

Access & Experience of Mental Health Crisis Care Services in Leeds by Black & Minority Ethnic Communities

Report of Event

Forty one people from a range of statutory and third sector organisations took part in a learning and information-sharing event on Monday 11th December.

The purpose was to improve the experience of the Leeds crisis care pathways for black and minority ethnic communities.

The event was part of coordinated citywide work commissioned by the Leeds Mental Health Partnership Board in response to the recently published Mental Health Needs Assessment, 'Leeds in Mind 2017'.

The programme of the event is shown in appendix A, and included:

- Perspectives from NHS Leeds Clinical Commissioning Group, Leeds and York Partnership NHS Foundation Trust (LYPFT), & Touchstone.
- Evidence about the experiences and patterns of use of the Leeds mental health crisis care pathways by people from black and minority ethnic communities, compiled as part of the Leeds Crisis Care Concordat Action Plan for 2016/17 in a joint study by LYPFT and Touchstone. The full report can be downloaded from the Touchstone website [here](#).
- Learning from Dial House@Touchstone
- Participants shared and recorded current work and good practice in this area, and then identified developments they plan to explore and take forward in their service or work to improve access to or experience of mental health services for people from black or minority ethnic communities.
- As next steps, agencies and individuals who wished to continue to be involved in developing and delivering an action plan with LYPFT pledged their commitment. (See page 9)

The event was organised by Touchstone and Leeds and York Partnership Foundation Trust. Appendix B lists the organisations of those who took part. The evaluation of the event by participants is shown in appendix C: 82% said 'I learned something today that is relevant to me and/or my work'.

This report summarises what participants recorded during the event, arranged by theme:

- What is working well (pages 2 to 8)
- Developments they plan to take forward (pages 2 to 8)
- Agencies and individuals who wish to continue to be involved in developing and delivering an action plan (page 9).

What is working well and developments participants plan to take forward, arranged by theme:

- Leadership and influencing below
- Measure outcomes and identify needs page 3
- Existing Services page 4
- Co-developing services with people who use them page 5
- Working with black and minority ethnic communities page 6
- Working closely with other agencies page 7
- Staff team reflects the communities we serve page 8
- Development / training for staff page 8

Where delegates did not record their organisation, the organisation column has been left blank in the tables below.

Leadership and influencing

Organisation	What is Working Well	Area to Take Forward
Leeds and York Partnership NHS Foundation Trust (LYPFT)	Commitment from senior leader to make a difference. Internal LYPFT group focusing on this agenda- seeds of change, action orientated.	Promotion of agencies/support available e.g. via Mindwell website.
Touchstone		Increase discussions around cultural competence/confidence. Influence decision makers with “power” to make change.
Dial House @ Touchstone		DH@T to have a voice (to gain funding).
		Race Equality to become a key priority in MH Commissioning strategy (Outcomes, KPIs, Targets, STP, CQUINS, Contract management)
		Start the conversation with staff, assess where we are at

Access & Experience of Mental Health Crisis Care Services in Leeds by Black & Minority Ethnic Communities, 11 December 2017

Measure outcomes and identify needs

Organisation	What is Working Well	Area to Take Forward
Health for All	Measuring outcomes, evaluation. Identify needs, evidence, data collection.	
LYPFT	Lots of data collected. Regular reporting to senior managers and clinicians.	Reporting of ethnicity. Improving patient experience by getting the right outcome measures- design the appropriate measures. Outcome measures- how can we evidence that our services are making a difference.
		Information standards – ensuring people are aware of what to expect
Touchstone		Find out about access and uptake of Leeds IAPT by diverse BME communities. Capture more real time data and act on it swiftly.
Bradford NHS Trust	Currently working on research into the uptake of IAPT services by ethnicity. Happy to share this (Lynne Carter)	
		Consider annual “Count Me In” census across services in Leeds.
		Options around earlier intervention, reasons that people are not accessing these and what we can do?

**Access & Experience of Mental Health Crisis Care Services in Leeds by
Black & Minority Ethnic Communities, 11 December 2017**

Existing Services

Organisation	What is Working Well	Area to Take Forward
	BME Dial House at Touchstone	
Emmaus Leeds	Offers rooms for people who do not have recourse to funds. Support planning- finding out individual goals e.g. attending church, faith centres etc.	
Leeds Mind	Peer support in reach groups with different communities/groups e.g. horizon.	
Touchstone IAPT	IAPT delivering Coping with Depression – 6 week course in Leeds Grand Mosque using faith to help develop culturally appropriate services and improve links with the community. Piloting a new service for asylum seekers with complex trauma.	
Touchstone	Has a BME specific day service which offers 1:1 support and groups. Also specific south Asian womens' support group with BME staff. Wellbean Café - targeting at the heart of communities	
Victim Support	Support tailored to individuals based on needs including culture, support needs etc.	
	Touchstone and Solace deliver Mental Health provision.	

**Access & Experience of Mental Health Crisis Care Services in Leeds by
Black & Minority Ethnic Communities, 11 December 2017**

Co-developing services with people who use them

Organisation	What is Working Well	Area to Take Forward
Dial House @ Touchstone	Listening to our visitors- needs, thoughts, ideas, through focus groups, questionnaires, feedback books.	Develop group work for BME people with MH issues, men's group/women's Involvement from visitors
Carers Leeds		Feedback from carers EBCD
Healthwatch Leeds	Working with service providers to improve service user satisfaction e.g. LTHT Outpatient Department. Influencing decisions on Health and Wellbeing Board. Services are accountable through action plans and follow ups.	
LYPFT		Capturing experiential service user experience via partners to support change.
		Record narratives of those from BME backgrounds who are repeatedly detained, from which to learn (x3)
		Robust service user/carers strategy
Royal College Psychiatrists NCCMH	Co-developing services with people who use them. "Nothing about me without me"	Think how we can use co-production to identify positive practice e.g. involving our experts by experience in service visits. Regularly reviewing services in our PP directory- EBE's to do this.

**Access & Experience of Mental Health Crisis Care Services in Leeds by
Black & Minority Ethnic Communities, 11 December 2017**

Working with black and minority ethnic communities

Organisation	What is Working Well	Area to Take Forward
Battle Scars	We have good BME representation in our closed Facebook support group. We are as inclusive as possible, the support groups are open to all (18+). We focus on managing the self-harm behaviour regardless of background, race etc.	Set up specific groups as required. Translate our information and resources on our website into as many languages as possible with the help of volunteers.
Health for All		Looking into setting (up) groups for people in the community in different areas where there is need. Exploring the gaps of working with Bangladeshi women suffering from mental health and menopause.
Healthwatch Leeds	Targeted recruitment publicity directly in BME community organisations.	
Leeds Survivor-Led Crisis Service		Black male outreach targeting inpatient wards and criminal justice system for Dial House @Touchstone.
Touchstone Community Development Service	Delivering mental health awareness sessions in the community. Training service users to deliver anti-stigma and mental health awareness training (e.g. New View project).	
St Vincent's Support Centre	Multi-disciplinary support centre; <ul style="list-style-type: none"> • Migrant support service • Involvement of volunteers from local community 	Raising awareness of needs and options of BAME and other groups. "Outreach" into local communities.
Victim Support	Community engagement – groups in communities.	
	Working in community, not expecting people to come to us.	
		Community involvement / engagement – list of places/champions

**Access & Experience of Mental Health Crisis Care Services in Leeds by
Black & Minority Ethnic Communities, 11 December 2017**

Working closely with other agencies

Organisation	What is Working Well	Area to Take Forward
Carers Leeds	Good links with Touchstone Networking	
Connect for Health, social prescribing, south & east	Working with other providers who are targeted at BME communities, effectively.	
Dial House @ Touchstone		Commit to work with more services for BME communities for more BME support in the community. Closer links to services in community such as police, ambulance etc.
Forum Central		Connecting our networks- statutory and third sector and profiling third sector services that are supporting people from BME communities effectively.
LYPFT	Partnership work with other services in Leeds. Commitment to partnership approach and actions	
Leeds Mind	Links with national and local initiatives to break stigma.	Development of partnership services to bring specialisations together and to meet identified need.
St Vincent's Support Centre	Multi-disciplinary support centre; <ul style="list-style-type: none"> • Partnerships with other agencies • Links to community support schemes run by church groups 	Develop other links with partners.
Touchstone	Collaborative working	Continued/improved partnership working.
	Partnership working on connecting opportunities project (BBO project). Key focus on migrants and refugees.	
	Networking / Building Trust	

**Access & Experience of Mental Health Crisis Care Services in Leeds by
Black & Minority Ethnic Communities, 11 December 2017**

Staff team reflects the communities we serve

Organisation	What is Working Well	Area to Take Forward
Battle Scars		Recruit volunteers from all backgrounds and races.
Carers Leeds	Diverse staff with community languages BME Carers Support workers	
Dial House @ Touchstone	Having BME staff supporting BME visitors (survivor led). All staff have lived experience of MH issues. BME staff from diverse cultures	
Health for All	We have a team of excellent workers that are representative of the communities we work with.	
Making Space	Has visible BME role models.	
Touchstone	Representative employer	

Development / training for staff

Organisation	What is Working Well	Area to Take Forward
Emmaus Leeds		Staff Training – Crisis services
Health for All	We continually provide CPD for staff to improve their understanding and knowledge base.	
LYPFT	Continuing Professional Development (CPD) for staff to develop knowledge and skills in delivering more culturally appropriate services. Development of staff CPD sessions relating to diversity and inclusion.	
Making Space	Provides excellent on-going training for staff.	
Victim Support	Staff undertaking Mental Health First Aid	

Agencies/individuals who wish to continue to be involved in development and delivery of action plan:

Battle Scars	Jenny Groves
Emmaus Leeds	Almas Sarwar
Forum Central	Lucy Graham
Leeds Mind	Heather McDonald
Leeds Survivor-Led Crisis Service	Fiona Venner
Leeds and York Partnership NHS FT	Wendy Tangen
Leeds and York Partnership NHS FT	Bronwen Maxwell
St Vincent's Support Centre	Jacqueline Williams
Touchstone	Arfan Hanif
Victim Support	Marcia Bravo

If you would like to remain informed and / or participate in developing and delivering the BME action plan, please contact Caroline Bamford on 0113 855 9915 or email caroline.bamford@nhs.net.

Appendix A: Programme of the Event



Leeds and York Partnership **NHS**
NHS Foundation Trust

Access and Experiences of Mental Health Services for BME (Black & Minority Ethnic) Communities

11th December 2017, 1.15pm-4.30pm, Bridge Community Church, Rider Street, Leeds, LS9 7BQ

Programme Outline

	Facilitator
1.15pm - Tea/Coffee & Registration	
1.30 – 2.10pm – Welcome Background and Context Welcome & housekeeping - Arfan City-wide commissioning perspective - Kash LYPFT perspective - Andy Third Sector & communities perspective – Arfan	<i>Arfan Hanif, Operations Director, Touchstone</i> <i>Kashif Ahmed, Mental Health Commissioner, NHS Leeds CCG</i> <i>Andy Weir, Associate Director, LYPFT</i>
2.10 – 2.40pm - Sharing research Access & Experiences of Mental Health Crisis Care Services in Leeds by Black and Minority Ethnic communities	<i>John Halsall, Community Health Development Analyst, Touchstone & Caroline Bamford, Head of Diversity & Inclusion, LYPFT</i>
2.40 – 2.55pm - Sharing models of practice Dial House at Touchstone	<i>Carol Gatewood, Acting Manager</i>
2.55 – 3.10 pm – National research and findings Brighton & Sussex	<i>Ruby Bansel, Diversity & Inclusion Project Manager, LYPFT</i>
3.10 – 3.25pm Break	
3.25 - 4.15pm – Group Action-orientated Discussion Framed under Crisis Care Concordat themes and linked to the emerging themes from the Roads Tunnels and Bridges mapping event. 1. What is working well in your service / area? 2. What developments will you commit to explore and take forward in your service or area?	<i>All</i> <i>40 mins discussion</i> <i>10 mins feedback – 1 point for each question from each table</i>
4.15 – 4.30pm – Review and Next Steps	<i>Arfan Hanif and Caroline Bamford</i>




Appendix B: List of Organisations who took part

ORGANISATION
Advonet
Battle Scars
Carers Leeds
Connect for Health
Dial House@Touchstone
EMBED Health Consortium
Emmaus Leeds
Forum Central
Freedom from Torture
Health for All (Leeds)
Healthwatch
Leeds and York Partnership NHS Foundation Trust
Leeds City Council
Leeds Involving People & Together We Can
Leeds Mind
Making Space
NHS Leeds North Clinical Commissioning Group
PAFRAS - Positive Action for Refugees and Asylum Seekers
Royal College of Psychiatrists
St Vincent's Support Centre
Touchstone
Victim Support
Women's Lives Leeds / Getaway Girls
WY-FI West Yorkshire Finding Independence

Appendix C: Evaluation by Participants

At the end of the event, everybody was invited to complete a short evaluation form about the event. The responses are summarised below.

28 completed feedback forms were received, and 41 people took part in the event, so 68% of people who took part completed a feedback form.

		Agree	Not Sure	Disagree
				
1	The context and discussions at today's event were clear.	96%	4%	
2	The presentations were interesting and clear.	86%	11%	4%
3	I learned something today that is relevant to me and/or my work.	82%	14%	4%
4	I was able to share my views and priorities on today's focus areas.	89%	11%	
5	I made some contacts / links / partnerships that I will be following up after the event.	79%	21%	
6	The venue was comfortable and met my particular needs for the day.	96%	4%	

What did you find most useful about this event?

- Table discussions / sharing (x7)
- Statistics / figures / trends (x6)
- Networking (x6)
- Overview / context (x4)
- Hearing what services are doing address BME/MH inequalitiesx2
- Action planning (x2)
- Collaborative nature of event (x2)
- Local commitment
- Useful that third sector had prominence – good work going on

What did you find least useful about this event?

- The last presentation about Brighton / Sussex (x4)
- Presentations overlapping (x2)
- 'Stats' presentation

Is there anything else you want to say?

- More time on actions would be useful (x2)
- Venue was a bit cold (x3)
- Thank you (x3)
- Good event – identifying issues across the city and actions to move forward.
- Need action after this event.
- We are collectively recognising the agenda again!
- Crisis intervention is just part of the M.H. experience.
- Difficult for people that weren't at PCT event to discuss these points. Would've been good to have more info about that session

I work in: Leeds City Council 0; NHS 5; Third Sector 16; Other 3