**Salford Mental Health Online Forum Minutes**

**Wednesday 29th July at 12.00 - 2.00pm**

**Attendees:** Dan Stears (Chair), Emma Hinchcliffe, Karen Fitzsimon, Lawrence Caygill, Maureen Burke, Naomi Evans, Rob Hemingway, Margaret Mary Carroll, Caroline Allport, Jim Cammell, J Ahmed, Sarah Buckley.

**12.00pm - Introductions**

Welcome back - we have missed you.

Members thanked Dan for his excellent invitation and advice on joining.

**12.10pm - Beyond Service Update**

Lawrence Caygill (Mind in Salford) talked about beyond Salford that was set up in response to the Covid-19 pandemic online and via the phone to support people with their mental health and a range of other advice or practical support needs during the crisis. It has been running since April and can be accessed by referral through the Spirit of Salford network over the phone or online form. There is funding for a year to continue this work and they will be working with Living Well who are the collective leading on mental health design and development in Salford to ensure that we embed what we have learnt about responding quickly into services in the future. We are also interested to talk to groups and organisations about how we can set up direct referral routes with health, housing and VCSE sectors.

Feedback from the members was very positive as they have found that:

* People have been accessing the service who felt some stigma or haven’t accessed support before having now received support.
* Referral waiting times have been reduced to a week in some cases which has massively improved the situation for people in crisis.
* Peer supporters and volunteers have found that it has also helped them because there has been a level of mutual support and connection.
* Having that link to the central mutual aid and other social isolation support services has helped us quickly identify people who need support.
* Beyond has achieved preventative support which we haven’t been successful in achieving previously which will reduce demand to crisis services.
* Ensuring we have something similar ongoing as part of wider services after the pandemic would be useful, and there is an appetite to support this to happen.
* Having services that offer that flexible step down and step up offer is something we have been asking for a long time so thank you for setting this up!

**About Beyond**

Working together, NHS Salford Clinical Commissioning Group (CCG) and Salford City Council have supported Mind in Salford, mental health charity START and Six Degrees Social Enterprise to form a new service called Beyond.

Beyond offers support to people who are struggling with their mental health due to COVID-19, but are not known to Salford’s mental health services. To meet people’s needs, a range of options is on offer, including:

* Online support (such as mindfulness, self-help support packages)
* Telephone support (such as problem solving approaches, talking therapies)
* Support to adapt or establish a routine whilst self-isolating/social distancing

This new collaborative has been set up quickly thanks to the existing relationships developed as part of the Living Well UK programme. This saw Salford working in partnership with the Innovation Unit, funded by Big Lottery, to help people who often fall between the gaps of primary and secondary care mental health support.

How To Access Beyond

Spirit of Salford set up a helpline and online support pages for people in Salford earlier this year. The helpline number is **0800 952 1000** and is open Monday to Friday 8.30am to 6pm and Saturday 9am to 1pm. Alternatively you can click on the ‘Tell us about any help needed’ button below and fill out our form and somebody will contact you on their website: <https://www.salford.gov.uk/spiritofsalford>

**12.40pm GMMH Services Update**

Emma Hinchcliffe (GMMH) reported that largely Greater Manchester Mental Health Trust have been able to maintain their service level in the way they would normally with some adaptations to keep people safe during the Covid-19 pandemic lockdown measures being in place. Initially there were lower numbers of people going to the GP or A+E but people are starting to visit again. Many service users have reported that having appointments online is more conformatobel for them which is learning that we plan to embed when this period is over so that people have choices about how they receive treatment. The Living well service design and innovation work was paused earlier this year but we are keen to explore improvements to waiting areas in A+E or alternative ways to offer crisis support rather than people needed to present at A+E

Feedback from the members was very positive as they have found that:

* It would be good to explore the waiting area for mental health in A+E so that it is a better experience for people in crisis who present there for support.
* There are also resources like Silvercloud and Hub of Hope that have been useful to members that can be accessed in Salford by self referral.
* There are plans to develop an NHS111 helpline that is specialised to triage people who need mental health support in the NHS long term plan.

**12.50pm - The Big Reset Conversation**

Salford CCG will be starting The Big Reset Conversation will start I September for three months.  The aim is to engage citizens and patients in shaping health and care recovery plans.  It will be quite high level but will talk about things such as ‘keeping the good innovations that worked well during the Covid-19 pandemic including:

* Services reopening and how we will prioritise the most ‘at risk’ first (elective surgery, outpatients and community services)
* Triage for GPs and Salford’s Emergency Department including mental health triage
* Services operating differently e.g. digital consultation, telephone appointments or face to face
* Social care
* Mental health enhanced provision now and post Covid
* Health inequalities
* Citizen and community resilience

There will be the opportunity to take part in online surveys, one to one interviews and focus groups. If you would like to be involved please get in touch with Caroline Allport by telephone on 07841685639 or email to [caroline.allport@nhs.net](mailto:caroline.allport@nhs.net) .

**13.10pm – Primary Care Psychological Care Service Update**

Caitlin Davis (Clinical Lead) gave an update on the Salford Primary Care Psychological Therapy Service which offers Step 3 and Step 3+ time limited psychological therapy for individuals presenting with anxiety and depression. Step 2 interventions are provided by Six Degrees. They have a range of therapists who work in the service to include clinical psychologists, psychological therapists, cognitive behaviour therapists and counsellors. We offer clinical psychology, cognitive analytic therapy, compassion focussed therapy, cognitive behaviour therapy, EMDR for trauma and counselling. They are not a crisis service and do not work with individuals who present with medium/high risk to themselves or others. Appointments will not be expedited based on risk. In line with Government guidelines they only offer priority appointments to perinatal women and military veterans. They aim to offer a first assessment appointment within 6-18 weeks although this is not always possible.

## **How to access -** to refer yourself to talking therapy, please contact your GP who will make a referral to 6 Degrees. If they feel it is appropriate you may then be stepped up to receive talking therapy with us. We do not accept direct self-referrals. **Contact us -** 0161 358 0977 from Monday to Friday, 9am to 5pm with some evening clinics.

Feedback from members

* The helpline is only available between traditional working hours which can be difficult for people with mental health conditions if you are feeling unwell.
* Having a text back offer would be useful and now that the service is utilising online delivery moving away from telephone only to online booking or chat systems via the website.
* It would be great if there was a combination of ways to get in touch as we need to be conscious of that as some people have missed the contact.
* Having a self booking calendar for those to access when they get the offer for their first appointment would remove a layer of administration if we could ensure it linked to other ways of booking.

**13.30pm - Forum Members Check In**

Forum members discussed what their experiences have been during this period:

* Creativity and exploring hobbies at home through writing and arts has
* Being able to connect online with others has been invaluable and people who have never used online apps or social media have benefitted. Having to adapt has meant that we have learnt new skills and gained confidence that we wouldn’t have done otherwise.
* Exercise and being outdoors have been helping individual and family mental health. Bike rides, walks, and enjoying nature can be a barrier for people living in build up areas or having money to access equipment. There is a bike hire scheme being planned but it could be a year off. Having funds or free offers through health and social care referral would help.

**13.50pm – Any Other Business**

**Salford Suicide Prevention Day -** SAVE THE DATE for 12th September at Civic Centre

**Salford Mental Health Forum –** we are exploring some project ideas identified by members at the stakeholder day last May and that members have said would be useful during this period that we will update on over the coming months.

**DATE OF NEXT FORUM MEETINGS** – last Wednesday each month from 12.00 – 2.00pm

* 26th August

[**CLICK HERE TO DOWNLOAD THEM INTO YOUR CALENDAR**](https://zoom.us/meeting/tJwkcuugqDkuGdRJjg1GFqIjWH4d3pc7Wkxy/ics?icsToken=98tyKuCgpz4oEtKXtBqHRow-HY_4a_zwpnpbjadvthXiUgd1cyr8AcoWNuFvE4_n)

* 30th September
* 28th October
* 25th November

**Join online via this link** [**https://zoom.us/j/98952862430**](https://zoom.us/j/98952862430) **or call in by UK telephone on +44 208 080 6592**

**Resources and Information Sharing**

**Hub of Hope**

The Hub of Hope is the world’s first of its kind mental health database bringing grassroots and national mental health services together in one place for the first time ever. Using the location of web browsers or mobile devices, the cloud-based web application allows anyone, anywhere to find the nearest source of support for any mental health issue, from depression and anxiety to PTSD and suicidal thoughts, as well as providing a ‘talk now’ button connecting users directly to the Samaritans.

It is currently the biggest and most comprehensive resource of its kind, with more than 1,200 validated support networks already registered on the web app and this number increasing each day. It has been endorsed by the Samaritans and 25 other national mental health support organisations and trusts. It already has a proven record of providing support to thousands as a vital stopgap for those on the five to six month NHS waiting list for mental health referrals.

Find out more here: <https://hubofhope.co.uk/>

**Silvercloud**

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### SilverCloud platform to support people experiencing problems related to mental health.

SilverCloud is now available to Greater Manchester residents. It is a completely confidential internet-based system or platform developed by [SilverCloud Health](http://www.silvercloudhealth.com/) that delivers online therapeutic and psycho-education programs. A variety of programs aim to offer information and support for people experiencing problems related to mental health.The programs consist of six to seven modules which can be completed at a time and place most convenient to the user. Each module contains text, video and audio clips as well as interactive and engaging activities, applications and quizzes that can be completed as the user moves through the module.

#### Register here: <https://gm.silvercloudhealth.com/>

**Salford Digital Buddies**

Digital Buddies is a new ‘social connection’ and support project linking people in these communities to trained young people to help with any digital and tech issues they may be having, as well as to have a chat and form a friendship in these isolating times. If you know someone who would like to take part in the programme, or you need it yourself, please fill in the simple ‘Request for Help’ form by either using the form here: <https://forms.gle/1b2922MwpMRN4ZnZ8> or by downloading the form below and sending it to [digitalbuddies@salfordfoundation.org.uk](mailto:digitalbuddies@salfordfoundation.org.uk)

**Pedal Away**

#### Pedal Away is a community based cycling scheme that enables people to ride, regardless of their age, ability or cycling experience.

We have Pedal Away Cycle Hubs at numerous [locations](https://cycling.org.uk/locations) across the UK which will allow you to realise your passion for all things two-wheels!! Our Pedal Away rides are pitched at a level so that anyone can join in no matter when the last time you got on a bike was. They are social rides aimed to turn people from dubious beginner, to independent confident cyclist!

On any Pedal Away ride you can expect to find:

* Ride leaders: experienced staff and volunteers who will guide the ride and offer support, advice and assistance to help you get the most out of your time with us
* Cycle Hub: all rides start and finish from one of our cycle hubs, complete with bikes and helmets which you can borrow for a small donation (£1). You are of course welcome to ride your own bike if you’d prefer.
* Routes which follow predominantly traffic-free cycle ways or quiet lanes. The routes are always risk assessed beforehand by ride leaders to ensure you can focus on enjoying your Pedal Away ride and not be worrying about traffic!
* Rides usually last between 1-2 hours and will feature a café stop during or at the end of the ride. Destinations will be announced before the ride so you know where the ride is heading to.
* Good friends! Our rides are built around the positive, welcoming environment a group of likeminded people can bring. The emphasis is not on how far or fast you can ride, but whether you can enjoy yourself whilst doing so! We pride ourselves on these social events on wheels.

Cycling session days and times

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| --- | --- | --- | --- |
| Day | Time | Details | Location |
| Tuesday | 10.00am | Beginners | Princes Park |
| Tuesday | 10.00am | Beginners | Blackleach Park |
| Thursday | 10.00am | Intermediate | Princes Park |

Contact details - get in touch with Rob Salt by telephone on 07989399725 and email to [rob.salt@cycling.org.uk](mailto:rob.salt@cycling.org.uk)

**Salford Wheels for All**

Salford Wheels for All is based at Cleaveley Athletics Track which is in the district of Winton in the south of Salford. The location is close to the spur of the M602. The WFA sessions are generally based on the athletics track but there is also the option to cycle on the Monton Greenway (a local traffic free cycle facility). All sessions are delivered by WFA staff and volunteers. Wheelchair Accessible and Refreshments available. The cost is £4 per participant but carers/ parents are free.

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Contact details - get in touch by telephone on 01925 234 213 / 07704 167085.

**Riding To Success**

### Riding to Success is a new scheme to provide young people with skills and bikes which could help them find work and training. Salford City Council is asking residents to donate any type of adult bike which can easily be repaired.

### Young people aged 16 to 24 will be trained to repair and maintain the bikes, giving them a new skill for life which could also help them find work and will be able to keep the bike after the course. Any extra bikes will be gifted to other young people, particularly young carers and those in local authority care to help them cycle to work or training. With job vacancies falling, unemployment rising and apprenticeship opportunities down 80 per cent nationally because of the economic downturn caused by the COVID-19 pandemic.

### Salford City Council is working with Access Sport, Nationwide Cycling Academy, BikeRight! and Cycle Confident to provide the community-based bike maintenance courses. Donated bikes will be collected free by appointment from homes or businesses in the city between Monday 13 July and Friday 14 August.

### Anyone who has a bike to donate can contact **jordi.matthews@salford.gov.uk** to arrange collection.

**Garden Needs**

*Garden Needs is your community garden set in the heart of the Salford community. Our Vision is to . . . be the pioneer in connecting people with nature and inspire them to lead healthier and happier lives.*

To achieve this we run a local sustainable community garden, open for the entire community providing training, volunteering opportunities, a rolling programme of seasonal activities, and opportunities to share skills.

* Monday’s – Woodland Wellbeing Sessions
* Tuesday’s – Volunteering with Learning Courses
* Thursday’s – Volunteering with Survival Skills Course

Garden Needs is a peaceful green space located on the edge of Kersal Dale (Nature Reserve on River Irwell) in Salford. Time, dedication, love and hard work have been invested over the years to create a centre with a true difference in a unique and magical environment.

Volunteering

Tuesday’s and Thursday’s from 10am to 3pm we are open to all Salford residents. Volunteers of all abilities and backgrounds are encouraged to come down to the garden and get involved. Everyone is welcome. Our emphasis is on using nature and the outdoors to enable people to feel better, grow confidence, socialise and, learn new skills. Volunteers take part in a variety of activities from general gardening, planting, and garden maintenance through to building structures and designing new areas of the garden.

Volunteers are also welcome to get involved in the cooking, we use as much home grown produce from the garden as possible. All volunteers and staff come together at lunchtime for a fresh home cooked hot meal. If you would like to volunteer, or you know someone who would benefit from getting involved contact us on out telephone: 0161 710 1075 or email: [Kate@socialadventures.org.uk](mailto:Kate@socialadventures.org.uk)