

Developing new approaches for community-based adult mental health support services:

Crisis and urgent care

Tell us what you think about

- Our proposals for improving community-based crisis and urgent care support services in Leeds

It doesn't matter if you haven't previously used mental health services, we would still like to receive your comments

You can complete this survey online here:

<https://www.smartsurvey.co.uk/s/crisissupport2021/>

Information document and survey
12 July – 15 August 2021



Mental Health Services

Leeds City Council (LCC) and NHS Leeds Clinical Commissioning Group (CCG) both plan and pay for a number of community-based adult mental health services in Leeds. Many of these are provided by the voluntary sector who work with NHS mental health services to provide community-based support to people in Leeds.

We want to enhance community-based mental health services so that they work better together and provide excellent mental health community care to local people.

The services we're looking at can be broadly themed into six areas:

- Crisis and urgent care support
- Supported accommodation
- Employment support
- Specialist community support and treatment
- Service user involvement
- Refugee and asylum seeker support

This document looks specifically at **crisis and urgent care** support services.

We have a separate survey for each of the above themes. You can find them by visiting: <https://www.leedsccg.nhs.uk/get-involved/your-views/mental-health-community-based-2021/> or by calling 0113 843 5470 to get one emailed or posted to you.

We want to work with the people who use services as well as those who deliver them to create an improved network of support services that will meet the needs of the 114,000 people that experience a mental health difficulty in Leeds every year.

By taking the time to read through this document and share your thoughts, you are helping us work towards this aim.

If you want to know more about this work in general, we have a briefing document that explains it in greater detail, which you can access by clicking [here](#).

Crisis and Urgent Care Support Services

What do we mean by 'mental health crisis'?

A mental health crisis is any situation that is believed by the person experiencing the crisis, or anyone else (for example an adult, child, young person, family or carer), to need immediate support, help and care from an NHS or voluntary mental health crisis care service. This includes when a person feels they are likely to hurt themselves or others.



What do we mean by ‘crisis and urgent care support services’?

These are services people can access when they are experiencing a mental health crisis and need a place of safety or urgent support at times when other services aren’t accessible. These services provide different levels of support, including peer support from other service users, one-to-one support from mental health professionals, safe spaces for de-escalation and preventative work to stay as safe as possible. This is done both in-person, on the phone, or online.

The services that we are discussing in this document include:

Provider	Contracts	Service
Leeds Survivor Led Crisis Service (LSLCS)	Dial House	Out-of-hours crisis safe haven for Leeds people with complex mental health needs. Operates 5 evenings a week (Monday, Wednesday, Friday, Saturday and Sunday), 6pm – 2am
	Connect Helpline	Out-of-hours telephone support line for Leeds people with severe mental health conditions. Operates every evening, 6.00pm – 02.00am.
	Dial House @Touchstone	Out-of-hours crisis safe haven support specifically for diverse ethnic communities, including a group session for young black men. Operating 2 nights a week (Tuesday and Thursday), 6pm -12pm
	LSLCS Deaf Project	Support workers able to use BSL to provide support to deaf and hard of hearing clients. Also run regular group sessions for this group of clients.
Touchstone	Well Bean Crisis Café	Out-of-hours café-style service for Leeds people in or approaching mental health crisis. Operates 7 nights a week, 6.00pm – midnight, across three different locations:



		<p>Saturday, Sunday and Monday – Lincoln Green Community Centre, Cromwell Mount, LS9 7JB</p> <p>Tuesday and Wednesday – Touchstone House, 2-4 Middleton Crescent, Beeston, LS11 6JU</p> <p>Thursday and Friday – New Wortley Community Centre, 40 Tong Rd, Leeds, LS12 1LZ.</p>
<p>If you need urgent support, please visit: https://www.lslcs.org.uk/services/</p>		
BARCA	High Volume Service User Project	The Barca Outreach Support Team works in partnership with local NHS hospital trusts and other services to develop personalised support for people who frequently attend Accident and Emergency Departments or other Urgent Care services.

What do we know about crisis and urgent care support services in Leeds?

Over the years we have talked to thousands of people about mental health services in our city. We have asked people who use these services, their families and carers, and those who provide them, to tell us what they think. We have looked at how well they are delivering, and how well they fit with the wider mental health services improvement work that the Leeds health and care system is working on.

From all of this, we are confident that crisis care alternatives in Leeds – that is, alternatives to NHS services – are already thriving and fitting well with the overall direction of travel, both nationally and locally. However, we think that there are still issues that could benefit from further enhancement. For example:

- 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.



Our proposals to improve crisis and urgent care support services

To address the points of feedback raised above and enhance mental health crisis and urgent care support services, we are proposing:

- To bring all the elements of crisis and urgent care support together into one contract, rather than the three that currently provide it.
 - We think this will make it easier for services to work together more effectively and will support better integration between NHS and Council services (such as your GP) and voluntary sector services so that service users have a better experience of crisis care and support and a more joined up pathway of care.
- 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.
 - We will use learning from existing good practice in the city, such as Dial House, and ensure that culturally diverse communities are involved in this work.
- 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

Have your say

What do you think about these proposals? Below you will find a simple survey. We'd really appreciate it if you were able to fill it in.

If you have more questions or want to find out more you can contact us on the details below. If you have difficulties with completing the survey, we would be happy to provide an alternative way for you to give your feedback; just get in touch using one of the options below.

Telephone: 0113 843 5470

Email: adam.stewart1@nhs.net

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



Survey

I am filling this in as:

- Someone who is using/has used Leeds mental health services
- A carer, family member or friend member of someone who is using/has used Leeds mental health services
- A member of the public
- A member of staff from an NHS or third sector or community based health service (please tell us which): _____
- Other (please specify): _____

Have you used any of these services? (please tick all that apply)

- Well Bean Crisis Cafes
- Dial House
- Dial House @ Touchstone
- Connect Helpline
- BARCA Outreach Support Team
- Not sure
- I haven't used any of these services

Do you agree that bringing all the elements of these services together under a single contract would make it easier to deliver joined up support for people who need it?

- Yes
- No
- Not sure

Please tell us more about the reasons for your answer:

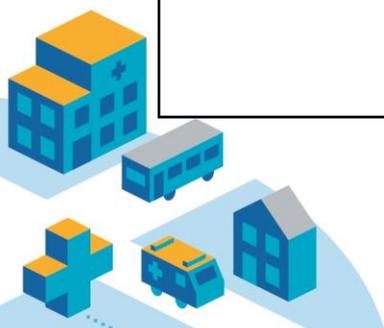


What more do you think we could do to make services more culturally sensitive for people from diverse ethnic communities, or for other vulnerable service users?

Which of the following do you think could help increase the capacity of these services, so that they are able to offer support to more people? (Please tick all that apply)

- More staff
- Longer opening hours (where appropriate)
- Change how services are delivered, (eg more crisis café locations)
- Other (let us know your ideas):

Please tell us more about your selections:



Where would you go to find information about crisis and urgent care services?

- The website of the service I want to access
- Google/internet search
- Social media (e.g. Facebook, Twitter, etc.)
- Visit Mindwell Leeds website (www.mindwell-leeds.org.uk)
- Ring 11
- Ask a GP
- Ask a mental health professional
- Ask family, friends or a carer
- LYPFT website
- Other (please tell us where):

Is there anything else you would like to tell us about our proposals or crisis and urgent care services?



Equality Monitoring Form

We deliver a wide range of services and need to know who is benefiting from our service and who might be missing out. We would really appreciate you answering the questions below by ticking the boxes that you feel most describe you. Some questions may feel personal, but the information we collect will be kept confidential, secure and kept separately from any personal information you might have provided elsewhere.

Please tick here if you would prefer not to answer any of the equality monitoring questions

What is your ethnic background?

<input type="checkbox"/>	I would prefer not to answer any of the equality monitoring questions						<input type="checkbox"/>	Prefer not to say	
What is your postcode?							White		
<input type="text"/>							<input type="checkbox"/>	British	
What is your age?							<input type="checkbox"/>	Irish	
<input type="checkbox"/>	Under 16	<input type="checkbox"/>	16-25	<input type="checkbox"/>	26-35	<input type="checkbox"/>	36-45		
<input type="checkbox"/>	46-55	<input type="checkbox"/>	56-65	<input type="checkbox"/>	66-75	<input type="checkbox"/>	76-85		
<input type="checkbox"/>	86 +	Prefer not to say						<input type="checkbox"/>	Gypsy or Traveller
Do you consider yourself to be a disabled person?							<input type="checkbox"/>	European	
The Equality Act 2010 defines disability as 'a physical sensory or mental impairment which has, or had a substantial and long term adverse effect on a person's ability to carry out normal day today activities							<input type="checkbox"/>	Any other white background (please state)	
<input type="checkbox"/>	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>			Prefer not to answer	Mixed or Multiple ethnic groups	
If Yes, what type of impairment? (tick all that apply)							<input type="checkbox"/>	White and Black Caribbean	
<input type="checkbox"/>	Long-standing illness						<input type="checkbox"/>	White and Black African	
<input type="checkbox"/>	Physical impairment						<input type="checkbox"/>	White and Asian	
<input type="checkbox"/>	Learning disability						<input type="checkbox"/>	Any other Mixed or Multiple ethnic (please state)	
<input type="checkbox"/>	Mental health condition						<input type="checkbox"/>		
							Asian or Asian British		
							<input type="checkbox"/>	Indian	
							<input type="checkbox"/>	Pakistani	
							<input type="checkbox"/>	Bangladeshi	
							<input type="checkbox"/>	Chinese	
							<input type="checkbox"/>	Any other Asian background (please state)	
							Black, Caribbean, African or Black British		
							<input type="checkbox"/>	African	
							<input type="checkbox"/>	Caribbean	
							<input type="checkbox"/>	Any other Black, African, Caribbean background (please state)	



<input type="checkbox"/>	Hearing impairment (such as deaf or hard of hearing)		
<input type="checkbox"/>	Visual impairment (such as blind or partially sighted)		
<input type="checkbox"/>	Prefer not to answer		
<input type="checkbox"/>	Other (please specify below)		
		Other Ethnic Group	
<input type="checkbox"/>		<input type="checkbox"/>	Arab
<input type="checkbox"/>		<input type="checkbox"/>	Any other ethnic group (please state)
Pregnancy and Maternity		What is your employment status? (please tick all that apply)	
<i>The Equality Act 2010 protects women who are pregnant or have given birth within a 26 week period</i>		<input type="checkbox"/>	Student
		<input type="checkbox"/>	At college
		<input type="checkbox"/>	At university
Are you pregnant at this time?		<input type="checkbox"/>	Employed – Full Time
<input type="checkbox"/>	Yes	<input type="checkbox"/>	Employed – Part Time
<input type="checkbox"/>	No	<input type="checkbox"/>	Self-Employed
<input type="checkbox"/>	Prefer not to say	<input type="checkbox"/>	In receipt of benefits e.g. Personal Independence payments universal credit
Have you recently given birth (Within a 26 week period?)		<input type="checkbox"/>	Unemployed - Looking for work
<input type="checkbox"/>	Yes	<input type="checkbox"/>	Unemployed – Unable to work
<input type="checkbox"/>	No	<input type="checkbox"/>	Unemployed – Not looking for work
<input type="checkbox"/>	Prefer not to say	<input type="checkbox"/>	Apprentice / Training
Are you a parent or carer of a child or children under the age of five years old		<input type="checkbox"/>	Retired
<input type="checkbox"/>	Yes	<input type="checkbox"/>	Prefer not to say
<input type="checkbox"/>	No	<input type="checkbox"/>	Other (please specify)
		<input type="checkbox"/>	
What is your religion or belief?		<input type="checkbox"/>	
<input type="checkbox"/>	Buddhism	<input type="checkbox"/>	Christianity
<input type="checkbox"/>	Hinduism	<input type="checkbox"/>	Islam
<input type="checkbox"/>	Judaism	<input type="checkbox"/>	Sikhism
<input type="checkbox"/>	No religion	<input type="checkbox"/>	
<input type="checkbox"/>	Prefer not to say	<input type="checkbox"/>	
<input type="checkbox"/>	Other (please specify)	<input type="checkbox"/>	
		Are you a carer?	
		A carer is someone who provides unpaid support / care for a family member, friend etc. who needs help with their day to day life; because they are disabled, have a long term illness or they are elderly.	
<input type="checkbox"/>	Yes	<input type="checkbox"/>	No
<input type="checkbox"/>	Prefer not to say		
What is your sexual orientation?			
<input type="checkbox"/>	Bisexual (both sexes)		



<input type="checkbox"/>	Gay man (same sex)	Do you have unpaid responsibilities for children as a parent / grandparent / guardian?					
<input type="checkbox"/>	Lesbian/gay woman (same sex)						
<input type="checkbox"/>	Heterosexual / straight (opposite sex)	<input type="checkbox"/>	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>	Prefer not to say
<input type="checkbox"/>	Prefer not to say						
<input type="checkbox"/>	Other (please specify)						
		Would you describe yourself as homeless?					
		<input type="checkbox"/>	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>	Prefer not to say
What is your relationship status?		What is your gender?					
<input type="checkbox"/>	Civil Partnership	<input type="checkbox"/>	Female	<input type="checkbox"/>	Male		
<input type="checkbox"/>	Co-habiting (live with partner)	<input type="checkbox"/>	Prefer not to say				
<input type="checkbox"/>	Divorced	<input type="checkbox"/>	Other(please state)				
<input type="checkbox"/>	Married						
<input type="checkbox"/>	Widowed						
<input type="checkbox"/>	Prefer not to say	Are you Transgender?					
<input type="checkbox"/>	Other (please specify)	<i>Is your gender different to the gender you were given at birth?</i>					
		<input type="checkbox"/>	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>	Prefer not to say

Please share your contact details below if you would like to receive a copy of the engagement report and see what people have said. Your details will be stored securely for one year and will only be used for the above purpose and any updates regarding this project.

Your personal information will be kept separate from your answers and your response to the questions will be anonymous.

Name: _____

Preferred method of contact with details (email address, home address + postcode):

- Please tick the box if you would like to find out more about future changes to your local health services (you will be added to our community network and we will be in contact with you when this work has closed)

How did you hear about this survey? _____



You can return this form in the post to (you don't need a stamp):

FAO Adam Stewart
FREEPOST RTEG-JRZR-CLZG,
NHS Leeds CCG,
Suites 2-5 Wira House,
Wira Business Park,
West Park Ring Road,
Leeds,
LS16 6EB

Alternative formats:

This survey is available online here

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

If you need this information in another language or format please contact us by telephone on 0113 843 5470 or by email on leedsccg.comms@nhs.net

'Jeśli w celu zrozumienia tych informacji potrzebuje Pan(i) pomocy w innym języku lub innej formie, prosimy o kontakt pod numerem tel.: 0113 843 5470 lub poprzez email na adres: leedsccg.comms@nhs.net

اگر آپ کو ان معلومات کو سمجھنے کے لیے یہ کسی اور زبان یا صورت میں درکار ہوں تو برائے مہربانی سے اس
نمبر پر فون کر کے رابطہ کریں: 0113 8435470 یا اس پتہ پر ای میل لکھیں leedsccg.comms@nhs.net

If you have any queries regarding this survey please contact us at
leedsccg.comms@nhs.net

