

# All Age Mental health, Learning Disabilities and Autism

## Crisis Services Developments



# Agenda for today's session

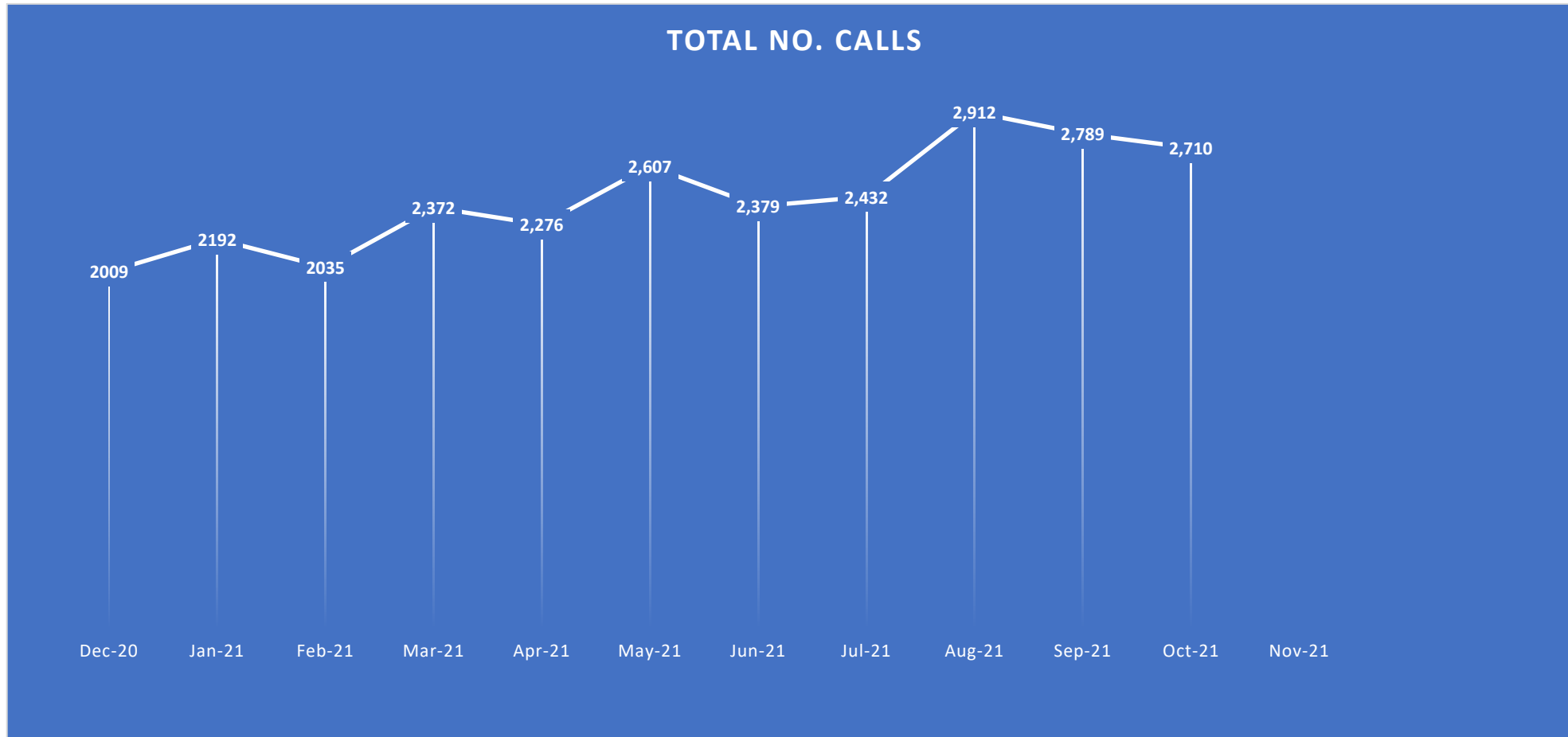
## Crisis Alternative developments

- Adults with mental health needs
- Children and Young People
- Services for people with Learning Disabilities and/or Autism

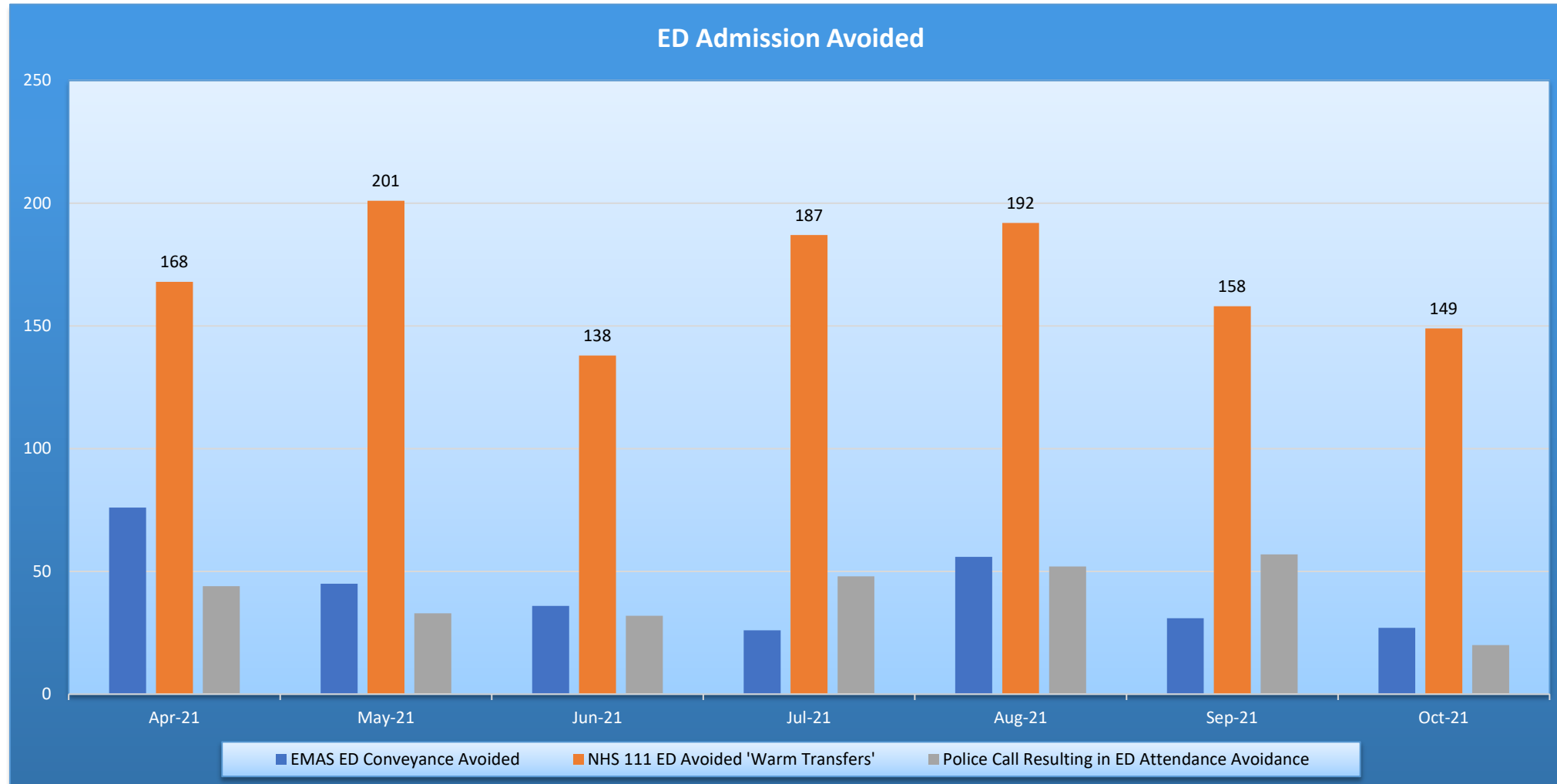
# Crisis Alternatives – MH Helpline & Support Service

- Derbyshire's Mental Health Helpline – since July 2020
- Freephone - 24 hours/ 7 days per week
- All age – children, young people and adults
- Partnership between NHS, Police, Local Authority & Voluntary Sector
- Callers can:
  - talk through their concerns;
  - receive signposting;
  - access clinical or face-to-face support if needed

# Crisis Alternatives – MH Helpline & Support Service



# Crisis Alternatives – MH Helpline & Support Service



# Crisis Alternatives - MH Helpline continued

**[Website: Derbyshire's Mental Health and Support Service](#)**

Telephone: **0800 028 0077** (freephone)

Other support available:

**[Derby & Derbyshire - Emotional Health & Wellbeing](#)**  
**[\(derbyandderbyshireemotionalhealthandwellbeing.uk\)](#)**



Derby & Derbyshire

Emotional Health & Wellbeing

Transforming Health and Wellbeing for Everyone

# Crisis Alternatives – Safe Haven

**Safe Haven** (Burton Rd, Derby) - in place since November 2020

- Objective: to provide alternative to A and E out of hours
- Open to adults across Derbyshire – accessed via the MH Helpline
- Provides listening, support planning and de-escalation
- Delivered by Richmond Fellowship – Voluntary Sector
- Service review: good outcomes; a genuine alternative to A and E
- Exploring expanding this service to 16+

# Safe Haven (continued)

*'I didn't think just talking would help and today I've been proven wrong excellent service'*

*'This service has been key in keeping me safe tonight, and the only one that was available to offer immediate support in a way I needed.'*

*'Such an important service that will undoubtedly save lives. Very friendly staff would definitely recommend'*



# Crisis Alternatives - Crisis Cafes

## What is a 'Crisis Café'?

- Accessible to everyone, with drop in facilities
- Out of hours: support during evenings and at weekends
- Preventative, peer, and non-clinical support
- Feels safe and/or offers quiet space, e.g. café style
- Meets variety of needs: low level support to preventing A&E

# Crisis Cafes (continued)

Some comments/ feedback to date include:

*"They need to be a safe space where people feel listened too and do not feel judged"*

*"They need to be accessible to all, for example different ages, backgrounds, disabilities, sexuality"*

*"Someone to turn to so you are not alone"*

*"They need to be community owned and not staff led"*

*"Signposting to relevant or more specific services that meet the needs of the person attending"*

# Crisis Cafes (continued)



# Crisis Alternatives - Crisis Cafes

## **Where we are now/ next steps:**

- Engagement over summer/autumn 2021 to highlight needs
- Mapping work taking place to highlight priority areas/ gaps
- Draft specification has been produced inc. a checklist for providers
- Market engagement event for interested groups/ providers: Jan 20<sup>th</sup>
- Cafes anticipated to be up and running summer/ autumn 2022

# Derbyshire Response to Children and Young People in crisis

- To enhance our offer by stemming escalation and responding to crisis with a graduated approach supporting all CYP inclusive of mental health, learning disability, autism, eating disorder and complex behaviour.
- Aim to build support around the child, to maintain key relationships and positive networks.
- The health offer alone will not fully support our CYP in crisis - only with multi-agency approaches and genuine partnership working will we have further positive impact.
- Genuine co-production with CYP is crucial.

**We want to successfully wrap care around our CYP in their time of need, as described in the Thrive model as**

**'getting risk support'.**

<https://www.annafreud.org/mental-health-professionals/thrive-framework/>



Key stakeholders (41 reps from across Providers, VCSE, CYP, LA, Police) met in June 2021 to discuss enhancing our crisis support offer. They looked at the data, heard CYP feedback and considered the options available to make improvements

**Main themes:** The need for 'wrap around support' for child, parents/carers to keep CYP safe

- Increase support hours available
- Multi agency responses that include education, activities
- The requirement for good risk management
- Good MDT/multi-agency care planning
- Reduce inequalities – focus on LD&ASC, Gender Dysphoria

# Enhancing 'getting risk support' – what you have told US (continued)

**MH2K Citizen researchers** – completed peer research including workshops, interviews and surveys on access to crisis support

- “Unless you’ve openly expressed a need for it [crisis support], you are not made aware it’s out there.”
- “I feel as though mental health services seem inaccessible, but this was before I knew of any online/text support so maybe it would be different now.”

MH2K found a lack of awareness about local CYP crisis support and recommended

- better advertising of the crisis helpline number e.g. via social media Instagram / TikTok etc
- alternative options to access support e.g. anonymous text messaging service and a chat function online would be useful, as not everyone feels comfortable calling and speaking to someone.

# Developing our crisis response model

- **Crisis, Liaison and Intensive Home Treatment Team** to enhance our staffing resource to provide an equitable 24/7 crisis assessment, brief response and intensive home treatment service to improve outcomes, support complex packages and meet growing demand.
- **Day resource** offering a safe space in a non-clinical setting. Alternative support in times of crisis with access to specialist assessment / support.
- **Flexible Specialist Community Workers:** To work flexibly with CYP in the home, community, paediatric unit or day resource. This will enhance the existing offer and provide additional 'scaffolding' intensive support to enhance the multi-agency offer.



# Developing our crisis response model (cont.)

- **Purposeful occupation and activities** expand opportunities to develop on going personalised care, high intensity interventions – which may not be complex but build confidence / engage in every day activities e.g. pro social activities; peer support (parental & CYP), supporting eating , creative / wellbeing activities, education support
- **Communications** by CYP for CYP about support available i.e. 24/7 helpline, Kooth, Emotional health and wellbeing website
- **Crisis alternatives** Scoping further CYP friendly ‘safe spaces’ and ‘low stimulus’ easy access, short term options
- **Acute paediatric units** - bolstering support – psychological input / support strategies/ training. Escalation process to improve flow to ensure CYP get the right care, right place, right time.

# Learning Disabilities & Autism

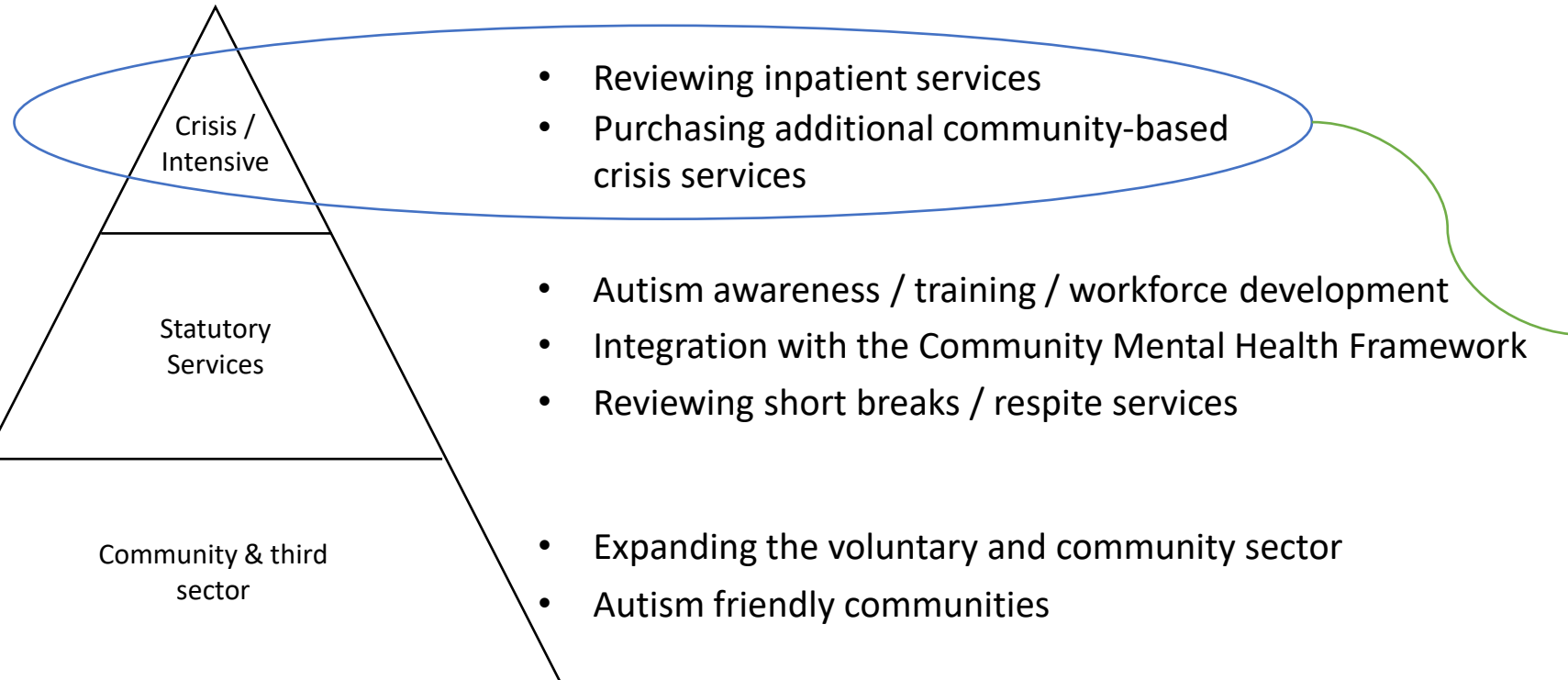


## Vision:

*... to rebalance how care, treatment and support is delivered through targeted investments in local communities; moving from reactive, restrictive and intensive interventions to proactive, preventative and sustainable community-based support ...*



## Support model



### So what are we doing?

- Expanded our local Intensive Support Teams.
- Commissioning 'crisis inreach' and 'crisis accommodation' services.
- Working alongside the Suicide Prevention Partnership.
- Helping to ensure that everything else that we have talked about today is learning disabilities and autism accessible.?

# How people can get involved

- **Email us** at [ddccg.cypprogram@nhs.net](mailto:ddccg.cypprogram@nhs.net)

Provide us with the area you are interested in; and your contact details; and we will keep in touch.

- **Share with us** your views on our proposals to relocate older peoples mental health inpatient services.

[Final consultation document - Pleasley Walton and Ward 1.pdf \(derbyshirehealthcareft.nhs.uk\)](#)

[Older People Mental Health Consultation Survey \(surveymonkey.co.uk\)](#)