

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

## Refugee and asylum seeker support

### Tell us what you think about

- Our proposals for improving community-based refugee and asylum seeker 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/MHRAS2021/>

**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 **refugee and asylum seeker 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](#).

## Refugee and asylum seeker support services

### What do we mean by 'refugee and asylum seeker support'?

There are two services in Leeds which we have commissioned to provide support to refugees and asylum seekers living in Leeds who have support needs concerning mental health.



These are Solace and PAFRAS, each work with the same group of people but offer specialist services and experience. Details are given below:

Provider	Service
Solace	<ul style="list-style-type: none"> <li>• Mental Health Support Worker</li> <li>• Offer of psychotherapy support</li> <li>• Deliver group work on issues about stress, anxiety, sleep</li> <li>• Promoting best practice and knowledge for other agencies</li> </ul>
PAFRAS (Positive Action for Refugees and Asylum Seekers)	<ul style="list-style-type: none"> <li>• Mental Health Assessment worker</li> <li>• Mental Health assessments during weekly drop-in sessions</li> <li>• Helping people better access services</li> <li>• Group work at two St Monica's Housing temporary residences for destitute asylum-seeking women, and one at Grace House for men.</li> </ul>

## What do we know about refugee and asylum seeker 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 about them. 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 engaged in.

From all of this, the main message is that services provide high quality support, but there are several areas where there is scope for improvement and enhancement.

- Mental health assessment/support is only one part of what both Solace and PAFRAS offer. A dedicated mental health service may be able to do more for more people. We need organisations to link up with NHS and local authority services and other partners across the city to promote joined up working and service development.
- Demand for these services is always higher than can be accommodated.
- There are several access barriers, especially for male migrants in need of mental health support, including: language; a lack of understanding of mental health issues; and cultural issues such as taboos around mental health and perceptions of the male role 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.



## **Our proposals to improve Refugee and asylum seeker support services**

To address the points of feedback raised above about Refugee and asylum seeker support services in Leeds we are exploring the following proposals:

- A key part of these services' work is to support people 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 migrant communities and service providers to identify additional needs the communities need; identifying gaps, and potential barriers and solutions
- Creating a single service for asylum seeker and refugee support to help make it easier to access support.
- We will work with members of migrant 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.

### **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](mailto: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 has used Leeds mental health services
- A carer, family member or friend member of someone who 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, or someone you know, used any of these services? (please tick all that apply)**

- Solace
- PAFRAS
- Not sure
- No

**To help the services work better together and with other mental health services, we are suggesting bringing the different elements together under a single contract, rather than spread across two as they are now. Do you think this will make a positive difference to support for refugees and asylum seekers?**

- Yes
- No
- Not sure

Please tell us more about your answer:

**What, if any, gaps do you think there are in mental health support for refugees and asylum seekers?**

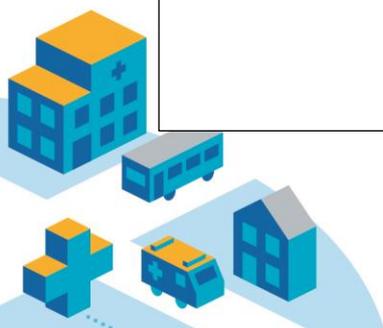


**What do you feel are the biggest barriers to getting support from these refugee and asylum seeker support services? (select all that apply)**

- Language barriers
- Long waiting lists
- The way support is delivered doesn't work/isn't person-centred
- Location of the service
- Access to the service (e.g. transportation)
- Unaware of the service or what it can offer
- Service doesn't understand people's needs
- Lack of information about the service
- Other (please tell us more):

Please tell us more about your selections:

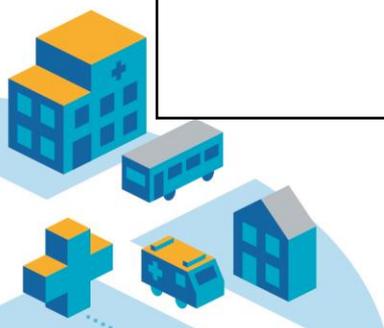
**What do you think would help to make mainstream services (e.g. services provided by the NHS or by Leeds City Council), easier to access for refugees and asylum seekers?**



**Where would you go to find information about services for refugees and asylum seekers in Leeds?**

- 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](http://www.mindwell-leeds.org.uk))
- My GP/doctor
- 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 about refugee and asylum seeker support 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	
<b>What is your postcode?</b>							<b>White</b>		
<input type="text"/>							<input type="checkbox"/>	British	
<b>What is your age?</b>							<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
<b>Do you consider yourself to be a disabled person?</b>							<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	<b>Mixed or Multiple ethnic groups</b>	
<b>If Yes, what type of impairment? (tick all that apply)</b>							<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						<b>Asian or Asian British</b>		
							<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)	
							<b>Black, Caribbean, African or Black British</b>		
							<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)		
		<b>Other Ethnic Group</b>	
<input type="checkbox"/>		<input type="checkbox"/>	Arab
<input type="checkbox"/>		<input type="checkbox"/>	Any other ethnic group (please state)
<b>Pregnancy and Maternity</b>		<b>What is your employment status?</b> (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
<b>Are you pregnant at this time?</b>		<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
<b>Have you recently given birth (Within a 26 week period?)</b>		<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
<b>Are you a parent or carer of a child or children under the age of five years old</b>		<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)
<b>What is your religion or belief?</b>			
<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)		
		<b>Are you a carer?</b>	
		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		
<b>What is your sexual orientation?</b>			
<input type="checkbox"/>	Bisexual (both sexes)		



<input type="checkbox"/>	Gay man (same sex)	<b>Do you have unpaid responsibilities for children as a parent / grandparent / guardian?</b>					
<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)						
		<b>Would you describe yourself as homeless?</b>					
		<input type="checkbox"/>	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>	Prefer not to say
<b>What is your relationship status?</b>		<b>What is your gender?</b>					
<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	<b>Are you Transgender?</b>					
<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](mailto: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](mailto: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](mailto:leedsccg.comms@nhs.net)

If you have any queries regarding this survey please contact us at  
[leedsccg.comms@nhs.net](mailto:leedsccg.comms@nhs.net)

