

Spring has sprung...

...and it's quite something to reflect on just how far we've come in the last year.

Last April, the CCG-led tender process was in full swing. A year – and incomprehensibly huge amounts of hard work by commissioners, service providers, frontline staff, service users and carers – on, all of the new Bristol Mental Health services are now up and running.

The services that started in the autumn and new year have already become established features of Bristol's healthcare landscape and are making a real difference for local people and communities.

Further exciting services have gone live during April: in this issue we hear from the new Community Rehabilitation, Assertive and Contact Engagement (ACE) and Bristol Sanctuary services.



Bristol Sanctuary

Bristol Sanctuary, managed for Bristol Mental Health by charity St Mungo's Broadway, opened on Friday 3 April at 1 New Street, St Jude's. This innovative new service is the first of its kind in the city.

The Sanctuary is a safe, comfortable and welcoming place where people who are experiencing severe emotional distress can go for help out of normal working hours. The Sanctuary is open on Friday, Saturday, Sunday and Monday nights from 7pm until 2am – the times when people are most likely to need this service.

At the Sanctuary, people can relax and choose what they want to do. They can be in a quiet space, chat to others or talk one-to-one with a support worker. They may want to have some complementary therapies, cook and share food, read or simply rest.

People using the Sanctuary can find out about other Bristol Mental Health services and other providers including telephone helplines, and can get support to recognise and develop their own strengths and strategies for crisis prevention and management. They can also get involved in developing the service to make sure it best helps people in ways that suit them.

The service supports 10 to 12 people during each of the four nights the Sanctuary is open every week. Support is also offered to people caring for those in distress.

We will prioritise access to the Sanctuary through a telephone assessment

Career opportunities

Second Step, which is leading on voluntary sector recruitment for Bristol Mental Health, is currently advertising for posts in the Assessment and Recovery Service as well as the new Community Rehabilitation Service.

Skilled support workers with experience of mental health services may be interested in the new mental health crisis worker and recovery navigator roles. Second Step and the recovery navigators have made a [short film about the role](#).

There are also opportunities for rehabilitation jobs in the newly launched Community Rehabilitation Service which opened its doors for the first time on 1 April.

All vacancies are listed on [Second Step's website](#) under the jobs section or email jobs@second-step.co.uk for more information.

Exciting co-production opportunity

We have an exciting – and very interesting – opportunity for service users and carers to get involved in a project critical to the continuing success of Bristol Mental Health.

The project will see collaboration between the Bristol Mental Health system leadership team, the 18 provider organisations, service users, carers and healthcare specialists Otsuka.

They will work together over 10 months to examine how to make

and triage system. The first step is to call 0117 9542952. People will be offered a taxi home, if needed.

Bristol Sanctuary
1 New Street, St Jude's, Bristol BS2 9DX
0117 954 2952
Friday to Monday, 7pm to 2am

Bristol's rehabilitation service is turning a corner

Interim service manager Chris Kinston brings us up to date.



The new community rehabilitation service opened on 1 April as planned.

The interim accommodation at Blaise View has had a refit and redesign and is looking really good. We're extremely pleased with the work – which has been done in close consultation with people who have used rehabilitation services in the past and their carers.

As we continue our work - both at this site and in preparation for the new support and recovery centre planned for next year - we will ensure we maintain our co-production approach.

One of our volunteers said he had been impressed with the way things were going. "It is clear everyone involved has been working very hard and it is really excellent that there has been involvement with service users all the way through."

Recruitment for the 40-plus staff started in January and is ongoing, involving all three partners, Second Step, Missing Link and AWP. The interim deputy manager is in place for the accommodation service and high-quality new recovery navigators are being recruited.

We are also delighted to have recruited our first peer support worker – our first step to ensuring everyone in the service has the opportunity to be supported by someone with first-hand experience of mental health services.

The community team is going to be based at Second Step's offices in Brunswick Square until the new building is ready. We are currently looking for a central location, close to Second Step and the community team.

Inpatient rehabilitation services will continue to be provided by AWP at Alder Ward, at Callington Road Hospital.

For further information or if you have any queries, please email rehabilitation@second-step.co.uk

the best use of data and information to make sure that the Bristol Mental Health services are fully integrated, that there are no gaps and that service improvements are well-informed. The input of service users and carers is essential to the success of the project.

There are five project groups: we need two or three service users and/or carers to take part in each. You will be paid an allowance of £12.00 per hour for attendance plus reasonable travel expenses in line with AWP's expenses policy.

Can I apply?

You can apply if you use any of the Bristol Mental Health services or have used mental health services within the last 18 months. You can also apply if you care for someone who uses any of the Bristol Mental Health services or who has used mental health services within the last 18 months.

How do I apply?

If you would like a role description or an application pack, please contact Bhavna Mistry on 0117 354 6200 or bhavna.mistry3@nhs.net for a role description and information pack.

Applications must be returned to Bhavna Mistry by 12.00 noon (midday) on Friday 1 May.

How will people be selected?

All the applications received by the deadline of 12.00 noon on Friday 1 May will be passed to Caroline Gadd of Otsuka and the Bristol Mental Health system leadership team for consideration.

Applicants will be invited to attend an interview and then a decision will be made. The interview panel will include a service user or carer.

The system leadership team will tell candidates whether or not they are successful on Friday 15 May.

For details or to apply contact
Bhavna Mistry:
0117 354 6200
bhavna.mistry3@nhs.net

System leadership

An ACE new service!

The Bristol Mental Health assertive and contact engagement service – ACE – got underway on 1 April.

ACE, which is managed by St Mungo's Broadway in partnership with One25, reaches out to people and groups who currently find it difficult to access mainstream services for a variety of reasons or who are under-represented in mental health services.

The ACE service works with people from different communities in Bristol including the lesbian, gay, bisexual and transgender (LGBT) community, people who are refugees or asylum seekers, people with disabilities and people from black and other ethnic minority communities. Staff from ACE are linking with people who are homeless or at risk of homelessness, street drinkers or people who take drugs or drink problematically and people who are in contact with criminal justice services.

Assertively reaching out more widely across the city, the ACE service also offers training in services such as homeless and housing provision, faith and community groups, carers groups and criminal justice services.

From Wednesday 15 April, the ACE service runs from three hubs:

Central and North

Compass Centre, 1 Jamaica Street, Bristol BS2 8JP

East

Barton Hill Settlement, 43 Ducie Road, Barton Hill, Bristol BS5 0AX

South

Filwood Community Centre, Barnstable Road, Knowle West, Bristol BS4 1JPS

Contact ACE on:

Telephone 0117 239 8969 (Monday to Friday 8am-8pm)

Email: awp.bmhace@nhs.net

CASS team up and running

The community access support service – CASS – started in January, led by CASS manager Monira Ahmed Chowdhury.

Monira and the newly recruited CASS team – three networkers and a communications officer – will be busy making contact with community, equalities and faith groups of all sizes across the city, increasing awareness of mental health issues, improving understanding of the Bristol Mental Health system and helping easier access to mental health services for the diverse communities of Bristol. CASS does not refer patients, but supports groups to signpost their members or users to access Bristol Mental Health services and other help.

CASS manager Monira Ahmed Chowdhury, said, "We are working hard to build relationships in communities across the city. Now we have our team in place we are busy laying the foundations for providing training, support and guidance to organisations, groups, networks, projects and services to increase mental health awareness, address stigma and help the communities they represent or work with get support on mental health issues. We've got a challenging role to fulfil but we're relishing it and very much enjoying meeting and learning about different communities and groups and how we can support them."

As part of Bristol Mental Health, CASS will soon be linking with service providers by providing practical information, support and feedback from community groups to help services ensure they are appropriate and accessible for all Bristol people, especially those communities who often experience exclusion and discrimination. The service will also provide a link

team

The system leadership team is a small team which links together and leads the whole system of mental health care in Bristol. Since our last issue some key appointments have been made to the team.

Will Hall has been appointed to the role of system clinical leader, providing overall leadership for Bristol Mental Health.

Duncan Cooper has recently joined the team as interim senior business manager focusing on providing management and governance for the system.

Lucy Morgan has also joined the team as the information and improvement manager.

Subscribe and share

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If you know others who are interested in mental health services in Bristol, please forward them this newsletter and suggest that they [sign up](#) for future issues.

Need to print this?

In case you need to print this newsletter, a PDF version is available on the **Bristol Mental Health website** at www.bristolmentalhealth.org

between different Bristol services outside the formal mental health system.

CASS is run by the Healthy Living Consortium, a partnership led by Wellspring Healthy Living Centre with Knowle West Health Park Company and Southmead Development Trust with support from SARI (Stand Against Racism and Inequality). CASS is based at Wellspring Healthy Living Centre and the three networkers are each based with one of the Healthy Living Consortium partners. Each works across a different area: Inner and East Bristol; North Bristol; and South Bristol.

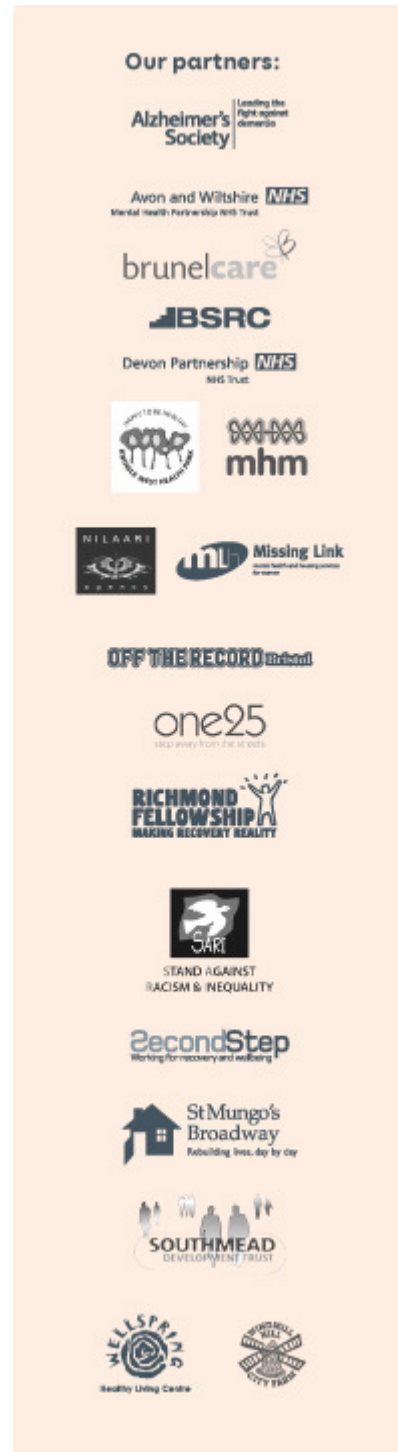
CASS (Community Access Support Service)

Monira Ahmed Chowdhury

0117 304 1400

0117 911 9832

cass@wellspringhlc.org



Bristol Mental Health Ground Floor South
Plaza Marlborough Street Bristol BS1 3NX

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

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