therapy: It includes diagnostics, prevention, correction, remedial therapy and counselling in the field of speech and language disorders.

Acquisition of social skills and inclusion activities:

These include communication and group work skills, using one's free time, recreational activities, expanding one's horizons, "discovery" through different group workshops inside or outside the Day Care Center, trips, visits to various institutions and public spaces (for the purpose of acquiring skills to behave oneself in public, get to know traditions and holidays) contributing to better social integration; Art therapy and occupational therapy.

Program for Parents:

Awareness about the specific characteristics of the condition their child suffers from and about services in the community designed to support the child and the family, among others; Counselling designed to improve childcare and, if necessary, referral to specialists outside the Day Care Centre who may be useful to the family and the child; Training programs for parents designed to strengthen their parenting capacity, improve care for the disabled child; raise awareness on the specific characteristics of the condition their child suffers from.

DONATIONS IN KIND RECEIVED

Every contribution to Durban and Coastal Mental Health, no matter the size, impacts on the sustainability. We sourced a range of donations in kind and pro bono services that alleviated operational expenditure across our 7 Day Care Centres. During the period under review, donations in kind were received from the following Organisations:

- ❖ **Indlela Soup Kitchen:** Amaoti Happy Hours Day Care Centre continues to receive a monthly donation of soup for its 40 children.
- ❖ **Milk Foundation:** The Programme received a three-month donation of milk which was shared amongst all the Centres.
- ❖ **Rainham Sai Centre:** Provides breakfast and provisions to the Phoenix Happy Hours Day Care Centre once in every two weeks.
- ❖ **Parents Association Committee:** The Day Care programme is implemented by qualified staff. However, most of the children have cerebral palsy, so physical therapy is a major focus of the centre. Parents rotate as volunteer caregivers, and assist Care Workers in the programme and in fundraising.
- ❖ **Gift of the Givers:** Grocery provisions
- ❖ **Comdev at Mpumalanga Township**

SUCCESS STORIES - CASE STUDY OF ZAMA XOLILE ZUNGU - DURBAN NORTH DAY CARE

Zama was admitted to the Durban North Day Care Centre on the 1st February 2017 with down syndrome, epilepsy and developmental delays. Upon her admission, she was dependant on wearing diapers as her mobility was limited to the toilet. However, through an intensive stimulation programme, Zama received training on mobility which resulted in her decrease of use in diapers. This has also improved her family's finances.

Zamas developmental success was noted, as she is now able to dress herself, drink from a cup and feed herself, able to open a tap and wash her hands, can use simple words, repeat words spoken by herself, mobility has improved, walking to toilet by herself and flushing the toilet, plays and creates games for herself, assists with collecting dishes and assisting others

Zama has improved in most developmental areas and her parents were advised to transfer her into a special school. In June 2022, Zama was accepted at Golden Gateway Special School where she started attending in October 2022. Her family is happy with her improvements.

CONCLUSION

Durban and Coastal Mental Health has demonstrated how providing an **Early Childhood Development Programme** for children with intellectual disabilities enhances their positive development and allows parents to pursue employment to support their economic livelihoods. This also assists families to gain the confidence in knowing that their child is well cared for. Parents are able to work outside the home to earn an income, hence many families are gaining economic independence as a result of this service.

Sincere appreciation to the funders, donors and supporters for your contribution towards the Nutrition, Stimulation and Educational Programme for the 7 Day Care Centres. Your continued backing and steadfast commitment has enabled us to continue this legacy of caring for all the little Angels in our custody. Our partnership with stakeholders such as yourselves remains critical to the progress that we continue to make in bringing equality and dignity to Children with Intellectual Disabilities.

Ms Phindile Nyawose
Acting Deputy Director

CLINICAL PROGRAMME REPORT



INTRODUCTION

The context under which performance is undertaken is restricted by the unfavourable milieu weakened by limited resources. However, this challenging environment is relieved by the enabling condition of the favourable response of private individual funders, such as parents and / or relatives who add value to what Durban and Coastal Mental is able to offer. It is fervently hoped that all might change once the tough period is overcome, as displayed by gradual progress to-date.

HIGHLIGHTS

Catering Services

Nutrition for the residents improved greatly during the period, especially with the advent of Fedics with their vast catering experience.

Client satisfaction bar rose among the recipients of the service in all centres served by them.

A notable improvement has been observed also in other Residential Care Centres in the quest to comply with the requirements of the menu. Since these centres are serviced by a different service provider more could still be done to ensure full compliance all the time by this service provider.

The sudden departure by the catering service provide has provided an opportunity for Durban Coastal Mental Health to build its own capacity internally to cater for its resident. The progress achieved since, has given hope for more.

Management of Medical Waste

Great effort was made to ensure the implementation of compliance systems and processes to manage medical waste from both Day Care and Res Care Mental Health facilities. In-service training of staff e.g. Nurses and Centre Managers were eventually achieved, whereby the service provider, Compass Waste provided the training. All other categories subsequently received their training at facility level, to ensure compliance with infection control and waste management requirements.

Infection Control Management

The implementation of systems and process to ensure infection control compliance is an ongoing effort since it involves not only the staff, but awareness by the residents and as part of availability of appropriate systems.

In-service training has continued, in-service staff continued education, inclusive of the utilization of protective clothing e.g. appropriate aprons.

Appropriate gloves for different purposes and procedures, of relevant clinical for cleaning purposes including of antibacterial soap and segregation of appropriate tools for cleaning.

Every effort has to be made to ensure availability of essential supplies so that success through continued supervision and ongoing education are acclimatized in the work environment.

In -service Education of Clinical Staff

Ongoing training of staff in the clinical environment has been undertaken to ensure sharpening of skills and knowledge in order to achieve expected outcomes. The following subject areas which are quite relevant to our provision of care were addressed at periodic intervals during the course of the year.

- * **Management of epilepsy**
- * **Side effects of the anti-psychotic drugs**
- * **Management of diabetes mellitus**
- * **Medical waste management**

Development of a Clinical Policies

The senior management team has laboriously developed new policies relevant to our work environment to ensure a promotion of a high quality and safe health care milieu. Training of relevant staff was commenced with centre managers, staff nurses. All training on different policies will be cascaded to the caregivers, cleaners and security guards. A copy of the policies are available at every Durban and Coastal Mental Health facility, as a compliance requirement under norms and standards.

Staff Complement at Mental Health Facilities

Durban and Coastal Mental Health has successfully in sourced its clinical care staff effective from October 2021. These were contracted gradually as a purposefully designed strategy to implement cost cutting measures to achieve value for money. The correct numbers with regard to staff patient ratios, however, still has more room for improvement. Its occupational therapy services, although as it had been planned to strengthen the quality of these services, financial resource challenges have somewhat limited our movement towards achieving the goal.

It is pleasing to report that a rehabilitation team position of an Occupational Therapist has been appointed by the Department of Health to provide support to Durban and Coastal Mental Health. Her services commenced in October 2022 and was introduced to both Day Care and Res Care Centres from 25/10/2022 till 28/10/2022, and she continues to conduct assessments. This will assist in improving the quality of the psycho-social therapy provided to our residents.

Durban and Coastal Mental Health Private Partnership - A private Physiotherapy partner continues to support residents at Sherwood Residential Centre by providing Physiotherapy service to three (3) of our residents. Three vacancies are available monthly and ongoing.

Challenges

Infrastructural challenges which have a direct impact on the provision of improved quality health care.

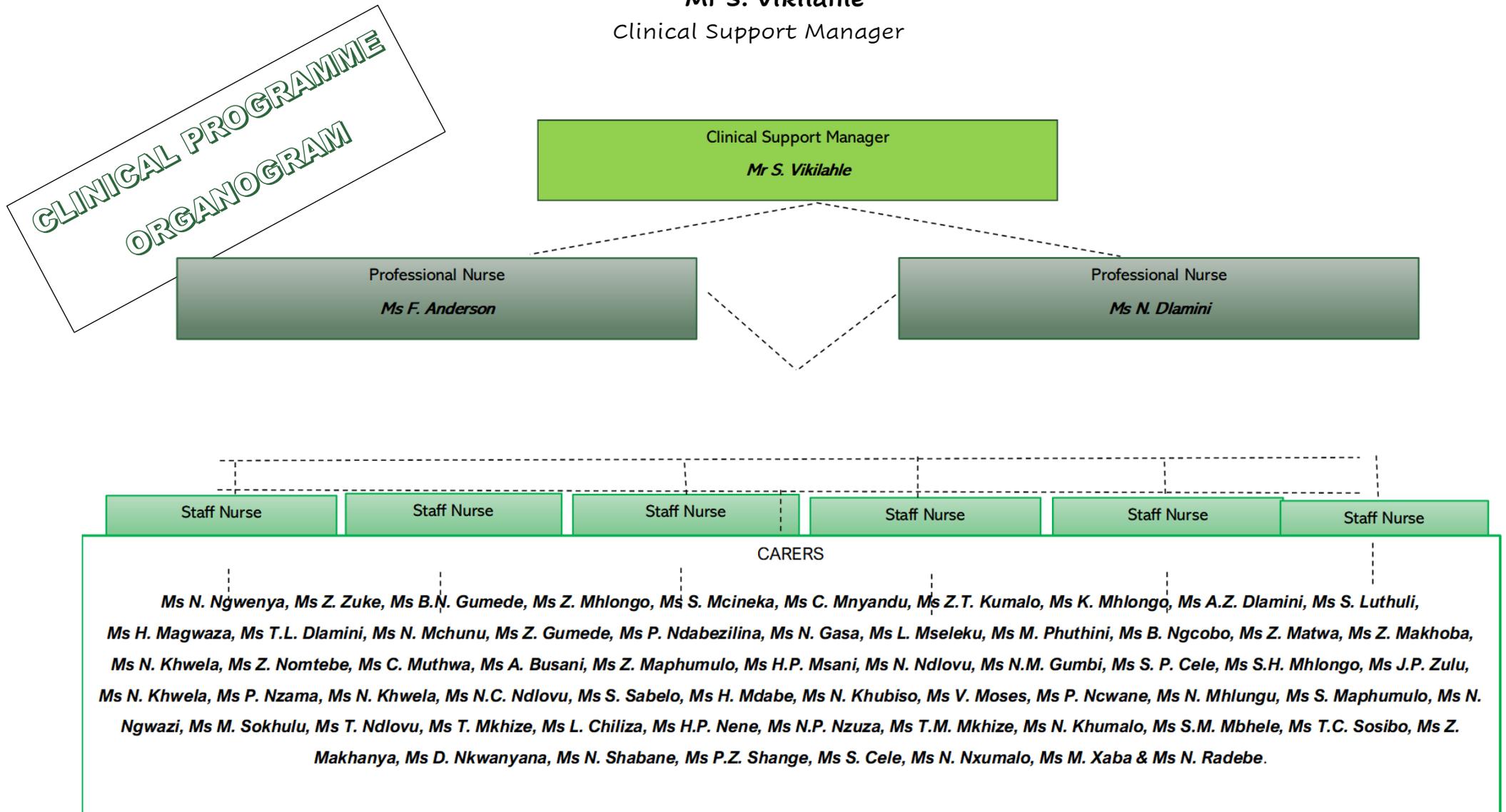
Limitations of financial resources has impeded efforts to strengthen Clinical Support staff, inclusive of professionals in order to add value to quality improvement and objectives of the organisation. Genuine efforts to achieve on all essential areas of compliance is also retarded by limited availability of funds.

The current fleet of vehicles available to serve as our patient transport is unable to meet the demand, thus putting a strain on the overall available fleet.



CONCLUSION

Most of the challenges can be overcome with increased and purposeful drives to improve funding resources through private and public support. The major strength observed from the current calibre of staff and management, as well as the willingness of parent /guardian, through their committee and outside this structure is able to provide support to Durban and Coastal Mental Health for the sole benefit of the Mental Health User.



DONOR LIST

Durban and Coastal Mental Health is privileged to have the support of the following Government Departments, Donors and the Community at large. Every contribution, no matter the size, impacts on our sustainability and contributes to the upliftment to the lives of Persons with Mental Disabilities.

Department of Health	Fathima eThekwini Meats	Mega Tech Business Solutions
Department of Social Development	Fire Check	Melanie
Department of Education	Food for Life	MI DSM
Air Outreach	Fulton Trust	Miss Katherine Elizabeth Reardon
Alita Maharaj	FUNDISA	Mohammed Maxwell
Aneshnee	GB Foam Converters	Moira Collings
Bethsaida Ministries - Pastor E.J. Moodley	Gift of the Givers	Monteagle Group
Blue Security	Goldwagen	Mr A. Seedat
C4 Chartered Accountants- Mr Ismail Tayyob	HAND Foundation	Mr A.Y. Seedat
Carryn	HBZ Bank Unlimited	Mr & Mrs Munien
Chante Pfeiffer	Hemi Singh	Mr Choudhry
Charmaine	His Harvest Tabernacle - Pastor Victor Chetty	Mr Junaid Paruk
Chatsworth Senior Citizens	Jamiatul Ulama - Mr R. Bayat	Mr Lawrence & Mrs Brenda Moonsamy
Checkers Hyper- Pavilion	Julie Govender	Mr Mohammed Aslam Paruk
Classique Quilters CC- Dr Imran Ahmed Khan	KIBA	Mr Mohammed Nasir Khan
CN Brown Trust	Knowles Spar	Mr Nazeer Omar
Cohen Trust	L.N. Force	Mr Raymond Eachus
Dheshan Naidoo	Laura	Mr Sayed Babur Zaidi
Dhevendree Moodley	Liberty Liquors	Mr Shaukat Karrim
Dr Sayed Abu Sameer Nadvi	Lichelle	Mrs M. Pillay
Each 1, Reach 1 - Niri	Liesel Muhl	Ms Fathima Hussain
EM Paruk Charity Trust	Lizaan Tait	Ms Linda Samuel
Exigo Industries - Ms S. Moosa & Mr Mahomed	Lorna Rashid	Ms Melissa Isaiah
Fathima Bhaba	Mallie Pillay	Ms N. Ganase

Ms Raeesa Ebrahim
Ms T. Pillay
Ms Kathija Mahomedy
MTL Training Projects
MySchool MyVillage MyPlanet
Nalinie Lazarus
Naomi Grace Foundation - Linda
Naseema Kadwa
Natasha James
National Lotteries Commission
NMDSM
Pam Chetty
Pastor C. Pentiah
Pastor R. Ramnath
Phillip
Phoenix Child & Family Welfare Society - Ms A. Chetty
Phoenix Crisis Centre
Phoenix Muslim School
Powerhouse Miracle Centre Ministries
PSG Wealth
Qari M Saad Qazi
Rachel Vadi
Rajen Naidoo
Raksha

Rockford Primary School
Shabeer Abdul Roaf
Shalin Munien
Shane Sookraj
Shelley
Shobana Chunilal
Sidani Investments - Mr Anil Gajoo
Simone Naidoo
Sivdasha
Speedy Glass and Aluminium - Mr Sayed Khan
Springfield Civic & Ratepayers Association
Sri Durga Shakti Bhajan Mandhir
Steve Pillay
Steven Thomas
Sun Rise Committee Radio Station
The Elspeth Mews Trust
The Robinhood Foundation
Think Clean - Ms Chante
Tiger Brands
Umgeni Water
Waheeda Bux
Woolworths
Yeshnee Iyemperumal



Our Contact Details:

Durban and Coastal Mental Health

NPO Registration Number: 002-158
PBO Reference Number: 130003155
Section 18A Approved
B-BBEE Certified

3 Hatton Avenue, Sherwood, 4091
P.O. Box 70669, Overport, 4067
Telephone: 031 207 2717
Fax: 031 207 4215
Email: dcmhmail@dcmh.org.za
Website: www.dcmh.org.za

Become our B-BBEE Partner

As an Organisation, we qualify for B-BBEE Qualifying Small Enterprise (QSE) Specialised Entity -General. DCMH is also in receipt of a QSE Level 1 Certification. Your donations to ***Durban and Coastal Mental Health*** are Tax deductible.

CONTACT US:

Marketing@dcmh.org.za

dcmhclientcare@dcmh.org.za

Personal Assistant: 083 631 5351

Reception: 064 696 1827

