

A large white speech bubble is centered in the image, containing the main text. The bubble has a tail pointing towards the top left. The background of the entire image is a blurred green and blue pattern, possibly representing foliage or a natural setting.

**working
together,
supporting
change**

**Bristol
Mental
Health**



**community
rehabilitation
service**



a life changing service

Launched in June 2015, the Community Rehabilitation Service is part of a new system of NHS mental health services in Bristol.

One of the key changes is the involvement of the voluntary sector, with the charity Second Step as the lead partner, working with Avon

and Wiltshire Mental Health Partnership NHS Trust (AWP) and Missing Link, a Bristol-based women's mental health organisation. The service is part of Bristol Mental Health.

The Community Rehabilitation Service specialises in working with people with long-term mental health and complex needs. Its focus is to help people achieve their goals and aspirations and gain the skills and confidence to live as independently as possible.

Nick's story inside shows how with intensive support in partnership people are able to turn their lives around.

Nick's story

Nick* is in his mid forties and was diagnosed with schizophrenia at the age of 25. He experienced hearing voices and other difficulties with his mental health. He led a very insular life and was unable to hold down long-term work.

With the support of his mother he was able to live independently in his own flat. When his mother died eight years ago he

was unable to look after his flat. He smoked a lot of cannabis to try and control the voices. He was seen by an assessment and recovery team and referred to the Crisis House.

Nick was then referred to the Community Rehabilitation Service who helped identify changes that he was trying to make and how the team could support him to make and maintain change.

A wish to change

Nick wanted to manage his flat, contribute to the community, and give up cannabis. With the support of a peer worker Nick began to attend sessions at Bristol Drug Project and was able to reduce his cannabis use.

However, the voices got worse, so our nurse prescriber and psychiatrist reviewed his medication. He has since reduced his medication and now has more energy. He still hears voices but they are less frequent and less distressing.

A new start

These changes were a turning point for Nick and led to him making further changes. With support he arranged a deep clean of his flat and is on top

of his cooking and cleaning. He is connecting with the local community and plans to do some volunteering. He continues to work with the team and has regular reviews with his peer worker, psychiatrist, nurse prescriber, recovery navigator and occupational therapist.

Nick is hopeful that when he has finished working with the Community Rehabilitation team he will be able to maintain and build on the changes he has made without ongoing contact with mental health services.

Nick's story shows how service users and the community rehabilitation team can work together to support change.

intensive support

The Community Rehabilitation Service is led by a clinical psychologist and aims to bring together social, psychological and medical approaches, giving everyone intensive tailored support from a team of professionals.

Specialist staff provide a range of interventions to help people manage their mental health effectively and live as independently as possible.

These include:

- tools for wellbeing and recovery
- psychological support
- advice around medication
- education and volunteering
- help to find appropriate housing
- and links to community resources and activities.

People with drug and alcohol problems are referred to specialist services when appropriate.

round the clock support

Most of our work is community-based with staff working out of Second Step's offices in Brunswick Square, Bristol and visiting people in their own homes. We also have places for 10 people to stay at the accommodation side of the service, Wellbridge House in Brentry, plus three rooms in a shared house in Southmead that offers more independence.

This is an environment that encourages people to learn strategies to help them reconnect back into their community and where they have access to round-the-clock support from skilled staff.

We plan to open new, purpose-built accommodation to replace Wellbridge House in the Speedwell area of Bristol in the next 12 months. This new building will offer intensive support to 10 people and also provide six flats for more independent living on site. We will also offer recovery-focussed courses and activities for people using the service.


The Care Quality Commission inspected the accommodation side of the service in May 2016 and rated it as 'good' in all areas.

who does the service help?

People are usually referred to the service from community and in-patient mental health services. We also take referrals from social services, GPs, other voluntary sector agencies across Bristol. We are also happy to discuss self-referrals.

We offer specialist rehabilitation assessment, support and assistance to 100 people with longer-term or more complex mental health problems at any one time. We generally support people for up to 12 months and some people use the service more intensely for a shorter time. Some will receive intensive short-term care at Wellbridge House, others will receive longer-term support at home in the community.

Our aim is to reach all of Bristol's communities and to ensure we do this, we have developed strong links with a range of organisations across the city.



"I now feel ready to move forward in my life."

for more information
about the **community
rehabilitation service**
call **0117 909 6372** or email
**rehabilitation@
second-step.co.uk**

bristolmentalhealth.org

**Bristol
Mental
Health**  **community
rehabilitation
service**

2econdStep
Working for recovery and wellbeing

 **Missing Link**
mental health and housing services
for women

Avon and Wiltshire 
Mental Health Partnership NHS Trust