

Welcome to the United Communities virtual meeting

Please ensure that you have your microphone
turned **OFF** (muted).

Throughout this meeting we will be using the chat
and hand raising functions for comments and
questions (this will be explained).

Thank you



Welcome - Steve Manley, Head of Engagement

Today's agenda

- **Welcome and CCG/Service updates**
Michael Scammel, Mental Health and Learning Disabilities Transformation Manager
- **Mental Health Provision for 18-25yr olds**
Rebecca Isherwood-Smith, Interim MH Programme Lead and Lead for Young Adults Transformation Workstream and Alice Walker Earwicker, Young Healthwatch Surrey Chair and YARG member
- **Safe Haven update**
Stanley Masawi, Surrey and Borders Partnership Trust
- Any other business
- Questions and wrap up



Updates

- Merger to NHS Frimley CCG
- Vaccination information for patients, carers and professionals: www.frimleyhealthandcare.org.uk/our-work/covid-19-vaccination/
- Innovation Fund – development sessions www.frimleyhealthandcare.org.uk/get-involved/innovation-fund/
- More detailed information and wellbeing resources available on Frimley Health and Care website: www.frimleyhealthandcare.org.uk/our-work/helping-you-to-stay-well/



Community Mental Health Transformation Programme Provision for 18 – 25 year olds

Rebecca Isherwood-Smith

Interim MH Programme Lead and Lead for Young Adults Transformation
Workstream

Alice Walker Earwicker

Young Healthwatch Surrey Chair and YARG member

Brief Outline

- **Multi-stakeholder engagement events** were initially carried out to raise awareness of the issues young adults face when transitioning between mental health services across Surrey Heartlands and Frimley Health
- **A virtual workshop was held for a variety of stakeholders**, including young adults with experience of accessing mental health services, to highlight gaps in provision and generate change ideas to address these
- **Two key groups were established** as result of the workshop

A Multi-Stakeholder
Network

Young Adult Reference
Group (YARG)

Consultation to Young Adults

The change ideas identified were initially themed into three categories to support the structure of the consultation; Transition & Access, Prevention & Training, Communication & Messaging

Co-Produced consultation to Young Adults

Questions were co-written by YARG. The consultation in Frimley Health ICS was conducted via an online survey to gain insights and feedback on the change ideas generated by the workshop.

Task and Finish Groups

Multi-Stakeholder Network and YARG representatives are now focussing on 5 of the following areas identified for change.

Change Ideas

1. Mental Health Transitions Pack

“...maybe we could have a road map of what happens at each step, and who to contact at each step. It will be useful to see what is in the future and ways I can progress”

2. My Story

“with the number of referrals you have for each service you have to tell your story over, and over again which is more stressful”

3. Young Adults webpage

“...I felt dismissed by the GP who just gave me a leaflet. Then I stopped seeking help...”

Change Ideas

4. Co-produced training

“Setting up young adults with the skills to communicate, previously in children’s services people communicated for you”

5. Young Adult Roles

“It can be patronising having adults try and engage you when it can feel like they don’t know what it is like to be a young person today...having younger staff makes a service more accessible due to the common understanding of social media and similar language...”



Stronger Together!



Comments and Reflections



United Communities April 2021 Aldershot Safe Haven

26th April 2021

Provider Covid updates – April 21

Service	April 21 update
Andover Mind - Wellbeing Centre	The Wellbeing Centre building has reopened from April 12 th . New group timetable now available
Andover Mind - Dementia and Carer support	Assessments and 1:1 visits available in person in risk assessed locations or garden visits. Blended model of virtual and physical carer support groups
Safe Haven	No recent changes, remain open for crisis support every day including virtual safe haven offer
Oasis	No recent changes, remain open for crisis support
Talkplus - IAPT	Remain open and encouraging new referrals. Continuing to offer support via telephone, video, online and instant messaging platforms. Working with GP practices to consider when face to face appointments can restart. Providing integrated support with Frimley Health to support those suffering from Long Covid

Provider Covid updates – April 21

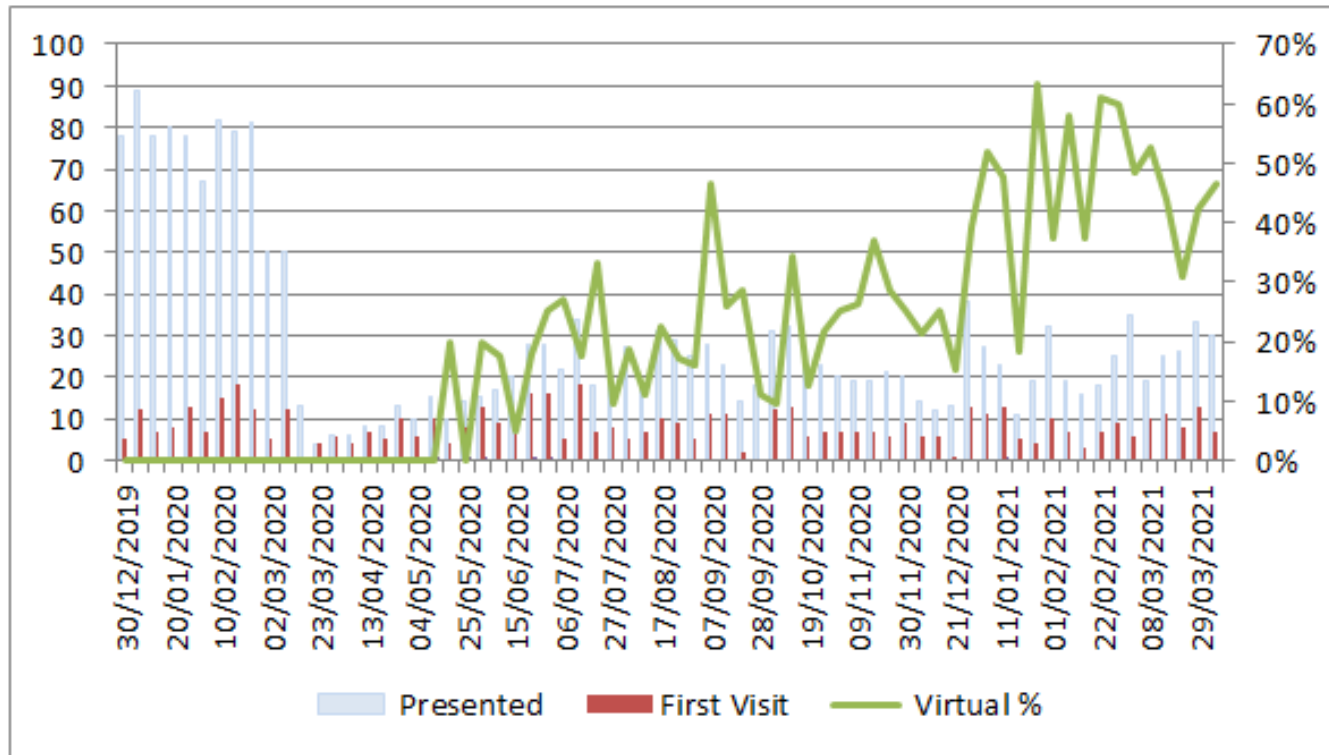
Service	April 21 update
Catalyst Community Connections	Support and referrals continue. Virtual groups, telephone support and 1:1 support online continuing. Some face to face to those in need and happy to continue to receive this
Assist autism support	1:1's generally virtual with some face to face dependent on vulnerability. Virtual groups. 1:1's to be offered in person from July 1 st . Groups to meet outside in June then return to normal in July.
Richmond Fellowship employment support	New referrals still welcome, service can support people engaged with IAPT, MHICS or secondary care
Recovery College	No changes since previous update, online courses remain available and encouraging new referrals. Hoping to return for some face to face activity for September term.

Aldershot Safe Haven - Background

- Opened in 2014 it was one of the first Safe Haven services in the country, the success of which has seen it rolled out across Surrey and replicated throughout the country and has even had interest from abroad.
- Open 365 days a year 6pm-11pm Mon-Fri, 12.30pm-11pm weekends and bank holidays
- Provides a drop-in service for anyone experiencing a mental health crisis or their carer
- Delivered as part of a partnership between SABP, Catalyst and Andover Mind
- Virtual Safe Haven has been added to the offer since the start of the pandemic and will continue

Activity seen since Covid

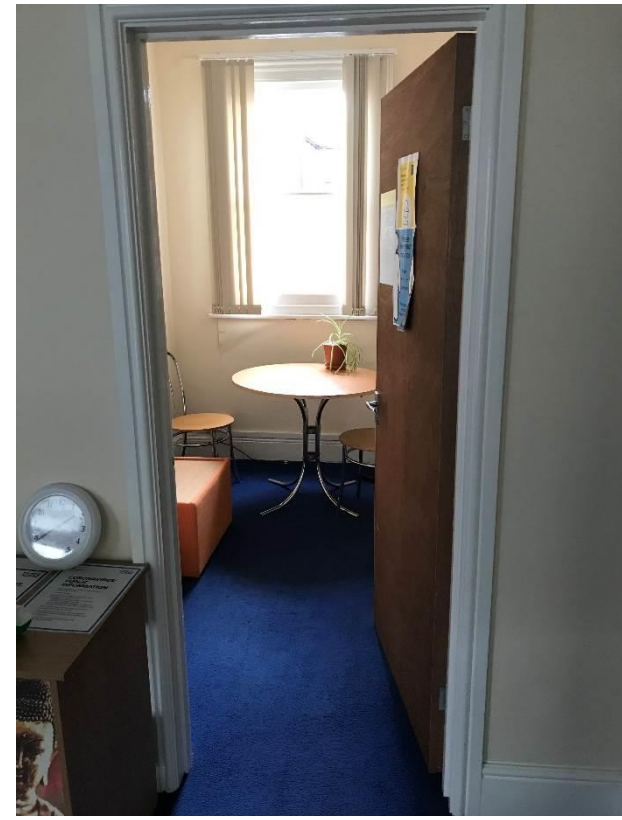
Aldershot Safe Haven - Weekly First Visits and Proportion of Virtual Clinics



- Moved to a crisis only service
- Increasing acuity of those attending, and high numbers of people accessing for the first time
- Increasing rate of uptake of the virtual safe haven offer

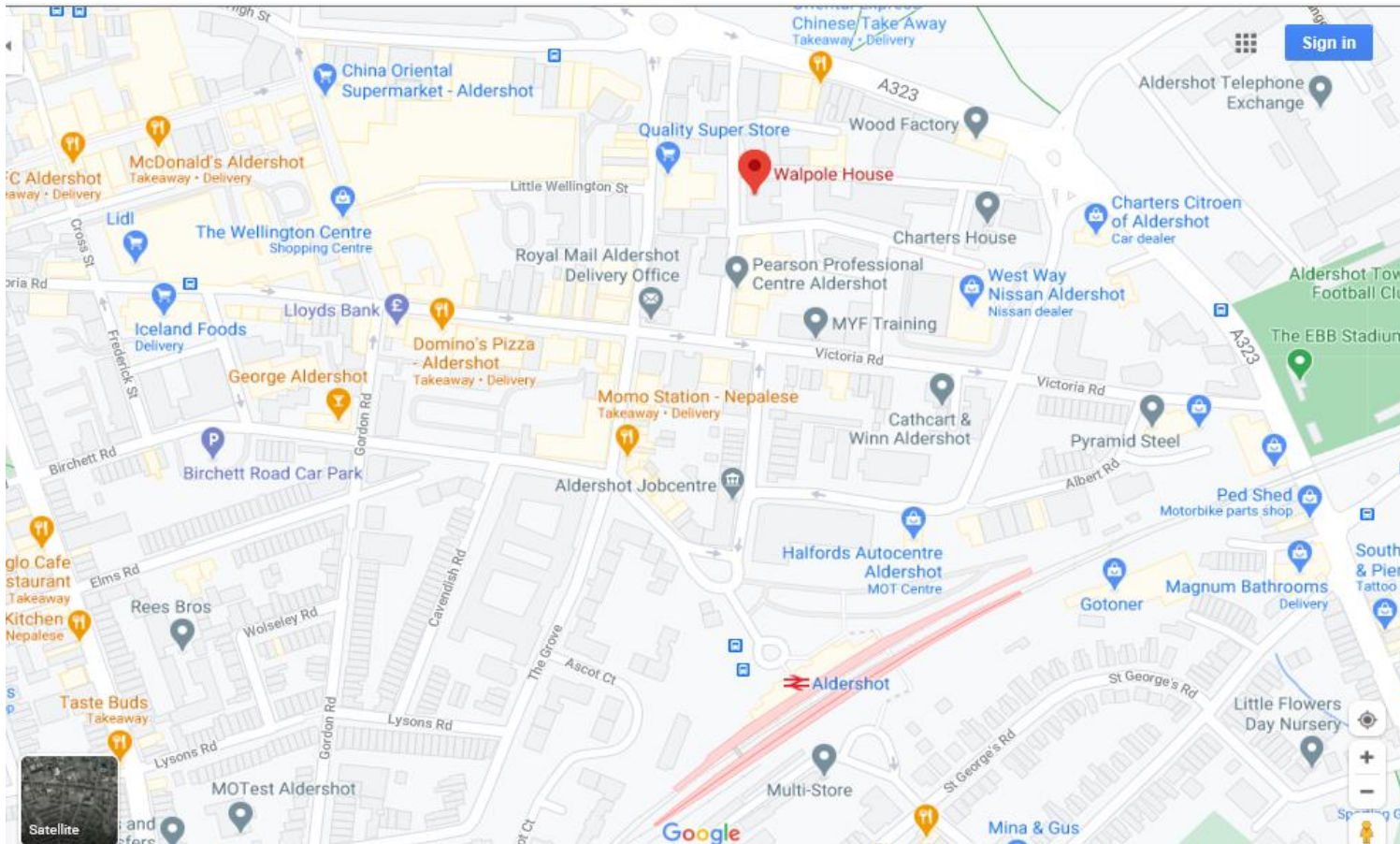
Current site

- Lease expires 31st August 2021 (already extended last year)
- Internal space not conducive to the nature of the work, with significant accessibility barriers
- Property location has been referenced as a barrier to attendance



Potential new site

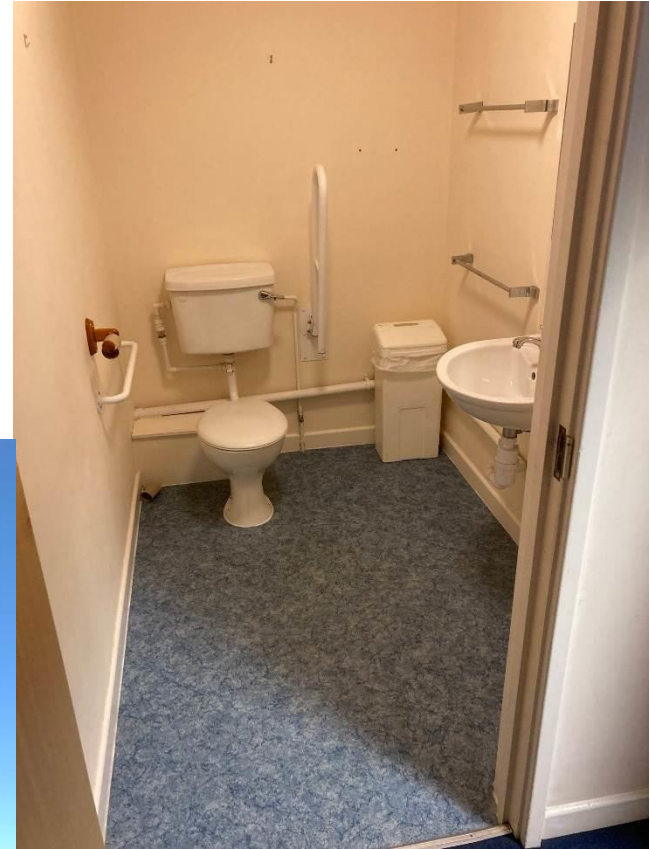
- Walpole House, Pickford Street, Aldershot
- Landlord – Thames Valley Housing Association



Walpole House

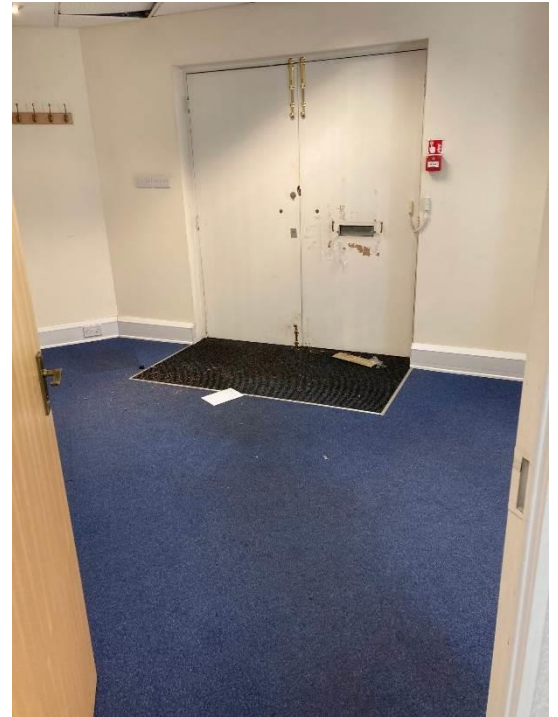


Walpole House





Walpole House



Still to be agreed...

- Contract negotiation
- Planning permission extension
- Comms and signage
- Staff car parking

Questions and comments