

HEALTHY WESTON +

You said, we did

Developing a new crisis and recovery centre in central Weston



May 2019

As part of the Healthy Weston programme, Bristol, North Somerset and South Gloucestershire Clinical Commissioning Group (BNSSG CCG) is commissioning a crisis and recovery centre located in Weston, for people in North Somerset affected by mental illness and substance misuse issues.

We know there is a need for this type of service, and that an Accident and Emergency department is not often the best environment for people experiencing mental distress.

In developing the model for the crisis and recovery centre, we have worked with local people, including service users, carers and volunteer organisations. This engagement included a workshop in March 2019 where the Clarity North Somerset Independent Mental Health Network (IMHN) facilitated a workshop

in partnership with the CCG, in order to gather input from a range of local people with lived experience of mental illness. The event was run as an open invitation session, with information about the workshop circulated widely. We have listened to and reflected views expressed at the workshop in the form of changes to the service specification.

This specification is where we set out in detail what the service needs to provide to the range of people who will use it. This means that any providers bidding for the service contract will need to demonstrate clearly how they intend to fulfil these requirements.

The summary below highlights the most important points from the engagement events, alongside what we have done as a result.

You said

We did

The term 'patients who are severely intoxicated' should be better defined, so that it is clearer who can receive support from the service.



We have reviewed the service specification and redefined 'patients who are severely intoxicated' to say: Patients who are intoxicated to the point where they cannot engage with the help provided and/or are a danger to themselves and others.

Having 'Weston' in the name of the service might make people from neighbouring areas think that the service won't help them



We have acknowledged the potential impact of the future name of the service. The name will remain linked to "Weston" as the service location, but the service will be open to all appropriate patients, and communicated as such.

You said

We did

The centre needs to be well advertised so that people in need are aware of where they can go.



We have now added a question for potential providers, which means they will need to show how they plan to advertise the service. This will be scored as part of any bids.

People with physical disabilities must be able to access the service too.



A specific question on how potential providers will address equality and accessibility has been added. This will be scored as part of any bids.

A private room and/or quiet space is needed for people using the service.



The service specification has been updated to state that any premises require private spaces.

The service must work in partnership with others, including non-clinical advice services.



We've updated the service specification to require the successful provider to work in partnership with other key services. These could include benefits advice or substance misuse services, for example.

The service would benefit from volunteers with lived experience working within it



We've updated the specification. It now says that the successful provider 'should consider the added value that can be delivered from recruiting, training and supporting both volunteers and paid staff with lived experience of mental health within their workforce'. We will want to see this point addressed in any bids.

You said

We did

Transport links are key, so that people can access the centre easily.

We're inviting providers to bid to provide the service in central Weston-super-Mare, close to transport links. The funding available to run the centre allows for a seven day service, which would be compromised if we were to fund a specific transport service for users of the centre instead.

The crisis and recovery centre should be a welcoming, stigma-free, positive environment with refreshments available.

We have updated the service specification to emphasise the importance of providing a safe, relaxed, welcoming and positive environment. Patients who have used the service will work closely with the successful provider to design the environment.

Users of the service shouldn't become reliant on it, and the centre should help people to transition to effective long-term support where required.

We have now updated the service specification. Potential providers need to show how they will support people who use the crisis centre to access other appropriate services elsewhere. Importantly, this will not prevent people from using the crisis and recovery centre again when they need it.

Staffing and availability of the centre must respond to fluctuations in demand.

We have updated the service specification to ask how potential providers will consider resourcing the centre at known periods of high demand for services, for example during the Christmas period. We also want to understand how the provider will respond to low demand. The operating times of the service can also be reviewed on an ongoing basis.

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