

Help us enhance mental health support services in Leeds

Crisis and urgent care focus group
Tuesday 13 July 2021



Welcome and introductions

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NHS Leeds CCG



Housekeeping

- Stick to the agenda
- Be honest
- Be open to new ideas
- Listen to others
- Respect confidentiality
- Don't judge
- Stay muted
- Use the chat!
- Turn your camera off if needed
- Only share what you are comfortable sharing
- Enjoy

Building healthier communities



Agenda

- Welcome, introductions, agenda and housekeeping
- Background to crisis and urgent care support services
 - What are crisis and urgent care support services
 - Which services are we talking about?
 - What do we already know?
 - What are we proposing to change?
- Group discussions in breakout rooms (if needed)
- Final thoughts and close



Enhancing crisis and urgent care support services

Liz Ryan

Pathway Integration Manager – Mental Health

NHS Leeds CCG



This Review – 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 Leeds; supporting the ambitions of the Leeds Mental Health Strategy which says that Leeds will be a mentally healthy city for everyone.



This Review – Measures of success

How will we know if we've succeeded?

- 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.



What is a mental health crisis?

National Collaborating Centre for Mental Health definition:

"A situation that is believed by the person experiencing the crisis or anyone else (an adult, child, young person, family member or carer) to require immediate support, assistance and care from a statutory or voluntary mental health crisis care service. This includes where there is significant intent or risk of harm to the person or others."



What is crisis care?

Services that provide immediate, short-term care for the alleviation of mental health crises and offer an alternative to inpatient admission. Mental health crisis care is delivered by a range of statutory and voluntary sector services, including professionals from health, social care and 'blue light' services.



What services are we talking about today?

Leeds Survivor Led Crisis Service (LSLCS):

- Dial House
- Dial House @ Touchstone
- Connect Helpline
- LSLCS – Deaf project

Touchstone:

- Well Bean Crisis Cafes

BARCA:

- 'High volume service user project'



What do we already know?

We are confident that crisis care alternatives in Leeds are performing well and providing much needed support. However, we think that there are still issues that could benefit from further enhancement.

- People have told us they sometimes feel that services are fragmented and don't work together as well as they could.
- We have been told that demand almost always exceeds the support that can be offered on any given night.
- We need to improve access to services for people from diverse ethnic communities and other known vulnerable groups.
- Some people have told us that they would like crisis and urgent care support services to be available through the night.



What should we be aiming for?

Anyone in MH crisis should:

- have easy access to good quality, appropriate mental health crisis care regardless of their age or background.
- know which service to contact – this requires services to work within their local communities to tell people about their service and what they offer.
- be able to call one number and access the right service.
- receive a first response in the community.
- know they will receive high quality care no matter where they live or who they see.
- be seen in their community or an alternative location to hospital; going to A&E should be a last resort, and only if there is a physical or medical reason.



Proposals for change

- To bring all the elements of crisis and urgent care support together into one contract, rather than the three that currently provide it.
- Work with local communities to provide culturally sensitive services to people from a range of different ethnic backgrounds and people from other groups with particular needs, such as physical disabilities.
- Explore ways to increase capacity in crisis and urgent care services so that more people who need them can access them. These ways might include:
 - Having more staff
 - Extending opening hours
 - Increasing the number of locations of a service, such as the crisis cafes.
 - Changing how the services are delivered



Discussion Groups

- Zoom will put us all into break out rooms (if needed) so we can all have a chance to discuss the proposals
- We have a set of questions we want you to think about, that link to the proposals for change.
- We've got 60 minutes.
- We genuinely want to hear what you have to say, so please use this opportunity to get the conversation going.



Group discussion questions

- What do you think about our proposals?
- Is joining up these services into one service a good idea?
- How should we make services more accessible and sensitive to the needs of diverse ethnic communities and other vulnerable groups?
- Which of these do you think will help:
 - More staff
 - Longer opening hours
 - Changing how services are delivered (more crisis café locations, for example)
 - Your ideas?
- Where would you look for information on these services?



Final Thoughts and summing up



Focus Groups

Supported Accommodation

16 July, 10am – 11.30am

Employment Support

20 July, 10am – 11.30am

Specialist Community Support

20 July, 2pm – 3.30pm

Service User Involvement

23 July, 1pm – 2.30pm

Refugees and Asylum Seekers

27 July, 10.30am – 12.30pm

<https://leedscommmhfocusgroups.eventbrite.co.uk>



Evaluation

Please take five minutes to fill in our online evaluation of the session which you will receive via email after this session.

Please be honest so that we can improve future sessions.



Thank you!

<https://www.leedsccg.nhs.uk/get-involved/your-views/mental-health-community-based-2021/>

