

**Planned changes to our West Sussex Mind Pathfinder services:**

**WE WANT YOUR COMMENTS AND INVOLVEMENT**

1. **WHY WE NEED TO MAKE SOME CHANGES**

**1.1 Before the Coronavirus pandemic we had some challenges and issues we needed to address:**

* More and more people have wanted help from our Pathfinder services but we have not been given more NHS and council funding. Some of our services have been trying to support too many people. Sometimes this has affected the quality of how we support people and also it has put a lot of pressure on our staff.
* We are spending too much money on our services – some of our costs have gone up but also, where we have been able to, we have used fundraised income to do more to meet needs but this income changes and is not reliable.

**1.2 Since the Coronavirus pandemic we also have some new challenges and issues to face:**

* There are already and will continue to be even more people who need our help as lots of people’s mental health has been adversely affected by the pandemic and its consequences.
* Social distancing has affected the ways in which and how much we can support people face to face. In the medium and long term we hope to be able to do more again but for the foreseeable future we think that face to face support will continue to be limited. Limited not only in how much of it we can offer but also that it must be managed closely. So, for the time being, we cannot offer the same kind of open access face to face drop-ins where anyone can turn up. In addition, many of you have now tried different ways of working with us and lots of you have told us that you want us to carry on with on-line and phone support as well as more traditional face to face support.
* We have lost more funding because there has been less fundraised money coming in and less from charges. Many of our staff have been and will need to continue to work from home. This has affected how we manage answering the phone and responding to enquiries.

**1.3 What we need to do now**

* We have to save some money and spend less on our services
* We want to provide services where we can support as many people as possible who need our help but make sure that the quality of how we support people is maintained and also that our staff are safe and not under too much pressure.
* We need to provide services which are flexible and provided through a range of channels – offering face to face support as much as we can but continuing to offer video call and conference and phone support as well
1. **WHAT WE ARE PLANNING TO DO**

**2.1 Five big ideas to help as many people as we can within the funding we have**

1. We will have a single phone and email address for all our services - we are thinking of calling this our Help-point – with a dedicated staff and volunteer team answering all phone and email enquiries and helping everyone who contacts us to get the right support and the best from our services.
2. We will put many more self-help resources on our website so these will be available to everyone 24/7
3. Our Pathfinder staff will focus on mental health recovery support and will offer short-term and focused help so that we can support as many people as we possibly can
4. We will create a social and activities club. We are thinking of calling this our Mind Club. This will mean all service users can have more open access to social, creative and leisure activities as well as befriending and peer mentoring and opportunities to volunteer
5. We will involve volunteers much more significantly in how we offer social, creative and leisure activities and also in our Help-point.

**2.2 In summary what would this mean for Pathfinder service users**

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| **Area** | **We will:**  | **When?**  |
| **Getting in touch:****‘Help-point’** | * Have one phone number and email address for all services
 | From early 2021 |
| **Website self-help support**  | * Have more resources on our website which we will update regularly
 | On-going from now  |
| **Mental health recovery support from staff**  | In order to help more people: * Give focused and time-limited individual support
* Give support from the team rather than from an individual keyworker
* Give urgent help at specific times
* When people first come to us - make sure we help those people who need us most first
 | On-going from now  |
| **Social and activities club:****“Mind Club’** | For anyone who wants to join: * Offer open-ended membership
* Give access to social, creative, leisure opportunities including peer mentoring and befriending
* Involve and develop volunteers much more actively
 | From early 2021 |

**2.3 In detail about the changes we will be making**

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| --- | --- | --- |
| **Area**  | **Our new service model**  | **Why are we planning to work this way?**  |
| **Getting in touch**  | **HELP-POINT** |  |
|  | **One dedicated contact number and email address for all enquiries and contact open between 10am and 4pm.** Contact responded to by dedicated staff and volunteer team. Team provides advice and information, to first contacts and also responds to queries and relays messages from existing service users. Opportunity to self-refer through website continues.  | * Strengthens and improves the quality of advice, information and sign-posting offer and makes this more consistent
* We can introduce a team of trained volunteers to support this work, which will increase service capacity. These peer and community volunteers will enhance the service we offer and will gain new skills and opportunities
* More efficient, reliable and more resilient when and if staff need to switch to home-working.
* Mental health support staff can plan work more effectively – no adhoc interruptions.
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| **Open to everyone**  | **WEBSITE SUPPORT** |  |
|  | **There is free access to self-help resources on our webiste including:** * Information and links to information resources
* Links to apps
* You tube content
* Podcasts
* Silver cloud

**Anyone can self refer through website**  | * Lots more people will need help from us and we can provide everybody with something 24/7 by having free resources on our website.
* If we can’t help people in person straight away they can still access help through our website while they wait.
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| **Help from staff** | **MENTAL HEALTH RECOVERY SUPPORT**  |  |
| **How quickly and when we can first see you**  | * If too many people ask for help some people may have to wait
* We will see people who have no other help and support first. People who also get support from other mental health services may have to wait longer.
* We will try to offer a socially distanced face to face support appointment for first meeting but video-call (Attend Anywhere) and phone meetings will also be available
* We will help people to identify what they need and develop a support plan
 | * Ensures we are prioritising those people who most need our support: those who are currently not getting any other support
* Ensures our staff have the time to provide good quality support to people who need our help and that we are protecting their mental health and well-being by not expecting them to see too many people at one time.
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| **Planned: Getting some indvidual support**  | * Individual supported by whole team and not by individual keyworker
* Team member can offer up to three to six individual support sessions by video call (Attend Anywhere), phone or where possible – socially distanced face to face.
* Individuals can access a peer mentor or befriender if they would like a regular informal catch up, check-in and chat. (See below).
 | * Having a team approach is more honest and will work more effectively as in reality we often have to change keyworkers regularly anyway and some people feel upset when this happens
* Setting a limit means that we can support more people who need us and people who are waiting will get help more quickly
* Ensures our staff have the time to provide good quality and focused support to people who need our help
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| **Planned: Going to a development workshop, course or support group**  | * Self guided resources and materials on website
* Programme of Zoom webinar and face to face groups and courses also using self-guided materials
* Advertised through Facebook and website and booking required through Eventbrite –

Help-point can support with booking * Links to recovery college.
 | * Maintains a mixture of online and face to face courses and opportunities to support individuals recovery journey and support plan goals
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| **Planned: Opportunity to access social, lesiure, creative activities and peer support**  | * Opportunity to become a member and access open ended Zoom and face to face social, lesiure and creative opportunities and volunteering – **See below**
 | * **See below**
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| **Unplanned: Getting some individual support when I need to get help quickly**  | * Individuals can book a slot to talk to a duty worker (face to face, Zoom, phone) about an urgent need at a weekly session.
* Outside of these sessions individuals will need to contact Mental Health Helpline or GP.
* Individuals will be supported to develop a crisis/urgent need plan which outlines who they can contact if they need urgent help
* Individuals also getting support from SPFT will need to contact SPFT if they have an urgent need.
 | * Service users know clearly when they can get help from us and also when they need and how to get help from other services
* Ensures our staff have the time to provide good quality support to people and that they are not stressed through being too busy or being interrupted
* Mental health support staff can plan work more effectively – no adhoc interruptions.
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| **Planned: Discharge**  | * When active mental health recovery and support plan work ends will be discharged but can continue in an open ended way with membership support – **See below**
* Can re-refer through Help-point for mental health recovery support if things change.
 | * Ensures our staff have the time to provide good quality and focused support to people who need our help
* Setting a limit means that we can support more people who need us and people who are waiting will get help more quickly
* Clear pathway of support which shows progression and development
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| **Open to all members**  | **SOCIAL SUPPORT AND COMMUNITY CONNECTION – MEMBERSHIP**  |  |
| **Mind Club**  | * Open to any individual who has been assessed by recovery support team as suitable to join
* Peer support workers facilitate joining and also undertake annual review.
 | * Everyone can join Mind Club
* There is no time limit to be in Mind Club but the club will help individuals to access and try out opportunities in their community and through this encourage individuals to leave the club.
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| **Social connection and peer support** | **If you’re in Mind Club you can access:*** Programme of Zoom and socially distanced face to face social, creative and leisure activities across all teams advertised through facebook and website. Booking through Eventbrite (booking can be supported by Help-point staff) - Activities led by volunteers with some peer support worker input
* Links and connections to wider community activities
* Facebook social groups
* Email keeping in touch newsletters
* Volunteer peer support and befriending offering – informal check-in and chat and social connection - using peer and community volunteers. This can be open ended.
 | * Maintains social, creative and lesiure opportunities
* As open access drop-ins not possible and/or are limited, develops and offers more individual peer support and befriending to ensure people who are isolated can be connected
* Staff resources are most focused on mental health recovery work
* Increases volunteer opportunities for individuals using our services and also for community volunteers.
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| **Volunteering**  | **If you’re in Mind Club you can access:*** **Laser accredited Volunteering in Mind and Peer mentor course:** Blended course through self-directed learning, Zoom and where possible some socially distanced face to face
* **Opportunities to volunteer:** Help-point volunteer, volunteer peer mentor, peer faciltator (course or group social activity), Open Minds Champion etc. Access to other specific volunteer training. Links to employment support and supporting individuals with moving on into volunteering, education and employment.
 | * Supports service users to contribute and develop and offers pathways into employment.
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**2.4 What are the key things that will be different and will change for everyone**

* All service users would need to contact the central Help-point for any enquiry
* Some new people might have to wait to access help from staff
* Social distancing means a return to regular face to face open access social ‘drop-ins’ is not imminent
* Individuals would not have a mental health support keyworker but would be supported by the whole team
* Mental health recovery support would be time limited but social and community support could be more open ended
* Urgent help would only be available at specific times
* Volunteers would be more actively involved in provision of social, creative, leisure and community support
* Some staff will change roles.

 **2.6 What these proposals would not change**

* A commitment for face to face support to be a significant part of how we support people and for us to widen and increase this as we can safely do this
* A commitment for us to provide services in places as far as we can recognising that some people see our building services (where we have them) as a safe place in their lives
* A commitment to provide the best variety of social, creative, leisure and community support that we can within the resources that we have
* No staff are being made redundant as a consequence of these changes and we hope and are encouraging all staff to stay working for us. Many staff will stay in same locations and roles.
1. **YOUR INVOLVEMENT**

Over the next few months we will be working on developing the detail around how our help-point and social and activities club offers will work and be implemented and we would really like some of our current service users to help us do this.

**You can tell us your thoughts about these changes, how we can support you as we move to this new way of working and whether you want to help us develop our services by doing our short survey here:** [**https://www.surveymonkey.co.uk/r/consultationoct20**](https://www.surveymonkey.co.uk/r/consultationoct20)