## Welcome



# York VCSE Assembly Health and Care

Thursday 9 May 2024



## **Health and Care Update**

**Alison Semmence** 

Chief Executive, York CVS



## VCSE Collaborative Communications Update

### **Anna Boad**

VCSE Collaborative Communications Lead

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## **Cancer Innovation Grants**



If you have an innovative project that promotes early cancer diagnosis, treatment, recovery and/or patient experience in the Humber and North Yorkshire area, Humber and North Yorkshire Cancer Alliance could help you with the funding.

Applications must be submitted by **5pm on 31 May 2024** 

#### Find out more:

https://hnycanceralliance.org.uk/innovationgrants/

Free Cancer Champion Awareness Sessions - 15 May (9.30am), 20 May (10am), 24 May (1pm)

Visit <u>www.hnycanceralliance.org.uk/cancerchampions</u> for further information. If you have any queries, please email the team at <u>hny.cancerchampions@nhs.net</u> or call 07519 120809.

## **Events and learning opportunities**



- 15 May (1pm) Mental Health in the Workplace
- 21 May (12:30pm) Desk Based Movement and Mobilisations
- 30 May (9am) Menopause Awareness at Work training for all colleagues and line managers
- 13 June Stop reacting and start responding stress and self-care

View all events here: <u>Humber and North Yorkshire Health and Care Partnership - Booking</u> by <u>Bookwhen</u>

## VCSE Collaborative Communications



VCSE Collaborative communications aims to showcase the sector's work, knowledge and experience, and to share opportunities and connect the VCSE sector with the wider Humber and North Yorkshire Health and Care Partnership.

Bi-monthly e-bulletin: View the latest issue here

Website: Find out more about our programmes of work here

Share your updates with us!

Comms email: <u>anna.boad@nhs.net</u> | VCSE Collaborative email: <u>hnyicb-ery.vcseteam@nhs.net</u>

Sign-up to our mailing list here

# Humber and North Yorkshire VCSE Expo Videos



- An introduction to the Humber and North Yorkshire VCSE Collaborative
- Restorative Yoga East Riding
- <u>'Settling In' Hospital Discharge</u> Hull
- Mental Health Alliance North East Lincolnshire
- Non-regulatory Care Project North Lincolnshire
- Community Transport North Yorkshire
- Extra Discharge Support Service York



Humber and North Yorkshire

VCSE Expo:

Feedback from York Representatives



## York Mental Health Hub

## **Stephen Wright**

Co-Chair, Mental Health Partnership

## York Mental Health Hub

What is it?
What does it do?
How does it do it?



https://www.youtube.co
m/watch?v=pge0OcaL1
Fg

## What is a 24hr CMHC?

An open door on the street

A multidisciplinary team in a normalised therapeutic environment (domestic) for day care and respite, socialisation and social inclusion A multifunctional service: outpatient care, day care, night care for the guests, social care & work, team base for home treatment and network interventions, group & family meetings / therapies, team meetings, mutual support, relatives and other lay people visits, inputs and burden relief.

Social cooperative home management

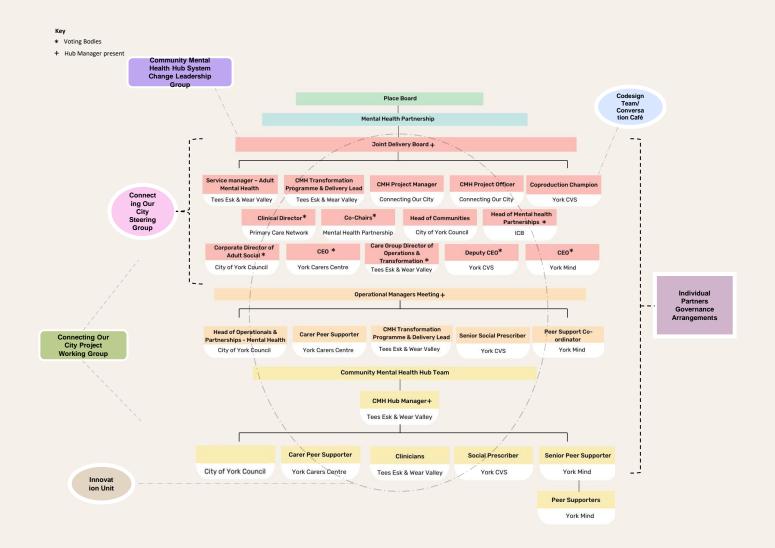
Leisure and daily life support (self care; breakfast, lunch and dinner)

## Into action

- Further visit to Trieste August 2019 (NYY, Chair & MCN)
- "Northern Quarter" pilot project & steering group formed
- 2021 Community Mental Health Transformation Funding
- Partnership appoints Programme Manager & Coproduction Lead
- Innovation Unit bring wider experience and expertise
- Connecting our City Coproduced vision and principles
- Hub Prototype operates at 30 Clarence Street
- Evaluation & Learning!
- May 2024 Hub 1 Launch & scoping for hubs 2 & 3
- Potential Pilot for 24/7 Community MH Centre

## York is a City where:

- We all feel valued by our community, connected to it, and can help shape it.
- We are enabled to help ourselves and others, build on our strengths, and can access support with confidence.
- We are proud to have a Mental Health Service that is built around our lives, listens to us, is flexible and responds to all our needs



#### The Prototype Team

Ongoing roles within the hub(s) in future phases will respond to the learning from the initial prototyping team



**Hub manager** Full time position with oversight of the team, the support, and the learning: Mike Walker

#### **Lived experience leadership**

Shared leadership is an important integral of the model, including a citizen-led alliance group



Peer supporters

Including leadership from a Senior Peer worker Alice Hunter

#### **Carer support**

Using their lived experience to support people Julie Kay



Social prescribing team leader 3 days per week TBC

#### Social prescriber

Full time Simon Daglish

#### LAC

Key link between prototype team and York LAC's



Vocational support & recovery worker

Already in post at Clarence St Katherine Lilly



Core mental health professionals
Occupational Therapist 3 days p/w Dario Spadone plus

MH Social worker Anna Boddy



Anna Boddy (Social Worker), Alice Hunter (Senior Peer Supporter), Mike Walker (Hub Manager),
Dario Spadone (Senior Liaison Clinician), Katie Lilly (MH Recovery Worker), Julie Kay (Carer support)
and Simon Daglish (Social Prescriber)

## Journey through the Hub



## Our practice

### What underpins our approach to offering support

Beginning with a welcoming environment and a friendly face. We treat all people with dignity and respect. We offer non-judgemental care, with empathy and sympathy. We take care of each other so we can approach all people no matter their level of distress with love, kindness and resourcefulness.

We see people as capable whole humans with strengths and resources. We do not dwell on deficits but instead help people to operate as their best selves. We respect people as experts in their lives with the ability to overcome adversity. We work to build on people's strengths so that they can move towards the future they have described.

Trauma informed رنى

We recognise that many people who seek help for their mental health have experienced trauma in their lives. When people need our help we never assume they want to disclose those experiences to us, but we are always here to listen. When people are distressed we understand that they can build skills to manage their emotions and we are committed to help them to do this in a safe environment.

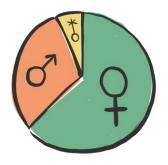
We take time to think about our actions and our practice. We notice the impact we have on the people we support and one another. We are committed to continuously improving.

We believe that change happens through and because of relationships. We actively work to accept people, creating a community around them and ourselves that promotes hope and drives us towards a caring and connected future. We use the environment to address power imbalances allowing people to feel comfortable and accepted, and approach us on an equal footing.

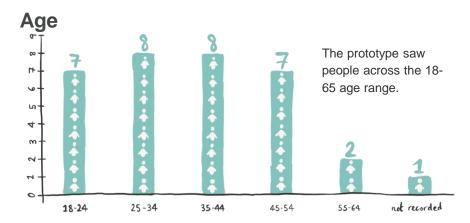
### Who the team worked with

The Hub worked with 33 people in the formal prototype. For the purposes of this report this group is defined as those people that received planned care from one or more members of the Multi Agency Team.

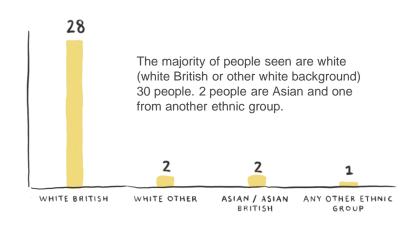
#### Gender



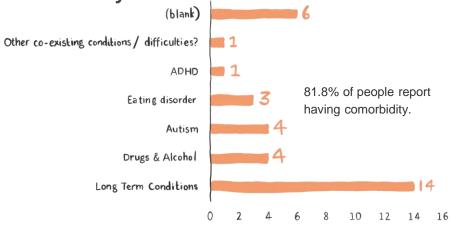
The majority of people seen in the prototype were women at 63.6%, 30.3% male and 6.1% non binary.



#### **Ethnicity**



#### Comorbidity



A further 30+ people were helped through drop in or unplanned appointments at 30 Clarence St. Most people in this group are currently care coordinated by CMHTs. Many of the people presenting at the Hub were seeking support to navigate or information gathered about their current care, some of whom were reaching or at crisis point. For these folks, a listening ear and signposting intervention was offered. For many, a member of the Hub team contacted their care team to update them / request an appointment and also to pass information back to the person.

## Types of support

People had a variety of needs that the Hub team were able to respond to either through the skills in their own team or their wider partners



4 people have reduced their drug and alcohol use.



5 people have claimed benefits or resolved debt or financial issues.



6 people have had housing interventions: including support to have house repairs, housing referrals successfully made, a house move, one decluttering and a house purchase in the works.



4 people presented seeking medication support or review, 3 of whom have been referred on to access this.



1 person saw a
psychiatrist and 1
person had a
consultation with a
neuropsychiatrist.



neurodevelopment al screenings have been undertaken for ADHD and ASD.



3 people had their packaged of care reviewed by a social worker.



## Beyond 'support'

The team has started to witness the value in people being able to use their strengths and experiences to make the most of opportunities at the Hub, or offer reciprocal support within the Hub community.



4 people are taking the lead on organising groups and activities such as running the weekly quiz, craft groups and a planned gaming ent.

1 person stayed in education who was thinking about dropping out.



3 people have started volunteering.

"In the last couple of weeks I've been able to feel hope again. I'm definitely going to come back here again. I have physical and mental health problems and you've helped me get involved with something I'm really interested in."



3 people are interested in becoming a peer supporter.



## Amy's story before the Hub

Before coming to the Hub, Amy had tried and failed a number of times to get support from multiple places in York. With each failed presentation her distress intensified and she lost more and more trust and hope in the system.

#### **AUGUST 2021** Amy is suffering with anxiety and

**APRIL 2022** reaches out to a Amy re-self refers to the same service with anxiety and thoughts to end her life.

#### **NOVEMBER 2022**

Amy is struggling to attend appointments from new service. She goes back to the GP and is re referred to the same service.

#### **NOVEMBER 2022**

Amy seeks help from her GP. She is self harming, increasingly depressed and struggling to attend university and is referred to a new service.

#### **DECEMBER 2022**

Having re approached GP she is referred to a crisis service. She is actively suicidal and is in an abusive relationship. The case is closed and there is no further action.



#### **DECEMBER 2022**

Amy reached out to 111 who call police and refer her to a crisis service.. A triage call was made, her case was closed and there was no further action.



## Amy's Hub journey

Amy's journey with the Hub demonstrates how a different approach and an enabling environment people can learn tools and methods to better support themselves.

Amy has been able to leave an abusive relationship whilst at the

Amy's self harm has significantly reduced as well as the frequency and severity of her crisis. While she has presented once at the crisis team during her time at the Hub, in these situations she is much better able to describe what is going on and cope. This is down to her relational and skill development at the Hub.

had more nightmares and when I woke up I felt really down. I did the mindfulness observation and got to wise mind and it actually really helped! Thank you!" Amy

#### 16TH JAN 2023

Amy had her first meeting with the Hub peer supporter.

1

#### 5TH JAN 2023

Amy was referred by a first contact mental health practitioner to the Hub.

The peer supporter introduced Amy to the vocational support and recovery officer who showed her around the space and introduced her to members of the Hubs community.

"I fell asleep last night and

Amy started coming most days, engaging in group activities and making friends at the Hub. She really benefited from this social and psychologically safe environment.

Amy was introduced to the mental health clinician at the Hub. With supervision from a TEWV colleague he was able to use a DBT informed approach to provide ongoing support for Amy. This included some grounding techniques which Amy responde well to.

4

### ReQol scores

Initial reqol scores were captured for 24 of the 33 people, 72.7% of the cohort. All but one recorded measure falls within the clinical range.

13 paired reqol scores were obtained and of this number 11 demonstrated reliable improvement meaning for those for whom we

#### ReQol explained

An increase of 5 points or more on the ReQoL-10 indicates reliable improvement. Reliable change measures how likely it is that an observed change in scores is due to real change and not a result of measurement error.

A change of less than 5 is unreliable. A decrease in score of 5 points or more indicates reliable deterioration. The minimum important difference (MID) is the smallest change in a score that is considered clinically or practically important. Both these methods yield the same value, namely 5 points.

#### Several reasons:

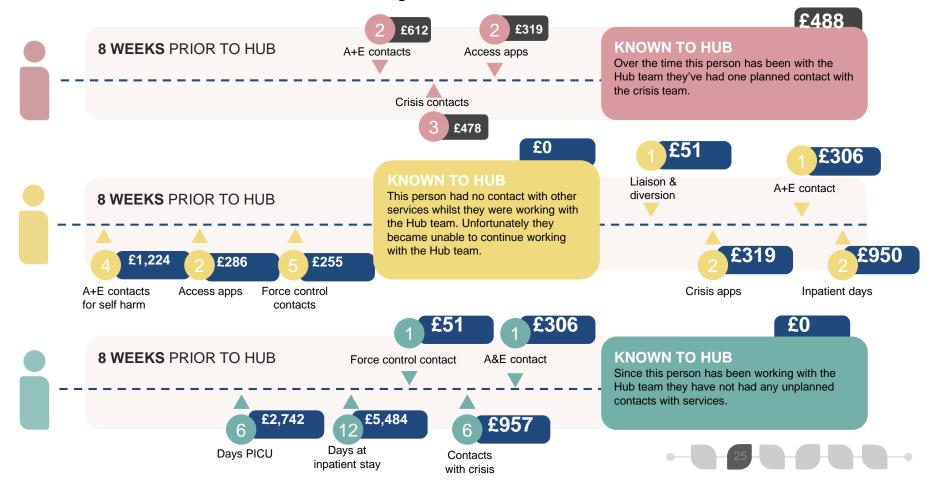
- Some people's support ended before we could complete repeat measure

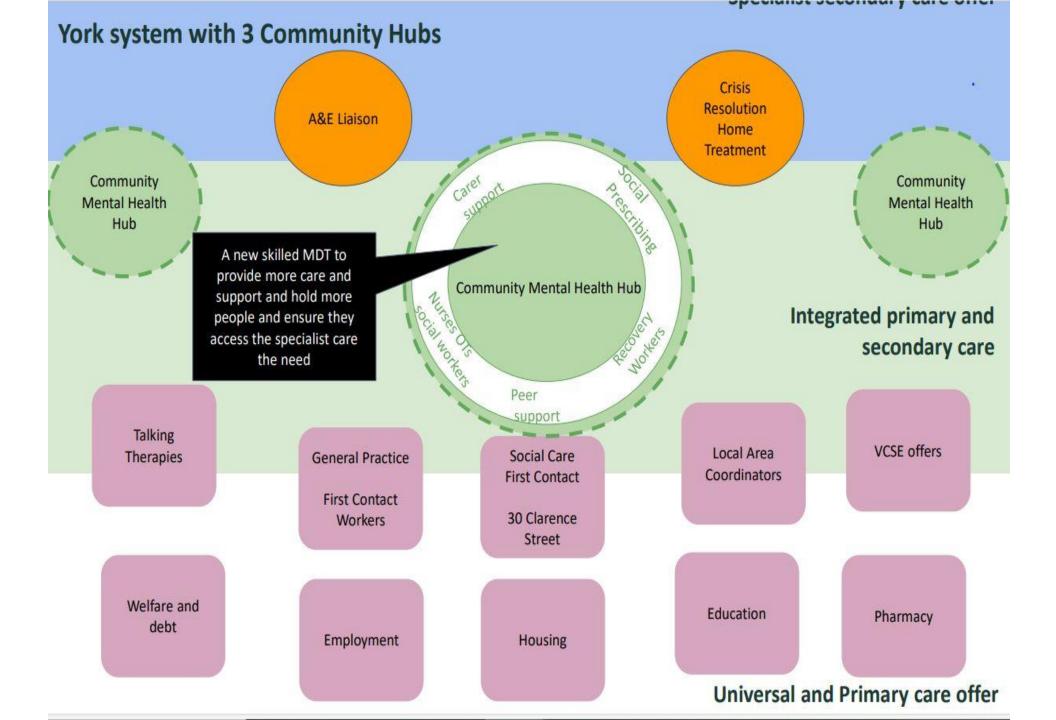
ReQol change for 13 people the team has worked with		
Initial score (first presentation at Hub)	Current score	Difference
8	15	7
1	5	4
14	23	9
3	5	2
6	14	8
9	14	5
6	12	6
16	24	8
12	17	5
1	20	19
22	28	6
22	29	7
14	21	7



## Signs of system impact

While it's hard to evidence impact on Yorks mental health system at this stage, we are starting to see how giving people prompt access to the right support within the community might prevent reoccuring presentations at other services. 3 people have experienced a reduction in attendance at other services whilst working with the Hub team.





## What Next?

- Clarence Street Hub Orientation underway (today)
- Graded launch to ensure both sustainability and apply learning from the Prototype
- Focus particularly on an offer of a more holistic model to those waiting for Access to Wellbeing interventions
- Regular review and team support internal and external
- Communications with all involved to help embed in the wider system, manage expectations, and protect fidelity
- Possibility of national funding to pilot a 24/7 Community MH Hub in the near future



## **Group Discussions:**



How would your organisation like to be involved in the hub?



# York VCSE Assembly Survey -

https://www.surveymonkey.com/r/York-VCSE-Assembly-May24



## Thank you and close



## **Next Meeting:**

17 July, 10am – 12noon, Main Hall