

Step Up to Great Mental Health

An easy read summary of
what you told us

December 2021

Step up to
**Great
Mental
Health**



The opportunity to have your say
www.greatmentalhealthLLR.nhs.uk

About Step Up to Great Mental Health



Mental health is about how we feel about ourselves. Sometimes we feel sad, worried, anxious or depressed. It is important to talk about how you are feeling and to ask for help if you need it.



Leicestershire Partnership
NHS Trust

In Leicester, Leicestershire and Rutland, NHS organisations called **clinical commissioning groups (CCGs)** and **Leicestershire Partnership NHS Trust** had some ideas to make mental health services for adults better.

About Step Up to Great Mental Health



We want to join up mental health services with physical health and social services to help local people to be healthy and happy.

Questions

1. What do you think about it?

☐ Good
☐ Bad
☒ Not sure



From 24 May to 15 August 2021:

- We had a survey online and on paper.
- There were also easy read versions.
- We held events and focus groups.



We wanted to hear what people thought about our ideas. We wanted to hear from everyone including people who use and work in our services.

How many people got involved



4,000+

More than 4,000 people answered the survey. Nearly 250 of these were the easy read survey.



2,500+

More than 2,500 people came to our events. We had 164 events in total.



41

We were also sent 41 letters and emails about the work we were doing.

Who got involved



Lots of different people took part in the survey, but:

- 3 in 4 were white British.
- 3 in 4 were women.
- More than half were aged under 50.



As well as the survey, we held a lot of events with people from different ethnic backgrounds to make sure we heard from lots of different people.

Who got involved



About 2 in 5 said they had a disability or long-term condition which limited their daily activities in some way.



About 1 in 3 said they were a carer.

Our proposal for building self-help guidance and support

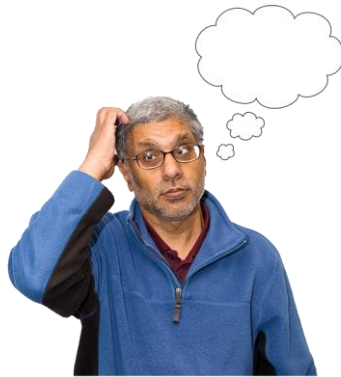


We want to put all the useful information about looking after your mental health together on 1 website. We think this would make it easier for you to find information and get the help you need.



About 4 in 5 people agreed with this proposal. They mainly thought it would help patients to get the information and services they needed quickly.

Our proposal for building self-help guidance and support



About 1 in 10 people **disagreed** with this proposal. They mainly thought patients might not be able to understand or be able to do things like this for themselves.



You told us:

- We needed to make sure the information is accessible to everyone.
- We needed to make sure that other types of support are offered as well as self-help guidance.

Our proposal for introducing a Central Access Point



People might need mental health services at any time, day or night. We opened a helpline which you can phone or text. It also offers British Sign Language and interpretation facilities. We want to keep providing this service for local people, all day and all night.



About 9 in 10 people agreed with this proposal. They agreed that the helpline would make it easier and quicker for people to get the help they needed.

Our proposal for introducing a Central Access Point



About 1 in 20 people **disagreed** with this proposal. They mainly thought the helpline would not give people a good quality of support.



You told us:

- You were worried the helpline would not be safe or useful.
- We needed to do more to let people know about this helpline.

Our proposal for strengthening the role of Crisis Cafés



Sometimes people have a mental health crisis, but do not need medical help.

We have 3 **Crisis Cafés** which give people the space they need. We want to open 22 more Crisis Cafés for local people.

We wanted to know where you would like these to be located.

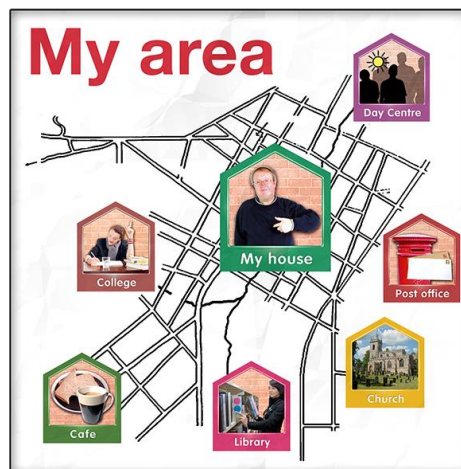


About 4 in 5 people agreed with this proposal. They agreed that Crisis Cafés would help people to get the help they needed.

Our proposal for strengthening the role of Crisis Cafés



1 in 20 people **disagreed** with this proposal. They worried we would not have enough money or staff to open that many Crisis Cafés.



You told us:

- We needed to make sure that other types of support are offered.
- **Crisis** is a negative word, so we should think about changing the name.
- Having 1 Crisis Café in each local area would help people to access this type of support.

Our proposal for improving the Crisis Service



When people are in a mental health crisis and need help in their homes, our **Crisis Service** can help any time day or night. We made some changes to this service during COVID-19. People can now get help through our **Central Access Point** without contacting their GP.



The most urgent assessments would be done in 4 hours. The less urgent assessments would be done in 24 hours. A home visit would be offered if needed.

Our proposal for improving the Crisis Service



These changes mean we can help more people and provide more services in the community or in people's own homes. We also want 2 of our teams to come together to help older people with their mental health.

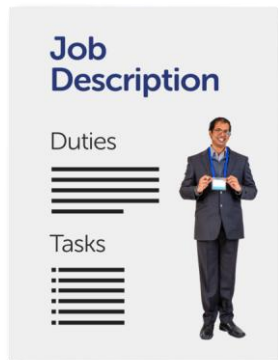


About 9 in 10 people agreed with this proposal. They agreed it would make it easier for people to get the help they needed.

Our proposal for improving the Crisis Service



1 in 20 people disagreed with this proposal. They mainly thought the service would not give people a good quality of support.



You told us:

- We needed to make sure we had enough staff to provide this service.
- We needed to make sure these staff had the right training.

Our proposal for expanding the use of the Triage Car



Sometimes a person's mental health is a factor during a police incident. We have a **Triage Car** that the police and health staff work from, to support people together. We want to make the car available for longer. We want to add a second car, which will support both police and ambulance crews.

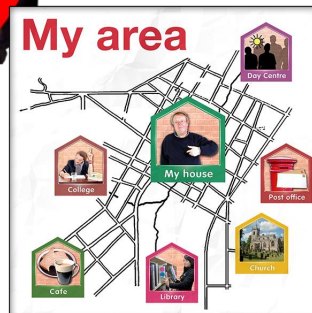


About 9 in 10 people agreed with this proposal. They agreed it would make it easier and quicker for people to get the help they needed.

Our proposal for expanding the use of the Triage Car



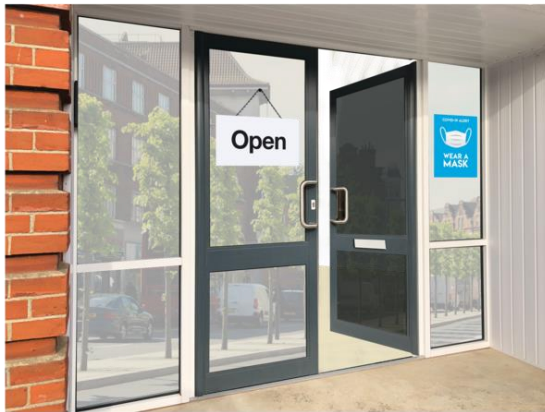
1 in 50 people disagreed with this proposal. They mainly thought the service would not give people a good quality of support.



You told us:

- You did not think the police were the best people to give mental health support.
- We should think about having more Triage Cars in other parts of the county.

Our proposal for a Mental Health Urgent Care Hub



We have opened a new hub at the **Bradgate Unit**, near Glenfield Hospital.

It can give mental health support while A&E treats physical illnesses and injuries. We want to invest in this hub to help take pressure off A&E.



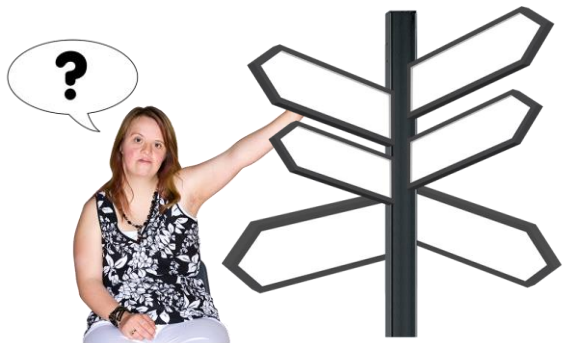
9 in 10 people agreed with this proposal.

They thought it would provide a good service. They agreed it would help take pressure off other services.

Our proposal for a Mental Health Urgent Care Hub



About 1 in 30 people **disagreed** with this proposal. They mainly thought it was too difficult for people to get to – especially on public transport.



You told us:

- We needed to do more to let people know about this hub.
- That some people did not think the Bradgate Unit was a good place to go for treatment.

Our proposal for an Acute Mental Health Liaison Service



A mix of teams have come together to support adults with mental health needs.

They help people who come to A&E and people staying on hospital wards.

We want to keep this service and also start helping older adults from 9am to 5pm, every day.



About 9 in 10 people agreed with this proposal. They mainly thought having these services nearer to A&E would give people a better quality of care.

Our proposal for an Acute Mental Health Liaison Service



1 in 25 people disagreed with this proposal. They did not like the idea that older adults would only have access to the service from 9am to 5pm.



You told us:

- The service should be available to everyone at any time day or night.
- You were worried that A&E was not the best place for people to get mental health support.

Our proposal for joining up support for vulnerable groups



We want to bring together 3 different teams to provide a better service to vulnerable people. We think this would be a better experience for people. We think it would mean we could help more people.



About 3 in 4 people agreed with this proposal. They mainly thought it would make it easier for vulnerable people to get the help they needed.

Our proposal for joining up support for vulnerable groups



About 1 in 10 people **disagreed** with this proposal. They mainly thought the service would not give people a good quality of support.



You told us:

- People may have different needs, so sometimes specialist services provide better support.
- We should think about providing services for the whole of Leicestershire.

Our proposal for providing more services locally



We want to have more mental health services in local communities – nearer to where you live. A new **Community Treatment and Recovery Team** would work across 8 community areas. Another 8 teams would support older people.



About 9 in 10 people agreed with this proposal. They mainly thought it would make it easier for people to get the help they needed. They also agreed it would be a better service for older people.

Our proposal for providing more services locally



About 1 in 30 people **disagreed** with this proposal. They worried that some services would stop.



You told us:

- You were worried that the new service would not be as good for some people.
- We needed to make sure we had the right staff to provide this service.

Our proposal for perinatal mental health services



At the moment, women can get mental health support for up to 1 year after having a baby. We want to increase this, so women have support from before they become pregnant up to 24 months (2 years) after birth.



About 9 in 10 people agreed with this proposal. They mainly thought it would help improve the mental health of the women who used the service.

Our proposal for perinatal mental health services



1 in 100 people disagreed with this proposal. They mainly thought the service could be provided by the Community Treatment and Recovery Teams.



You told us:

- We needed to make sure we thought about the needs of our diverse community.
- We should think about providing this service for longer.

Our proposal for personality disorder services



We want to offer a wider range of treatments for people who find it hard to manage their feelings and thoughts. At the moment, some people are waiting a long time for treatment. We are investing in more staff, who will also offer more therapies to the people who need it most.



About 9 in 10 people agreed with this proposal. They mainly thought it would make it easier for people to get the help they needed.

Our proposal for personality disorder services



1 in 50 people disagreed with this proposal. They mainly thought the service would not give people a good quality of support.



You told us:

- You were worried that we did not have enough staff and money to help everyone who would need this service.
- You were worried that people with other serious mental health needs would not get the help they needed.

Our proposal for a new maternal outreach service



We want to develop a new service to support women who lost their baby in pregnancy or childbirth, or who had a difficult birth.



About 9 in 10 people agreed with this proposal. They mainly thought the new service would make it easier for people to get the help they needed.

Our proposal for a new maternal outreach service



1 in 100 people disagreed with this proposal. They worried that some services would stop.



You told us:

- You were worried that other services would lose money so that we could start this new service.
- We needed to make sure we had the right staff to provide this service.

Our proposal for psychosis intervention and early recovery



We have a team to help people to get better after a mental health crisis. We also help to stop this from happening again. The way we assess people for this service can sometimes take a long time. We want to make this better.



About 9 in 10 people agreed with this proposal. They thought it would help people to get better more quickly and stop them from having a mental health crisis again.

Our proposal for psychosis intervention and early recovery



1 in 100 people disagreed with this proposal. They mainly thought that the current service worked well, so there was no need to change anything.



You told us:

- We needed to think about providing a better quality of care.
- We needed to look at how to make it quicker for people to get the care they needed.

Our proposal for the memory service



If you have problems with your memory, we can assess you for **dementia** and arrange any support you need. We have done more of these appointments online as this is quicker and safer.

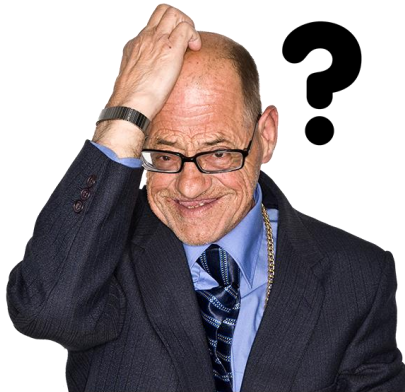


We want to keep providing online contact where people do not need to be seen face-to-face. We also want to provide more advice to doctors, so that they can support their patients.

Our proposal for the memory service



About 4 in 5 people **agreed** with this proposal. They mainly thought it would make it less stressful and easier for people to get the help they needed.



About 1 in 20 people **disagreed** with this proposal. They were worried that some people would not be able to use online appointments.

Our proposal for the memory service



You told us:

- That sometimes people need to be seen in person.
- We needed to think about providing this service in the community or in people's homes rather than in hospital.

Our proposal for community rehabilitation support



People with **complex psychosis** (severe mental illness) sometimes need help with every day tasks. We have started to help more people in the community rather than in hospital. We want to do more of this where we can, and also work with other services to help with housing and jobs.



9 in 10 people agreed with this proposal. They thought the service would help people to get the help they needed. They thought it would help to stop people from having mental health issues.

Our proposal for community rehabilitation support



1 in 50 people disagreed with this proposal. They worried that some services would stop.



You told us:

- You thought the service was already being provided by the Assertive Outreach team.
- We needed to make sure we had the right staff to provide this service.

Thank you

Questions

1. What do you think about it?

☐ Good
☐ Bad
☒ Not sure



We would like to thank everyone who shared their views through our survey and events. The voluntary and community sector helped us to reach people we have not heard from before.



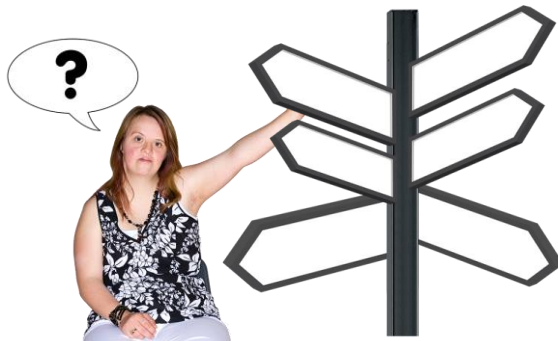
Everything you have told us will help us make mental health services for adults better across Leicester, Leicestershire and Rutland.

Find out more



To see the full report of findings and read more about this work, visit our website:

www.greatmentalhealthllr.nhs.uk



Our website also lists national and local mental health services if you need support:

www.greatmentalhealthllr.nhs.uk/find-support



To get involved in making mental health services better, please get in touch with us.

Telephone **0116 295 0818** or email

LPTPatientExperience@leicspart.nhs.uk