

**NHS England and NHS Improvement Mental Health  
COVID-19 Response Cell (March 25th)**

**Partnership working with the  
voluntary community services to  
deliver support in the community**

# **NHS England and NHS Improvement Mental Health COVID-19 Response Cell (March 25<sup>th</sup>)**

To help maintain safety in the community, voluntary community services may be well-placed to provide:

- peer support
- family/carer support
- befriending
- telephone or social media outreach/listening support

# Supporting People with Mental Health Problems

- SAFETY
- TRUST
- COLLABORATION
- CHOICE



SAFETY

TRUST

COLLABORATION

CHOICE

# Known and in contact?

People who are already **known** to mental health services



People who are **not known** to mental health services



# SAFETY

## **COVID-19 Response Cell : Mental Health Services must...**

- Make patient safety a paramount concern
- Provide risk stratification to determine who is most at risk physically and mentally
- Prioritize who is most at risk of becoming mentally unwell and prioritize contact, in partnership with the VCS where appropriate

**SAFETY**

**Risk**



In contact with services

- Do you have an agreement with services about how to contact them?
- Do you have a **safety plan**?
- What plans have your team put in place if you don't feel safe?

**SAFETY**

**Risk**



**In contact with services**

**A Safety Plan:** A person should already know

- How to make an urgent GP appointment
- How to contact the local mental health team for urgent support
- Mental Health Support Line (out-of-hours)
- How to contact Emergency Services

**SAFETY**

**Risk**



Not in contact with services

- Do you know how to make an urgent GP appointment?

- Do you know how to contact your local **Single Point of Access** (adult or CAMHs)

**Our Single Point of Access is .....**

- Local arrangements for A&E assessment

- How to contact Emergency Services





**SAFETY**

**Our Single Point of Access is ...**

## **COVID-19 Response Cell**

- Providers must enhance their **single point of access** (SPA) lines so they are available 24/7.
- SPA will need to work closely with social care and voluntary community services in providing a response

# SAFETY

## Risk from others

- Domestic violence and abuse

Home Office Guidance on domestic violence which details support available

<https://www.gov.uk/government/publications/coronavirus-covid-19-and-domestic-abuse/coronavirus-covid-19-support-for-victims-of-domestic-abuse>

# SAFETY

## Emotional Safety

- I feel safe to talk about my feelings and my difficulties
  - Listen
  - Non judgmental
  - Empathy (validation)
  - Maintain boundaries (appropriate to role)

# TRUST

- I trust the person who is supporting me
  - I know what to expect
  - I know they will do what they say they are going to do
  - They act in a respectful way toward me
  - They maintain boundaries

# TRUST

Don't take it personally when a person finds it hard to trust you

People with mental health problems tend to have more negative experiences with other people making it more difficult to trust others

# COLLABORATION

- What ideas have you had about the things that might help?
- What has helped in the past when you've had problems like this? What hasn't helped?
- Would it be useful to look at some information on sources of support?
- What would be helpful for you to do and what can I do to support you with this ?

- **Every Mind Matters**

Resources specific to concerns related to COVID-19

<https://www.nhs.uk/oneyou/every-mind-matters/>

- **IAPT services across England**

<https://www.nhs.uk/service-search/find-a-psychological-therapies-service/>

- **YoungMinds**

Guidance for children and young people on the coronavirus and mental health & advice for parents.

[https://youngminds.org.uk/?gclid=EAlaIQobChMIvsby6LjT6AIVVuDtCh0xzQ4\\_EAAYASAAEgJN2vD\\_BwE](https://youngminds.org.uk/?gclid=EAlaIQobChMIvsby6LjT6AIVVuDtCh0xzQ4_EAAYASAAEgJN2vD_BwE)

# Building up a local picture

- How do you know what's available in your area?
- Make contact with your Local Authority public health team - *community and services directories* held at local authorities.
- What are the lifestyle and health and wellbeing support services available locally?

<https://www.socialprescribingnetwork.com/>



# Support during self-isolation

- **Social Prescribing** providers may be offering telephone sessions and many GP surgeries may have a social prescriber.

Example <https://enablelc.org/socialprescribing>

- **Covid 19 support line provided by council.** May be able to signpost people to services.

- **Helplines:** <https://www.nhs.uk/conditions/stress-anxiety-depression/mental-health-helplines/>

- **Befriending services**

Befriending on the telephone <https://www.ageuk.org.uk/>

- Independent Age, but please note their helpline is currently closed.
- Silverline (very similar to Samaritans but specifically for older adults) <https://www.thesilverline.org.uk/>

# Websites with wellbeing support

- Mind - Coronavirus and your wellbeing

<https://www.mind.org.uk/information-support/coronavirus-and-your-wellbeing/#TakeCareOfYourMentalHealthAndWellbeing>

- Public Health England: Every Mind Matters:

<https://www.nhs.uk/oneyou/every-mind-matters/>

- Anxiety UK - advice and helpline

<https://www.anxietyuk.org.uk/blog/health-and-other-forms-of-anxiety-and-coronavirus>

- Mental Health Foundation - Looking after your mental health during coronavirus outbreak

<https://www.mentalhealth.org.uk/publications/looking-after-your-mental-health-during-coronavirus-outbreak>

- OCD Action - skype/phone support groups  
<https://www.ocdaction.org.uk/support-groups/online2>
- Place2Be Talking to children about coronavirus  
<https://www.place2be.org.uk/about-us/news-and-blogs/2020/march/coronavirus-information-for-children>
- RCOG - Advice for pregnant women  
<https://www.rcog.org.uk/en/guidelines-research-services/guidelines/coronavirus-pregnancy/covid-19-virus-infection-and-pregnancy>
- BEAT for people with eating problems disorders and they have tailored the advice to the current pandemic and more time at home.  
<https://www.beateatingdisorders.org.uk/>

# Mental Health apps free from the NHS

- **The Big White Wall** - Big White Wall is an online community for people who are [stressed](https://www.nhs.uk/apps-library/big-white-wall/), [anxious](https://www.nhs.uk/apps-library/big-white-wall/) or feeling low. <https://www.nhs.uk/apps-library/big-white-wall/>
- **Catch It app** - Learn how to manage feelings like [anxiety](https://www.nhs.uk/apps-library/catch-it/) and [depression](https://www.nhs.uk/apps-library/catch-it/) with Catch It. The app will teach you how to look at problems in a different way, turn negative thoughts into positive ones and improve your mental wellbeing. <https://www.nhs.uk/apps-library/catch-it/>
- **Feel Good Positive Mindset** - Relax your body and mind with a series of audio tracks designed to help you build confidence, energy and a positive mindset. <https://www.nhs.uk/apps-library/feeling-good-positive-mindset/>
- **My Possible Self:** The Mental Health app - Use the simple learning modules to manage fear, anxiety and stress and tackle unhelpful thinking. <https://www.nhs.uk/apps-library/my-possible-self/>
- **Stress and Anxiety Companion** - Using breathing exercises, relaxing music and games designed to calm the mind, the app helps you change negative thoughts to help you better cope with life's ups and downs. <https://www.nhs.uk/apps-library/stress-anxiety-companion/>

# The Role of IAPT Services

- Depression and anxiety including panic disorder, obsessive compulsive disorder, generalized anxiety disorder, social anxiety disorder, PTSD, & health anxiety
- For **IAPT services across England** your local IAPT service can be found using the guidance at the following website

<https://www.nhs.uk/service-search/find-a-psychological-therapies-service/>

# CHOICE

- I have choices about the services I receive
- I have control over the kinds of services I receive, including when, where, and by whom the services are offered
- People really listen to what I have to say about things

# CHOICE

What are we trying to achieve?

## Self-activation

- What I will do **this week?**
- What will I do **today?**
- **When** will I do this?
- How **confident** am I that I can do this?
- What could I do to feel **more confident?**