

MENTAL HEALTH SERVICES: COVE CRISIS CAFÉ, 16-25 YOUNG ADULT MENTAL HEALTH AND CRISIS HOUSE

Relevant Board Member(s)	Graeme Caul
Organisation	CNWL
Report author	Vanessa Odlin
Papers with report	None

1. HEADLINE INFORMATION

Summary	The Board requested update on the progress of the Cove Crisis Café and the Crisis House.
Contribution to plans and strategies	Crisis Mental Health support is an important part of our Transformation plans as set out in the Joint Health and Wellbeing Strategy 2022-2025.
Financial Cost	There are no direct financial costs arising from this report.
Ward(s) affected	All

2. RECOMMENDATION

That the Health and Wellbeing Board notes the updates in respect of mental health crisis services.

3. INFORMATION

Introduction

At its November 2021 meeting, the Board requested that updates be provided on:

- the Cove Crisis Café which had opened on 29 November 2021 (the café had been changed to be open access and was open until 10pm); and
- the effectiveness of the changes regarding 16-25 young adults mental health services and whether or not they had achieved their objective.

4. BACKGROUND

4.1. Cove Crisis Cafe

At the date of the Board's last meeting in November 2021 the Cove Crisis Café, co-located at Haya House Community Centre, 90A East Avenue, Hayes, UB3 2HR had just opened and the expectation was that numbers would grow to some 200 per month over the first four months of

operation. The pandemic and restrictions imposed from December and since has meant that the service has developed more slowly than would have been hoped but is currently operational and has seen approximately 50-60 people per month through to February 2022.

The Hillingdon Cove Café Model

The Hillingdon Cove Café provides non-clinical support to individuals experiencing a crisis or mental distress. Since 29 November 2021, service has been open access (residents of Hillingdon aged 18+ can simply self-present without a need for an appointment) and on an appointment basis (following a referral made by CNWL clinical crisis response teams, including A&E Liaison Psychiatric Services, Home Treatment Teams, Community Mental Health Teams, and Single Point of Access).

The Hillingdon Cove Café provides a welcoming, safe, and supportive space as well as a hot drink and a snack, for those assessed to be experiencing or are at risk of developing mental health distress. The Hillingdon Cove Café aims to equip people with the skills they need to reduce their immediate anxiety, formulate individual self-directed safety plans, and provide them with information/advice around the local services and resources that may help them moving forward.

Benefits - Becoming a crisis café model

Since its opening, Hestia, in partnership with CNWL, had been able to widen support to residents in Hillingdon struggling with their mental health. The Hillingdon Cove Café provides the following support:

- One-to-One and/or peer support
- Support to help them during a mental health crisis or when feeling distressed
- Individuals are offered a hot drink and a snack, information and advice
- Access to emotional support and signposting via phone
- Digital support via video call
- Chill out space
- Social interaction

Attendances

Hillingdon	Week 81	Week 82	Week 83	Week 84	Week 85	Week 86	Week 87	Week 88	Week 89	Table of referrals 2 nd December 2021 – 3 rd February 2022. Between 2 December
SPA	5	6	5	4	7	2	10	13	3	
MHEC	0	0	0	0	0	0	0	0	0	
LPS	0	0	0	0	0	0	0	0	2	
HTT	0	0	0	0	0	0	0	0	0	
CMHT	3	2	0	0	1	4	2	2	4	
FRT	1	2	1	2	0	0	1	0	0	
Digital Extension	0	0	0	0	0	0	0	0	0	
Open Access Café	3	2	0	5	4	2	1	1	1	
Total	9	13	6	11	12	8	14	16	10	Table of referrals 2nd December 2021 – 3rd February 2022. Between 2 December

2021 and 3 February 2022, 99 attendances have been occurred through referral from clinical

teams and open access. Residents of Hillingdon have accessed support via the Cove Café on 32 occasions.

The Hillingdon Cove Café have also had regular attendees accessing support via phone and zoom thus contributing to the number occasions the service has been utilised. This includes providing emotional support to reduce anxieties as well as engaging in conversation.

Support hours provided ranges from 10 minutes to 60 minutes.

- One example of 10-minute support provided - providing a service user with reassurance surrounding health anxieties.
- Activity during 60 minute one to one sessions has been:
 - Active listening
 - Emotional support
 - Signposting
- Activity lasting more than 60 minutes:
 - De-escalating suicidal ideations
 - Contacting emergency services
- Staff also ensure to conduct welfare checks following incidents

Referral Source

The Hillingdon Cove Café is signposted to by a number of organisations across the Hillingdon System including:

• Trinity Housing	- 1
• Friend	- 1
• Self-Referral	- 13
• H4ALL: AGEUK/ ARCH	- 1
• Hillingdon Hospital	- 1
• Milhouse	- 2
• GP Confederation	- 1
• MIND	- 2
• Bentley House	- 1
• SPA	- 2

Individuals have been signposted onward to organisations such as:

- The Listening Place
- Housing Support via local authority
- Cruse Bereavement
- NHS Direct (111)
- SPA
- Citizen's Advice Bureau.

General feedback from referrers

Hillingdon Cove Café Staff have not directly been collecting regular feedback from referrers.

**Staff will start liaising with referrers following attendance to the café.

- Feedback 1- *Raised that service was not open during operational hours and staff were cold in welcome when wellbeing officers attended. The matter was looked into, and conflicting information found however, raised with team about expectations of working hours and work on making the space more welcoming has been implemented.*

General feedback from Friends & Family

- *“I wasn’t sure of what to do and how to help my son, I appreciate you taking the time to help me”*

General feedback from service users

- *“Thank you for speaking with me. I felt low when I came in here but now, I feel better”*
- *“I have an idea of what to do and who to speak to now. I appreciate the help”*
- *“Very helpful. I find you’re a very nice guy. I feel you’re understanding me, and it makes me feel good”*
- *“You’ve proved to me that there is someone out there who wants to make me better. Thank you. If I could rate it a 20 out of 10, I would. Even though it’s only been three sessions, it’s been good and positive. You’ve helped me sleep better and feel better”*
- *“The Space is a lot smaller than I imagined but would like to see how it develops”*

4.2. 16 -25 Young Adult Mental Health and Wellbeing Partnership Model

Meetings

In regards to the Hillingdon meetings, three have taken place so far:

- Tuesday 7 December 2021
- Wednesday 26 January 2022
- Tuesday 22 February 2022

There has been good representation from services in the NHS, Local Authority and VCSE partners. Over the last meetings, partners have been presenting what their organisations do to support 16-25's in order for there to be group understanding of the respective services in Hillingdon. Presentations have included:

- P3 Navigator Hub
- Hillingdon Cove Café – Hestia
- Hillingdon Mental Health
- Carers Trust Hillingdon
- Healthwatch Hillingdon
- Therapies in Hillingdon
- First Response & Out of Hours
- Looked after Children
- Care Leavers
- Stronger Families

Recruitment

The Hillingdon Young Adult Pathway Lead – Band 8A has now been appointed and is going through HR employment checks with a likely start date in April 2022.

- As part of their induction, they will meet with the transition team already in place, so that they can understand how the current service operates and how their role fits and works with this.
- We will ensure that they are invited to attend the transition steering group as well to forge links and interfaces with system partners.

The Young Adult Psychiatrist role was interviewed on Friday 11 February 2022.

Community Funding

Anna has been working with MIND to develop a proposal using Hillingdon 16-25s funding in 2021-2022 as follows:

- Young Adult Community Navigator role - 40k
- Young Adult's Mental health service (Psychotherapy, Mindfulness, Peer support, Psychoeducation for 12 months) - 30k

Anna has been working with H4All (in partnership with P3, currently developing proposal) using Hillingdon 16-25s funding in 21-22 as follows:

- Young Adult Wellbeing Worker supporting high intensity users and early intervention for those with complex needs - 55k
- Young Adult training modules - 19k

Work is currently underway in regards to transfers of funds.

To Do:

- Community navigator roles in VCS in place by March 2022.
- Road shows to local Borough frontline teams sharing model and protocol.
- Begin new young adult protocol in community teams on flexible working between CAMHS, AMHS and wider agencies.
- Plan commencement of triage and partnership meetings April 2022.

4.3. Crisis House

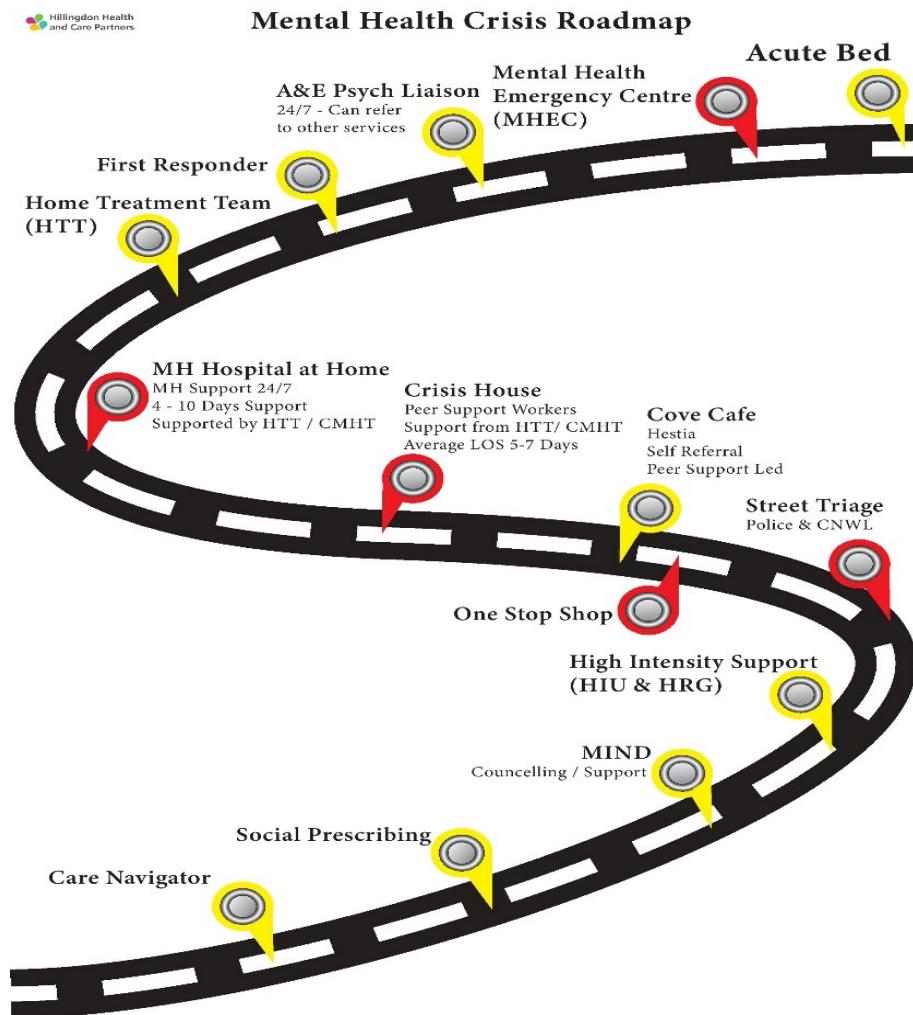
As reported in the single performance report on today's agenda, it has been acknowledged that the development of a crisis house was a key component of a robust crisis pathway that would contribute to a reduction in acute admissions and better outcomes for people living with mental health conditions.

The delivery model business case has now been agreed with partners and negotiations are in progress with an established local provider to secure delivery. Funds have been secured, which means that the service will become operational during 2022/2023.

Both the NHS Long Term Plan (2019) & Five Year Forward View for Mental Health (2016) centre on transforming Mental Health support so that people are able to access support early, in the least restrictive environment and as close to home as possible. NWL has an ambitious plan

to remodel the NWL mental health pathways to support the strategic direction and improve outcomes for people using MH services.

The diagram below shows the services in Hillingdon (Yellow) and those that are available in the best practice systems (Red).



The business case supporting this investment has reviewed the current pathway, highlighting gaps and displaying a need for change. The data shows a consistently high adult acute bed occupancy averaging 92.8% over the last ten years. 51.1% of all admissions are now detained at the point of admission. Hillingdon is consistently higher on key metrics when compared to national averages.

Hillingdon is not currently providing a robust crisis pathway and cannot deliver appropriate, timely service alternatives to A&E. This has a detrimental impact on service users' health and well-being.

London Borough of Hillingdon (LBH) has recently completed a market procurement to identify a long-term partner to deliver support to older people and those with a range of mental health needs in the Borough. The provider currently supports the majority of those subject to s117, funded by the CCG, that are residents of the Borough of Hillingdon. This new arrangement presents an opportunity to implement the rehabilitation and local crisis pathway review

outcomes and develop a mental health resource within the Borough that provides rehabilitation (across NWL) and allows the ICS to test a 'crisis house' model of support, initially for the locality.

The proposal is to expand the crisis pathway and create a six-bed Crisis House in Hillingdon; this will allow NWL to test the model for the wider ICS. Evidence shows that this type of facility, embedded in the system led by the independent /voluntary sector, supported by the specialist mental health services, delivers good outcomes for people in crisis and supports system management and efficiency. It will contribute to a flexible and responsive crisis pathway, a robust alternative to A&E.