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To: Swale Health and Wellbeing Board – 19 November 2014

Subject: **Mental Health Crisis Provision in Swale**

Classification: Unrestricted

Summary:

This report sets out proposals for a mental health crisis cafe to provide access to out of hours support for people within Swale experiencing a mental health crisis.

Recommendations:

The Health and Wellbeing Board is asked to note the contents of the report and support the

1. Introduction

1.1. In April 2014, Swale Borough Council's Policy Overview Committee undertook a review of mental health services across Swale. The Committee proposed a series of recommendations, which were presented to the Swale Health and Wellbeing Board on 16th July 2014.

1.2. One of the recommendations concerned the provision of accommodation for people experiencing some form of mental health crisis. Following discussions with KMPT and KCC it was felt that more effective help for those experiencing crisis could be delivered by a community out of hours service, based in an informal setting such as a cafe.

1.3. Following work that Mental Health Matters have been undertaking with Medway, options are now being explored for the provision of a mental health crisis cafe service within the Swale CCG area. Due to the natural boundary between Sittingbourne and the Isle of Sheppey and the lack of late night public transport running between the two, options for a crisis cafe service in both Sittingbourne and Sheerness are being considered.

2. Background

2.1. There have been a number of drivers, both at a national and a local level that support the rationale for the design of community-based out of hours mental health services. In 2011, Mind commissioned an independent inquiry (Listening to Experience, 2011) into acute and Crisis mental health services. People said they wanted:

- To be treated in a warm, caring and respectful way.
- A reduction in the medical emphasis in acute care and recognition of the benefits of peer support and other third sector providers, in helping manage a crisis.
- Services to respond quickly to prevent further escalation of the crisis.
- A place to go for safety and respite.

2.2. To set the scene here is a short film about the Safe Haven Project, a pilot project funded by the North East Hampshire and Farnham Clinical Commissioning Group:

http://www.youtube.com/watch?v=BTfN_vopEAU

Following on from the “Safe Haven Project” ideas were developed within the Mental Health Action Groups (MHAGs) to establish a crisis cafe similar to a pilot model in Hampshire. The idea was to offer something out of hours for people at those vulnerable times at the weekend when apart from the Mental Health Matters Helpline and community based mental health Home Treatment teams on call out little or no service provision is currently made.

Mental Health Matters approached Medway CCG to see if NHS winter pressures money could be funded in the belief that if we could provide a safe place and holding environment fewer people would attend A&E to get out of hours mental health support.

A consultation to look at the feasibility of similar projects across Kent and Medway was conducted between the Mental Health Action Group and the Medway Clinical Commissioning Group. This consultation involved key stakeholders including service users, carers, statutory, primary care and third sector providers.

The main theme was to establish why people use A&E for their mental health needs. It concluded people wanted a physical place to go, out of hours, where they could get support and advice. People said that they wanted a safe environment for people to have access to mental health support when they need it. The crisis cafe would meet this need.



3. Implementation

3.1. The cafe would be staffed by a multi-agency team from Primary and Secondary care and third sector organisations working in a client focussed and collaborative way who would bring a wide range of skills and qualifications to the mix. Something of a one stop shop. Staff would listen without judgement; offer respect, and support those in crisis. People would not need an appointment to attend and our protocol would be to signpost rather than refer them. The cafe would offer an open door policy and everyone would be welcome.

3.2. The cafe would work with other agencies (e.g. local GPs, police, local authority housing teams, Community Mental Health Teams and the helpline) to identify frequent attendees at A&E and frequent callers to help relieve the pressure on A&E and prevent Section 136s. People would have access to a range of community information on mental health and wellbeing as well as invaluable peer support which promotes integration into the community.

3.3. The cafe could offer clinical interventions and in Medway we have agreed with our KMPT colleagues to provide Support Time Recovery Workers (STR workers) and after

evaluation we would look possibly to have a Community Psychiatric Nurse (CPN) or Occupational Therapist (OT) on site. The rationale would be self-harm reduction, socialising, activity and diversionary work as well as having a calm and friendly environment for secondary mental health interventions.

4. Outcome measures and evaluation

Qualitative and quantitative tools will be used to evaluate the project. These would include:

- A count of the number of people who attended the cafe and the reason for their attendances.
- Feedback about the service from those that attended the cafe.
- Feedback from external agencies.
- Use of CORE GAD or PHQ9 scoring to ascertain improvements around client's wellbeing.

5. Delivery in Swale

5.1. The environment and location of any cafe is important. Mental Health Matters are looking at sites where there are sympathetic organisations with appropriate facilities that are accessible. To ensure the greatest amount of access for people living across the Swale CCG area, provision of two cafes, one in Sittingbourne and one in Sheerness, are being considered.

5.2. Meetings at The Quays and the Pulse Café in Sittingbourne and the Healthy Living Centre at Sheerness have been arranged and verbal feedback on these early discussions will be provided to the Board on 19th November.

5.3. A funding bid has been submitted to Swale CCG and Naomi Hamilton, Mental Health Commissioning Manager, has been very supportive of the plans. The success of the bid should be known shortly and verbal feedback will be given at the Board meeting on 19th November.