

Community Business re COVID-19, Mutual Aid
Theme – **Maintaining community based health & social care**
Host – **Nasim Qureshi, Inspired Neighbourhoods Group**
7th April 2020

Inspired Neighbourhoods – Moving mental health support service from ‘face to face’ to digital

Our Mental Health Service

Inspired Neighbourhoods employs team of eight, seven sessional staff and five volunteers providing mental health service to anyone age 7+ districtwide. Our service consists of:

Naye Subah (New Dawn)

NS supports women and girls from South Asian back ground with mental health challenges (Depression, Anxiety, Stress, Bipolar, Suicidal, Personality Disorder, OCD, PTSD, Schizophrenia etc.) through engagement, self help network and clinical therapies.

Referrals into our service come from GPs, Bradford District Care Trust, mental Health Team and social workers. We provide recovery-based interventions, one to one therapy sessions and mutual support network.

Last year we supported 200 women and girls and our improvement rate is 89 percent.

We are funded by CCG.

Inspired Young and Healthy People

IYHP provide community based mental health support in 18 schools. We employ two staff and 3 volunteers.

The project supports young people who are presenting mental health symptoms. We provide six or seven group sessions to engage up to 10 young people identified by the school for being disruptive, not making progress in learning and showing signs of mental health challenges.

Following group sessions young people are offered one to one therapy sessions and where appropriate family therapy. Last year we supported 82 young people.

We are funded by children in Need and CCG

Isolation and Loneliness Programme (Dostana meaning Friendship)

We employ 2 staff and 3 volunteers. The purpose of this service is to engage people in a mutually supportive network that meets once a week. This is a semi structured group. Our service users set a programme for few weeks, review it and then develop it again. The programme includes confidence building sessions, practise independent travel, budgeting, sessions on health conditions and help available and more importantly building resilient and self-care strategies.

Last year we supported 70 people.

We are funded by Tudor Trust.

Impact of Covid -19

Following is the impact of Covid -19 on the service:

1. Our centres are closed so service users can't access face to face mental health services
2. Staff, Sessional Workers and Volunteers are following government's self-isolation guidelines thus service is stretched due to some staff on sick leave and/ or facing limitation due to children being off school and/ or care responsibilities
3. Our survey of service users shows that older generation (1) do not like and/ or have the skills to access services through digital plat forms (2) do not want to access services from family home due to lack of privacy and confidentiality issues (3) Due to pandemic families are feeling culturally pressured to support family members with health needs thus pausing access to services

Moving to digital delivery - IT and Phone systems

Inspired Neighbourhoods IT is cloud based to accommodate peripatetic nature of our mental health service.

Our phone system is VOIP based thus we provided staff with a landline phone which once plugged at home will act like an extension of Inspired Neighbourhoods office system. This allows colleagues to make internal calls for free, removes the need for using personal phones and service users can ring our usual numbers.

All staff have access to a lap top, phone and access to our IT central drives.

All individually mental health files are maintained digitally and can be accessed from anywhere. (move towards paperless system).

Our reception is now located at receptionists' home and they will Triage phone calls and email details to appropriate service or staff.

What does the service looks like now?

Existing service Users

All service users receive a weekly call to establish how they are coping with their health issues, assessment is made for additional needs for support or therapy and referrals are made for additional support / resources

One to one support and therapy sessions are being delivered through phone, skype and zoom.

Training is given to service users where necessary.

Group sessions are undertaken through zoom and microsoft teams (being trialled). Our service users really appreciate talking to and having an opportunity to see other service users.

For young people we are exploring various digital platform to provide interactive group sessions (<https://mymupdigital.co.uk/>)

New referrals

Since Covid, referrals to our service are increasing steadily and we are asked to be a part of Districtwide support effort coordinated centrally.

Challenges

1. How do you ensure digital based mental health service is accessible by everyone
2. How do you maintain IT equipment and resolve other issues at people homes (solution IT support having remote access). Cost of IT support. Capacity of servers coping with remote traffic.
3. How effective are digital therapies?
4. How do you maintain confidentiality for service user and other engaged in group sessions.
5. How do you provide supervision to your mental health staff (required for all mental health staff)?
6. How do you keep staff motivated and look after their own wellbeing?
7. Cost of people working extra hours?
8. Infra-structure costs?

Other resources

1. Digital platform – <https://mymupdigital.co.uk/>
2. On line courses - <http://bmywellbeingcollege.nhs.uk/>
3. NHS mental health apps - <https://www.nhs.uk/apps-library/category/mental-health/>

Contact details

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Inspired Neighbourhoods Digital Wellbeing Service

Contact us for confidential support with mental wellbeing and advice for welfare, debt and housing.

 **(01274) 665598**

You can also email us with your phone number and we will call you back:
MHwellbeing@incic.co.uk



Inspired Neighbourhoods Digital Wellbeing Service

Your mental wellbeing is important, so during the Covid-19 restrictions on face-to-face contact, we are continuing to give support and advice on the phone, skype and zoom.

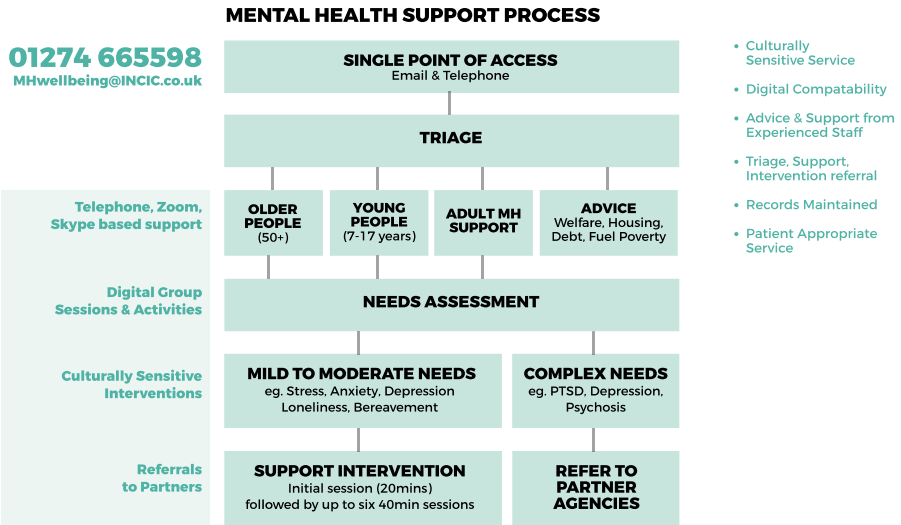
Supporting Adults, Young People and Elderly in the Bradford District

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March 2020