

Volunteering to support Wellbeing and Mental Health in Brent

Draft Model



Agenda - volunteering supporting low level mental health

- Introduction and scene setting (10 mins)
 - Shazia Hussain - Assistant Chief Executive Hounslow Council
 - Sir Tom Hughes-Hallett - Founder Helpforce and Chair Chelwest
 - MC Patel - Chair Brent CCG
- The current services' landscape for mental health and the role of volunteering (20 mins)
 - Statutory sector perspective - Tom Shakespeare (Brent Council) and Jenny Lanyero (CNWL)
 - Voluntary sector perspective - Danny Maher, Ashford Place
- Breakout sessions (35 mins)
 - How might we pilot new innovations in service delivery in Church End and Alperton alongside health inequalities work?
 - Where are services delivered?
 - How are services delivered?
 - Who delivers services?
- Feedback and next steps (25 mins)



Health Inequalities Programme (TBC)

Working with communities - protecting people from Covid-19 and tackling health inequalities in Brent



Brent Health Inequalities Programme (TBC)

Rationale: The coronavirus arrived early in Brent and the borough has been hit hard during the first wave, the most deprived areas were disproportionately affected.

Aim: Working in collaboration with Health and Social care services, voluntary sector services and voices from our communities to reduce health inequalities in Brent (initially focussing on Alperton an Church End).

Project objectives:

- 1) Reduce impacts of Covid-19 on the community
- 2) Increase uptake of vaccinations and health screening
- 3) Proactive management of long term conditions (diabetes, hypertension, obesity, mental health and cardiovascular disease)
- 4) Prevention of long term conditions in high risk population through health education and self care
- 5) Increase community awareness of existing mental health services and improve access to therapeutic interventions for areas impacts by Covid-19.



Who are we working with?

- Brent Council
- Brent Clinical Commissioning Group (NHS Brent CCG)
- Brent GP practices
- Central and North West London NHS Foundation Trust (CNWL)
- London North West University Healthcare NHS Trust
- Community health service providers
- Other health and social care providers
- Voluntary groups and organisations
- Community and faith leaders
- Community champions
- Patients

Note: a complete and up to date list of stakeholders can be shared upon request.



Our approach

Engage with faith, community and voluntary leaders and the wider community to listen to the needs of the community and co-design solutions.

Community champions:

- Individuals who have strong links to and knowledge of Alperton and Church End communities. They are the voice of their communities who feedback their issues, needs and priorities to us and help us engage with local people.
- Fortnightly meetings and phone calls with champions to help develop and shape our action plans and deliver actions.

Community forum:

- Monthly forum meetings to share progress of work and plans for next steps to wider community.
- A platform for wider community members to share experiences and shape our work alongside the champions.
- Forum members can support us deliver actions too i.e. distribute comms messages.

Engagement events:

- Delivering workshops/information sessions to communities to raise awareness of services, support and promote self-care.



Feedback from community on low level mental health (1)

What are the different ways Covid-19 is affecting people's mental health?

- Confused & mixed feelings relating to current global climate, government regulations & general feeling of unease
- Carers overstretched
- Added strain on single income households & single parent households
- There is a strong link between loneliness and mental health. There is also a strong link between deteriorating mobility and mental health
- Mental health & domestic violence as a topic that is often ignored and stigmatised in many communities
- Everyone's mental health is being affected in some way, be it through unemployment, difficult financial situations, and current climate of uncertainty causing anxiety & stress which can lead to other mental health issues
- The closure of/ changes to services that provided support. For example, Dementia Café during the lockdown and restricted periods

Feedback from community on low level mental health (2)

What has helped people look after their mental health and wellbeing?

- Reassurance & consistent communication from verified sources (government, local authorities etc.) backed by data
- Meeting loved ones in safe conditions & keeping human connections going
- Outdoor activity & new hobbies
- Sense of community & caring for one another
- Informal support networks where people can make connections and speak to people they know and/or trust & having people available who are listening
- Pets and animals to help to reduce stress and give companionship and can also help with general health, i.e. going out for a walk

Feedback from community on low level mental health (3)

What barriers to people face in accessing mental health services and support?

- Long waiting times to access support services linked to funding & capacity issues
- Language barriers
- Stigma associated mental health & accessing support, as well as the lack of parity with physical health
- GPs/ NHS services not well enough connected to and integrated with charities and community organisations
- Lack of access/ knowledge of where to access mental health services. Especially in older age groups, where people may not have access to internet or be tech savvy/ know where to look (where we live in a digital world and a lot of things are online)
- Lack of discussion around mental health & the lack of normalisation of these conversations
- Not enough specialised services- certain mental health conditions present unique challenges that require specialist services.

Feedback from community on low level mental health (4)

Suggested solutions:

- Utilising volunteers to make phone calls/ do socially distant home visits to vulnerable groups, benefitting from community connections
- Peer to peer support/ community run zoom sessions to chat & listen
- Community Champions to be at the heart of these efforts as an informal triage point
- Both formal & informal provisions for mental health (e.g. through GP's etc. but also virtual community events for instance)
- Signposting & promotion of outdoor activities/ things that people can safely do while following government regulations
- Social media campaigns as a tool to engage young people and get conversations started about mental health
- Involving/ linking with Mutual Aid Groups who are already doing so much mental health support work for the community
- Easy access to single point of contact
- Linking with the Brent Centre for Young People who already have specialist mental health service professionals who work with young people, & Age UK who have the relevant resources for the elderly
- Centralised list of mental health services accessible via GP, council etc. - *Directory of mental health services and support has been developed. It is acknowledged that this needs to be available in a variety of formats and languages.*
- Connect with representatives of trade councils
- Creating services for mental health support but not explicitly saying it's for mental health, eg coffee mornings
- Identifying language specific services & multi lingual signposting of these services/ increased availability of/ easy access to translation services linked to mental health services
- Goal setting & achieving tangible outcomes
- Housing Advice Centre provides specialist legal advice for those on low incomes and who are eligible for legal aid



Progress and delivery to date

Engagement and making connections:

- 2 community forum meetings (both Alperton and Church End)
- Recruited 10 community champions
- 4 community champions meetings (including induction)
- Direct engagement between Community Co-ordinators and champions, community forum members and wider community (faith, voluntary and community groups/organisations)
- Engagement has commenced with the 10 GP Practices in the Church End and Alperton localities to understand how the health service can support them in reducing health inequalities
- Connections to other services have been made including Communications, Public Health, Enforcement and Strategy & Partnerships.
- Introductions and planning with Helpforce to support work in the community on low level mental health.
- Champions have been linked with enforcement team and town centre managers for Church End and Ealing road days of action

Delivery on the ground:

- Flu vaccination push (Oct – Dec 2020)
- Delivering infection, prevention and control training to local community, voluntary and faith leaders (Oct 2020 – present)
- Sourced materials for local Somali tailors to make 500 face coverings that is being distributed to local community (Oct - Nov 2020)
- Distributed Covid packs to champions - face coverings and hand sanitisers (Oct - Nov 2020)
- Champions engaged with businesses and wider community in days of action (Oct 2020)
- Shared directory of mental health services/support signposting directory with champions (Nov 2020)
- Champions supported translation of Cllr Butt's video explaining new Covid-19 guidance (Nov 2020)
- Delivered emotional health and wellbeing workshop to champions (Nov 2020)
- Champions are distributing face coverings, hand sanitisers, translated hands, face and space posters and Gujarati/English Diwali flyers (Nov 2020)
- Preparatory work for establishing a dedicated health helpline is in progress (Oct – Nov 2020)
- Preparatory work for a mental health subcommittee (Nov 2020)
- Your Brent Magazine feature including quotes and messages from champions (for release in Dec 2020)



Key health messages for November 2020

CASES OF CORONAVIRUS ARE RISING IN LONDON

IT'S REALLY IMPORTANT THAT YOU KEEP FOLLOWING PUBLIC HEALTH ADVICE TO KEEP YOURSELF AND LOVED ONES SAFE.

STAY SAFE

- Wash your hands regularly
- Wear a face covering in public spaces
- Keep your distance

LOOK OUT FOR SYMPTOMS

- New, continuous cough
- High temperature
- Loss of, or change to, your sense of smell or taste

Please support your friends, family members of neighbours who do not speak English as a first language by offering to translate this letter for them.

The letter is also available at www.brent.gov.uk/HandsFaceSpace – click 'Translate this page' to translate it into one of 90 languages.

GOT SYMPTOMS? STAY AT HOME AND GET TESTED

Request a test online at nhs.uk/coronavirus **OR CALL 119**

KEEP BRENT SAFE | NHS Test and Trace | Brent

- **Get the flu vaccination** – more people are eligible for free vaccine this year-check if are eligible
- **Stay safe** – Covid-19 cases are rising in Brent
 - Wash your hands regularly
 - Wear a face covering in public spaces
 - Keep your distance
 - Get a Covid-19 test if you have symptoms or told to do so by a clinician.
- **The NHS is open for business and safety measures are in place to protect you** – but talk before you walk - either phone your GP surgery or 111. In a medical emergency, call 999

Voluntary Sector survey on use of volunteers in MH services - 10 agencies

Danny Maher

Ashford Place

Do you recruit volunteers to support your mental health service provision?

The majority said Yes

Some encourage former service users to become volunteers

Ashford Place has volunteers offering 1:1 support

Do you use an external Volunteer recruitment agency?

No. There isn't any volunteer recruitment agency in the borough

Do you plan for volunteers to be a significant part of your MH resources going forward?

Yes, as above with a clear recognition of the need for clear safeguarding and DBS policies/procedures plus volunteers supporting group work rather than 1:1

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How significant is the use of volunteers in your MH services provision?

Very important resource

Agencies are very clear that they need to provide ongoing training on MH and ongoing supervision

And predominantly involve their volunteers in group activities rather than 1:1

Safeguarding (for both parties) is a key watch word here

Main concerns about using volunteers in relation to MH services?

- *Most predominant is that the volunteers need to be properly trained and supervised*
- *Recruitment needs to be very clear about the role and responsibilities of the volunteering role*
- *Volunteers should receive regular supervision*
- *Ongoing training*
- *Having the necessary resources to effectively manage and support volunteers is a cost and therefore needs resourcing*
- *Volunteers retention*