

Health, Housing and Adult Social Care Policy & Scrutiny Committee

Report of the Corporate Director of Health, Housing & Adult Social Care Mental Health Support Line (MHSL) review and refresh

1. Summary

- 1.1 The Mental Health Support Line is based at 22 The Avenue, within the Assessment Unit which provides 5 bedsits for tenancy skills assessment for adults with mental health needs. In the first 6 months of a customer's placement the staff work alongside customers to carry out a thorough assessment of their daily living and tenancy skills. This will include work on how their mental illness impacts on their daily life and what support they have in managing these issues. This 6 months (on average) assessment will guide the next steps for the customer regarding accommodation. In general customers go on for a period of time in our supported housing accommodation to further develop and embed new skills. Most customers at the end of this period of engagement will be prioritised for social housing either with CYC or other local social housing providers. The MHSL provides telephone support and information to people aged 18 and over who need support with their mental health. We use a referral system, the majority of these referrals come from GP's and Community mental Health Teams. This service is offered to residents throughout York.

Our service offers customers:

- Time and space to talk
- Support and reassurance
- Encouragement to callers wishing to resolve problems
- Signposting to other services that may be helpful

- 1.2 MHSL is not a crisis line – therefore, we may call the emergency services for the caller if we feel she/he is unable to keep her/himself safe.

2. Background

2.1 The Mental Health Support Line (MHSL) was launched in June 1997, initially as a 2 year pilot project jointly funded by CYC and North Yorkshire. The funding streams for the MHSL have changed several times throughout its lifetime. However, for the last 10 years it has been solely funded by CYC. Over 7000 people have been referred to the MHSL. However there are up to 100 regular callers who use the MHSL, for some this is weekly, for others daily and in a small number of cases more than once per day.

3. Rationale for review

- 3.1 Briefing paper to DMT in May 2018 regarding plans for changes to the residential service at 22 The Avenue including the proposal to reduce the operating hours of the MHSL - 2:00pm to 10:00pm. This will allow us to provide a more focused service to customers, and use a strength based approach in line with our Future Focus model. Currently referrals to the MHSL are open ended i.e. once a person is referred there is no end date to the access to the service. Going forward we intend to make referrals time limited with an initial access period of 2 years.
- 3.2 Throughout this period caller's use of the line will be regularly reviewed to establish the impact the service is having on their ability to manage their mental health needs. The work on the MHSL will focus more on encouraging callers to identify their own strengths and resources to manage their mental illness and supporting them to use these resources independently as much as possible.
- 3.3 This review dovetails with the proposed move of part of the service provided at 22 The Avenue to Evelyn Crescent. Risks and impacts on individuals has been considered throughout the review and discussions have taken place with key stakeholders for example TEWV.
- 3.4 Analysis of number of calls and callers from 2014 – 2018 has showed a gradual decline in the number of calls received during the day and overnight. We believe the development of other services in York may have had an impact such as:
- TEWV's Access to Wellbeing Service – referral by GPs and other mental health professionals. But current mental health service users can self-refer by calling 01904 526566.
 - Local mental health crisis team (TEWV) – can be contacted direct on 01904 526582, open 24/7.

- Mental Health Matters (commissioned by TEWV to provide The Haven) offers a range of support through drop-in sessions at 30 Clarence St, York. Open, 7 days a week, 6pm-11pm including bank holidays.
- Mental Health Matters 24/7 Helpline People using The Haven will also be supported by 24/7 helpline. To contact The Haven call 07483141 310.
- SANEline – offers emotional support information and guidance – 4:30pm to 10:30pm 7 days a week. Tel: 0300 304 7000.
- NHS 111 – for urgent advice, 24/7.
- There are also a number of helplines with specially trained volunteers to help with immediate crisis such as: Samaritans open 24/7, MIND open 9am-5pm, Rethink open from 9:30am to 4pm Monday to Friday 0300 5000 927.
- A&E mental health Liaison Teams 24/7 - Mental Health Teams embedded in A&E and a Mental Health worker placed within the police call centre.

4. Comment from TEWV

4.1 The Haven @ 30 Clarence Street Offers out of hours mental health support to anyone aged 16 or over in York and Selby and is open 6pm-11pm every day (including weekends and bank holidays). This service is for anyone feeling distressed, frightened, overwhelmed or who's usual sources of support are closed. Find us at 30 Clarence Street, York, YO31 7EW (Opposite the Union Terrance Coach Park, next to York St. John University.)

No appointment or referral needed. Carers and family welcome.

Users of The Haven have access to a 24-hour telephone emotional support line staffed by trained counsellors.

This service is delivered by Mental Health Matters on behalf of Tees, Esk and Wear Valley NHS Foundation Trust.

4.2 Over the last 12 months the number of calls and callers at the various times of day are as follows:

2018	Calls	Total use of MHSL – including repeat callers
7:30am-2:00pm	3 to 9	1h 19

There are 2 callers who only or predominantly call the service in the morning.		
2:30pm-9:30pm	9 to 20 (Peak Time)	3h 49
Over night 10pm-7:00am There are 2 callers who only or predominantly call the service overnight.	4 to 6 (on occasions this service is not used during the night)	1h 50

(30 min gaps are to allow for handover between shifts)

5. Financial Cost

- 5.1 As the MHSL is staffed by a team who also deliver residential services at 22 The Avenue it's difficult to give a total cost of the service. £4,000 is the yearly cost of the equipment, software and its maintenance.

6. Initial Communication

- 6.1 Our aim has been to effectively communicate with key customers and stakeholders, through relevant routes, to better understand individual needs and prepare them for the proposed transition in November/December. This has included:
- Communication with all GP practices and CMHTs, requesting feedback.
 - Briefing sent to chair of TEWV Service User Network (SUN) shared with members.
 - Letter sent to all callers who had used the MHSL over the 6 months Jan-June 2018. The rationale for this was that many of the people referred to the MHSL have not used the service.
 - Small numbers of concerns have been raised by customers. These concerns are being addressed by the management team at 22 the Avenue.

7. Further engagement & plans

- A letter has been sent to all customers identified as using the MHSL regularly over the last 6 months. Offering the opportunity for a face to face meeting in order to address any concerns and identify potential sources of support.
- 22 The Avenue staff attended the Service Users Network (TEWV) meeting to discuss changes to the service and get input into service development.
- Work with partner organisations has taken place to confirm alternative provision.
- Work has taken place with concerned individuals to develop a bespoke plan of support.
- Changes will be phased in over 6 weeks.
- During the above period, individuals have been supported with relevant referrals or assessment process if they wish to use alternative services.
- Councillors and Scrutiny members visited the MHSL service at 22 The Avenue to discuss the MHSL, this included the future approach, impact on customers and solutions to individual concerns.

8. Drop in sessions

- 8.1 These sessions have taken place on two dates in October. 19 people attended to discuss the MHSL. Staff talked through individual concerns and provided information regarding the approach of the MHSL moving forward and alternative provision.
- 8.2 All customers who attended drop in sessions, or were contacted by phone at their request were provided with information about other telephone support services and also The Haven. The locality manager from The Haven will inform 22 The Avenue if anyone presents to their service identifying that they are doing so following this intervention.

9. Individual meetings

- 9.1 Two customers have asked for meetings with senior staff at 22 The Avenue, these have taken place and plans have been identified to

support these individuals during the transition phase. No other additional support has been identified as a need by customers.

10. Conclusion

10.1 The review has confirmed that we need to offer a bespoke MHSL service for people needing emotional and well-being support from 2-10pm. This gives us an opportunity to refresh the service and the material we use to promote it, to ensure residents of York understand what its core functions are. We will strengthen links with customers and key stakeholders for example GPs, Practice Managers, and CMHT. Advice and information will be available through a range of sources including use of the Live Well York Website, with the aim of transforming this service late November/early December.

11. Recommendation

11.1 Scrutiny committee receive this update report as requested on 11 September

Contact Details

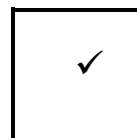
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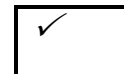
Report
Approved



Date 1/11/2018

Wards Affected:

All



For further information please contact the author of the report

Abbreviations

CMHT- Community Mental Health Teams
CYC- City of York Council
DMT- Departmental Management Team
MHSL- Mental Health Support Line
GP- General Practitioner
SUN – Service User Network
TEWV- Tees ESK Wear Valleys NHS Foundation Trust