



Trust procedures

**Standard Operating Guidance (SOG) for
Phase One Mental Health Support Hub
(Crisis Cafe)**

This procedure applies Wigan Borough

Document control page

Name of linked Policy/Guidance	
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Brief description of changes following review	

Version control

Version number	Development Timeline	Date
V0.1	All sections	16.01.2021
V0.2	Updated guidance and training section	31.01.2021
V0.3	Updated comments and added infection control plan and security assessment	03.02.2021
V0.4	Added Environment Risk Assessment	09.02.2021

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Introduction

The NHS long term plan sets out the agenda for an enhanced mental health crisis model to support anyone experiencing a mental health crisis. The plan includes the introduction of 24/7 crisis support.

In response to the plan the Wigan provision will include the offer of crisis cafe which will be named the Mental Health Support Hub. The Mental Health Support Hub is a Wigan System integrated partnership that is supported by partners, voluntary and charitable sector. Compassion in Action is one of the charitable organisations involved and is providing the hospitality for the first phase of the implementation.

There will be a phased approach to implementing the Mental Health Support Hub based on COVID19 restrictions and capacity.

Phase One: February to April 2021 will be for services users known to secondary mental health services and those referred by secondary mental health services. Service users will be encouraged to access the crisis line as the first option, where a referral can be made to the Virtual crisis café. Phase one will be staffed by NWBH with support from charitable and voluntary sector with the programme.

Phase Two: April to July 2021 will be open to all people within the Wigan Borough based on the referral criteria and will be staffed by Voluntary Community and Social Enterprises (VCSE) with support NWBH with the programme

Phase Three: July 2021 the provision of two hubs, one Leigh and one Wigan.

Each phase will be monitored via the Mental Health Support Hub implementation group.

The guidance below sets out the standards, operational processes and expectations of the organisations involved for phase one: NWBH, Compassion in Action, We are with You, Ground Work, Health Watch Wigan & Leigh, Wigan & Leigh Carers Centre, Citizens Advice Bureau.

The principles underpinning this guidance are to ensure that all people referred to the service experience the same care pathways and standard of care.

****Due to the Covid 19 pandemic all people referred are encouraged to access the crisis line where a screening can be completed for the virtual crisis café. The Mental Health Support Hub to be accessed as a second option for those that the virtual offer is not appropriate.***

(Crisis line SOP in the documents section for details regarding the virtual crisis café option)

All people accessing the Mental Health Support Hub will have a covid risk screening assessment on arrival and are required to wear face masks and maintain social distancing at all times. The Covid 19 Infection and Control Plan sets out the requirements in more detail.



In the event of the covid symptoms being identified on arrival the person will be accessed to self isolate in the front assessment room and the mental health support staff will discuss a support plan for the evening and arrange safe transfer home.

Aim of the Service

The aim is to provide a safe, supportive environment for those who are experiencing psychological distress requiring support to prevent deterioration. The hub will provide an alternative to supporting people with the aim to prevent unnecessary attendances at A&E and referrals to urgent care mental health services, resulting in better outcomes.

The outcomes measures are as follows:

- Access to the right care at the right time (access to non clinical support services)
- Help to avoid referral to NWBH urgent care teams
- Help to avoid referral to hospital admission and attendance to A&E
- Maintain and develop personal independence and resilience
- Help develop skills and abilities needed to manage future crisis
- Actively signpost to locality based services to support

Service Overview Phase One

The provision is for adults 18 plus who live in the Wigan Borough or are registered with a Wigan G.P and are open to secondary care mental health team. The hub will be available 7 days a week from 4.30pm until 11pm, initially this will be at the Lea Baker Café at Atherleigh Park, Atherleigh Way, Leigh There will be snacks and drinks available provided by Compassion in Action.

There will be an intervention programme for the hub each evening. The focus of the interventions is health and wellbeing which includes signposting to locality based services.

The intervention programme will be varied and include guest speakers.

The Virtual Crisis Café (Virtual Haven) is a trust wide offer and is available for individuals aged 16 from 6pm to 11pm every day, and from 1pm Saturday and Sunday. Services identified as appropriate for the Mental Health Support Hub will be encouraged to access the crisis line as the first option, where a referral can be made to the Virtual Crisis Café. The crisis line is available 24/7 and provides mental health support, advice and triage delivered by assistant psychologist.

Referral Criteria Phase One

The Mental Health support Hub will be available for adults 18 plus who live in the Wigan Borough or are registered with a Wigan G.P and are currently open to a secondary care mental health team. The Mental Health Hub will accept referrals from the care team and self referrals if meeting the following criteria:

- Adults presenting with psychological distress who are not presenting with any immediate risk of self harm/ suicide or harm to others.
- Adults who do not need a clinical environment or increased observation level to manage level of distress or maintain safety.
- Adults who do not have a physical health need that requires qualified intervention.
- Adults who are not under the influence of alcohol or drugs.
- Adults that can consent to engagement in the evening intervention programme for health and wellbeing

The referrals will be managed by Atherleigh Park reception out of operational hours for the Mental Health Support Hub. For referrals via the care team the following checklist information is required and for all referrals a log will be kept including name and date of birth:

1. Adult aged 18 plus presenting with psychological distress YES/NO
2. Open to Think Wellbeing, Recovery Team, Early Intervention and/or Crisis Resolution and Home Treatment YES/NO
3. Up to date Safety Management Plan YES/ NO
4. Immediate risk to self or others YES/NO
5. Under the influence of alcohol or illicit substances YES/NO
6. Not tested positive for covid 19 in the last 10 days and no symptoms related to covid 19 last 24hrs. YES/NO
(Temperature check will be completed as per visitor procedures at Atherleigh Park)

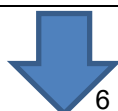
For acceptance points 1-3 need to be YES and 4-6 NO

It is the responsibility of the care team to check attendance and to follow-up any non attendance.

Referral Checklist Appendix One

The Referral Pathway for Phase One at a glance:

Care coordinator/ allocated practitioner to contact Atherleigh Park Reception



Criteria checklist to be completed, name and date of birth added to attendance log book



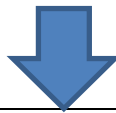
Information leaflet shared including opening hours and directions



Reception to handover the attendance list to the Mental Health Support Hub worker



Mental Health Support Hub worker to meet and greet attendees



Mental Health Support Hub worker to update attendance list with confirmation of attendance

The Mental Health Support Hub workers will not be responsible for any non attendance/ DNA. This is the responsibility of the care coordinator/ referring team to contact Reception the following day to confirm attendance

Self Referral Process: (This option will not be available during the lockdown period)

Attendance Atherleigh Park between 4.30pm and 11pm. Mental Health Support Hub worker to complete the criteria check list.



If criteria met, name and date of birth to be added to the attendance log book. Email to be sent to the duty inbox of the secondary care team open to, attendance information only.

If criteria not met to be signposted to alternative support out of hours

Non Acceptance of Referrals

The Mental Health Support Hub will be delivered by non qualified staff, if there are concerns regarding deterioration of an attendee such as risk to self or others the team will ask for assistance from the duty Crisis Resolution and Home Treatment Team who will advise on the most appropriate pathway.

In the event of a person attending under the influence of illicit substances or alcohol they will be asked to leave, this includes any one presenting in an abusive or threatening manner. The Leigh Baker is a public area and the police will be contacted in response to any concerns regarding any intimidating or aggressive behaviour. The PET team can be called via the staff attach alarms and will be there as a supportive measure for the Mental Health Support staff.

Welcome Procedure

Everyone in attendance to the Mental Health Support Hub will receive a welcome leaflet which will include overview of the service and introduction to the staff and information regarding health and safety procedures.

At the start of evening the staff will present the group charter, fire procedure, basic housekeeping and introduction to the evening interventions programme.

Welcome leaflet Appendix Two

Programme of Interventions

There will be a structure for the interventions programme which will include the following:

4.30pm to 5pm Welcome- hot & cold beverages and snacks
5pm to 5.15pm Housekeeping- group charter, fire procedure, toilets and breaks
5.15pm to 6pm health and wellbeing session
6pm to 6.30pm group chat and break
6.30pm to 7.30pm evening theme intervention
8pm to 9pm locality services
9pm to 9.30pm group chat and break
9.30pm until close mindfulness session

Each evening will vary based on the availability of guest speakers and attendee's do not have to stay for the full intervention programme.

Environment Risk Assessment

A risk assessment has been completed as part of the implementation planning. There are a number of safety points identified as part of the assessment and that the following safety measures are required:

- Toilets to be locked off prior to opening and checked before closing
- Corridor door on automatic locking system at 9pm every evening

To minimise any potential risk, people in attendance will not be permitted to access the corridor area leading to the wards and will be asked to remain in the Leigh Baker area and the main reception area at Atherleigh Park. A checklist has been devised for the health and safety measures.

A copy of the Environment risk assessment and checklist are included in the document section.

Security

A Minimum of 3 staff will on shift at all times inclusive of the reception member. Attack alarms will be available for all staff at the start of every shift in the reception area and a handheld radio, every staff member is responsible for ensuring the device is working prior to signing out.

The staffing rota and monitoring of numbers will be overseen by the Operational Manager for the Urgent Care Pathway and in the event of breach of minimum numbers the Head of Operations will be notified. Every attempt will be made to increase the staffing numbers for the evening.

A security risk assessment has been completed and will be reviewed as part of the monitoring process.

Transport

People in attendance to the Mental Health Support Hub are encouraged to make their own transport arrangements. In the event of an attendee having difficulties in accessing transport due to financial concerns petty cash can be accessed to support public transport fare.

Cleaning procedure

The staff for the Mental Health Support Hub is responsible for the general cleaning of the Leigh Baker at the end of the evening. The Atherleigh Park cleaning team will complete a full clean in the morning before the opening of the Leigh Baker.

Evaluation

During the first two weeks of the phase one opening the team will work with the attendees to develop an evaluation form and with agreement anonymous real time case studies will be captured.

Example Evaluation Form Appendix Three

Training

The team delivering the Mental Health Support Hub will be offered training on mental health resilience interventions, mindfulness, anxiety management and access to a directory of locality services. The team will be offered reflective practice and clinical supervision by the Crisis Resolution and Home Treatment Team Clinical Leads.

Monitoring of compliance with this procedure

Minimum requirements to be monitored	Process for monitoring e.g. audit	Responsible individual, group or committee	Frequency of monitoring	Responsible individual, group or committee for review of results	Responsible individual, group or committee for development of action plan	Responsible individual, group or committee for monitoring of action plan
All sections to be reviewed	Evaluation from staff and attendees	MH support Hub Implementation Group	By end of March	MH support Hub Implementation Group	MH support Hub Implementation Group	MH support Hub Implementation Group

Associated documents

Environmental Risk Assessment



Copy of Copy of Proposed Env Risk As

Health and Safety Checklist



Mental Health Support Hub Health C

Crisis Line SOP



247 Crisis Line SOP 300920 v1.8.docx

Security Risk Assessment



security risk
assessment.docx

Appendices

Referral Checklist Appendix One



Mental Health
Support Hub Referral

Welcome leaflet Appendix Two



draft welcome leaflet
MH Support Hub.docx

Example Evaluation Form Appendix Three



Feedback Form
Mental Health Support