

Community Based Mental Health Commissioning Review

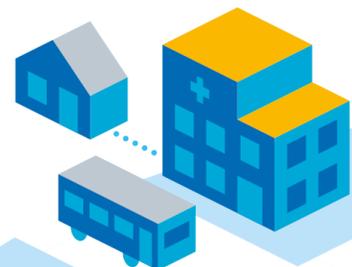
Refugee and Asylum Seeker Support
Workshop

Wednesday 30th June 2021

Building healthier communities



Welcome and Introductions



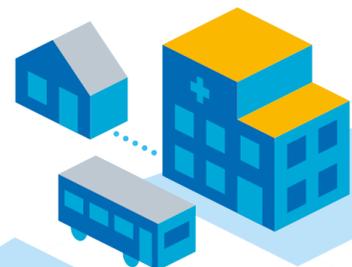
Housekeeping

- Please mute your microphone unless you're speaking.
- Too many of us to do introductions, so if/when you are speaking, please start by telling us who you are and where you're from.
- Also, too many people for questions as we go along. Please put them in the chat or save them until the break-out sessions later.
- We will be recording some elements of the event, so please feel free to turn off your camera if you prefer.



Agenda

	Item
1.	Welcome and Introductions (10 mins) - Housekeeping - Agenda rundown - Brief background to the Review
2.	Introduction to the Refugee and Asylum Seeker Support theme (15 mins)
3.	Services in this theme and what we know about them (20 mins)
4.	What “good” looks like in this theme (15 mins)
5.	Proposals for change (15 mins)
6.	Comfort Break (15 mins)
7.	Group discussions in break-out rooms (60 mins)
8.	Final thoughts and summing up (10 mins)



Brief background to the review

Part of a much wider plan, at both national and local level.

Levers for change:

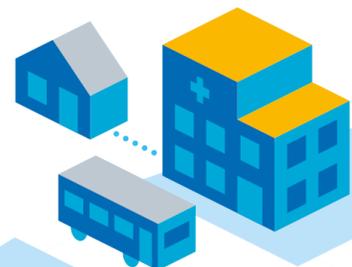
- NHS Long Term Plan;
- Leeds All Age Mental Health Strategy
- Community Mental Health Transformation Programme
- MH Crisis Alternatives Transformation Programme
- Mental Health Collaborative



This Review

Overarching Aim

To ensure that the services being reviewed are able to contribute to the delivery of an improved, integrated and outcomes focused community-based mental health offer for the population of Leeds, and support achievement of the Leeds Mental Health Strategy ambition that Leeds will be a Mentally Healthy City for everyone.



This Review

Key outcomes (closely aligned to MH Strategy)

- People of all ages and communities will be comfortable in talking about their mental health and wellbeing.
- People will be part of mentally healthy, safe and supportive families, workplaces and communities.
- People's quality of life will be improved by timely access to appropriate mental health information, support and services
- People will be actively involved in their mental health and their care.
- People with long term mental health conditions will live longer, and lead fulfilling, healthy lives.



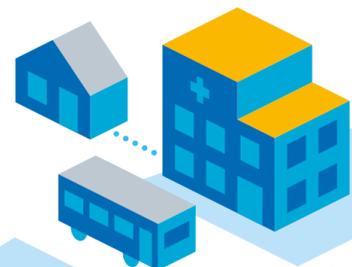
The Refugees and Asylum Seekers Support Theme

Liz Ryan

Commissioning and Performance Manager –

Adult Mental Health

NHS Leeds Clinical Commissioning Group



Introduction to the Refugee and Asylum Seeker Support theme

Services within the Review

- Solace
 - Mental Health Support Worker
 - Offer of psychotherapy support
 - Group work – anxiety, stress, sleep, etc
 - Promoting best practice and knowledge for other agencies, through training and education.



Introduction to the Refugee and Asylum Seeker Support theme

Services within the Review

- **PAFRAS** (Positive Action for Refugees and Asylum Seekers)
 - Mental Health Assessment worker
 - MH assessments during drop-in sessions
 - Helping people better access services
 - Group work at two St. Monica's Housing temporary residences for destitute asylum-seeking women, and one at Grace House for men.



What do we know about them?

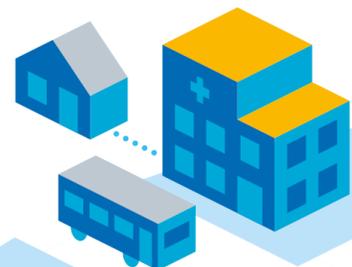
- Mental health assessment/support is only one part of what both Solace and PAFRAS offer.
- The NHS funding they receive is only a relatively small part of their overall funding, and it's funding a person to deliver specified activity, rather than a "service".
- Both organisations are delivering on the activity mandated by their service specifications, but demand for that activity is always higher than can be accommodated.
- Close working between both organisations, but collaboration with statutory services is less well established.



Solace support

- Counselling support is currently delivered by phone or videoconference.
- Training demand for organisations has been impacted by Covid as organisations are all very busy responding to the pandemic.
- The following table outlines activity during Q4 2020-21:

Support provided	Numbers of sessions offered	Numbers of people
Individual Counselling	Total 195	30
-EMDR	11	
-Individual Counselling Session	79	
-Pain and Trauma	105	
Stress Management Group (delivered on zoom)	13	23 from CCG project



PAFRAS support

- Main focus of the work is to provide mental health assessments, make appropriate referrals and follow up to engage this client group with the full range of Psychological Therapy services available in Leeds.

	Male	Female	Groups	Phone contacts	Total of Clients seen in Q4 2020/21 (without repetitions)
Number of clients	64	30	17	288	111



What does "good" RAS support look like?

- The Refugee and Asylum Seeker community have high levels of homelessness, destitution, poor English (spoken and written), worklessness, social isolation.
- The Refugee Council estimates that:
 - mental health issues are more prevalent in refugees and asylum seekers than they are in the general population.
 - 61% of asylum seekers experience serious mental distress.
 - refugees are five times more likely to have mental health needs than the UK population.
- Many refugees and asylum seekers suffer extreme trauma in their country of origin and/or on the journey they make to the UK.
- Cultural and ethnic societal expectations create unique barriers to seeking/accepting support.

Building healthier communities



What does "good" RAS support look like?

Effective RAS support must respond to all of these elements:

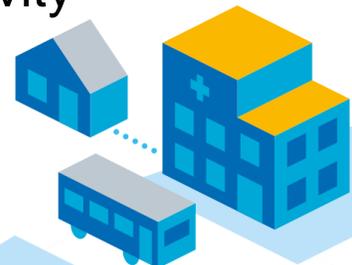
- a holistic, multi-dimensional approach that sees services working together to deliver a matrix of appropriate support.
- Encouraging social situations e.g coffee mornings.
- Promote positive coping strategies, rather than trying to eradicate feelings of anxiety/stress when an individual's underlying situation is unlikely to improve in the short term.
- Option of peer support, it is beneficial to service users for people with lived experience to support people through the process.
- “Psychosocial groups” where people can come together, share their experience, receive mutual support.
- Recognition of cultural differences, eg all male/female group sessions.
- Trauma-informed approach that recognises RAS may have suffered severe emotional or physical trauma in their past.
- Close working with statutory services to ensure clients can access mainstream services when appropriate.

Building healthier communities



Proposals for change

- The current approach to providing support to this cohort feels to be insufficient now – not just in terms of capacity, but also in terms of being structured to deliver the right type of support.
- So, need to revisit and, potentially, reshape how support is provided – identifying gaps, and barriers.
- In future, these services must be much better integrated with statutory services so that, eg, referrals into mainstream therapy/support can happen seamlessly.
- The element of the current Solace contract which relates to increasing awareness and understanding of RAS issues among other providers remains important and should be built into any new service arrangements.
- Move towards a more outcomes-focussed approach to measuring delivery, not just activity and targets.



Discussion Groups

- Zoom will put us all into break out rooms, each one will have someone from the project team to help facilitate and capture key points of discussion.
- We have a set of questions we want you to think about, that link to the proposals for change, which is why there's a good long while for you to have the conversations in – 60 minutes in total.
- We genuinely want to hear what you have to say, so please use this opportunity to get this conversation going.



Group discussion questions

- What currently works well in relation to MH support for refugees and asylum seekers? What do we need to keep doing?
- What are the current gaps in MH support services for refugees and asylum seekers, and how do we fill them?
- What might be the benefits/challenges of reshaping MH support for refugees and asylum seekers into a single contract rather than spread across two?
- What are the barriers to closer integration and collaboration with statutory services, and how do we overcome them?
- What are the options for moving to a more outcomes focussed approach to measuring success?



Break (15 minutes)

Please do not disconnect. We will move automatically into separate break-out rooms after the break.



Group discussion questions

- What currently works well in relation to MH support for refugees and asylum seekers? What do we need to keep doing?
- What are the current gaps in MH support services for refugees and asylum seekers, and how do we fill them?
- What might be the benefits/challenges of reshaping MH support for refugees and asylum seekers into a single contract rather than spread across two?
- What are the barriers to closer integration and collaboration with statutory services, and how do we overcome them?
- What are the options for moving to a more outcomes focussed approach to measuring success?



Next steps

Dates	Key milestones/activity
25 May -27 July 2021	Involvement and Co-production Phase events.
August 2021	Analysis of involvement and Co-production feedback and findings.
10 September 2021	Involvement and Co-production feedback workshop – to share feedback with stakeholders and proposed next steps.
October 2021 – September 2022	Procurement activity where required
October 2022 – March 2023	Mobilisation period of new contracts
1 April 2023	New contracts formally come into effect



Final Thoughts and summing up

