

Hello again...

This is the second issue of our newsletter about mental health services in Bristol.

Thank you to the many people who subscribed after our first issue - we look forward to keeping you up to date. If this has reached you second hand, please [subscribe](#) to receive future issues directly.

Putting co-production into action

Service users and carers made a critical contribution during the development of the new services and their involvement will continue to be vital as services are rolled out.

With this in mind, 'co-production' has become a very hot topic in Bristol Mental Health. We think co-production means service users, carers and staff working together in order to highlight and develop good practice and eliminate bad practice from the service. It is one of the four 'pillars' that we have said should govern everything we do. The aim is for it to happen across all services and be embedded in all projects. But how can we ensure this happens?

As part of our involvement strategy we often have service users and carer representatives at various forums. While this is very useful, it is not necessarily co-production.

Co-production can happen in lots of ways and we want to be more creative in our approaches. At the moment we have different methods happening in different projects, for example ongoing reference groups or through a one-off event tailored to a specific group.

Our approach continues to develop as the Bristol Mental Health system comes together and the production of a new website has been an interesting testing ground. Time, budget and technical constraints meant it was not possible to schedule co-production into every step, but missing a vital production deadline would result in losing the chance to overhaul the website at all.

The compromise was a reduced amount of co-production but at a key stage, with a commitment to use the process as a learning exercise for the next phase of web development. It is also an opportunity to find the best group of service users and carers to contribute to the project in the longer term.

On air with Second Step Radio

The Second Step Radio Group is hosting a two-hour live show on Ujima Radio on 3 September to discuss the changes to mental health services in the city.

Invited guests will include Bristol Mental Health interim service user and carer directors Tracy Clack and Lola Davies and James Eldred, clinical director for Bristol community mental health services.

The service user-led group is keen to outline the proposed changes and to find out how service users have been involved in shaping the new services and how they will be involved in the future.

Tune in for some lively debate at midday on 3 September. You can find Ujima on 98.0 MHz (between Kiss FM and BBC Radio One in the middle of the FM dial).

Service user carer director recruitment

The process for recruiting the service user carer director is getting underway.

If you would like to be involved in shaping the job description for this role you can come to a meeting on Tuesday 23 September from 2pm-5pm at St James' Priory near the bus station. We then expect to advertise the post by early October with further service user and carer involvement in the selection. We anticipate candidates will meet with a group of service users and carers; there will also be service user care representation on the interview panel.

Travel costs and meeting rates will be paid in line with AWP policy for the meeting on 23 September. If you would like to attend please contact andrew.stewart11@nhs.net by 17 September. If you would like to contribute but cannot attend please email tracy.clack1@nhs.net or iola.davies@nhs.net for more information.

There are other opportunities to be involved in recruitment and to join groups working on specific issues. For details see the [current website](#) where opportunities to be involved in the next phase of web development will also be shared.

Getting to the heart of the matter

Bristol staff went on a cultural tour to get to the heart of the mental health needs of the city's diverse communities.

This was a key strand of a programme to create a positive culture in the new model of community services in Bristol and ensure people are treated as individuals regardless of background, disability, gender, age or any other reason.

Staff with a key role in carrying out equality impact assessments for the new services went on the tour of religious centres including a Hindu temple, a mosque and a Sikh temple and met people from the Somali and Irish Traveller communities.

It was a chance to get a grassroots perspective on what mental health and wellbeing means for those communities and to hear how barriers could be overcome. For example, the group heard how in some groups the very idea of mental illness is taboo, which creates enormous challenges for people whose health needs might not be recognised by their communities.

Service manager Steve Batson highlighted common understanding of what mental illness means as a main learning point of the day. There's a massive gap between how some groups perceive their needs and how they might access services. So for example someone might go to see their GP with what they see as a physical problem like headaches, but behind it there is a mental health need. So a barrier is the lack of a common terminology.

Changes and individual care

Different aspects of mental health services will be changing from October but one element will remain the same – every service user will continue to have an individual care plan that sets out the support they receive.

So before any changes are made, that care plan will need to be updated in discussion between the service user and the care coordinator.

As the new system of mental health care involves numerous organisations and changes being phased in from October over a six month period, those who may be affected first will have these discussions before those who may not be affected, if at all, till next year.

This means that service users may hear about possible changes on the grapevine before they hear directly from the relevant provider of their service but no one should be alarmed by this.

The providers of Bristol Mental Health are committed to being as open and transparent as possible and sharing information as quickly and as widely as possible.

So for example, some people have heard that AWP will be eventually moving out of some of buildings such as Gloucester House, Brookland Hall and Petherton. In the modernising mental health consultation, there was strong feedback for services to be more accessible and to be delivered from community settings connected to wider health and social care services.

So our aim moving forward is to see more people for example in their homes, in community settings and in GP practices. As a result these buildings will no longer be needed and staff will work out of different community settings.



“A large proportion of people have also come here having suffered some kind of trauma which culturally they feel they ought to just put up with and get on with life – but there’s a problem there that’s never been dealt with and that can stand in the way of someone’s recovery.”

Team manager Scott Witherstone said the day was the best piece of diversity training he has ever been on – high praise indeed. “It was a brilliant introduction to the diverse communities of Bristol and it opened my eyes to the needs of so many groups,” says Scott.

“There is nothing like getting out and making contact with people, so to be able to visit all those religious and community centres and talk to people face-to-face was just so valuable in helping to appreciate their needs better. In particular, I was really moved by the barriers to healthcare faced by Irish Travellers and the challenges they go through on a daily basis.”

The programme was put together by Stand Against Racism & Inequality (SARI). Participants included staff from AWP, Second Step and Knowle West Health Park.

The tour will be followed by a workshop equipping people with essential tools to undertake the equality impact assessments on the basis that a better understanding of equality and diversity will enable a better service to be developed.

More tours are being planned for Lot 1 and leaders from others Lots as part of the wider programme to create a positive culture across all services.

Those affected by these changes will be contacted well in advance of them happening.

So sign up to this newsletter, keep an eye on the website and if in any doubt speak to a current member of your care team.

New services

Innovative mental health sanctuary to open in Bristol

Bristol Clinical Commissioning Group has awarded a contract for the first sanctuary in the city where people can go who are experiencing severe emotional distress.

Local people asked for the Bristol Sanctuary to be created when they were consulted on plans for mental health services in the city. Local service users and carers have helped to draw up the plans for the service.

It will be a place where people can go out of normal working hours, which feels safe, homely, comfortable and welcoming. While at the sanctuary people will be able to relax and can choose what they want to do. Choices include a quiet space for those people that want to be alone, one to one support from a support worker; complementary therapies; the opportunity to cook and share food; sit in a relaxing space where they can talk to others, read or to find out information on other services available. It will also link into other mental health services in the area, if needed.

The service will be open when it is most likely to be needed, which is on Friday, Saturday, Sunday and Monday nights from 7pm to 2am.

The contract for the service, worth £200,000, a year, has been awarded to St Mungo's Broadway following a formal tendering process.

Mike McCall, executive director of housing and support at St Mungo's Broadway said: "We are extremely pleased to have been chosen to deliver this innovative new service, which is a first for Bristol. People experiencing emotional distress need the right help at the right time whilst also having the support to link them in to other mental health services in the City longer term. The idea for this service came directly from consultation with clients and we will be working with them, and other partners in Bristol, in the lead up to The Sanctuary opening next spring."

New service to help Bristol's communities improve their mental health

A new service to help people from diverse communities in the city to easily access mental health services will start in Bristol next year.

Bristol Clinical Commissioning Group has awarded a contract to The Healthy Living Consortium, a partnership led by Wellspring Healthy Living Centre and with Knowle West Health Park, Southmead Development Trust and Stand Against Racism & Inequality (SARI). The partnership will provide an innovative new Community Access Support Service.

As part of the new Bristol mental health services, under the Bristol Mental Health umbrella, the Community Access Support Service will build relationships with the diverse communities of Bristol and provide training, support and guidance to community,

Programme and system leadership team on the move

As the lease for the South Plaza office comes to an end, the Bristol Mental health programme team and the system leadership team will move to Woodland View, Brentry Lane, Westbury-on-Trym, Bristol BS10 6NB.

This will be a temporary move from 3 September and for now the number will stay the same: 0117 354 6200.

You can also contact the team via andrew.stewart11@nhs.net for system leadership / programme issues.

Any comments?

Do you have any comments or suggestions about this newsletter? Is there anything we should be covering?

We would be very pleased to hear your ideas for future editions. You can email your views to bristolmentalhealth@nhs.net

religious and social groups to increase mental health awareness, address stigma and help their members get support with mental health issues.

The Community Access Support Service will link into Bristol's new mental health services. It will provide practical information, support and feedback from community groups to help them ensure they are appropriate and accessible for all Bristol people, especially those communities who often experience exclusion and discrimination.

It will also provide a link between different Bristol services outside the formal mental health system and enable connections between existing and new services by working with other organisations, projects, services, networks and groups. It will not refer patients, but will support community groups to signpost their members to the right mental health help. Training in mental health awareness will be offered in a range of venues where local people meet.

Jill Shepherd, chief officer of Bristol CCG, said: "The Community Access Support Service provides the final link in our newly commissioned mental health services for the city. The organisations that will be providing this new service across the city have very strong and well established relationships with the diverse communities and groups in Bristol. This will provide a great foundation for developing mental health awareness and increasing access to mental health services."

More than 70 people including, service users, carers, GPs, specialists and other clinicians have helped the CCG design the new services and evaluate bids to run them. The Community Access Support Service was designed as a result of calls to improve access to services during the consultation on services.

The service is due to begin in January next year.



Bristol Mental Health

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