



Wakefield Mental Health Provider Alliance

Mental health and wellbeing services

**Support available for adults in the Wakefield district
during the coronavirus pandemic**

Introduction

December 2020

This guide has been created to help provide local health, care, housing and voluntary and community professionals in Wakefield, with up to date information on the current mental health and wellbeing services and support available for adults.

24-hour mental health helpline

There is a 24-hour mental health helpline for anyone registered with a GP in and Wakefield (and Barnsley, Calderdale, Kirklees). Commissioned by local Clinical Commissioning Groups, the service supports people who are:

- At risk of developing mental health problems
- Diagnosed with common mental health problems
- Accessing mental health support
- Experiencing mental health distress
- Seeking information, advice and support

The helpline will provide a listening ear, emotional support and guidance to adults with new or existing mental health conditions. It will also provide information, advice and support to carers.

The new service will complement mental health services already available locally.

The service can be access by calling **0800 183 0558**.

Turning Point talking therapies (IAPT)

Turning Point deliver talking therapy services in Wakefield and are available for people aged 16 and above who are registered with a GP surgery in Wakefield.

As an Improving Access to Psychological Therapies (IAPT) service they provide free talking therapies for anyone who is experiencing elements of low mood and depression, anxiety and/or stress. They also provide a range of treatment for more specific issues.

Turning Point are committed to continuing to be available for those requiring support; adapting service delivery in line with the government advice to protect both people that use their services alongside staff. The service is therefore still open and taking referrals, but do not currently have any sites open to the public.

All face to face groups and workshops have been suspended for the foreseeable future but digital workshops and groups are now available, and all therapies are being offered either over the phone, via video or online.

Referrals are being taken either over the telephone or online and enquiries can also be made via email.

The service is still open 8am until 8pm Monday to Friday, Saturday 9am-4pm and Sunday 10am-4pm.

Contact

Telephone: 01924 234860,

Email: wakefield.talking@turning-point.co.uk

Website: <https://talking.turning-point.co.uk/wakefield/>

Primary care

Primary care is still available for patients in the Wakefield District.

Wherever possible, appointments will be provided by phone or video consultation. Practices are requesting that patients do not attend the practice unless they are asked to come in for an appointment. If they are required to come to the practice, this will be made clear when they book their appointment via telephone.

Each of the seven primary care networks currently have one 'red' practice designated for patients with Covid-19 symptoms and the remainder are 'green' practice sites for patients presenting with non Covid-19 symptoms. This means that seven practices will direct patients to another practice in their network.

Patients are encouraged to continue to make appointments with their GP practice for mental health support. Practices will continue to provide advice and help or refer on if appropriate.

Out of hours primary care services continue through GP Care Wakefield; where possible support will be provided by telephone/video consultation. Patients can call their GP practice number as normal and they will be diverted to the GP Care Service if the practice is closed. For those patients who contact NHS 111 for support, NHS 111 will also re-direct calls to GP Care Wakefield.

You can find out more about GP Care Wakefield on the Conexus website:

<https://conexus-healthcare.org/evening-and-weekend-appointments-wakefield/appointments-during-coronavirus/>

Adult mental health services provided by South West Yorkshire Partnership NHS Foundation Trust

All adult mental health services provided by South West Yorkshire Partnership NHS Foundation Trust continue to operate and accept referrals.

This includes services such as:

- 136 suite

- Community mental health team (CMHT) East and West
- CMHT older people's service
- Forensic outreach liaison service (FOLS)
- Intensive home based treatment team
- Memory service
- Perinatal mental health
- Psychiatric liaison
- Rapid access service
- Single point of contact (SPA)

All support, treatment and interventions provided in the community have been adapted to ensure that social distancing is practice; protecting service users and staff.

Staff in community teams are agile working from home where appropriate, and are utilising technology for meetings, clinical discussions and clinical sessions.

Face to face appointments and visits continue to be provided where this is deemed essential, with appropriate risk assessments and safeguards in place including PPE.

Telephone contact is being maintained with service users and the use of technology to enable to provide psychological therapy interventions remotely is being explored.

The perinatal service continues to provide group work and assessments of mother and baby interactions virtually. Group interventions for the majority of other services have been cancelled temporarily with digital options currently being scoped to deliver these virtually in the near future.

Contact

For service contact details or referral information, please visit the South West Yorkshire Partnership NHS Foundation Trust service directory at:

www.southwestyorkshire.nhs.uk/services/

Wakefield Safe Space

The Wakefield and district Safe Space is now being mobilised and is open for virtual support on Friday and Saturday evenings, soon to include Sunday evenings.

Safe Space provides a non-clinical setting where people, aged 18 or over, can attend or be signposted to, when they are distressed, feeling anxious or low in mood, are in a crisis or at risk of going into crisis.

They are welcomed by skilled people who listen, signpost, and help them to build their personal resilience.

A mental health crisis is when someone feels their mental health is at breaking point, and they need urgent help and support. Some people feel in crisis as part of ongoing mental health problems, or due to stressful and difficult life experiences, such as: abuse, bereavement, addiction, money problems or housing problems. Or, for some people, there might not be a reason.

Service care pathway

Adults aged 18 and over in emotional distress can either self-refer to the Wakefield Safe Space or be signposted/referred to it by partners. You do not need a diagnosis of mental ill health in order to access the Safe Space.

It is a space where people can find support and access to non-clinical individuals skilled in de-escalating crises. The Safe Space supports individuals in their recovery; developing their own unique toolkit to help manage and prevent future crises, and building personal resilience.

Making a referral

Professionals and people who need support can contact the service and make a referral by calling: **07776962815**.

Whilst the current offer is virtual, with a mix of online 1:1 support and social space, a face to face offer is currently being built to complement this and more information will be provided soon.

Wakefield Check in and Chat

The Check in and Chat service is a referral system for organisations, health professionals, statutory and voluntary organisations.

It's for anyone partners come across who they feel is isolated, vulnerable or anxious who would benefit from a call from a trained volunteer. This will be a 20-30-minute chat to check they're ok. Further calls can be booked at the caller's request.

The service uses a secure online referral system which is accessed via the link below.

It also uses Samaritans third party referrals if volunteers are particularly worried about a caller, plus everyone has a full, current and available local signposting list.

The service is available between 10am and 10pm. Volunteers are supported by a leader who they call after a shift or during, to offload. Self-care is so very important for anyone supporting others in this way.

Contact

Online referral form: <https://ciac.identify.digital>

Email: checkinandchat@gmail.com

Live Well Wakefield

Live Well Wakefield is a social prescribing service supporting adults (aged 18 and over) living in the Wakefield District, or registered with a Wakefield GP, to access wellbeing support around any non-medical needs.

Upon accessing the service, clients are allocated a Live Well advisor who works with them to identify any areas of their life that may be having a negative impact on their overall wellbeing. Advisors support clients to set and achieve personal goals by helping them to access the support they need. Support takes place in a client's home, in a GP surgery, on the telephone or in a confidential community venue.

In addition, Live Well Wakefield also provide free courses and workshops throughout the Wakefield District that promote appropriate self-management of long term conditions for adults (18+) who are either living with a long term condition or caring for somebody with a long term condition.

Courses include:

- General self-management of long term health conditions
- Expert Patient Programme (EPP)
- New Beginnings for your Mental Health
- Cancer thriving and surviving.

Workshops include:

- Feeling Positive Busting Stress
- Coping with Life using Relaxation
- Coping with Physical Pain
- Boosting Self Confidence.

Live Well Wakefield continues to accept referrals and support clients referred into the service. At present, appointments/reviews are unable to be provided face to face. All contact with clients is currently taking place either on the telephone or via email. Those unable to communicate with the service this way have been made aware that they will be given priority for face to face appointments once normal working resumes.

In line with government guidance around social distancing, all pre-planned courses/workshops have been postponed at this time.

Staff at the service are working from home; with the office base closed. Staff are still reachable via the service's office number, with a voicemail instructing anyone calling

to contact the service's mobile number. A phone divert system is running from the mobile; to manage demand of calls.

Contact

Telephone: 01924 255363 or 07881 595448 (during the pandemic)

Secure email: swy-tr.livewellwakefield@nhs.net

Referrals are accepted via phone, via the secure email swy-tr.livewellwakefield@nhs.net (referral form to be sent with email) or on the Live Well Wakefield website www.livewellwakefield.nhs.uk/referrals/new.

Well Women Centre

Well Women Centre (WWC) provides a holistic, non-medical approach to women's health and wellbeing and offers a range of services including:

- A range of counselling therapies
- Self-development and wellbeing groups and courses
- Support services for women with multiple and complex needs
- A range of complementary therapies, low cost and full cost options available
- Support for young women.

WWC will be working differently to continue to deliver emotional and mental wellbeing support during the coronavirus pandemic. Emotional support and clinical interventions will be offered via telephone and a secure online platform for women across the Wakefield District.

Initially clients currently in a suspended treatment episode with WWC will be offered 'keep in touch' calls, and those that are waiting for a start date for services at WWC will be contacted soon after.

If the pandemic continues to prevent face to face working, the second wave of support WWC will offer will be accessed wider, with virtual registration to centre services without the need to present physically.

Contact

Website: www.wellwomenwakefield.org.uk

Email: info@wellwomenwakefield.org.uk*

Telephone: 01924 211114*

*monitored 10am to 3pm, Monday to Wednesday.

Alzheimer's Society (Wakefield)

Alzheimer's Society is continuing to offer services to people with dementia, carers, relatives, friends and communities across Wakefield. The only services postponed are Dementia Cafes and the peer support group.

Dementia support workers (DSWs) are working from home providing person-centred advice and support via the telephone. The team continue to provide specialist support in this way whilst reducing the risk of potential infection to those who are the most vulnerable. They continue to provide a full assessment of need, signpost to additional support and make onward referrals, where appropriate.

In addition to their usual offer, the Wakefield Alzheimer's Society is:

- Offering regular welfare calls to vulnerable and isolated individuals by DSWs
- Offering wider companion calls through volunteers for people that are isolated or lonely (available to both carers and people with dementia). Companion calls have been designed to offer an informal call during the coronavirus outbreak for people who would usually access the organisation's services and complement welfare calls
- Offering 'singing for the brain' virtual sessions every Wednesday, 4.00-5.00pm. Singing for the brain sessions use singing to bring people with dementia together in a friendly and stimulating way
- Offering 'induction to dementia' virtual drop-in session every other Tuesday, 12.15- 13.00pm.

As always, the team accept self-referrals for welfare and companion calls from anyone affected by dementia and referrals from professionals where consent has been given.

During this time, there may be a rise in the number of people wishing to discuss advance care planning and there have been some tools developed by the Society which can be accessed at: www.yhscn.nhs.uk/mental-health-clinic/Dementia/WYHHCPICS/WYH_ICS_ACP.php. These tools have been developed for individuals and families to support them in starting these difficult conversations. They can be used by anyone, including those not living with dementia.

Contact the Society (Monday to Friday, 9am – 5pm) on:

Telephone: Katty Keyhani on 01924 373 264 / 07872503419

Email: wakefield@alzheimers.org.uk

Support out of hours can be accessed through the national Dementia Connect support line on 0333 150 3456 (open seven days a week). Online support is

available at: www.alzheimers.org.uk/get-support/dementia-talking-point-our-online-community

Community support:

#WakefieldCares – community hubs

Across communities and neighbourhoods, local voluntary and community groups alongside faith groups, schools and local businesses are identifying how they can work together to ensure that people are supported during these difficult times.

Building on local initiatives, Nova Wakefield District and its members, Wakefield Council and local NHS have together created a joint response to the challenges which our communities face – this is #WakefieldCares.

As part of this community response, 14 community hubs across the district have been set up. The hubs have volunteers and a range of support to help local people.

Find out more: www.wakefield.gov.uk/about-the-council/coronavirus-information/wakefieldcares

Helpline

Wakefield Council will also host a Covid-19 response helpline for people who need additional support.

From Wednesday 25 March, anyone worried about themselves or someone else who does not have an existing support network of friends, family or neighbours can call Wakefield Council's dedicated phone line on **0345 8 506 506 between 9am - 5pm, Monday to Friday**. Choose option 3 to make a request for support and help will be arranged.

West Yorkshire Fire and Rescue Service (WYFRS) – Response Cell

WYFRS have tasked each district within West Yorkshire to create a Response Cell to monitor and receive requests from both internal and external partners.

Assistance and support available includes:

- Ambulance service assistance; ambulance driving, and patient/ambulance personnel support limited to current competence
- Vulnerable persons - delivery of essential items
- Coronavirus mass casualty (movement of bodies)

Partners that require assistance from WYFRS with duties over and above the identified core business will need to fill out an additional form which will be provided upon request.

Any Covid-19 assistance requests should be emailed to:

Wakefieldcoronasupport@westyorksfire.gov.uk

Activity will only be undertaken if minimum safety requirements have been met:

- The activity is risk-assessed
- Appropriate delivery and management of any additionally necessary training is in place
- Appropriate delivery and management of any additionally necessary fit for purpose PPE is in place
- Adequate management of the activity and firefighters is in place.