

## York VCSE Assembly – Health and Care

12 March 2025, 10am – 12pm, Main Hall



### York Community Mental Health Hubs

- What are your thoughts and feedback about the development of the York Community Mental Health Hubs?
- How can the sector connect, and work with the Community Mental Health Hubs?

**Please refer to presentation slides for more information about the pitch.**

### Discussion feedback:

- Amazing, fantastic and encouraging!
- Connect in with HomeStart to provide a presence in the Hubs to support the needs of support children and the challenges around this. Can provide support to the child so a parent/carers can access support.
- The Clarence Street Hub has a 'family feel' - it's an incredible achievement.
- How do we support people to get into the Hub for the first time? How can we build confidence in people who would be wary about accessing services due to mistrust of trust in traditional services. A lot of work needed to build trust that it is a safe space. Don't underestimate how hard it is to access services on your own. Is there a process to support people to attend for the first time to have 'welcome conversations'?
- Are the access routes mapped? E.g. Drop-in / phone / GP referral / open door access and what can we learn from this, are there any gaps? Different GPs need different access routes, phone access for example. A digital first approach can exclude some demographics from accessing services and support.
- Fantastic project - a lot of being achieved
- Language used to explain the hubs needs to be meaningful to the people who need to access the services. Calling it a 'mental health hub' could be a barrier. How do we challenge stigma of accessing mental health services in some cultures?

- What relationship would the Hubs like from the VCSE sector?
- Measurements to ensure every single voice has been heard - social care - home care agencies - disparities between commissioners and those who deliver care. Care companies can sign-post - what does this referral look like?

**Dragon's Den Pitch**  
York Bereavement  
Alliance

- What do you think of this idea/pitch?
- Can you identify any partnership opportunities?
- What challenges and opportunities does this idea/pitch present?

**Please refer to presentation slides for more information about the pitch.**

- Include guidance for 'procedures' after death - stages of grief and practical elements to enable planning
- Recognise differences around who has passed away and how - different approaches to managing grief
- Are there points when dealing with the practical elements of registering the death, funeral etc. where those that are bereaved can access information and support?
- Initially thought this was a specialist area but it's not - it should be shared and learning provided to mainstream. It's a part of life.
- Easily accessible online training would be great for organisations to be able to access to learn about how to have conversations around death and bereavement.
- How do we ensure bereavement training and services reach people working in hospitality and sports clubs etc.? Often public or 'trusted' spaces where these types of conversations take place.
- Bereavement training to create 'champions' in organisations who can share learning.
- Directory could include: What to do, who can help, who can support me if I can't do it all? Wider support for those connected to the person who has died. Has to be really easy to follow and provide accurate information as to not cause more strain on individuals.
- Different aspects and stigma around death and understanding of what to do around bereavement. Guidance and step by step about stages of grief and guidance linked to this.