

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

## **Specialist community support services**

### **Tell us what you think about**

- Our proposals for improving community-based specialist community 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/MHSCS2021/>**

**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
- Service user involvement
- Refugee and asylum seeker support

This document looks specifically at specialist community 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](#).

## **Specialist Community Support Services**

### **What do we mean by 'specialist community support services'?**

These are services for people with severe or very severe mental health problems who need specialised support to enable them to continue living in the community rather than an accommodation-based service.

People referred to specialist community support services will often have found it difficult to engage with statutory NHS services. This type of support can include intensive outreach



services, using a person-centred approach to create and deliver a package of support tailored to an individual’s needs, this enables services users to achieve recovery goals and prepares them for discharge from secondary services. There are many possible routes out of the service, and each person’s route will be individual to them.

The services that we are discussing in this document is:

Proider	Contracts	Service
Toucstone	Community Support Team	<ul style="list-style-type: none"> <li>• Seven day service, core hours 9.00am to 4.30pm Monday to Friday, but with out-of-hours and weekend accessibility where needed.</li> <li>• One-to-one service with designated key worker, but service users also meet other support workers to facilitate key worker being unwell, on leave, etc.</li> <li>• Strengths-based model, with agreed care plan and recovery goals to work towards. No fixed limits on how long CST will work with an individual.</li> <li>• Support service users to undertake activity to encourage social inclusion – group work, education and training, etc.</li> </ul>

### What do we know about the Community Support Team (CST)?

Most of the CST’s referrals (80%) are for people who are currently accessing Leeds and York Partnership NHS Foundation Trust (LYPFT) community mental health services. Other referrals (up to 20%) are for people in need who have disengaged with LYPFT, or who require the CST level of support following assessment and intervention from another service such as Forward Leeds or the Primary Care Liaison teams

CST is well regarded by service users, referrers and other partner organisations. People appreciate that this service progresses at the pace that works for the individual, rather than to a predetermined timetable. Continuity is also valued, having the same support worker throughout, who can get to know a person and understand their individual concerns.

We also know, however, that the CST is almost always at full capacity, which causes delays in people who need the specialised, holistic support that CST offers, being able to access it.



During the COVID-19 lockdowns, collaboration with NHS or local authority services has increased significantly, with CST and Community Mental Health Teams working very closely together to ensure that all their service users received regular catch-up interventions and were not left feeling unsupported. We need to make sure that these very effective elements of joint working are placed on a sustainable footing.

### **Our proposals to improve specialist community support services**

The CST offers a high-quality service that makes positive improvements to people's lives. To address the points of feedback raised above and enhance mental health specialist community support and treatment services, we are proposing to:

- work with the CST, referrers and service users to agree how best to increase capacity so that it can support more people more quickly.
- work with the CST and LYPFT, which provides the Community Mental health Teams service, to develop a more permanent but flexible way of sustaining the closer working that has been established during the COVID-19 outbreak.
- explore opportunities for increasing peer support for people with complex needs.
- improve integration with other services so that service users can receive “wrap-around” support from different providers to meet their different needs without having to tell their stories repeatedly to access different kinds of support. This could include support with benefits, housing or daily living tasks that will help to manage their mental health issues.

### **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.leedscg.nhs.uk/get-involved/your-views/mental-health-community-based-2021/>



## Survey

### I am filling this in as:

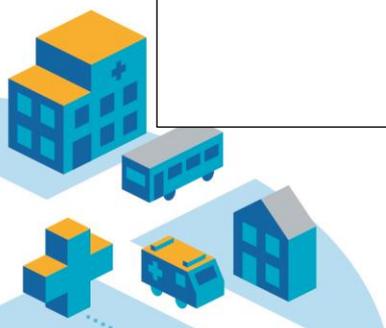
- Someone who has used Leeds mental health services
- A carer, family member or friend member of someone who has used Leeds mental health services
- A member of the public
- A member of staff from an NHS or third sector or community based health service (please tell us which): \_\_\_\_\_
- Other (please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

### Have you or someone you know used the Community Support Team?

- Yes
- No
- Not sure

### What do you think works well about community-based support services for people with complex needs?

### What do you think could be improved about community-based support for people with complex needs?



**We think there are opportunities for increasing peer support for people with complex needs. Do you think this would be a helpful way to enhance the support that can be offered?**

- Yes
- No
- Not sure

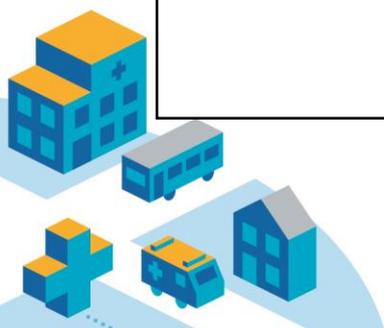
Please tell us more about the reasons for your answer

**Where would you go to find information about specialist community support and treatment 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](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 specialist community support and treatment 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)

