

# Baking Mental Health into Every Level of Support

Neudice is a neurodivergent, inclusive community for entrepreneurs based in Plymouth, dedicated to supporting those who identify as neurodivergent or share challenges or experiences in doing business differently. Neudice operates both online through platforms such as Discord, and in person at their community hub, "The Shed," located on Union Street. This space serves as a physical hub for private support sessions and a community space.



## CHALLENGE:

While Neudice had always prioritised mental health for its members, the programme highlighted the need for clearer internal systems to support their staff and volunteers. Previously, support relied heavily on individuals knowing what to do in the moment, without a formalised approach.

**“Our approach to mental health inclusion was fully baked into what we offer to the members and the people seeking support from us. This helped us have a bit of a mirror or a lens to look at the organisation and how we support the staff and a community of people volunteering and working for Neudice at all levels.”**

**“There’s a lot of dominant culture that says you should always aspire to be consistent, whereas actually, to truly consistently support mental health, we almost need to celebrate being able to hold space for people’s inconsistencies.”**

## THE PROGRAMME:

The most helpful thing was the repeated opportunities at just the right pace to look at what has or hasn't happened and keep that learning about how we're supporting mental health within the organisation on track to put those tangible and intangible actions together in a way that makes sense and can be used straight away.

## KEY OUTCOMES:

### 1 Tangible Changes:

- Neudice installed physical locks on private spaces to ensure confidentiality for support sessions.
- A new digital booking system was introduced, enabling members to book private slots in advance through the same platform used for memberships.



# 2

## Ongoing Strategic Focus:

- Monthly “Living Labs,” which were core to Neudice’s support offer, now explicitly incorporate lessons from the programme.
- Ongoing reviews and reflections ensure mental health support remains central, both for members and the team.

# 3

## Cultural Shifts:

- Neudice developed shared frameworks for behaviour and communication, ensuring consistency across their team. “It’s been really fantastic to have that on paper somewhere, because actually, there is that point of reference we can keep ourselves accountable to.”
- “It’s given us the confidence to believe in ourselves”: When faced with unfamiliar terminology or experiences, the team now feels confident in asking individuals about their needs, aligning support accordingly, and ensuring regular accountability check-ins to both meet those needs and support each other in managing the process effectively.
- The programme has empowered Neudice to create a culture of safety, trust, and support.

## A NOTE ON NEURODIVERSITY:

The programme was praised for its inclusivity both by Neudice and other neurodivergent members of the cohort. With facilitators receiving feedback such as, “[There was] space to spend time in considering how the content would apply for neuroqueer people.” One participant also noted, “As we write this, we are acutely aware of how this feedback doesn’t meet the neuro-normative standards,” reflecting the programme’s awareness of neurodivergent perspectives and commitment to inclusivity in our own delivery and impact measurement.

## CONCLUSION:

For any organisation considering joining the programme, Neudice’s advice is simple: “Do it! There’s scope within this programme to support you in understanding how to really expand your mental health support and provision to include all situations that could come up for your organisation.”

The programme has helped Neudice integrate mental health inclusion into every aspect of their operations, building a stronger, more resilient community.

“The next steps for us are to keep reviewing, reflecting, and fully baking what we’ve learnt into the services we provide—both externally for our members and internally for our team.”

