

# **DRONFIELD WOODHOUSE COMMUNITY SUPPORT HUB**

**Moray Place Community Room.**

**Dronfield Woodhouse S18 8ZN**

**☎ : 07821 691192**

**Email : [dwcsh@outlook.com](mailto:dwcsh@outlook.com)**

**[www.dronfield-woodhouse-community.com](http://www.dronfield-woodhouse-community.com)**

**PLEASE KEEP THIS WELCOME BROCHURE SAFE FOR FUTURE USE**

# WELCOME TO

## DRONFIELD WOODHOUSE COMMUNITY SUPPORT HUB.

**We are a group based in Dronfield Woodhouse in the community building, Moray Place, S18 8ZN.**

**We provide a safe meeting place for people to improve their social skills, wellbeing and loneliness.**

**Our group is run by local volunteers and aims to provide mutual support and a listening ear, along with activities, games & a cuppa, as well as information about other relevant support services in the area.**

**Aged 18 & up, there are a mix of age ranges that attend the hub of men & women, don't be alone at home, come and have a chat.**

**DMCSH**



# Our Story

Local people supporting each other is nothing new and as founder members of the group we wanted to offer something for everyone to be able to support, and engage with each other.

We want to try and help people feel less isolated, more engaged, improve wellbeing and have some fun along the way.

Moray Place Community Building has given us that opportunity by working with many local support agencies & the community we feel we can work towards having more support for our community, in a free, safe space where everyone is made to feel welcome.

We go out for a two monthly meal together, call in and see where we are going.

We fundraise ourselves so feel free to donate even a small amount for your drinks, food & Activities.

We are all volunteers and always looking for any new members to join us and become part of our community hub as a committee member or just to volunteer time, and are always welcoming new ideas.

**Support,  
Friendship &  
Healthy  
Minds**

**DWCSH**



# MEET YOUR GROUP FACILITATORS, VOLUNTEERS & SUPPORTERS

## VOLUNTEERS

Farida



I have a passion to make sure people don't find themselves isolated in their own community & that they don't feel alone, as I did when I moved to this area.

As a founder member and someone with lived experience of loneliness I feel passionately that the group is able to support others as well as myself and other volunteers. I am also the main fundraiser for the group and the treasurer.

David



I want to help the group evolve and grow, Like Farida I was a founder member of the group & found that many people in our local area were not getting out and about for a chat within there community.

Both myself and Farida are mental health first aiders and I am a committee member.

Kayleigh



I have been a beauty therapist for 12 years and I work locally to the Hub, I visit the hub and I am a regular face at many of the hubs group events, which helps support the other members of the group & a committee member.

We have managed to create a relaxed environment for our treatments and pre booking is always available in advance.

Phil & Dave



We have been actively involved with the hub during the year and I have used some of my IT skills to help many members of the hub. Both myself and my dad David attend the hub when we can.

I am now join chair person with my dad and 3rd signatory on the hubs bank account.



DWCSH



# MEET YOUR GROUP FACILITATORS, VOLUNTEERS & SUPPORTERS



Julie & Donna

We first came to the Hub in August together and enjoyed it so much, we are now active members of the committee, we have been involved in many of the activities that take place at the hub and we are looking forward to meeting many more new members and visitors to the hub.



Adrian

I have been attending the group for a long time and I attend all the sessions, which I enjoy very much.  
I am now a committee member



Jennifer

I am the secretary of the hub and attend most of the meetings when possible.  
I also support the core members of the hub when I can, I have attended all the major events and help with fundraising ideas, I meet with Farida regularly to help and support her when I can.



Christine

I started volunteering in May 2024 and enjoy being part of this community, chatting and making hot drinks for everyone and joining in the fun and games.

VOLUNTEERS



DWCSH



## Group Aims

*Give members an opportunity to talk, be listened to, heard, feel understood, and non judgmentally supported.*

*Enable members who feel isolated due to loneliness, wellbeing issues or overall wellbeing to socialise together and take part in activities to benefit them as individuals within the group.*

*Invite occasional guest speakers to give talks or hold workshops on topics of interest.*

*Help grow positive friendships amongst members while respecting confidentiality.*

*Give members a chance to learn new skills and have some fun.*

*Build ongoing relationships with the community, with other voluntary and support services.*

*Raise funds so the group can continue to help support its members and grow as a group.*

*Share information about positive networks and support options.*

*We accept that initially some people might not want to join in and that is alright.*

*Have fun & hopefully make new friends and connections.*

# Our Aims



**RESPECT THE CONFIDENTIALITY OF ALL GROUP MEMBERS AND FACILITATORS**

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**SAFEGUARDING SELF & EACH OTHER AGAINST ANY FORM OF EXPLOITATION IS PARAMOUNT AT THE GROUP.**

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**ENCOURAGE ALL ATTENDEES THE CHANCE TO CONTRIBUTE AND GET INVOLVED IN ACTIVITIES.**

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**WE DON'T OFFER THERAPY, OR COUNSELLING BUT A SAFE FORUM TO SUPPORT EACH OTHER BY SHARING PERSONAL EXPERIENCES WITH OTHERS, WHILE FEELING SAFE AND CONFIDENT TO DO SO**

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**PLEASE RESPECT EVERYONE'S VIEWS, BY BEING NON-JUDGMENTAL AND UNDERSTANDING OF OTHER VIEWS.**

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**BE SINCERE, KIND, HONEST, AND NON-COMPETITIVE.**

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**BE CONSIDERATE, SUPPORTIVE, ENCOURAGING, AND REMAIN CIVIL AT ALL TIMES**

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**MEMBERS SHOULD REMAIN IN CONTROL OF THEMSELVES, AN OBVIOUS ABUSE OF DRUGS OR ALCOHOL IS NOT ACCEPTED IN THE GROUP**

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**DIVCSH**



## **DWCSH has a web page**



We have a website, please check us out at  
Dronfield Woodhouse Community Support Hub  
([www.dronfield-woodhouse-community.com](http://www.dronfield-woodhouse-community.com))

## **Group Sessions**

Our meetings take place on the following dates

### **Local Health and Wellbeing Group**

Every Monday 10:30 am - 1 pm

Take A Step Inside With Sue- bespoke crystal energy treatments  
1.30pm - 7.30 pm Charges apply. (Check website for Dates )

### **Chat & Wellbeing Group**

Every Thursday 10:30 am - 1 pm

### **Last Tuesday of the Month**

Beauty Treatments with Kayleigh Our Therapist

( chargeable services)

pre booked only 9am - 4 pm

Also some Wednesdays 9am-2pm ( check the website for dates)

We have a chair based yoga, Curling and other chair based  
exercises weekly, check out our website for these details.

Phone: 07821 691192

Email: [DWCSH@outlook.com](mailto:DWCSH@outlook.com)



**DWCSH**

**TAKE A STEP INSIDE**

Bespoke Crystal Energy Treatments

**Bespoke Crystal Energy Treatments With Sue**  
**At Dronfield Woodhouse Community Support Hub**  
**Moray Place, Dronfield Woodhouse S18 8ZN**  
**Monday afternoons from 1.30pm**  
**pre booked only appointments**  
**contact Farida 07821 691192**

Reiki is a Japanese word meaning Universal life force, an energy that is all around us and that runs through every living being. Reiki heals the body holistically, meaning it helps to heal on a physical, mental and emotional level. This is achieved by channelling Reiki healing energy from the universe to the recipient via my hands.

Chakra balancing - is the process of bringing balance and harmony to the energy center's within your body, known as chakras. These energy center's play a vital role in our overall well-being, affecting both our physical and emotional state.

Crystal healing - is an ancient therapy that utilizes the natural power of crystals and gemstones to improve health and wellbeing. Crystal healing is holistic, meaning that the treatment restores health and balance at all levels; emotional, physical, and spiritual. Appropriate healing crystals are chosen and placed on the chakras or around the body to activate and support the natural self-healing process.

Crystal Reiki - works by combining the power of Reiki practice with the natural properties of crystals to direct and control the flow of energy.

Quantum Breath - is a method of energy healing which includes meditation, breathwork, and energy awareness techniques to do self-healing and offer energy healing to others. Quantum Breath can help to restore balance on many levels, it is valuable for emotional healing as well as physical healing, bringing comfort and peace.

Essential Oils with Crystals - When you use crystals and essential oils together, they create something truly magical and harmonious.

**DRONFIELD WOODHOUSE COMMUNITY SUPPORT HUB**

**VOLUNTEERS**

**NEEDED**

Do you feel you have something to offer your community? would you like to be part of a thriving community group that supports the residents of Dronfield Woodhouse? Are you looking for local volunteering opportunities? If so why not come and join us at a local group based in Dronfield Woodhouse providing a safe meeting place for people to improve their social skills, loneliness & wellbeing. We play games, do arts & crafts, regularly go out on trips & friendship meals.

**FOR MORE INFORMATION CALL US ON**  
**07821691192**  
**EMAIL DWCSH@OUTLOOK.COM**

Or visit our website  
[www.dronfield-woodhouse-community.com](http://www.dronfield-woodhouse-community.com)

Welcome

**Relaxation at the Hub with Kayleigh Our Local Therapist.**



our services  
 hand or foot massage £10  
 mini pedicure/manicure £15  
 gel hands/feet £22

Further details at the Hub or call Kayleigh  
 07879 054066

Massage & Nails  
 last Tuesday of the month & some Wednesdays  
 Dates on website [www.dronfield-woodhouse-community.com](http://www.dronfield-woodhouse-community.com)

**TUESDAY 9AM- 4PM**  
**WEDNESDAY 9AM -2PM**

**DRONFIELD WOODHOUSE COMMUNITY SUPPORT HUB AT MORAY PLACE COMMUNITY BUILDING S18 8ZN.**

07821 691192  
 DWCSH@OUTLOOK.COM

**CHAIR BASED YOGA**

**WITH ANNE**

**WITH ANNE**

*Come along and join us at the hub for very gentle chair based yoga £2 per session.*

**TUESDAYS AT 11.30AM**

**WEDNESDAYS AT 2.30PM**

CHECK OUT OUR WEBSITE FOR THE DATES

Moray Place Community Building, Moray Place,  
 Dronfield Woodhouse, S18 8ZN.  
 ☎ : 07821 691192  
 email: [dwcsch@outlook.com](mailto:dwcsch@outlook.com)  
[WWW.DRONFIELD-WOODHOUSE-COMMUNITY.COM](http://WWW.DRONFIELD-WOODHOUSE-COMMUNITY.COM)

## Activites at the hub



# Groups who attend the hub

Derbyshire Carers Association (DCA) support Carers who look after a family member, partner or friend who needs help because of their illness, frailty, disability, a mental ill health or an addiction. The care they give is unpaid.

There are an estimated 96,000 Carers living in Derbyshire with over 26,000 aged over 65. Everyday across the UK 6,000 people become Carers.

## What we do

Derbyshire Carers Association deliver a comprehensive support service to Adult and Young Carers throughout Derbyshire. All services are created to support Carers with the practical, physical and emotional impact of care giving. We have formed partnerships with health, statutory and community services to complement our offer and connect Carers with professional and current support.

## Vision

Carers of all ages can live healthy, fulfilled lives; are identified early and valued; are informed and supported; have an opportunity for a life outside caring; can care safely; can make realistic choices as to whether they wish to be Carers, and can be involved and recognised as experts in consultation and planning. Carers should have the same rights, hopes, expectations and choices as people who are not Carers.

## Mission

Our mission is to make a positive difference to the lives of local Carers by; increasing public awareness of the Carer's role, challenging the inequalities unpaid Carers face and offering tailored support that is Carer-driven, professional, compassionate, respectful, inclusive and meets individual need.

## Values

### Carer Centred

Committed to a person-centred approach in all our interactions to provide quality services that reflect the unique circumstances of each individual. We are proud of our work and it is a great privilege to support Carers through many challenging and significant moments. We are always mindful of the trust and confidence invested in us by Carers.

### Compassionate

Compassion is at the heart of DCA. We listen, expressing kindness, empathy, understanding, dignity, respect, inclusivity and a selfless, benevolent concern for the wellbeing of unpaid Carers – regardless of their circumstances. We honour and respect peoples differences.

### Collaborative

We connect, collaborate and share, recognising the expertise, knowledge and experience of others.

Ensuring that people with lived experience of caring play a pivotal role in shaping our services.

Together we can seek change.

### Trustworthy

We act with integrity and are accountable and honest about what we do and how we do things. We are open to sharing ideas to best serve and support unpaid Carers.



**WE DO UNDERSTAND, WE DO CARE, WE CAN HELP**

## Derbyshire Hard of Hearing Service

in Amber Valley, Bolsover, Chesterfield, Derbyshire Dales, Erewash, High Peak, North East Derbyshire and South Derbyshire

Derbyshire Hard of Hearing Service provides Support, Information, Advice and Guidance on all aspects of hearing impairment for individuals, families and friends across Derbyshire

We carry out assessments for assistive hearing equipment such as TV Listeners, Doorbells and Induction loops

Hearing Help UK,  
156 Derby Road,  
Marehay, Ripley,  
Derbyshire DE5 8HU

**01773 570976**    
**www.hearinghelpuk.uk**  
info@hearinghelpuk.uk



# Groups who attend the hub



## DERBYSHIRE TIME SWAP

**GIVE TIME. GET TIME.  
MAKE A DIFFERENCE.**

Derbyshire Time Swap brings local people together, using their knowledge, skills, and most importantly, time, to support each other.

From walking someone's dog to learning a language - the possibilities are endless. What's unique about Time Swap is that every member's time is equal: for every hour you give to help someone else, you receive an hour to spend.

Time Swap is flexible as you only offer or accept swaps you want to do, when you want to do them. Then, as you earn your hours you can spend, save, or donate them to the community pot for people in need to use.

**IF YOU WANT TO SIGN UP OR LEARN MORE, GET IN TOUCH TODAY!**

Call Natalie on 07458 304316. Alternatively please call SDCVS on 01283 219761 and ask to speak about Time Swap

nataliee@sd cvs.org.uk      www.derbyshiretimeswap.org.uk

### A short example of how Time Swap works:



**DERBYSHIRE  
TIME SWAP**

**Time Swap isn't just for individuals - groups and organisations can 'Give Time to Get Time' too!**

For example; a company could help with some litter picking or gardening, or even allow a meeting room to be used by Time Swap members.

The company could then use their time credits to ask members to help them by painting a fence for example. The company could save the credits up or even donate them to the 'Community Pot' to continue helping their local community.

Time Swap is a great opportunity to get involved with local people, strengthen ties to the community, and build team morale. Time Swap is also a fantastic chance for organisations to promote themselves and widen their networks.

Call Natalie on 07458 304316. Alternatively please call SDCVS on 01283 219761 and ask to speak about Time Swap

nataliee@sd cvs.org.uk      www.derbyshiretimeswap.org.uk

## Kim Locking Community Health Improvement Worker

## SHOW YOURSELF SOME LOVE

**WE OFFER FREE  
HEALTH AND  
WELLBEING SUPPORT.**



Live Life  
BETTER  
DERBYSHIRE

**If you are over 40, you can get your blood pressure checked for free with Live Life Better Derbyshire**



**It's free, easy and it could save your life**

Live Life  
BETTER  
DERBYSHIRE

# Dronfield Woodhouse Community Support Hub Rules

- 1 Please sign in and hang up your coats
- 2 Please be respectful of others around you
- 3 no swearing or inappropriate behaviour
- 4 no discrimination towards race, disability or gender
- 5 Keep all your belongings out of the walkway & do not move chairs into the walkway
- 6 No more than two people in the kitchen
- 7 Please do not talk during any chair based activities, bingo & quizzes
- 8 Please leave the toilet facilities as you would wish to find them
- 9 Please let a committee member know if you see anything wrong at the hub
- 10 This is a community hub used by many different people, with many different physical & mental health issues, who all need to get along, so please be aware of your noise levels as this can impact peoples mental health
- 11 Please don't forget we do need to self fund so please try to make a regular donation if you can



We have had a very busy time during the first two years, firstly establishing ourselves, seeing what works and what doesn't

The men's club was not very successful but those men that did attend now join us anyway so no one is lost.

Kayleigh's Therapy session's have been very successful and we now have her attending 1 & a half days per month.

We have taken part in a free course at Chesterfield beauty academy.

Both myself & Dave have taken the chair based exercise course with Age UK & we both passed, so we can teach chair based activities.

Fundraising took some time for me to get my head round but with some help from Jon at linkscvs and lots of patience I finally got there.

We have yoga, chair based exercises and curling regularly, the curling is so much fun and everyone has banter, especially when it's men versus women.

We make paper flowers and handmade cards which we sell to raise money for the hub.

We have been visiting other hubs and enjoying other people's company and experiences by using community transportation & we even did a trip to London to the Old Vic Theatre to see a Christmas Carol. We go to the market twice a month and go out for a hub meal locally every two months.

Jason from Rykneld has attended to help out with computer and phone technology.  
Jude from Rykneld has helped with a few different things but mainly showed me how to use spreadsheets so I can keep our books up to date.

We have had the animal zoo visit the hub, which was incredible and everyone had a fantastic time.

Derbyshire Carers, local mental health teams, social prescribers, occupational therapist, Citizens Advice & the Living Well team visit regularly.

We have raised money for dementia, the hub and competed in race for life as a hub & we continue to fundraise for ourselves, we also now have a gofundme page.

<https://gofund.me/e7e2a405>

We had a big party for the Kings Coronation and had so much fun, we have a Christmas Party every year and have a singer, Christmas Carols and a buffet.

We now have outside chairs, tables and games which we can use when the weather is good.

Our members have taken part in an air fryer course.

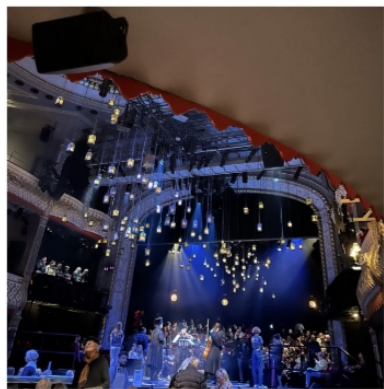
I would like to thank every one of our committee members and our volunteers who have helped out and how without all of us working together this hub would not be possible.

The group has grown so much and we are looking forward to what's ahead.



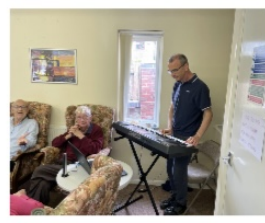
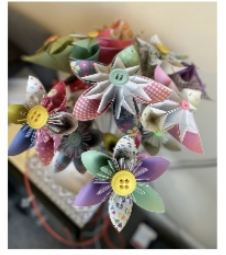


# One of our trips to London to The Old Vic Theatre to see A Christmas Carol





# Events at the hub







## Kitchen Etiquette

**You are welcome to use the kitchen to make yourself a tea or coffee, however, we do ask that you follow the guidelines when using the facilities:**

- If you do not have a Food Hygiene Certificate Level 2, then please do not handle food for anyone else and ensure that if you are making food for yourself that you have someone with a certificate supervising you.
- Please clean up after yourself so the kitchen is clean for the next person. This includes making sure surfaces are wiped and any dirty pots are washed.
- To ensure the safety of our members, only 2 people in the kitchen at any one time.
- Before the group finishes and doors are locked, please ensure that everything is turned off and safe, the kitchen is tidy, bins are emptied, pots are washed.



## Cuppa Time





## Membership

### MEMBERSHIP

#### All welcome

The DWCSH is for anyone 18 plus in the community who struggle with isolation or their overall wellbeing.

The group is open to anyone in the community who would like or benefit from being involved you need to be physically able or come with your carer & not be in a mental health crisis.



### NEW MEMBERS

#### Word of mouth

New members are welcome from mental health services, GP's, hospitals, social services and self-referrals.

We are also looking forward to seeing anyone in the local area who wants a cuppa and a chat to pop and say hello.

We are always looking for new committee members, volunteers and fresh ideas.



### REFERRALS

#### Just call in and say hello

For a referral please email us at [dwcsch@outlook.com](mailto:dwcsch@outlook.com) or go to our web page

[www.dronfield-woodhouse-community.com](http://www.dronfield-woodhouse-community.com)

Tel: 07821 691192



## Additional Support

**If any members feel they need additional support**

### **Non-emergency support**

Call the NHS helpline: **111**

Visit NHS Choices <http://www.nhs.uk/>

## *Support in a Crisis*

In a mental health emergency, please dial 999 or go straight to accident and emergency)

If possible, make an appointment with your GP, who will assess you and if required make a referral to the community mental health team, suggest counselling sessions, and talk about other options including medication, self-help, and other mental health support organisations, as well as highlight local peer support options

If this is not possible the advice is always to dial 999 or go to your nearest Accident and Emergency department.

### **Make an appointment with your GP sooner rather than later (if possible)**

*A GP is the right person to help and assess you and make those relevant referrals, but if you cannot keep yourself safe and are unable to make that appointment please visit your local A&E as soon as possible, they are there to help.*



## Additional Support

Mental health support is now available to Derbyshire residents of all ages through a mental health support line:

**0800 028 0077**

*24/7  
Support*

The Derbyshire Mental Health Helpline and Support Service is a freephone service available to everyone living in Derbyshire - both young people and adults. It is open 24 hours a day, seven days a week.

If you or your loved one are experiencing distress or anxiety, or feeling that you cannot cope, call us on 0800 028 0077 for support over the phone. That support could be about your mental health but you can also talk through practical issues that may be causing concern.

In addition, if the helpline team feel you would benefit from some face-to-face support, you may be invited to our 'safe haven'. Here you can continue to discuss your problems in a calm, welcoming environment with people who understand what you're going through.

*24/7  
Support*

Samaritans any time - **Telephone 116 123** (free) – they will offer a listening service.



# Conflict Resolutions

We all have different views and opinions, however, in order for the group to work and be a safe space for everyone, we need to do our best to get along.

To remain a positive, supportive and helpful group, any issues within the group therefore need to be resolved as quickly as possible.

The group is here to promote a safe space for people, so if you do not get along with someone in the group, then please be civil or do not interact.

Remember familiarity within the group, for example, family members can mean you say things that could cause upset or offense to others outside of that bubble, try to be aware of this in your group.

Make sure everyone is felt welcome, included and if you do say something that could offend or be an issue a quick apology usually suffices.

Never be afraid to request/ open a new conversation.

If a conflict does arise, an apology may do....

if not please please raise with your facilitators of the group.

# Data Protection

*The main purpose of data protection is about protecting people's privacy, within any organisation, including community groups, and is at the heart of data protection law which came into force in May 2018, called General Data Protection Regulation or (GDPR) for short.*

## Data Protection for Community Groups

***The most important step towards protecting the privacy and complying with the GDPR is understanding some basic principles***

### WHAT PERSONAL DATA IS...

INFORMATION RELATING TO AND IDENTIFYING A PERSON, INCLUDING PHONE NUMBERS, EMAILS, ADDRESSES, RACE, GENDER, BIRTH DATE, NAME.

The general rule is to only collect, store or use personal data if your group needs to do so for a clear, specific purpose.

Only collect, store and use the minimum amount of data you need for your purpose.

Don't keep extra data if you don't know why you need it, and don't keep data that is no longer needed for a clear purpose.

Make sure people know how to contact you if they want you to remove their data from your records.

Tell people what data you have about them if they ask you to, and remove it if requested.

Store data securely.

Be clear whether data belongs to your group or to you personally, just because you have access to contact details held by the group, doesn't mean they are your personal contacts.

If you keep these principles in mind, you are likely to be respecting people's privacy and meeting the fundamental requirements of the GDPR.



**DWCSH**



## **Moray Place Community Room - Terms of Use**

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**The room is for the use of the residents of Moray Place. Whilst other residents can attend sessions, they cannot book the room or organise events unless Moray Place residents are involved.**

**No alcohol is to be consumed on the premises.**

**Please ensure the sign in sheet is signed by everyone who enters and leaves the building. This will be used as a role call in the event of a fire.**

**On leaving, ensure that the room is secure, with all window closed and the main door locked. Ensure that the room is clear and tidy, with no combustible materials (i.e. paper or rubbish) left on the floor or surfaces. Ensure everyone has signed out and that all rooms are unoccupied. Ensure that any rubbish is removed from the interior waste bin and placed in the dustbin outside.**

**No live flames to be lit in the building. This includes candles and incense sticks.**

**No smoking on the premises.**

**If you wish to book the room, please contact the Community Involvement Team**

**Only electrical equipment that has a valid Portable Appliance Test (PAT) can be used in this lounge. Evidence of this must be provided to Ryknel Homes prior to the use of this equipment.**

**The room should not be used for monetary gain or running a private business.**

**If you wish to charge for any activity this must be discussed and agreed in writing by Ryknel Homes.**

**Be sure that any lights or heating are only used if necessary and that they are switched off when you leave the building. Please also switch off any electrical items at the plug socket.**

**The maximum occupancy at any one time is 25 people with chairs and tables and 35 standing.**



# EMERGENCY CONTACT FORM

PERSONAL INFORMATION	
Full Name	
Date of birth	
Mobile number	
Home number	
Address	
Email	
PRIMARY EMERGENCY CONTACT	
Full Name	
Relationship	
Contact Number	
Alternate Number	
Email Address	
SECONDARY EMERGENCY CONTACT	
Full Name	
Relationship	
Contact Number	
Alternate Number	
Email Address	
CONSENT	
I, _____, confirm that the information provided is accurate and give consent to be contacted through these details in case of an emergency.	
Signature	Date



**North East  
Derbyshire**  
District Council

