

Hello and...

Welcome to the first issue of Bristol Mental Health News, an update for everyone interested in mental health services in the city.

Bristol Mental Health is the name for the new model of mental health services that is being phased in between October this year and spring of 2015. Visit www.bristolmentalhealth.org for details of each of the services and providers.

Bristol Mental Health is the result of a long process started in response to service user and clinician feedback, and led initially by the former Bristol Primary Care Trust and latterly by the Bristol Clinical Commissioning Group.

First, an in-depth public consultation shaped a vision of community mental health services accessible by everyone across all Bristol's diverse communities and that support people in many different settings in the hearts of those communities. A competitive tender in six lots attracted wide-ranging, detailed proposals for bringing that vision to life.

The outcome is that from October this year, 18 diverse organisations from the public and voluntary sectors will provide the services that make up Bristol Mental Health.

The crisis service has already made changes and is now open 24 hours every day with mental health professionals trained in crisis response answering calls at all times, making sure callers get the right help from the right service.

To keep up to date with the move to the new services, [subscribe](#) to this newsletter.

Phasing in the new service

The change to the new model of services will happen gradually from October. We will tell service users in good time about changes affecting them; they will be able to ask questions and talk through any concerns.

We are currently making detailed plans for the changes and service users and carers are involved in this to make sure everything has been considered and worked through before we make the changes.

Find out more

Bristol Mental Health has set up an interim website with details of all the services and the providers. We are building a fully-functioning website to go live in the autumn, but in the meantime you can send us any questions, concerns or feedback by email at bristolmentalhealth@nhs.net

If you know others who are interested in mental health services in Bristol, please forward them this newsletter and suggest that they sign up to receive regular updates.

Why caring, open and hopeful?

In recent weeks we have asked service users, carers and others interested in mental health services in Bristol about using three words – caring, open and hopeful - to help describe the essential element of what Bristol Mental Health is and what it hopes to be.

Together with the logo, use of colour and overall style, the words work together to create a personality, to tell people who we are and what we are about.

Feedback has been varied with some people believing the words work well, others being critical of them. Many more people have supported than opposed their use and as it is virtually impossible to get unanimity on a choice of words, we have decided to use them in conjunction with the logo while continuing to listen to feedback. If opinion changes, we will look again at their use but for now we are going with the overwhelming majority view.

Caring: we chose 'caring' because it is essentially what all health services should be about. While the word may have had connotations for some of being patronising, for many, it simply says "we'll help". When you are ill, this is what you are looking for.

Open: It is important the new partnership of mental health services in Bristol are responsive to people and transparent about how they work. The word 'open' captures this.

Hopeful: we chose 'hopeful' because it captures a vitally important part of the work we are doing across all Bristol mental health services in helping people find the best way to make the most of their lives while acknowledging their need for help and support. We think that the word 'recovery' has a different meaning outside of mental health, and means many different things within the sector. So we decided to use the word 'hopeful' - our way of saying we will help everyone on their journey of recovery.

The words were chosen individually but also because they work well together.

There is a simplicity and rhythm to them. People understand them. They feel genuine. We believe they work.

Nice to meet you!



The new service providers got together in June to introduce themselves to the people of Bristol.

The event at The Station in Silver Street gave people the chance to meet providers, ask questions, find out more about services and to register their interest in service user and carer involvement. It drew a broad cross-section of service users, carers and others interested in the future of mental health in the city.

Feedback from the day highlighted the need for easy access to services, for good communication between services and providers, and for services to be responsive.

Service user directors at heart of new system

The 18 organisations providing services in Bristol Mental Health will be supported by a system leadership team, tasked with helping to deliver to service users a seamless, responsive approach.

Non-executive director of Bristol Community Health and former chief executive of B&NES Primary Care Trust **Rhona MacDonald** has taken up the role of Interim System Leader to support activity to put the city's new structure of provision in place before the first services go live in October.

Rhona will be supported by interim appointees representing service users, clinicians and partners pending an external and transparent recruitment process for the permanent roles.

The interim appointees have a critical role in helping to shape the future system leadership structure, providing input into the transitional arrangements and ensuring that service user, carer and clinical voices influence current activities. The team will work collaboratively with the various providers, all of whom remain accountable for the delivery of their own services.

Due to existing commitments, the interim Service User & Carer Director role is being split and fulfilled on a part time basis between **Tracy Clack** and **Iola Davies** (Tuesday only), both of whom were involved in the tender process. Not only will they help shape the role and the way service users will input into the strategic approach of Bristol Mental Health but they will also work with the team and current stakeholders to establish a Service User And Carer Board, the first meeting of which will take place in September/October.

Tracy was recruited by the project team that supported the partnership of 10 organisations which was appointed system leader in the tender and Iola was put forward by Bristol Clinical Commissioning Group CCG. Both Tracy and Iola can be contacted via the system leadership team on **0117 354 6200** or at **South Plaza (ground floor) Marlborough Street, Bristol, BS1 3NX**

The interim clinical role will be fulfilled by **Dr Will Hall**, who is AWP's Associate Clinical Director in Bristol and the operational partnership interim role will be shared by the Chief Executives of SecondStep and Missing Link, respectively **Aileen Edwards** and **Carol Metters**.

Rhona said: "There is so much to be done before October that we decided we couldn't wait for these roles to be recruited and filled on a permanent basis. By appointing on an interim basis we will ensure appropriate input into both the transition to the new services but also get expert advice in shaping the new roles in a way that will enable them to have maximum impact on the way the new services are implemented and developed.

Detailed job roles and descriptions are being drawn up and all posts will be advertised in the coming months via a competitive recruitment process. The aim is to get permanent appointments in place soon, balancing this need with the desire to use the expertise of the interim appointments to make solid progress in implementing the transition.

Shaping the transition

Service users and carers have been central in bringing about change to mental health services in Bristol, contributing feedback, ideas and suggestions and taking part in project groups, interviews and assessment panels.

The experience and expertise of service users and carers are continuing to play a key role in the move to the new model of mental health services and we need more people to get involved. The transition is incredibly complex with numerous workstreams running simultaneously. A series of project meetings and reference groups will be held over the coming months with varying levels. Full details are on the Bristol Mental Health website www.bristolmentalhealth.org including role descriptions, the skills we are seeking and the time commitments required.

If you or someone you know has views and ideas about the services please visit the website, email us at bristolmentalhealth@nhs.net or phone **Tracy Clack, interim service user and carer director** on 0117 354 6200.

Service users and carers will receive payment for their involvement.

New services

Bristol Sanctuary to open in April

Exciting plans are coming to fruition for a sanctuary in Bristol which will give out of hours help to people in emotional distress.

Bristol Clinical Commissioning Group will award the contract at the end of July and the Bristol Sanctuary is planned to open in April 2015. It will be the first of its kind in this area.

The Bristol Sanctuary was planned following the lengthy consultation on mental health services in Bristol: service users and carers where that a place was needed which was homely and welcoming and where people in emotional distress could relax or be quiet if needed. The Bristol Sanctuary will be open when most needed, from 7pm to 2am on Friday, Saturday, Sunday and Monday nights. People using the Sanctuary will be able to choose what they do, whether it is to have a session with a support worker, have a complementary therapy, talk or cook with other people, or have a space alone.

Community access support

The final new service to be commissioned as part of Bristol Mental Health will be the community access support service. The CCG is due to announce the provider in late August and the service is planned to launch in January 2015.

The service will provide training, support and guidance to community groups, religious groups and other social groups, helping them support their members to access help with mental health problems.

Creating a positive culture

As the different providers come together and build relationships across Bristol Mental Health, it is essential we work together in a positive way.

A 'creating a positive culture' group is looking at ways to make this happen and to involve service users and carers in the process.

The first step will be an event, designed jointly with service users and carers, built around our values and approach. Our aim will be to ensure that services:

- Promote our values including being compassionate, accountable, innovative and efficient
- Interconnect so that however people contact us there is 'no wrong door'
- Are designed and developed together feeding in the views of staff and those with lived experience and their carers
- Are 'psychologically informed' so that services are reflective and respond to the needs of everyone who participates in them
- Ensure that service users and carers are able to live a meaningful life with or without symptoms

The aim is to develop ways to put these values into practice, for example, by making sure leaders display behaviour others can emulate and that we work together on staff induction so that colleagues understand the wider system.

If you would like to be involved in designing this 'creating a positive culture' event, please contact **Mandy Bradley** on mandy.bradley2@nhs.net or **0117 354 6200**.

Our partners:

