

Appendix 1 to the Executive Board report

Service Descriptions

Safe Spaces/Peer Support Service

A substantial group of people have mild/moderate mental health needs. This group of people will be able to access the Peer Support element of the Service. This will provide innovative peer led activities that will operate on a self-referral basis or prior assessment from a professional.

Peer support has been defined as “social, emotional support which is mutually offered or provided by persons having a mental health condition to others sharing a similar mental health condition, to bring about a desired social or personal change”. A peer in this context is a person who has mental health problems, who is or was receiving mental health services and who identifies themselves as such (Solomon, 2004). Benefits include:

- reduced feelings of isolation
- increasing confidence and self-esteem
- increased access to social networks and integration within own community
- improved engagement in activities such as education, training, and employment, volunteering and social activities.

The approach also has the additional benefit of enhancing a volunteer’s own recovery journey. Volunteers can play a crucial role in helping Service Users achieve their goals and work towards recovering from mental ill health. The benefits and outcomes of peer support services included:

- increased hope
- higher satisfaction with services
- decreased risk of relapse and fewer hospitalisations
- reduced stigma
- increased community involvement

Eligibility: The Peer Support Service will be available to people living in Leeds, who feel that their mental health issues impact upon on their ability to function on a daily basis.

A creative approach will be taken to creating peer support opportunities. This will include recovery focussed support groups and peer run drop-ins, which will be developed and managed by service users. It may also include a broader range of interventions such as life coaching, befriending, mentoring and time banking.

All activities will be led by service users, who will have access to training packages. The training will aim to equip them with the knowledge and a framework to work within, plus the skills and confidence necessary to offer effective support to their peers.

The importance of ‘safe space’ has been highlighted by many service users. Feeling comfortable and going somewhere where people understand mental health issues is highly valued. The service will offer drop-in type activities which are Service User led, recovery focused and community based.

Staff Led Recovery Groups

Staff led recovery groups will support service users to progress along a path towards achieving recovery. The service will encourage the minimum level of intervention to support the person's needs, without them developing reliance upon the service.

The service will adopt a partnership approach to working with service users.

The Creative Activities element of the service will offer skills based group activities. The aim of these activities is to equip service users with the resources to improve their daily living skills and prevent relapse. Activities will set out to increase peoples understanding of what keeps them well and manage their mental wellbeing.

Activities will have a clear purpose and will provide a stepping stone into mainstream activity, education or employment. Group activities will focus upon assisting Service Users to achieve their ambitions and aspirations and will link to the following 10 Outcomes Star domains:

- managing mental health
- self-care
- living skills
- social networks
- work
- relationships
- addictive behaviour
- responsibilities
- identity and self-esteem
- trust and hope

User Led Recovery Groups

Service users will be fully involved in the design and delivery of all activities and they will be encouraged to make use of the expertise gained from their own experiences. In particular, the knowledge of those individuals who have recovered from mental ill health and who may be well placed to help others to achieve the same

Befriending will be a key element within the service, offering positive, supportive relationships that will lead to reduced isolation and loneliness. It will provide opportunities for people to develop their social networks and build relationships, not only with other people with mental health problems, but also with people outside of mental health services.

The Befriending Service will create 1:1 partnerships between a trained Volunteer and a service user. It will seek to achieve the following outcomes:

- reduce social isolation and exclusion from the community where the person lives
- help the person to achieve their personal goals
- support in participating and developing interests and hobbies
- assist the person to access resources within their own community.

The Service will also provide opportunities for group befriending, where small groups of service users can meet together, with or without their befrienders, with a view to achieving agreed goals.

One to One Support

Service users will be supported to create a recovery focussed support plan. This will address the needs that have been identified during their assessment. Work will focus upon creating new opportunities, promoting social inclusion within their own community and supporting the person to achieve their hopes and aspirations.

The service will work with each person to understand what keeps them well. It will strive to ensure that the service user is at the centre of their own support, making their own choices about what they wish to achieve and the type of support that they need to achieve this.

Key objectives of the service will include:

- supporting the person to take control of their life and manage their own mental health
- working to instil the belief that a person can achieve their hopes, dreams and their potential
- not allowing the difficulties caused by mental ill health to prevent the person living a hopeful and fulfilling life
- providing support to deliver outcomes which have a sound evidence base, with support that meets the person's specific needs and choices
- reduce isolation, by providing opportunities for Service Users to develop companionship and friendships with others
- create opportunities for peer support, with service users/ex-service users developing and leading groups and activities.

All service users who access this element of the service will be offered individualised, person-centred support that will allow the service user to have 'control over the nature of the support they receive, the pace at which it progresses and who is involved in it'

Therapeutic interventions will aim to:

- support the person to take control of their life, develop ownership of their support and equip them with the skills needed to manage their own mental health
- focus on the persons qualities and aspirations rather than their limitations
- work with the person to instil a belief in the future and build a life that is fulfilling and meaningful to them
- support the person to use their strengths and abilities to help them to achieve their goals
- encourage hope about the future, where recovery seems achievable.

The service will support people to access existing opportunities within their local community.

Support will take place in an environment that is based on the individual needs of the service user. Although this may be in a community setting, it may also be within the building base/safe space.

Support Pathways through the Acute Services

The Service will establish close links with acute and specialist services, such as in-patient mental health wards and Community Mental Health Teams. Referral, assessment and discharge protocols will be established that will enable a smooth transition.

Support will be flexible and people will not be expected to follow a rigid, pre-determined pathway.

The service will use the support planning process to work on the following areas:

- managing mental health
- self-care
- living skills
- social networks
- work
- relationships
- addictive behaviour
- responsibilities
- identity and self-esteem
- trust and hope.

The service will provide culturally appropriate and sensitive support which meets the needs of service users from all cultures and backgrounds. It will manage the barriers that can often prevent BME communities from accessing services, including the stigma and fear of being labelled and alienated by their friends, family and community.

Signposting to Other Services

The service will work with service users to improve their access to community resources and increase community opportunities

The service will work with service users to help them access and engage with mainstream opportunities, and provide sound advice and information about staying well and healthy. The information shall:

- help the person understand their mental health issues
- explain what types of support and help is available
- tell them where and how they can get help from within their community
- promote mental wellbeing.

Information and advice will also be provided on all aspects of mental health to people who are not current users of mental health services.

All information will be in accessible formats, including British Sign Language. The service will also provide accessible information for service users whose preferred language is not English.

Links will be developed and maintained with all other information providers in the City.

Outcomes

The Service will be judged according to the difference that it has made to the lives of the people who use it. Consequently, the service will be outcome driven and will have the ultimate aim of supporting service users to achieve greater independence, improved mental wellbeing and a meaningful quality of life.

The Outcomes Star will be used as a key method of demonstrating that outcomes are being achieved. The Outcomes Star is a tool for supporting and measuring change, when working with adults who use mental health support services.

General Outcomes:

More people will have good mental health

- more people of all ages and backgrounds will have better wellbeing and good mental health
- fewer people will develop mental health problems - by starting well, developing well, working well, living well and ageing well.

More people with mental health problems will recover

- more people who develop mental health problems will have a good quality of life
- increased size and range of social networks for people with mental health problems
- more people engaging with or participating in local community activities.

.More people with mental health problems will have good physical health

- fewer people with mental health problems will die prematurely, and more people with physical ill health will have better mental health.

More people will have a positive experience of care and support

- care and support should offer access to timely, evidence-based interventions and approaches that give people the greatest choice and control over their own lives.

Fewer people will suffer avoidable harm

- people receiving care and support should have confidence that the services they use are of the highest quality and at least as safe as any other public service.

Fewer people will experience stigma and discrimination

- public understanding of mental health will improve and, as a result, negative attitudes and behaviours to people with mental health problems will decrease.

The Adult Social Care outcomes are as follows:

- Enhancing quality of life for people with care and support needs
- Delay and reducing the need for care and support
- Ensuring that people have a positive experience of care and support
- Safeguarding adults

