

Appendix 1

Community Service – Mental Health Recovery Model – outcomes of co-production

Co-production activities began in July 2022 and remain ongoing.

This report provides a summary of co-production outcomes to date (as at 2.9.22). A range of activities have been undertaken, using different approaches.

1. Online survey, carried out in partnership with Rotherham and Barnsley Mind

120 surveys were sent out to a cross section of Mind service users who live in Rotherham and have lived experience of services in their local area.

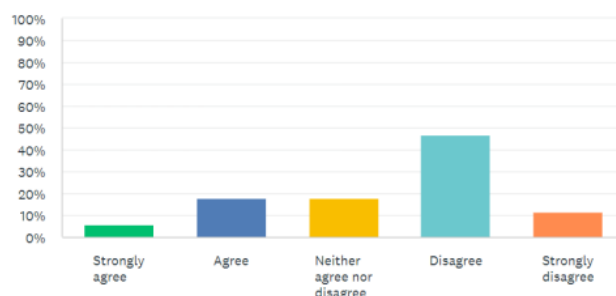
Response rate: 40% (52 responses).

Summary of responses to date (further responses expected):

- 11% said they are currently using other mental health support services (in addition to Mind).
- 35% first accessed mental health support services as a self-referral, 35% were referred by a health professional, 30% other.
- When asked 'how easy or difficult it was to get the help they needed', responses included:
 - 'My referral was through my GP and it was relatively easy'*
 - 'I had to continually chase for updates on my referral'*
 - 'I was on a very long waiting list and had to wait for help'*
- When asked whether they 'feel supported enough to live independently', 62% of respondents answered yes, 8% no, 30% not applicable.
- When asked how much they agreed with the statement 'I feel that mental health support services are available and can be accessed when I need them', 47% disagreed and 11% strongly disagreed (see table 1 below for all responses).

Table 1

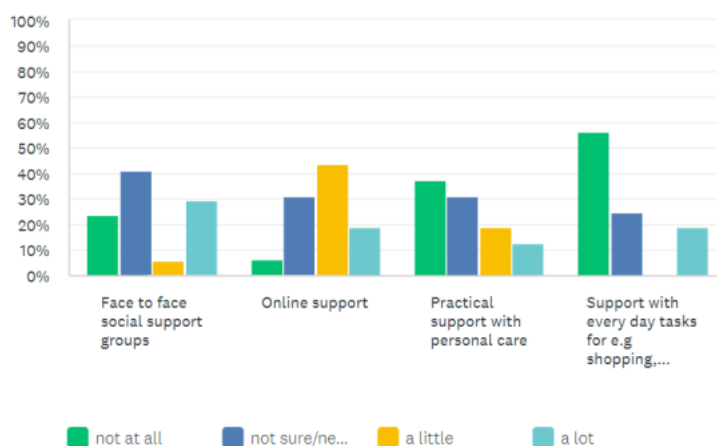
How much do you agree with the following statement: I feel that mental health support services are available and can be accessed when I need them



- Respondents were asked about different activities/services and how much they thought they could help to support or improve their mental health (see table 2 below for all responses):
 - 35% said face to face and social groups would help to support / improve their mental health.
 - 60% said online support would help to support / improve their mental health.
 - 30% said practical support with personal care would help to support / improve their mental health.
 - 18% said support with every day tasks would help a lot to support / improve their mental health.

Table 2

How much would the options below help to support or improve your mental health?



2. Face to face group sessions, carried out in partnership with Rotherham and Barnsley Mind

Three group sessions with a total of 38 Mind service users and one group session with 6 Mind staff were held at Mind. Mind staff facilitated the sessions with service users, RMBC commissioning staff facilitated the session with mind staff.

Summary of responses:

Service user sessions

- Service users feel that there is a lack of awareness of support services that are available to them and this is particularly relevant following a stay in hospital or when supporting someone living independently.
- Attendees talked about a lack of information that is available to know where to turn in a time of need and an over reliance on their GP for support and referrals.
- Most commonly service users are heavily reliant on their family or friends for day to day help with their needs.
- Many service users have challenges with accessing services or support networks due to a lack of digital capability and are therefore unfamiliar with accessing support through websites or don't have equipment to access support networks.
- Timescales and backlogs result in people not being able to access the support they need in a timely fashion. Feedback from all groups commented that time delays were the largest contributor to individuals mental health challenges.
- People expressed their lack of knowledge and that much of their information comes from word of mouth and sharing of experiences from friends, family and neighbours.
- Many service users have challenges accessing information and don't know where to go for support.
- It was thought that many services work in isolation and there is a need for a more joined up approach to better connect people to the help they need through a variety of support networks.

Mind staff session:

- It was felt that currently there are limited mental health support options available for people.
- Interim crisis support and services to support people after discharge from hospital were felt to be particularly lacking.
- Strong support for more supported living, floating support, the flexible use of hours for home care support, step up /step down support.
- Need for greater information sharing amongst professionals and training across pathways was highlighted.

- Importance of managed peer support groups as preventative services.
- Difficulty reaching out to BAME service users.
- Concern expressed about service users who fall between 'criteria' based support.

3. Face to face discussions, carried out by Absolute Advocacy

Nine individual face to face discussions have been held with people receiving acute service provision. The Mind survey was used as a basis for discussions.

Summary of responses to date (further responses expected):

- Support which was identified by people as being needed to live independently:
 - Keyworker support
 - More places to go and leisure activities
 - Banking and domestic support
 - Help with money and going out
- (89%) said face to face and social groups would help a lot to support / improve their mental health.
- (67%) said 'strongly disagree' to 'I feel that mental health support services are available and can be accessed when I need them'.

4. Face to face group session with RDASH/RMBC Mental Health Team/Brokerage Support Service staff

A group session was held with six staff (practitioners / professionals) supporting people living with mental ill health.

Summary of responses:

- Attendees discussed the need for more supported living, floating support, the flexible use of hours for home care support, step up /step down support.
- Importance of understanding the client group and their needs, to ensure the right service is put in place.
- Training standards to be made clear to providers.
- Training needed more widely for staff on services available / pathways.

5. Further co-production activities planned

Online survey – any additional responses received will be incorporated.

Rotherham Show, 3 and 4 Sept – Mind undertook a short survey of members of the public to gain feedback about mental health care and support services in Rotherham. Responses to be collated.

Market engagement event, 9 Sept – supported living providers invited to attend a market engagement event.

Face to face discussions with people receiving acute service provision – Absolute Advocacy plan to carry out a further 11 individual discussions.