**Staying Well Worthing- Briefing for applicants**

West Sussex Mind (WSX Mind) has been contracted to operate a crisis prevention service in Worthing called Staying Well. This document is intended to provide potential applicants with a brief overview of the service.

<https://www.westsussexmind.org/help_and_support/getting-help/our-crisis-prevention-service-staying-well>

**Please note that following a strategic review of the Sussex Crisis Pathway West Sussex Mind is working with key partners including commissioners, SPFT, experts by experience and other voluntary sector providers evolve the Staying Well model. The ambition is to move to an open access service for people in self-defined crisis, removing the need for a referral to the service, extending the geography served and hours of operation. The model described in this document will therefore evolve over time.**

**Staff working patterns**

The service is operational 365 days per year, across 7 days. The table below outlines the service hours operated.

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
|  | **Monday** | **Tuesday** | **Wednesday** | **Thursday** | **Friday** | **Saturday** | **Sunday** |
| **Day shift 12-00 – 17-30**  Staff hours 11-30 – 17-30 | N/A | N/A | N/A | N/A | N/A | Checkmark | Checkmark |
| **Evening shift -weekday 17-00 - 22-30**  Staff hours 16-00 – 23-00 | Checkmark | Checkmark | Checkmark | Checkmark | Checkmark |  |  |
| **Evening shift – weekend 17-00 - 22-30**  Staff hours 17-00 – 23-00 |  |  |  |  |  | Checkmark | Checkmark |

Weekday shifts have 1.5 hours when the service is not open for preparation, handover, and record-keeping. This comprises 1 hour to process referrals and set up the shift from 4-5pm, and 30 minutes from 10.30-11pm for staff to complete any outstanding notes, pack away resources and for the staff team to de-brief. To meet legal requirements, each shift includes 30-minute unpaid break, meaning that the total paid time for a shift from 4-11pm is 6.5 hours.

The usual staff working patterns are outlined below. Whilst it may be possible to accommodate some regular shift preferences, given the nature of the service all staff/applicants must be prepared to work flexibly including weekends and bank holidays as required.

Weekend shifts are split into two parts: a 6-hour shift from 11.30am-5.30pm and a further 6-hour shift from 5-11pm. From 11.30am-12pm staff will process new referrals and set up the shift prior to the service opening at 12pm. There is a 30-minute handover period from 5-5.30pm during which both daytime and evening staff will be in the building. As with weekday shifts, there is a 30-minute period at the end of the shift for packing up/completing outstanding shift admin.

|  |  |  |  |
| --- | --- | --- | --- |
| **Staff hours/establishment** | **Shifts pw expectation** | **Hrs pw on shift including set-up & admin time** | **Hrs off shift: Admin/training/supervision** |
| **37.5hrs - 1wte** | 5 shifts | 32.5 | 5 |
| **30hrs – 0.8 wte** | 4 shifts | 26 | 4 |
| **22.5hrs - 0.6 wte** | 3 shifts | 19.5 | 3 |
| **15hrs – 0.4 wte** | 2 shifts | 13 | 2 |
| **7.5hrs – 0.2 wte** | 1 shift | 6.5 | 1 |

***n.b due to weekend shifts being 6 hours rather than 6.5, for each weekend shift an additional 30 mins off-shift admin time is accrued.***

**Service description**

Staying Well Worthing forms part of a network of Staying Well Services across Sussex and we work closely with our partners Southdown Housing Association and Richmond Fellowship who are commissioned to deliver the service in other areas.

Staying Well provides a safe and supportive out-of-hours service specifically aimed at individuals who are struggling to cope because of their mental health in evenings and weekends when other mental health services are not available. This includes individuals where regular or frequent mental health crises are a feature of their on-going mental health needs and where having a place which they can choose to attend when they need to will help to prevent the need to access NHS urgent care. By providing this, the service will also benefit carers of people with mental health problems who will know that there is somewhere for the person they are caring for to go when they feel they are in crisis.

The service offers individuals who attend immediate and informal face-to-face supportive interventions around their emotional and mental health geared to helping individuals feel cared for and more in control. This includes:

* A warm and friendly environment including access to light refreshments
* Someone to talk to who has time to listen. This will include structured support to develop and implement aspects of a crisis support plan (including support to contact family and friends, liaise with GP, mental health services etc.)
* Advice and information about local support which can be accessed during working hours – to help people in terms of their mental health, housing, debt, caring, family need – will also be available.
* Peer support from individuals with lived experience who will be available to talk and listen and offer empathy and hope.
* Linked up, partnership working to offer individuals supportive and beneficial community support.

The service is open to any individuals who are over the age of 18, living in West Sussex who have been referred or self-referred to the service in advance. In addition to self-referrals, referrals can be made by providers of health and care services as well as other critical partners (primary care, psychiatric liaison, social care/Approved Mental Health Practitioners and other SPFT services such as Crisis Resolution Home Treatment Teams and Street Triage). Individuals using wider Pathfinder services can also self-refer to Staying Well by telephoning the service or completing and sending a brief referral form.

The service links people in crisis into other sources of support, and encourages people to develop safety and recovery plans. It will not be a substitute for statutory services’ crisis response and current arrangements will remain the same if psychiatric care or assessment is required.

**Staffing**

The service will usually have between 2 and 3 building-based staff on duty per shift. There is also a dedicated Service Manager who will work during the day to provide leadership to the service and occasional evening shifts. A duty manager is available on call each shift to support the service during opening hours.

All staff will have appropriate training including around safe-guarding, first aid, mental health, suicide awareness, prevention and interventions, self-harm and working with individuals with personality disorder etc.

The operational staffing consists of a skill mix appropriate for managing risk and crisis.

* Staying Well Mental Health Workers
* Peer Support Workers
* Additional management and sessional staff, as required.
* On call manager

It is also intended that the service will be enhanced by volunteers.

**Service location**

The service is hosted by our partner Guildcare, delivered from their refurbished annexe at Methold House, North Street, Worthing. See the following link for more information: <https://www.guildcare.org/>

 

In addition to use of the annex space for the operation of Staying Well Worthing WSx Mind have a dedicated office on site. Methold House is located within half a mile of Worthing Hospital A&E and is therefore an ideal location for a Staying Well, crisis prevention service.