You Said, We Did - Mental Health and Wellbeing

- What did you say about mental health and wellbeing services in Bristol?
- What has happened with your feedback?
- What is being done in Bristol to improve mental health and wellbeing?

Read on to find out!

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Section 1: Healthwatch Bristol’s quarter topic

Healthwatch Bristol’s quarter topic for April to June 2015 was ‘Mental Health and Wellbeing’. We asked you to tell us about your experiences of mental health and wellbeing services.

A quarter report was produced along with engagement summary reports from individual pieces of work completed during the quarter. The reports have been shared with Bristol Mental Health System Lead Team and the Mental Health and Learning Disabilities commissioning team at Bristol Clinical Commissioning Group (BCCG).

The Healthwatch Bristol Mental Health and Wellbeing Quarter Report is available at: [http://goo.gl/hyv9tV](http://goo.gl/hyv9tV)

The report includes the key themes gathered from members of the public, patients and carers regarding mental health and wellbeing.

Individual engagement summary reports relating to mental health and wellbeing are all available at: [http://goo.gl/SsHzfn](http://goo.gl/SsHzfn) and include:

- Healthwatch Bristol Open Meeting 24 June 2015
- Bristol Multi Faith Forum – Faith and Mental Health
- WellBeans Words Unspoken
- Creativi-tea workshop with Self Injury Support

This report does not cover mental health and wellbeing services for children and young people. For more information about Healthwatch Bristol’s work with children and young people, visit the Young Healthwatch website page: [http://bit.ly/1Pdc64u](http://bit.ly/1Pdc64u)
Section 2: You Said, We Did and recommendations

**Acronyms and abbreviations:**
- BCCG = Bristol Clinical Commissioning Group
- BIMHN = Bristol Independent Mental Health Network
- BMH = Bristol Mental Health
- HITs = Health Integration Teams

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<thead>
<tr>
<th>You Said</th>
<th>We Did</th>
<th>Recommendations</th>
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| **Gaps between primary and secondary care services** - this is both for people trying to get their GP to refer them to mental health services and for people who have been in mental health services and have been discharged to their GP’s care. | **Gaps between primary and secondary care services**  
- BCCG are working to increase the capacity of GPs to support people with Mental Health illnesses or issues.  
- Bristol Primary Care have nominated a mental health lead per GP Practice and are developing a new mental health referral form.  
- Bristol Mental Health System Leadership Team send an e-bulletin to all Bristol GPs regarding mental health services in Bristol.  
- BCCG are also aware of the need to ensure that people with mental health illnesses are also diagnosed and treated for any physical illnesses they have.  
- Health Integration Teams (HITs) in Bristol aim to improve communication and coordination between services involved in supporting people’s health and wellbeing. There are | Training needs for GPs identified by GPs themselves, HITs and/or patients should be reviewed by BCCG. |
currently several HITs with a focus on mental health including: Addictions, Improving Care in Self-Harm (STITCH), Improving Perinatal Mental Health (IMPROVE), Psychological Therapies in Primary Care (InPsyTe).

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<tr>
<th>Bed spaces</th>
<th>Early intervention</th>
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<td>difficulties discharging people from acute care settings means people needing a bed in a mental health setting are sometimes unable to be given one.</td>
<td>IAPT (Improving Access to Psychological Therapies) services are currently being re-commissioned in Bristol.</td>
<td>BCCG to publish further information about work to improve access to beds.</td>
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<td>BCCG are working on a project to reduce the number of people being placed in Mental Health units outside of the local area.</td>
<td>Bristol Independent Mental Health Network (BIMHN) and Healthwatch Bristol are involved in this process to ensure that service user and public feedback is included in the development of plans for the future IAPT services.</td>
<td>Healthwatch Bristol and BIMHN will work together to host a focus group on the re-commissioning of IAPT at which people will be invited to share their feedback on existing services and ideas for future services.</td>
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<td>People are being asked to share their feedback on the proposed model for future IAPT services via a consultation website and survey: <a href="http://bit.ly/1kVxfU">http://bit.ly/1kVxfU</a></td>
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The Care Forum is a charitable company limited by guarantee. Registered in England no. 3170666. Registered charity no. 1053817.
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<tr>
<th>Confusion about the services in Bristol Mental Health</th>
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<th>Organisations supporting people with mental health issues should request and promote the Bristol Mental Health directory of services to their services users.</th>
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<td>Bristol Mental Health organised an event in October to celebrate their first birthday. Services users, carers, members of the public, voluntary and community sector organisations and service providers attended to find out more about the services.</td>
<td>Bristol Mental Health has produced a new directory of their services. This directory is available as a postcard and fold up business card size flyer. Bristol Mental Health has been sending the directories to organisations including partner organisations, GPs, Bristol Mental Health services. If anyone wishes to request these resources, they can contact System Leadership on 0117 354 6200 or awp.BMHSистем<a href="mailto:Leadership@nhs.net">Leadership@nhs.net</a></td>
<td>Bristol Mental Health should work with other organisations, including Healthwatch Bristol and BCCG to promote their new website (once it is completed).</td>
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<td>The Care Forum will host an event in early 2016 to engage voluntary and community sector organisation in feeding back about Bristol Mental Health services.</td>
<td>All staff across Bristol Mental Health have also received a clear ‘Summary of Services’ which has been co-produced</td>
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about the Bristol Mental Health Services. Healthwatch arranged for the system leads for Bristol Mental Health to speak at the Healthwatch Bristol open advisory group in June.

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<th>Stigma</th>
<th>Stigma (especially amongst faith and BME groups)</th>
<th>Staff from Healthwatch Bristol, Rethink and AWP have worked together to make the following recommendations for mental health services:</th>
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<td>commentators recognised that stigma around mental health is a society wide issue, but in certain faith groups or community groups there is greater stigma around seeking help for mental illness</td>
<td>A range of organisations in Bristol have and continue to reduce the stigma surrounding mental health. Below are just a few examples.</td>
<td><strong>Staff training:</strong> SARI provide Cultural Tours and Equality Training for all Bristol Mental Health</td>
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<td><strong>Rethink</strong></td>
<td><strong>A ‘Faith, Spirituality and Mental Wellbeing in Black and Minority Ethnic Communities’ conference was held in 2011 by Rethink Mental Illness and AWP before the formation of Bristol Mental Health</strong></td>
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Within Bristol Mental Health to help support the direction of Service Users or Carers throughout the system if necessary.

- A new Bristol Mental Health website is currently under development. Bristol Mental Health has run several focus groups with staff, service users and carers from throughout services in Bristol Mental Health to help develop the website to be more user friendly. The draft designs have now been sent to the web team and the new look Bristol Mental Health website will be launched in due course. It is hoped that the new website will be more supportive for people wanting help and will also be able to provide useful information about what is happening across Bristol Mental Health and beyond.

- Staff from Healthwatch Bristol, Rethink and AWP have worked together to make the following recommendations for mental health services:
  1. **Staff training:** SARI provide Cultural Tours and Equality Training for all Bristol Mental Health.
than other faiths; commentators asked that faith leaders and people in faith groups work together to start more conversations about mental health. There was a strong feeling that faith groups play an important role in supporting people’s mental health and wellbeing and that this should be recognised and utilised by mental health services.

| Health. The Healthwatch Bristol and Bristol Multi Faith Forum event held in March 2015 gathered similar feedback to that collected at the conference in 2011 suggesting that, whilst some improvements have been made, there are still elements of the recommendations made in the 2011 report that are valid for use in 2015 onwards (see recommendations column). Furthermore, Community Development Workers at Rethink Mental Illness and AWP have delivered emotional wellbeing workshops and Mental Health First Aid (MHFA) courses to faith communities; further MHFA delivery is dependent on continued funding to cover mandatory course costs. |
| Bristol Independent Mental Health Network (BIMHN) In 2014, BIMHN was established as an independent organisation for current and past users of mental health services across the city. It aims to provide people who have experienced mental ill health with a platform to speak out and share their experiences and needs, which are then fed back to local services and commissioners. |
| Time to Change Time to Change is a national campaign to end stigma and discrimination that people with mental health problems face in England. It is run by the charities Mind and Rethink Mental Illness, staff. This is a good source of training, but staff also need training on how to engage patients in a discussion about how faith and medical treatment can interact to promote their recovery. The Race Equality and Cultural Capability training package is one option for training staff and the HOPE Assessment Tool is a spirituality assessment resource staff could use to support patients. |

2. **Increase awareness of mental health services amongst faith leaders and communities: CASS (Community Access Support Service) is already addressing this**
with funding from the Department of Health, Comic Relief, and the Big Lottery Fund. Working with both adults and children and young people, Time to Change aims to empower people to challenge stigma and speak openly about their own mental health experiences, as well as changing the attitudes and behaviour of the public towards those of us with mental health problems. Time to Change is active in Bristol and has recently run an awareness event in Cabot Circus shopping centre at which they encouraged shoppers to speak about mental health and think about their wellbeing. Time to Change has set up a steering group involving Bristol City Council, Bristol Clinical Commissioning Group, Bristol Mental Health, Avon & Somerset Police, Bristol Mental Health’s Community Access Support Service (CASS), local mental health organisations and local Time to Change champions. This group is leading on a range of activities to challenge mental health stigma and discrimination in the City. The Time to Change Champions fund will support champions to run activities that engage others in conversations about mental health. Facilitating conversations between people with and without experience of mental health problems is one of the most powerful ways of improving attitudes towards mental health and reducing stigma and discrimination. Time to Change calls this ‘social contact activity’. More information is available here: [http://bit.ly/1Pdbyfb](http://bit.ly/1Pdbyfb)

| 3. **Spiritual needs in hospitals:** there needs to be a more diverse chaplaincy service in AWP mental health hospitals. This service needs to be made up of paid staff from a range of faiths and not rely on volunteers from faith communities. |
| **4. Mental Health awareness in Black and Minority Ethnic communities:** CASS, Bristol Multi Faith Forum, Time to Change, Bristol Independent Mental Health Network and Rethink will continue their work in this area. There is potential to arrange a spirituality point: [http://bit.ly/1PdbTOY](http://bit.ly/1PdbTOY) |
WellBeans Initiative
WellBeans Initiative was formed by Time to Change Champions in Bristol with the aim of starting positive conversations about mental health. They have already run several events in Bristol including ‘Words Unspoken’ which was an event in partnership with Healthwatch Bristol focusing on how to address male suicide. More information is available: http://bit.ly/1PTZoGL

BME Voice and Influence (VOSCUR)
Bristol BME Voice, in addition to the Bristol Manifesto for Race Equality, aim to increase opportunities for Black and Minority Ethnic (BME) people and communities in Bristol to have their say in decisions made about their lives and the City, this includes related issues to health, education, employment and criminal justice.

Bus service to Callington Road Hospital
Bus service to Callington Road Hospital
- Healthwatch Bristol contacted AWP and asked them for a response to the concerns. AWP promptly replied explaining that when they stopped the staff and patient bus, they had been assured by First Bus that the No 36 bus would be continued. They also stated that they will provide transport for those patients who are eligible. Anyone who is an inpatient is eligible. Healthwatch sent AWP’s

BIMHN, Healthwatch Bristol, AWP, BCCG and First should continue to work together to improve transport access to Callington Road Hospital.
termination of the Avon and Witshire Mental Health Partnership Trust (AWP) bus service to Callington Road Mental Health Hospital on 1 May 2015. Concerns have been raised that, as the First Bus Number 36 service has also recently been stopped, access to Callington Road Hospital for patients, staff and family members by public transport has been severely reduced. A response out to organisations across Bristol and asked for their comments. Feedback showed that people were concerned that voluntary and community sector workers, family members and friends of patients, and people attending on a day patient or outpatient basis would not be able to access the hospital easily. People commented on the difference between the transport to hospitals such as Bristol Royal Infirmary and Southmead (largely physical health hospitals) which have public transport and buses paid for by their associated charities, compared to the transport and access to Callington Road Hospital. AWP has written to the Mayor as has the CCG, to ask for public transport links to the Callington Road area to be addressed. Healthwatch Bristol also raised the issue at the Health and Wellbeing Board meeting in August. BIMHN hosted a forum to discuss the matter further on 30 November. The outcomes of the forum are detailed in BIMHN’s report: [http://bit.ly/1NP2bAl](http://bit.ly/1NP2bAl)

The projects and pieces of work mentioned in this report are only a selection of the work going on in Bristol to improve mental health and wellbeing. For more information about support organisations and services in Bristol, please visit [www.wellaware.org.uk](http://www.wellaware.org.uk)
Section 3: Contact details for organisations mentioned in this report

Avon and Wiltshire Mental Health Partnership Trust (AWP)
W: [www.awp.nhs.uk](http://www.awp.nhs.uk)
Avon and Wiltshire Mental Health Partnership NHS Trust (AWP) is a significant provider of high quality mental health services across a core catchment area covering Bath and North East Somerset (B&NES), Bristol, North Somerset, South Gloucestershire, Swindon and Wiltshire. The Trust also provides specialist services for a wider catchment extending throughout the south west.

BME Voice and Influence (VOSCUR)
Bristol BME Voice aim to increase opportunities for Black and Minority Ethnic (BME) people and communities in Bristol to have their say in decisions made about their lives and the City, this includes related issues to health, education, employment and criminal justice. W: [www.bristolbmevoice.org.uk](http://www.bristolbmevoice.org.uk)

Bristol Clinical Commissioning Group (BCCG)
W: [www.bristolccg.nhs.uk](http://www.bristolccg.nhs.uk)
Bristol Clinical Commissioning Group (BCCG) is a clinically led organisation responsible for commissioning hospital and community health services to ensure that the health needs of Bristol’s population of over 432,000 people are met. Healthwatch Bristol met with the team at Bristol CCG who are responsible for commissioning community mental health services in Bristol.

Bristol Independent Mental Health Network (BIMHN)
W: [www.bimhn.org.uk](http://www.bimhn.org.uk)
BIMHN is an independent organisation for current and past users of mental health services across the city. Established in August 2014, it aims to provide people who have experienced mental ill health with a platform to speak out and share their experiences and needs, which are then fed back to local services and commissioners.

**Bristol Mental Health (BMH)**  
W: [www.bristolmentalhealth.org](http://www.bristolmentalhealth.org)  
Public and voluntary sector organisations are brought together under the banner of Bristol Mental Health to provide NHS funded services in the city from October 2014. There are 18 organisations providing services, each one chosen for its expertise and experience.

**Health Integration Teams**  
W: [www.bristolhealthpartners.org.uk/health-integration-teams](http://www.bristolhealthpartners.org.uk/health-integration-teams)  
Bristol Health Partners is addressing the major public health imperatives and disease areas in the city through the integration of primary, secondary and tertiary care with community service provision, public health (including preventative strategies), education, training, innovation and research. This unified and focused approach aims to deliver healthier lives, earlier prevention of illness and disease, and better integration of healthcare across Bristol.

**Rethink Mental Illness**  
W: [www.rethink.org](http://www.rethink.org)  
Rethink Mental Illness is a voluntary sector organisation that believes a better life is possible for people affected by mental illness. In Bristol, there are services and support groups for people with mental health support needs, their carers, family and friends. For more information about the BME and faith communities work referred to in this report, contact Narinder Chana, Community Development Worker at narinder.chana@rethink.org
Time to Change
W: www.time-to-change.org.uk
Time to Change is a national campaign to end stigma and discrimination that people with Mental Health problems face in England. It is run by the charities Mind and Rethink Mental Illness, with funding from the Department of Health, Comic Relief, and the Big Lottery Fund. Working with both adults and children and young people, Time to Change aims to empower people to challenge stigma and speak openly about their own mental health experiences, as well as changing the attitudes and behaviour of the public towards those of us with mental health problems.

WellBeans Initiative
W: www.wellbeansinitiative.co.uk/
The mission of the WellBeans Initiative, a Bristol based group, is to develop innovative ways of engaging with the community in bringing together positive conversations about emotional wellbeing; enabling mental health to be viewed in the same light as physical health. They also have a Facebook page which can be found at: www.facebook.com/WellBeansInitiative
Section 4: The Mental Health Crisis Care Concordat

The recommendations made in section 2 of this report are all supported by the national Mental Health Crisis Care Concordat. The Mental Health Crisis Care Concordat is a national agreement between services and agencies involved in the care and support of people in crisis. It sets out how organisations will work together better to make sure that people get the help they need when they are having a mental health crisis.

In February 2014, 22 national bodies involved in health, policing, social care, housing, local government and the third sector came together and signed the Crisis Care Concordat. Since then five more bodies have signed the Concordat, making a total of 27 national signatories.

The Concordat focuses on four main areas:

- **Access to support before crisis point** - making sure people with mental health problems can get help 24 hours a day and that when they ask for help, they are taken seriously.
- **Urgent and emergency access to crisis care** - making sure that a mental health crisis is treated with the same urgency as a physical health emergency.
- **Quality of treatment and care when in crisis** - making sure that people are treated with dignity and respect, in a therapeutic environment.
- **Recovery and staying well** - preventing future crises by making sure people are referred to appropriate services.

Although the Crisis Care Concordat focuses on the responses to acute mental health crises, it also includes a section on prevention and intervention. The Concordat builds on and does not replace existing guidance. Current service provision should continue while the Action Plan is being devised.

Read the Crisis Care Concordat
Section 5: Share your experiences with Healthwatch

Healthwatch Bristol is a strong voice for children, young people and adults in health and social care.

 Anyone, young or old can speak to us about their experiences of health or social care services (including GPs, hospitals, mental health services, social care teams) and tell us about what was good and what wasn’t good. Healthwatch then ensure that service providers and commissioners hear this feedback and make changes to their services.

When someone contacts us, we will:

- **signpost** them to other helpful services
- **help** them to access advocacy support
- **record their feedback** and ensure that service users have their voice heard in decisions about the running of health and social care services

Get in touch by email, telephone, text, social media or via our website:

- text bris followed by your message to 07860 021 603
- email info@healthwatchbristol.co.uk
- Call 0117 2690400
- www.healthwatchbristol.co.uk

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