





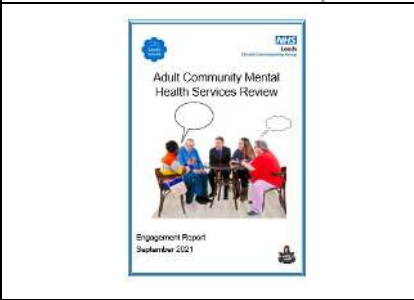

Adult Community Mental Health Services Review



Engagement Report
August 2021



What is this information about?

 <p>The image shows the Leeds Voices logo, which consists of two speech bubbles inside a blue cloud shape with the text 'Leeds Voices' below it. Below the logo, two women are sitting at a round wooden table, facing each other and talking.</p>	<p>Community mental health services in Leeds are changing.</p> <p>Leeds Voices worked with people to find out what they thought about the services so that their ideas can help to develop new ones.</p>
 <p>The image shows the Leeds Voices logo. Below it, a group of four diverse people are standing together. One person is in a wheelchair, and another is holding a large speech bubble that points towards the group.</p>	<p>Leeds Voices do lots of work in Leeds to make sure that local people and communities have their say on any changes to services.</p>
 <p>The image shows the cover of a report titled 'Adult Community Mental Health Services Review'. It features a photo of a group of people sitting around a table. The text on the cover includes 'Engagement Report' and 'September 2021'.</p>	<p>This information tells you about the review of adult community mental health services and what Leeds Voices found out.</p>
 <p>The image shows a man in a wheelchair sitting at a table with another man. They appear to be in a meeting or discussion, with papers and a laptop on the table.</p>	<p>If you need support to understand this information you can ask a friend, advocate or support worker to help you.</p>

The Adult Community Mental Health Services Review

 <p>Community mental health support services</p> <p>HAVE YOUR SAY NHS</p>	<p>The aim of the review was to get lots of different people and groups to work together to think about new community mental health support services in Leeds.</p>
	<p>It was important to involve the people who need support from community mental health services to make sure that the new services being developed are what people need.</p>
	<p>Leeds Voices talked to lots of people they work with and people who attend the different community groups and activities in Leeds.</p>
	<p>Leeds Voices ran 10 groups, this included:</p> <ul style="list-style-type: none">• Online sessions• Face to face meetings• 3 community events



They also used social media to let people know about the group sessions.

They gave out information and links to the survey.



Leeds Voices wanted to work with as many different people as possible so that they could get different views and experiences.



They collected 316 responses from individuals and different groups including:

- People who use mental health services
- Carers
- Refugees and asylum seekers
- Black Caribbean people
- Black African people
- White/Black mixed African people
- White/Black mixed Caribbean people
- Gypsy and Travellers
- People with sensory impairments (hearing and visual)
- People with long-term conditions



- People with a learning disability
- Autistic people
- People from the lesbian, gay, bisexual, transgender, queer, intersex, and asexual (LGBTQIA+) community
- Homeless people

What did people say?



People said that community groups and organisations should be used more to help support people who are in a crisis.

They can offer support in lots of ways including:

- When there are long waiting lists for services support workers could contact people and give them updates.

This would help to reassure people and make sure their situation does not get worse whilst they wait

- Employment courses that are accessible to people. This means that mental health services could tell people about the courses
- Mental health first aid courses should be provided to help refugees and asylum seekers to know the signs of a mental health crisis
- Groups should be available for



people who have moved to the UK from another country.

This will give people a space to talk about any worries or concerns they might have

- People should be able to use different organisations and community groups as part of support in the community
- Monthly meetings could be set up where organisations interested in mental health can get together and share different ways of working
- Employment services working with Gypsies and Travellers could be set up to work with community organisations.

This would help to make sure that people from these communities are not treated differently when they are looking for work



It is really difficult for people to receive counselling. Some people are told that their mental illness is “*not bad enough*” even though they might’ve tried to take their own life.



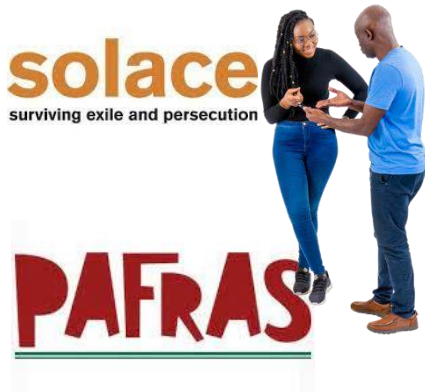
It is difficult for people who use counselling services that are only available for 12 weeks or only for people to talk about certain things.



Employment support services should help people who are having mental health difficulties caused by their employer.



People think that it would be good to link the services offered by Solace and PAFRAS together.



Solace offers mental health and wellbeing support for refugees and asylum seekers.

PAFRAS is a small charity which has been supporting migrant communities in Leeds since 2002.



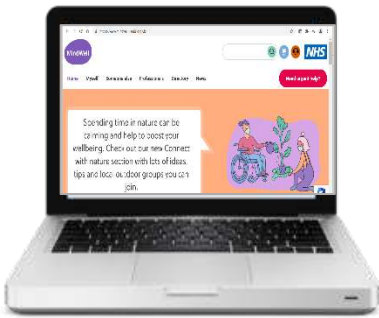
Many people from refugee & asylum seeker backgrounds feel that some support workers don't care or understand what they are going through.



They said that some of the questions they are asked seem like people are being nosy rather than wanting to support them.



Organisations that support people with problems around housing or drugs and alcohol would like to receive professional mental health training.



The MindWell website should be shared and promoted more. Many people who have problems with their mental health do not know about it.

<https://www.mindwell-leeds.org.uk/>



When people with mental ill health are getting better, they should be asked if they would like to get involved in what is happening locally.

This could be a way for people to “*find a purpose*”.



People who have used mental health services and who are part of a mental health network should be working in places like hospitals and supported accommodation.

People using these services would feel more confident and feel that people would understand what they are going through.



Accommodation services should have a phone number that the residents can ring for any mental health concerns.

This is because some residents don't feel comfortable speaking to the staff on site.



Staff in supported accommodation services should do mental health first aid training.


This means that they would be able to support residents with any mental health concerns they might have.



Services need to understand how difficult it can be for Gypsy and Traveller communities to live in houses.

It would help if they worked closely with people so that they can get used to their new accommodation.

How will this information be used?

	<p>NHS Leeds Clinical Commissioning Group will use the feedback that Leeds Voices have collected in this report.</p>
	<p>NHS Leeds Clinical Commissioning Group plan and buy most of the health services for people living in Leeds.</p>
	<p>So that they can make mental health services better they will work with lots of different groups and people including:</p> <ul style="list-style-type: none">• Providers• People who use services users• Family carers
	<p>They will write another report in a years' time to share what has been happening and what changes have been made so far.</p>