

We are go!

After more than three years of consultation, planning, competitive tendering and more planning, Bristol Mental Health, the city's new model of NHS mental health services, is being rolled out.

18 NHS and voluntary sector organisations are working together to provide the new services. Details of all the providers and services are on the new Bristol Mental Health website at www.bristolmentalhealth.org and updates on the first set of services to 'go live' are included below.

To keep up to date with the Bristol Mental Health roll out, [subscribe](#) to this newsletter.

A link to a printable PDF of this newsletter is available on the [Bristol Mental Health website](#) at www.bristolmentalhealth.org/news-and-events/bristol-mental-health-news

Assessment & recovery service

Most people who use Bristol Mental Health will use the assessment & recovery service.

The service is up and running and people will be automatically transferred over. For now it is business as usual and people will notice very little change - they should continue to attend their appointments and to contact their team or care co-ordinator in the usual way.

Eventually, most people using the assessment & recovery service will be matched with a recovery navigator who will become their key contact. The first 25 recovery navigators will start their training during October. Two further groups of recovery navigators will be recruited during the first few months of 2015.

Between late 2014 and spring of 2015, each person using the assessment & recovery service who is matched with a recovery navigator will be contacted directly.

The assessment & recovery service will work hand-in-hand with the complex psychological interventions service and the crisis service and shared point of access (see below for updates on these services). In the longer term, members of all these teams will work together in venues across the city in the communities they are part of, and from where they can link better with GPs. The service is currently available from 8am-8pm Monday to Friday and over the next six months will extend to 7 days a week.

Service user involvement

First service user and carer board on horizon

Plans for the service user and carer board are well underway.

Feedback events on the terms of reference for the board, and the job description for the service user and carer director role, were well attended and lots of valuable comments were gathered.

The first board meeting is expected to take place in November. It is hoped that the service user and carer director role will be advertised in early 2015. Keep an eye on this newsletter and the website for details of how to apply.

If you have general questions about involvement, please contact tracy.clack1@nhs.net

Welcome to Bristol!

The first groups of frontline Bristol staff had an official 'welcome' to life in the new system when they attended special introductory events.

Three of four welcome events have been held so far, bringing together around 200 colleagues from the new assessment and recovery, crisis, early intervention in psychosis and complex psychological interventions services from AWP and partners including Second Step, Brunelcare, SARI and Missing Link.

The aim was to provide a warm welcome, to inspire staff to understand the aspirations

Crisis service and shared point of access

The new combined crisis service and shared point of access have moved into their new base at Callington Road Hospital.

The crisis service has already made significant changes and all calls - 24 hours a day, seven days a week - are answered by clinicians trained to respond to mental health crisis.

Establishing the new shared point of access as part of the same service with close working and effective communication between colleagues will mean that referrals can be handled quickly and smoothly.

People in crisis, their carers and families and other emergency services can phone the crisis line – 0300 555 0334 – to speak to dedicated clinical staff. Others including GPs, internal staff and other health professionals, can continue to call the service on 0117 919 5670 to seek advice, support or on behalf of someone who might need a service.

Employment service

The new look Bristol Mental Health employment service is now live.

It's run by Richmond Fellowship, one of the biggest voluntary sector providers of mental health support in England. The charity is working in partnership with Mental Health Matters, Bristol Somali Resource Centre and Windmill Hill City Farm to maximise local opportunities and meet the needs of Bristol's diverse communities.

The service helps anyone with a mental health problem get into work and maintain their employment. It works with individuals, their families and carers to understand their situation and tailor support to meet their needs and aspirations.

Individuals can contact the team directly on 0117 947 1189 or 0117 923 2741 or referrals are accepted from community mental health teams, GPs, and IAPT services such as LIFT Psychology. The team can also be contacted by email at enquiries.bmhemployment@richmondfellowship.org.uk

The address for the service is Bristol Mental Health Employment Service, Windmill Hill City Farm, Philip Street, Bristol, BS3 4EA.

Dementia wellbeing service

1 October sees the start of creating a new dementia wellbeing service for Bristol.

The new dementia wellbeing service, called Bristol Dementia Partnership, brings together two organisations with a shared vision for improving dementia services in the city.

Devon Partnership NHS Trust provides a range of mental health and learning disability services including high quality dementia services across Devon. Its memory clinics have received an innovation award from the Royal College of Psychiatrists.

Alzheimer's Society is the country's leading support and research charity for

and possibilities of the new ways of working and provide a forum for staff to ask questions and inform the future development of services.

Speakers included AWP clinical director for Bristol James Eldred, interim system leader clinical director Will Hall and Missing Link chief executive Carol Metters on how the tender process led to the development of the new system and how some of the changes, such as the use of more community settings, should lead to the service being more responsive to the needs of its users.

Assistant director of SARI, Alex Raikes, provided an inspirational message on how she is now able to work on complex cases with multiple organisations including the crisis team in a way she was not able to before.

The events looked at how the new system will feel different for staff, including new roles such as recovery navigator. There were also opportunities to discuss how all staff can put the new services' values in practice, including the belief in the right to recovery, whatever a person's background, and collaboration between services so that however someone asks for help there is 'no wrong door'.

AWP service manager Steve Batson focused on how working life may be different including staff having more clinical face-to-face time, new training and development and support for existing staff to deal with the challenges of change.

Bristol Mental Health interim service user and carer directors Tracy Clack and Lola Davies were also there to provide a service user perspective.

The next welcome event will take place on 13 October.

What do you want to know?

Do you have a burning question about Bristol Mental Health or a particular service? Is there something in particular that you'd like us to report?

It's important that this newsletter

people with dementia. It has an international reputation for excellence and, through its network of local services, touches the lives of over 300,000 people every week.

Initially the service will remain the same. People should continue to attend their usual appointments and to contact the team or their care co-ordinator in the normal way.

Colleagues will remain in their current base at Callington Road Hospital for now but during the next six months as the new service is developed, plans will be made for moving to new premises in Bristol.

Key contacts for the dementia wellbeing service are:

Paul Knocker, service manager
paul.knocker@nhs.net
Bristol Dementia Partnership, The Coppice, Callington Road Hospital,
Marmalade Lane, Brislington, Bristol BS4 5BJ
T: 0117 9195800

Paula Shears, services manager
paula.shears@alzheimers.org.uk
Bristol and South Gloucestershire Alzheimer's Society, International House,
Bank Road, Kingswood, Bristol, BS15 8LX
Tel: 0117 961 0693

For enquires on the dementia wellbeing service transition project:
Louise Twine, project co-ordinator
louisetwine@nhs.net
01392 676354

Complex psychological interventions service

The new complex psychological intervention (CPI) service consists of a number of highly specialist staff including clinical and counselling psychologists, arts psychotherapists, nurse specialists and other medical psychotherapists.

Highly trained CPI staff will deliver a range of effective, specialist psychological interventions and will also enhance colleagues' psychological skills and knowledge through training, supervision, consultation and reflective practice to ensure that all Bristol services are psychologically informed – having the psychological and emotional wellbeing of service users and carers at their heart. Although not all patients will meet CPI staff, the influence and values of the CPI service will be felt in each encounter with all staff from receptionist to consultant.

The CPI has a central base at Callington Road Hospital but CPI staff will continue to work predominantly alongside colleagues in team bases and specialist services. However, the reach of the CPI will be broader through inputting into all services across the Bristol Mental Health System.

Early intervention in psychosis service

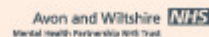
For now, there will be little change to the early intervention in psychosis service.

The service will be provided by AWP in partnership with Off The Record and they will work increasingly closely to support young people experiencing first episodes of mental illness and their families.

In the long term, the AWP and Off The Record early intervention team plans

discusses the issues that concern you. Please send your suggestions and requests for the next issue to bristolmentalhealth@nhs.net

Our partners:



STAND AGAINST RACISM & INEQUALITY



to move into a shared space in the city centre.

January to April 2015

The remaining services will 'go live' between January and April.

The **community access support service** starts in January and will build relationships with the diverse communities of Bristol. It will provide training, support and guidance to community, religious and social groups to increase mental health awareness, address stigma and help their members get support with mental health issues. The service will be provided by 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 Bristol Mental Health **community rehabilitation service** will begin in the spring, providing focused support for people with disabling severe and enduring mental illness. The service will be provided by a partnership of Second Step, Missing Link and AWP.

The **assertive engagement service** is due to begin in April. It will identify and engage with those people who have unmet mental health needs and are not engaged with, or known, to their GP or another mental health service. The service is jointly commissioned with Bristol City Council, reflecting the emphasis on social work outreach supported by clinical services. It will be provided by St Mungo's Broadway in partnership with One25.

The Bristol **sanctuary** will open in April. It will be a place that people can go who are experiencing severe emotional distress. It will be a place where people can go out of normal working hours, which feels safe, homely, comfortable and welcoming. 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 service will be provided by St Mungo's Broadway.



Bristol Mental Health

0117 354 6200
bristolmentalhealth@nhs.net
www.bristolmentalhealth.org

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