

Help us enhance mental health support services in Leeds

Refugees and asylum seekers
focus group

Tuesday 27 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 specialist community services
 - What are specialist community 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 support for refugees and asylum seekers

Caroline Townsend

Pathway Integration Lead – 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.



Services in this theme

Provider	Contract	Service
Solace	Mental Health Support Worker	<ul style="list-style-type: none"> • Offer of psychotherapy support. • Group work – anxiety, stress, sleep, etc. • Promoting best practice and knowledge for other agencies, through education and training.
PAFRAS (Positive Action for Refugees and Asylum Seekers)	Mental Health Assessment Worker	<ul style="list-style-type: none"> • Mental health assessments during drop-in sessions. • Helping people to 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 already know?

- Mental health assessment/support is only one part of what both Solace and PAFRAS offer. A dedicated mental health support service may be able to do more for more people.
- Solace and PAFRAS work really closely together, but NHS and local authority services are not always as well joined up with them.
- Solace and PAFRAS are very busy, and feedback from service users is generally positive. However, demand for these services is always higher than can be accommodated.
- There are several access barriers, including: language; a lack of understanding of mental health issues; and cultural issues such as taboos around mental health and perceptions within family and society.
- We need to make sure services are accessible – location, provision of cheap or free transport, reception staff trained in dealing with mental health problems and how people might present.



What should we be aiming for?

We know that good mental health support for refugees and asylum seekers should offer:

- a holistic approach that sees different services working together to deliver a person-centred package of care for each individual.
- opportunities for social interaction e.g coffee mornings. (Covid-safe, naturally)
- positive coping strategies, rather than trying to take away feelings of anxiety/stress when the personal situation that is contributing to those feelings is unlikely to improve very soon.
- the option of peer support, it is often very helpful to service users for people with lived experience to support them through the process.
- “psychosocial groups” where people can come together, share their experience, and receive mutual support.
- culturally sensitive support. For example, all male or all female group sessions.
- a trauma-informed approach that recognises that clients may have suffered severe emotional or physical distress in their past.
- close working with statutory services to ensure clients can access mainstream services when needed.

Building healthier communities



Proposals for change

- A key part of these services' work is to support people to access other services and support. We need to work closely with NHS, local authority and third sector services to develop better pathways for people to get the help they need.
- We will work with refugee and asylum seeker communities and service providers to identify additional support the communities need; identifying gaps, and potential barriers and solutions
- We think that having a single service for refugee and asylum seeker mental health support will help make it easier to access support.
- We will work with members of refugee and asylum seeker communities to raise awareness of the support that is available for them on mental health issues.
- We will share the experience and expertise of these specialist services with workers in services to help them understand the particular needs of refugees and asylum seekers.



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 these proposals – would it be easier for people if there was a single pathway into support services rather than two as there are now?
- What do you think are the gaps in the mental health support services for refugees and asylum seekers?
- What do you think are the barriers that make it difficult to access mental health support services for refugees and asylum seekers in Leeds.
- Where would you go to look for information about mental health support for refugees and asylum seekers?



Final Thoughts and summing up



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/>

