

Mental Health Recovery Review January – March 2020

Summary of Focus Group discussions

A series of focus group discussions co-facilitated by members of HUG, were held during March 2020 with representatives from each of the main council delivered and commissioned services.

The aim of these discussions was to co-produce recommendations based on people's lived experience to inform the future service model requirements.

The focus group considered the themes of:

- *Where I Live*
- *Being part of my local community*
- *Advice & Information*

The findings from these initial discussions are summarised below, and have been used to inform the final recommendations in the review report.

Unfortunately, the fourth planned focus group which was due to consider the support available on the theme of *Access to Learning & Employment*, needed to be postponed as the timing coincided with the start of the coronavirus epidemic lockdown. It would therefore be important to conduct a workshop at a later stage to co-produce the future redesign of recovery support in this area, as part of the wider future community support model.

Theme	What support people said they value	What people said would be a better support offer
Being part of my local community	The Freedom pass provides support with transport and mobility	The cost of accessing community facilities needs to be affordable
		To abolish any library fines for vulnerable people or extend the borrowing period
	<i>Changes</i> Nightclub for those aged 18+	More age appropriate community support options for 18-25year olds
	The synagogue provides a welfare officer and an annual mental health awareness week	Mental health support services should act as a springboard to other community services
	Bridge & Wiseworks are a community where people feel safe and listened to	To be able to access personal budgets without first needing a case manager.
		A person-centred offer for personal budgets and decision making
	The centres provide a cost-effective resource to prevent people returning to hospital	Being able to self- refer to access drop-in facilities
	Key worker support available at the 2 centres	The availability of more regular 121 time with key worker
		More support with welfare benefit applications and reviews

Theme	What support people said they value	What people said would be a better support offer
Somewhere to live	A named social worker or CareCo to actively support plans for move-on	There needs to be a better link between hospital and community during the planning for transition
		Improved safeguarding support in any shared accommodation without staff on site
	Access to free counselling at the Bridge	Ability to self-refer to counselling services , and out- of- hours access to counselling when every other service is closed
		Floating support to be able to offer training in life skills that continue to support independence
		Better info from CNWL staff at hospital on housing options and pathway, and community service offer
		Everybody to be offered some form of support following leaving hospital, including who to contact if they feel that their health begins to deteriorate
		Improved support to family carers for advice information and respite
		A shorter waiting list for IAPT
		You can only receive support if you know that the support service exists
Advice & Information	If you are known to a service, they can contact the keyworker	Improved knowledge of GPs with regards required supporting letters for income benefits
	Health Advice is available at each of the day centres	Being able to have a holistic appointment rather than single issue- need to be seen as a whole person
	CNWL Recovery College improves awareness and self-resilience	Asperger's support needs to be seen as different to Autism
	Mindfulness group	Better information needed on personal budgets eligibility and criteria to empower and inform options
	Stepping Stones Project	Having a named link person at CNWL so you know who to contact and who knows you- we don't get told when someone has left
	WDP 'Bob' peer support group at weekends	Need access to advice and support across 7 days- not just office hours
	The nurse at my GP surgery	Better GP and wider council staff awareness of Mental health