

Ashford Wellbeing Café

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Purpose of this Report

This report has been maintained to chart performance of the service and to provide evidence for further funding and provision.

Background

We ran a successful pilot scheme in Swale from December 2014 through August 2015 which indicated clearly that a need was being addressed. Ashford's Care Commissioning Group approached MMK Mind to pilot the Wellbeing Café service locally and the following gives a picture of how this is developing thus far:

Attendance at the Wellbeing Café

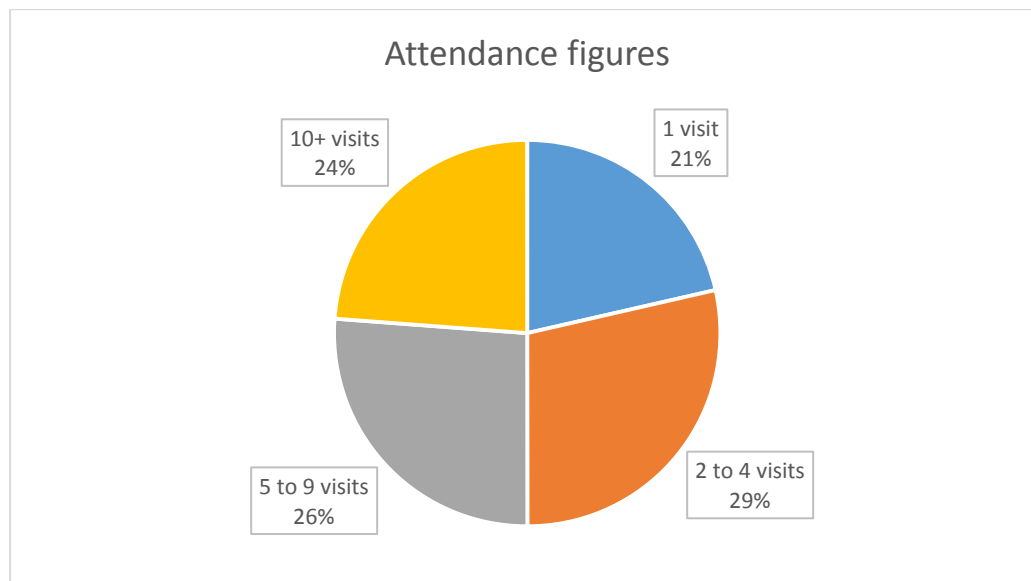
We have supported 42 individuals so far – most attend regularly and we average 4 new service users per week.

These have attended a total of 270 times between them

None have ceased use of the Wellbeing Café altogether

79% have used the Wellbeing Café on multiple occasions

24% have used the Wellbeing Café more than 10 times



Risk Assessment

This was carried out initially and is reviewed on a continuous basis by a qualified risk assessor, please refer to Appendix 1 for details.

Equality Impact Assessment

We have conducted a thorough survey to ensure we are reaching a demographic commiserate with the local populous and to more deeply understand our service user's backgrounds and needs. Please refer to Appendix 2 for details.

Other Options Considered

The choice of venue was made following consideration of the Gateway in the High Street which was dismissed as it would be difficult to implement safeguarding outside of its usual opening times.

After initial discussion with service users Mindful colouring books have come through as the preferred activity although many new suggestions have come through the more recent survey results below which we would like to consider.

Hot food was offered as an option at the outset but lighter snacks were favoured and again the survey suggests that satisfaction with this choice has continued.

Friday and Saturday evenings were chosen as there is evidence this is a large portion of the time that people are most at risk and feel the greatest isolation and only two days were funded initially. Sunday is also a distressing part of the week for individuals who are experiencing difficulty with their mental health and are likely to be isolated. We would like to extend the service through the entirety of the weekend should funding allow, particularly as 100% of surveyed users have asked for Sunday provision.

Consultation

Our acting CEO and manager attended The Patient Representation Group and Ashford MHAG to discuss options such as hours of operation and location with mental health service users and carried out a survey with service users via Ashford specific social media.

More detailed survey was carried out around towards the end of the initial pilot provision. It is note-worthy that our service was evaluated as 100% better than others in the area and that it is felt that there is little else to access, particularly with the imminent closure of the Live it Well Centre.

Results from the last consultation survey carried out with service users at the Wellbeing Café:

100% of service users would like the Wellbeing Café to become permanent

100% of service users would like Sunday delivery, 45% on weekdays, and 36% on weeknights

100% report staff to be polite and helpful, 50% go so far as to say they are amazing

100% report that the facilities are clean and tidy

100% report that refreshments are suitable although a few have stated it would be good to see items to suit particular dietary needs such as diabetes and gluten intolerance

50% feel the location is easy to access, 50% feel it could be better located.

91% have had no issues with staff

In comparison to other mental health support service users have stated the following about our Wellbeing café:

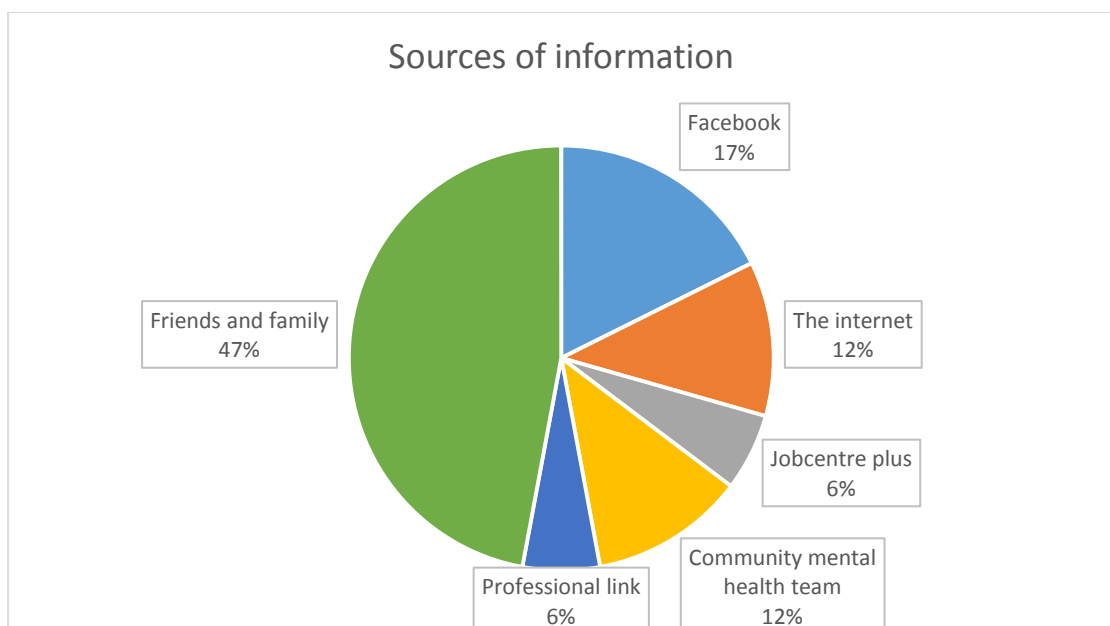
- The crisis team is unhelpful
- Our service works well alongside the main services
- We are more engaged and caring
- 100% better than similar services previously attended

Some reasons given for accessing our service are:

- There is nothing else in Ashford, certainly not evenings and free of charge
- We deliver a good level of mental health support
- The only other option is the crisis team and they are not the best service
- Looking towards the future and recovery
- Advice and socialisation
- Signposting
- Supporting others and receiving support for own issues
- Would otherwise return to being a recluse
- To avoid isolation
- To avoid feeling down and perhaps being in crisis

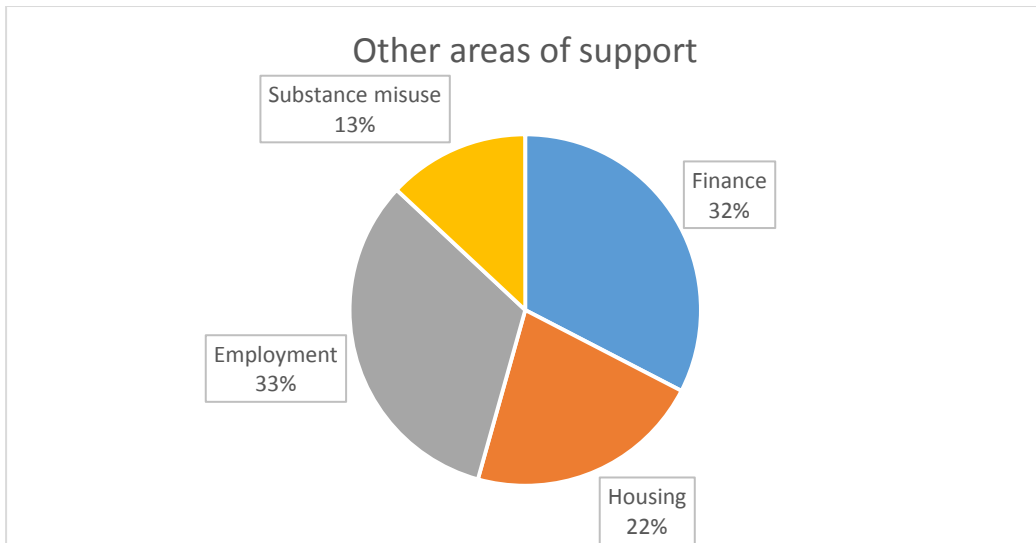
Some suggestions to improve the service are:

- Higher numbers of participants
- More advertising budget and local services being more on-board with spreading the word
- More central location or at least further community policing as there is an issue with loitering youths in the area and smoking just in front of the premise. A few feel it is poorly lit and a little spooky in the area and would prefer to be in the town centre.
- Further staff training including conflict resolution for the odd times these occur.
- Service users have reported the following sources from which they heard of the service:



The service is spreading well through word of mouth indicating that clients feel it would benefit others.

39% of service users have identified other areas that they would like support in



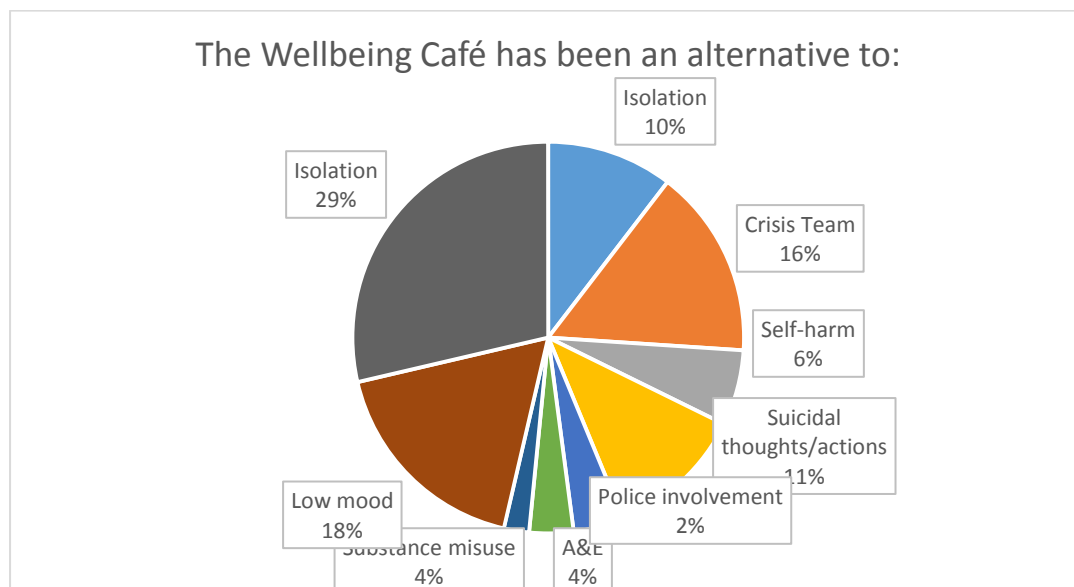
Implications Assessment

Reported impact on Services and those dealing with difficulty in regard to their mental health in the local community

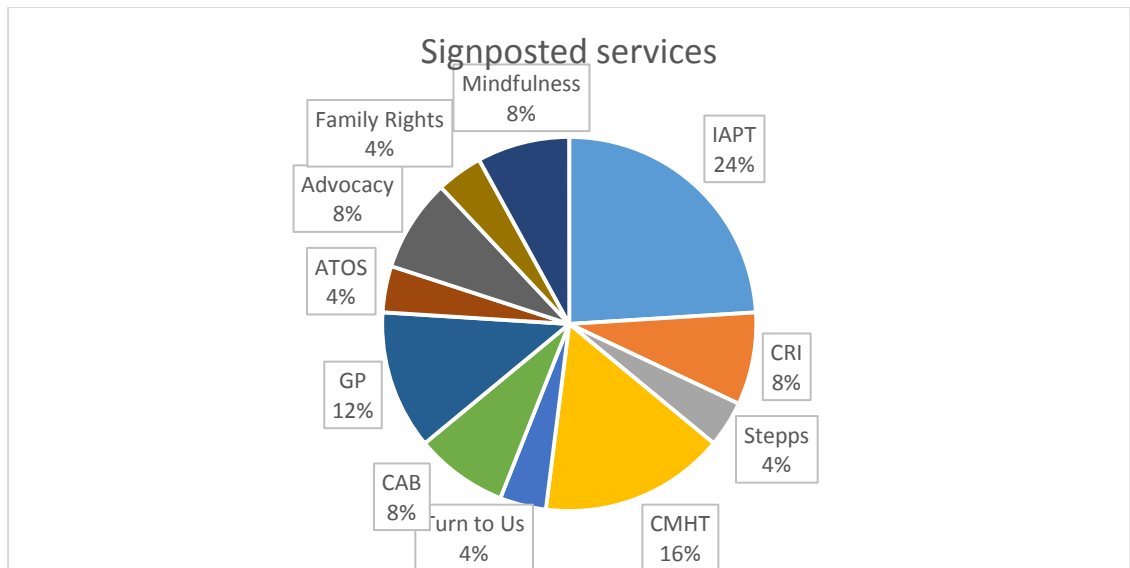
33% of the attendances have been identified as preventing A&E visits, possible hospital admissions, police involvement, or use of the crisis team.

11% of attendances have reported that suicidal thoughts and possible attempts have been averted.

Isolation has been reduced significantly by use of the Wellbeing Café



73% of service users have been signposted to other services



Conclusion

To date the pilot service has seen significant growth in numbers with up to 36 of a current total of 42 individuals over a single weekend. The security that a four year contract would give service users would be significantly salubrious, particularly in light of the imminent closure of the Live it Well Centre. This would also continue to have an exponential knock-on effect of alleviating pressure upon the front line services such as the Crisis Team, A&E, and the Police.

Contacts

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Appendix 1

Risk Assessment – Well-being cafes

Hazard	Who is Affected	What is in place	Risk Level	Additional work required	Responsibility
Slips, Trips and Falls	All staff and service users	<ul style="list-style-type: none"> Pulse and well-being cafes have own risk assessments in place 	LOW	None	
Fire	All staff and service users	<ul style="list-style-type: none"> Pulse and well-being cafes have own risk assessments in place 	LOW	None	
Lone Working	Staff working alone	<ul style="list-style-type: none"> Lone working policy No staff will be at café alone Emergency contact number Book in and out system 	LOW	Ensure minimum two people in café at all times Staff given support number to contact in emergency and notify of arrival and leaving session locations	PO

Hazard	Who is Affected	What is in place	Risk Level	Additional work required	Responsibility
Confidentiality	Service User's details disclosed to other parties	<ul style="list-style-type: none"> • Private room available • Confidentiality policy • Data protection in place 	LOW	Ensure private room available if requested	PO
Service User harm	Service User leaves sessions and harms themselves or someone else	<ul style="list-style-type: none"> • Project brief followed • CRISIS team contacted if considered high risk • Follow up actions taken by support team • Training provision 	LOW / MED	Staff provided clear guidelines on dealing with vulnerable people. Mental health awareness training provided to all staff	PO
Abuse	Staff abused or assaulted	<ul style="list-style-type: none"> • Lone working policy in place • Never single person on site • Emergency contact number • CRISIS team contact 	LOW / MED		PO

Hazard	Who is Affected	What is in place	Risk Level	Additional work required	Responsibility
Safeguarding	Working with vulnerable people	<ul style="list-style-type: none"> • DBS Checks for staff • Safeguarding training • Safeguarding Policy 	LOW	Sessional staff are vetted and approved to have all necessary documentation and completed training.	
Venue	Venue is inappropriate for use	<ul style="list-style-type: none"> • Venue Assessed 	LOW / MED	Venue have been visited by project management and deemed appropriate.	PO
Date Reviewed		Signature	Name	Next Review	
September 2015				April 2016	

Appendix 2

About our service users at the Wellbeing Café

Gender

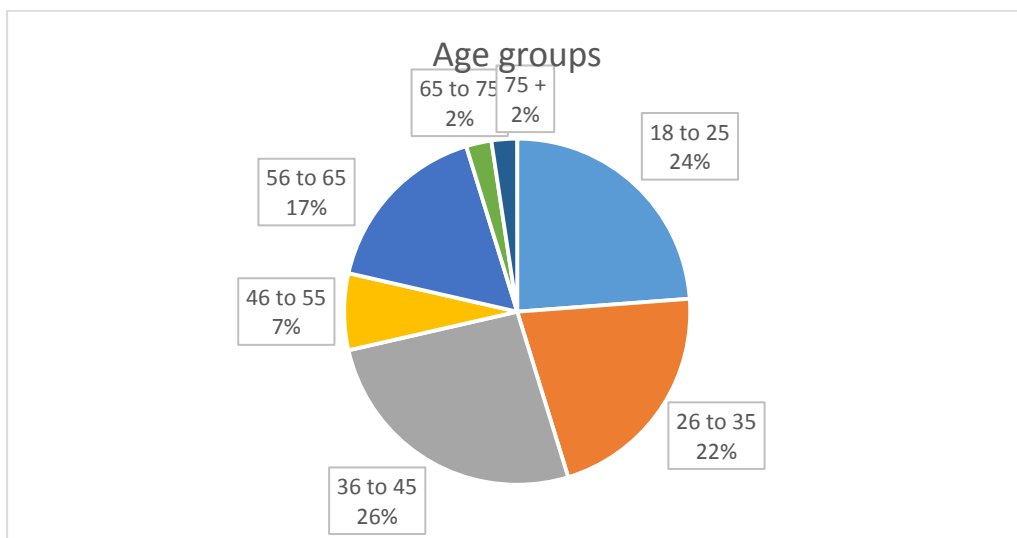
39% are male, 61% are female

Ethnic background

Of those reported 94% are white British and 6% Asian/Asian British – Ashford’s population is just under 90% white British

Age

Service users are quite evenly distributed across age groups up to pensionable age.



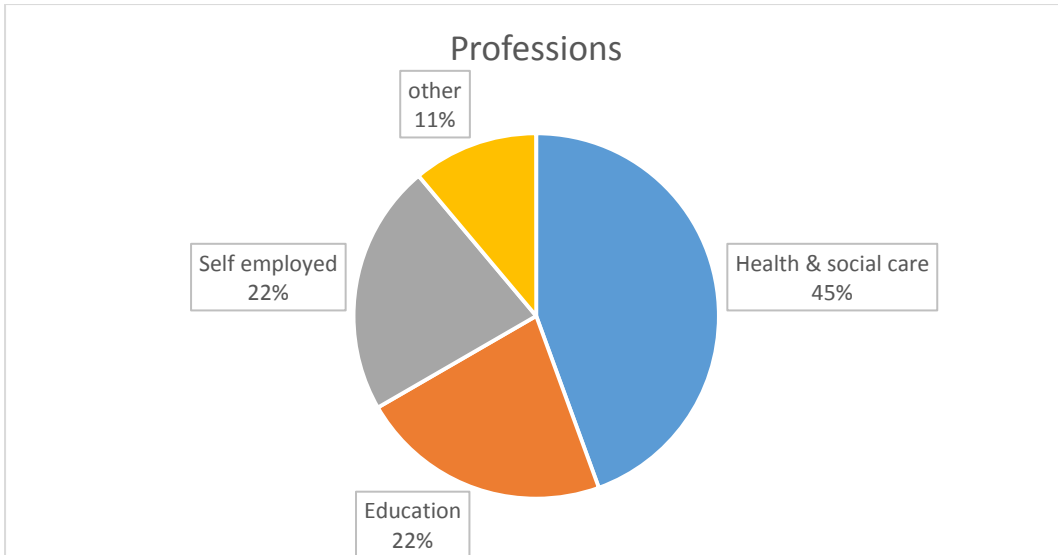
Carers

43% of service users are carers for others

Employment

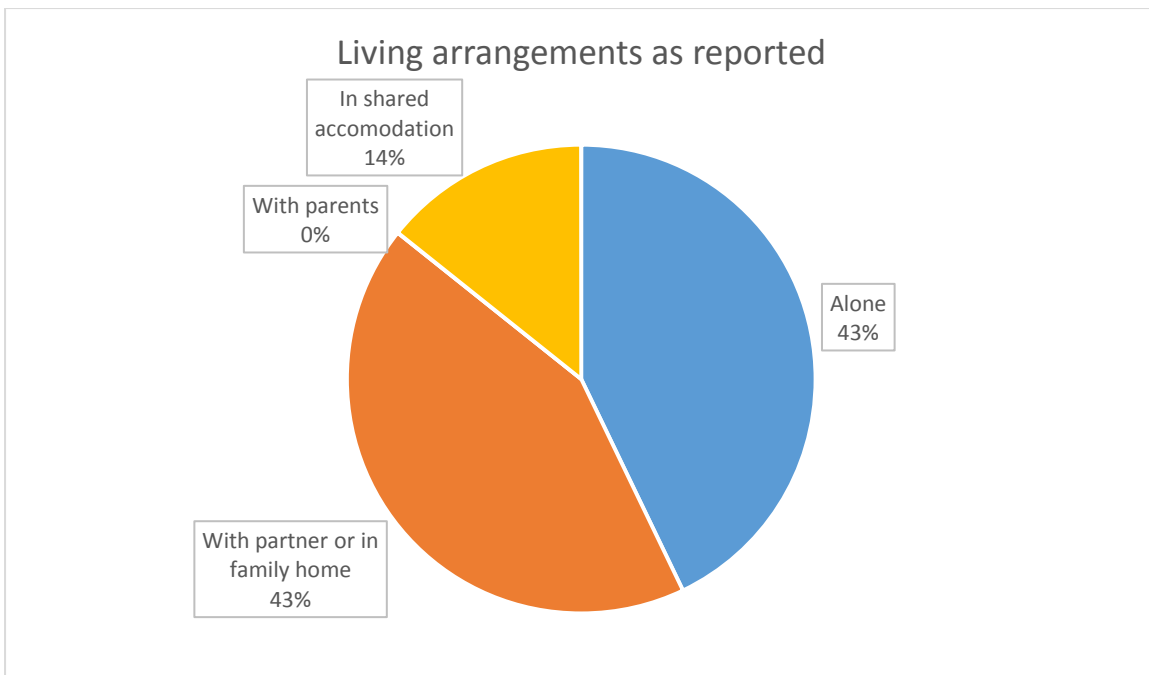
48% are unemployed or voluntary workers, 4% are retired, 9% have not stated

39% are employed with a concentration in health, care, and support work



Accommodation

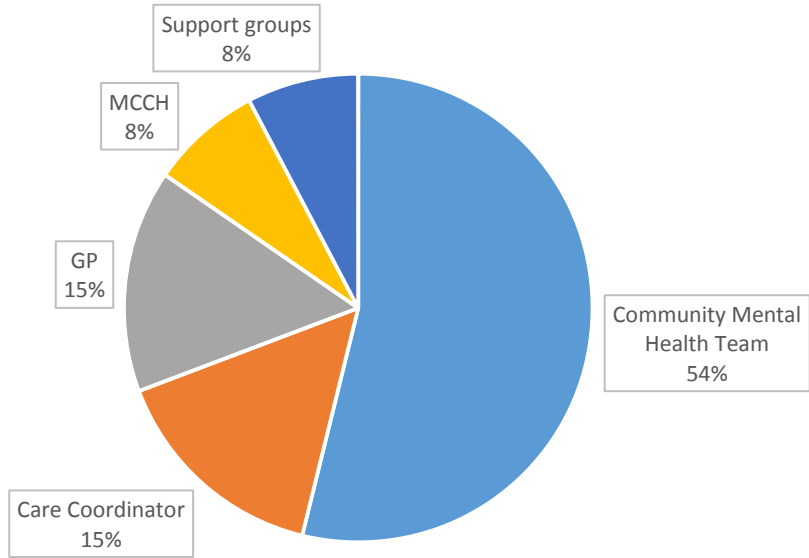
96% are in independent accommodation, 4% in supported living schemes



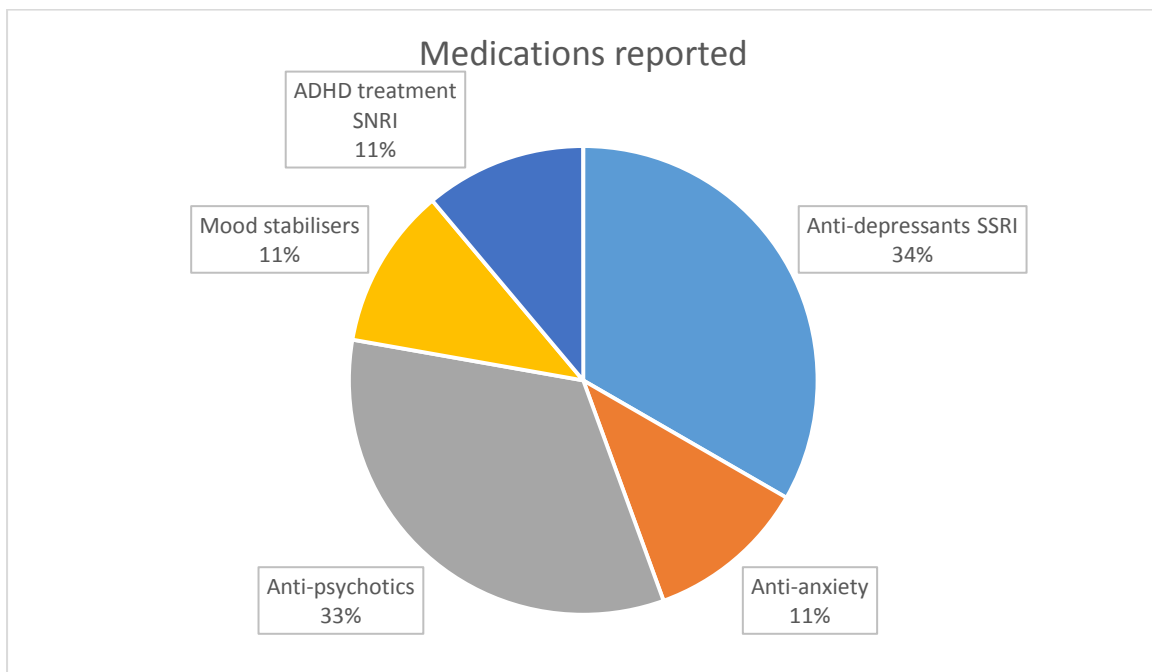
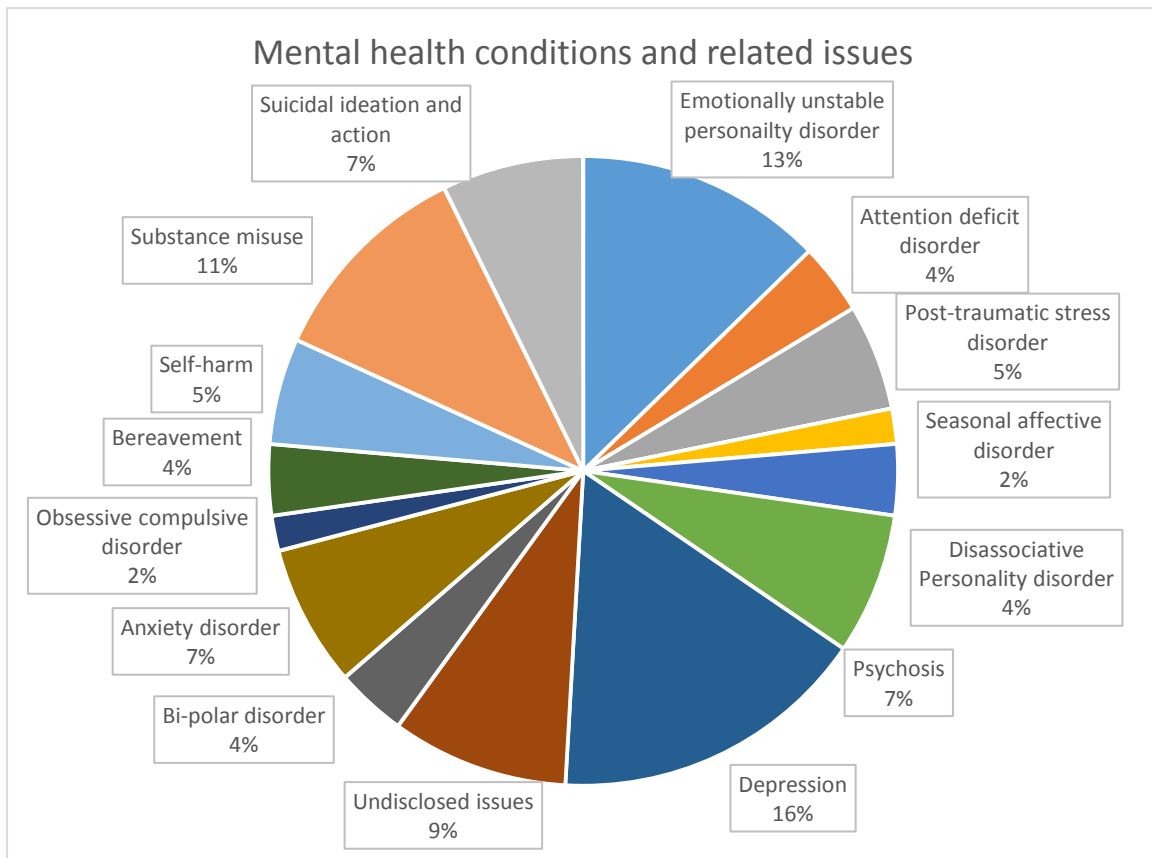
Other mental health services accessed as reported

57% of service users at the Wellbeing Café report using other mental health services.

Mental health services



Identified mental health and related issues as reported



Ashford Wellbeing Café

Date

Wellbeing worker

Service User

DOB

Address

Telephone and email

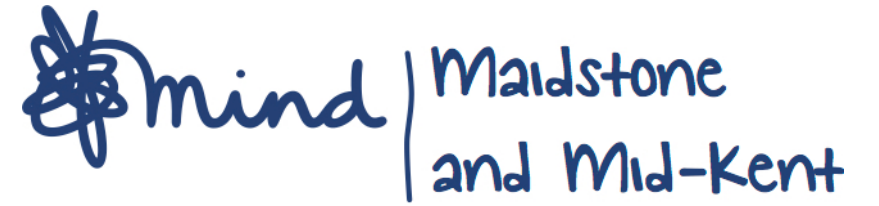
What wellbeing issue did you attend the café for

What would you have done without the café

Are you known to the local Community Mental Health Team	YES / NO
Have you ever contacted the Crisis Team	YES / NO
Have you ever attended a local hospital about your mental health	YES / NO
By attending the café have you used these services less	YES / NO
Do you take prescribed medication for you mental health / wellbeing	YES / NO
Have you medication levels reduced since using the café	YES / NO
Has information from the café allowed you to access additional services	YES / NO
Do you feel you are better able to cope since accessing the café	YES / NO
Do you feel that your mental health and wellbeing are improved	YES / NO
Is "House" a good venue for the café	YES / NO
Would you attend the café it moved to a different location	YES / NO

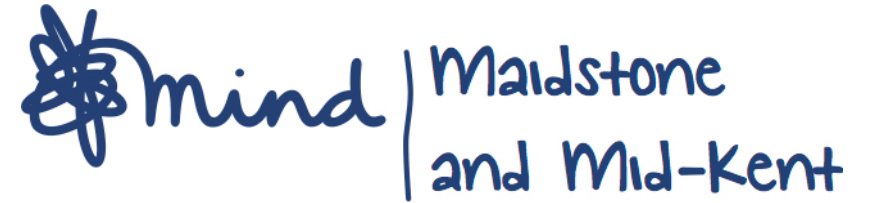
Notes

Further actions required



Ashford wellbeing Café





The purpose of the cafe is to provide out of hours support to people experiencing mental health problems which do not require hospital admission and can be supported by mental health support workers and volunteers.

Attendance at the Ashford Wellbeing Café

We have supported 42 individuals so far – most attend regularly and we average 4 new service users per week.

These have attended a total of 270 times between them

None have ceased use of the Wellbeing Café altogether

79% have used the Wellbeing Café on multiple occasions

24% have used the Wellbeing Café more than 10 times

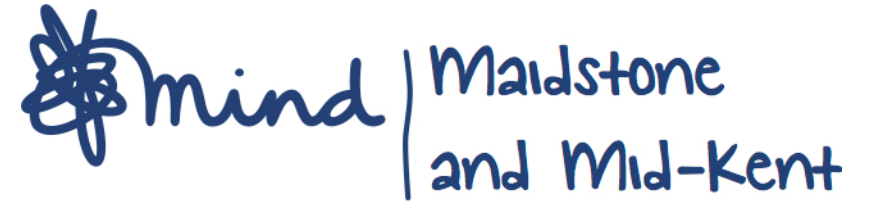
- **Implications Assessment**

- Reported impact on Services and those dealing with difficulty in regard to their mental health in the local community

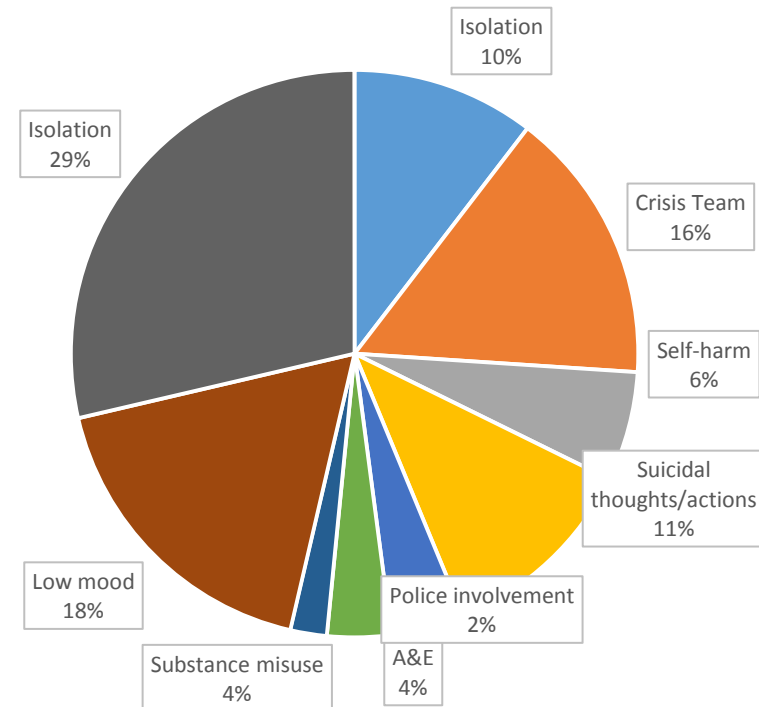
- **33% of the attendances have been identified as preventing A&E visits, possible hospital admissions, police involvement, or use of the crisis team.**

- 11% of attendances have reported that suicidal thoughts and possible attempts have been averted.

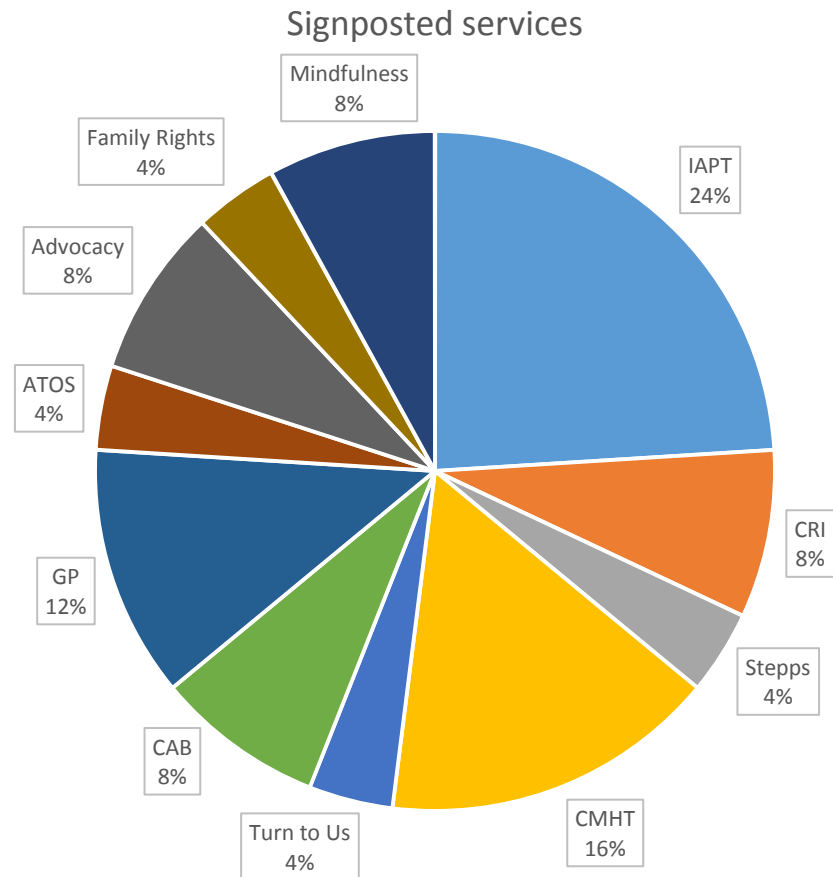
- Isolation has been reduced significantly by use of the Wellbeing Café



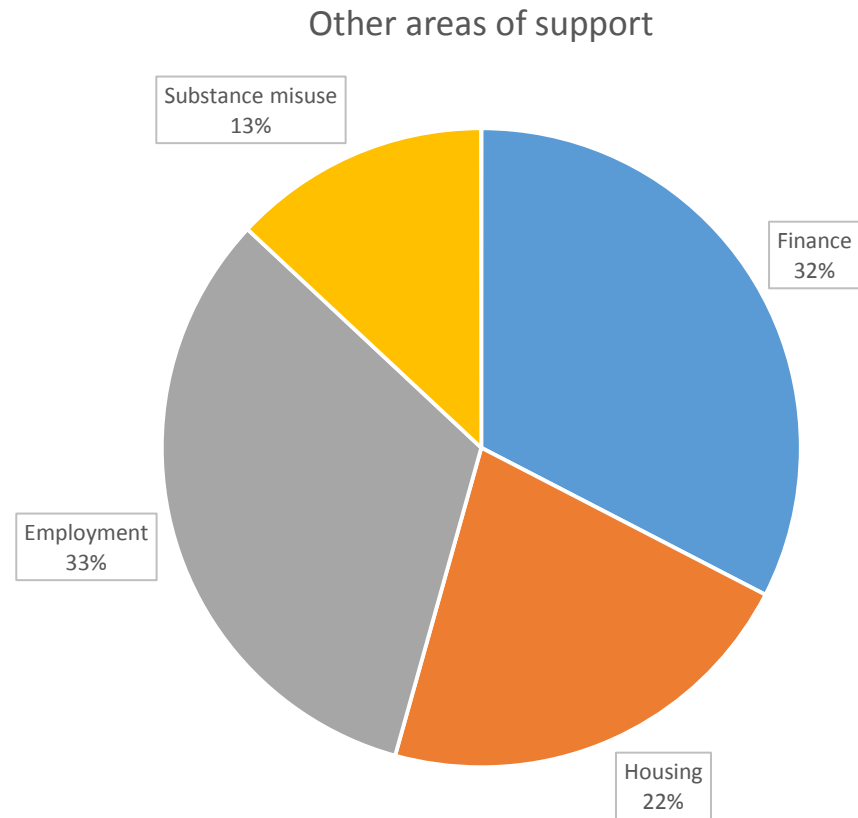
The Wellbeing Café has been an alternative to:



Getting the message across we need your help.



73% of our service users have been signposted to other services



39% of service users have identified other areas that they would like support in.

Conclusion

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