

# Notes from the meeting

Meeting Date | December 2023



# Meeting Attendees

Present were representatives from:

Age Concern Liverpool and Sefton  
Aspire Training  
CHART  
Home from Home  
Mersey Care  
Sefton CVS  
Sefton Council  
Sefton Libraries  
Sean's Place  
Reach Men's Center  
Rethink  
SWAN  
Venus

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“We’re Here” Campaign

Karen Kay: Housing Co-ordinator Community Housing & Re-enablement Team (C.H.A.R.T.)

Dennis Dewar, Engagement Manager, Social Inclusion and Participation Team, Mersey Care

Gail Faragher Public Engagement Research Coordinator  
Mental Health Research for Innovation Centre

Information Exchange

# Updates on Mental Health Transformation and VCFSE Funding

**At the last forum you told us that**

Local VCF organisations will be invited to submit an Expression of Interest, outlining their offer to the SMI population in relation to the three themes :

**Loneliness & Social Isolation**

**Cost of Living Crisis**

**Carers**

No further information is available at this time. As soon as funding is transferred there will information shared on the process for expressions of interest



## We're Here Campaign

Register your organisation on the We're Here Sefton In Mind Service List. The more organisations we have listed the stronger the service offer to the people of Sefton.

If you would like copies of the posters, window stickers or contact cards please contact **[Jan.Campbell@seftoncvss.org.uk](mailto:Jan.Campbell@seftoncvss.org.uk)**. If you would like your organisation to be listed on the Sefton In Mind service linked to the We're Here campaign please contact as above or follow the link.



**[SIM SERVICE  
REGISTRATION](#)**

# December Forum

## **Karen Kay: Housing Co-ordinator Community Housing & Re-enablement Team (C.H.A.R.T.)**

In 2001, Crosby Housing Association took the unusual step of employing its own mental health housing support team. This joint venture was supported by Mersey Care and Sefton Council. The team work with Sefton residents with severe mental illness who have housing or homelessness issues. They try to reduce housing related delayed discharge and unnecessary readmission.



Neil Doulan is the Team Manager and is employed by Mersey Care to provide a clinical link.

Currently there are 3 members of the housing support team, who meet every Monday to look at all the referrals and to allocate case workers to support clients dependent up on their needs

- **Emma Hooton: Tenancy Support Worker**
- **Colm Quinn: Homelessness Officer**
- **Karen Kay: Housing Coordinator**

Referrals can be made by many different agencies, the key criteria is that the client is a Sefton resident and has a consultant psychiatrist and is experiencing housing related issues. The issues might include neighbour nuisance, homelessness, debt and other tenancy related issues.

# CHART Team



# Referrals

“The challenge currently is that there is a Housing Crisis. Sometimes clients come to CHART and they are already on the highest level of housing need on partners systems. There are just not the properties available to meet their needs At the moment there is a lot of managing expectations which is a challenge as these are some of the most vulnerable people in society.”

The team can work with clients over an extended time, twelve to eighteen months, giving support that is proportionate to the changing level of needs as individuals mental ill health fluctuates.

The tenancy support officer can provide two or three months support, help people move from one property to another, find grants to support with white goods, help with benefits claims

The service currently received 250-300 referrals per year.

[Click here](#) to access a CHART referral form



Paul Cummings identified that Mental Health and Housing Issues are a challenge across Cheshire and Merseyside. Ian Ashworth, Director of Population Health for Cheshire and Merseyside has been tasked with looking at this in more detail.

Paul reflected on how the closure of the long stay hospitals had resulted in a much more person centered approach, including the development of Crosby Housing but that more support is now needed in the community. There is currently not enough specialist support

**Ian Ashworth Director of  
Population Health  
Cheshire and Merseyside  
ICB**



# Denis Dewar is an Engagement Manager at Mersey Care

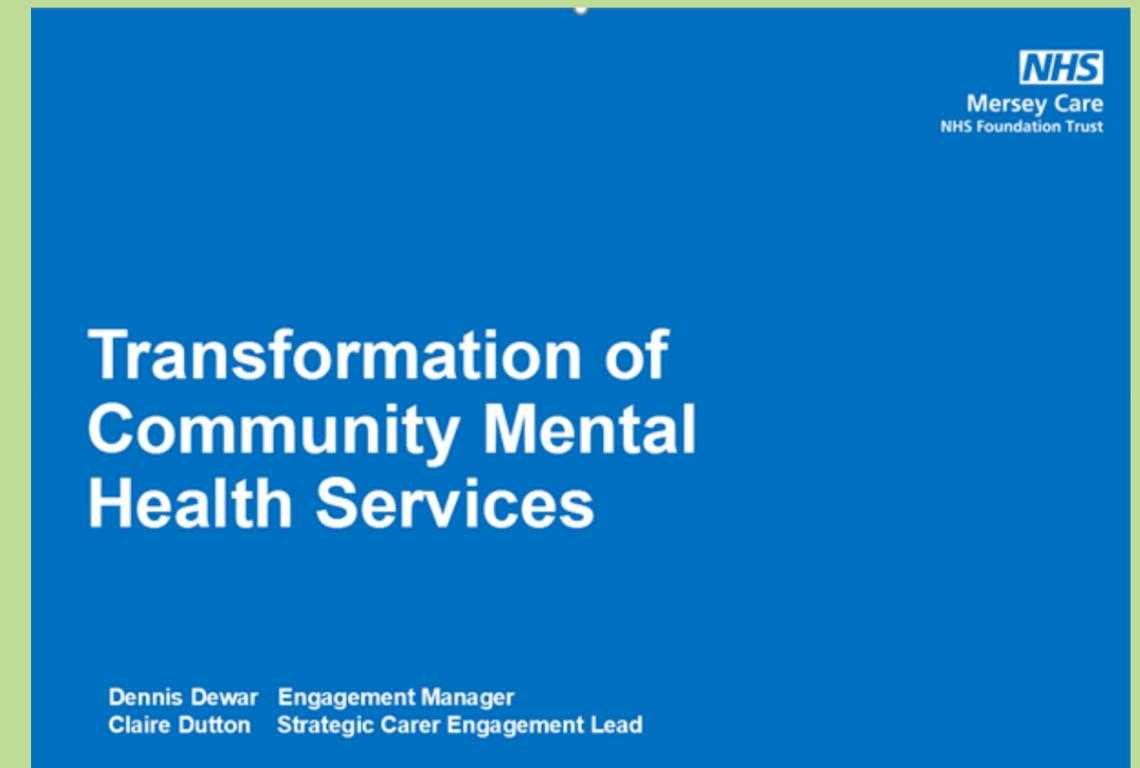
Denis Dewar is an Engagement Manager at Mersey Care.

He also support volunteering at Mersey Care

Denis is keen to ensure that the voice of lived experience informs the Transformation of Community Mental Health services. Feedback from services users and carers on what works and doesn't work to support them to live well, is vital to shaping the future of services. He is also looking to involve service users in the role out of Patient Reported Outcome Measure, this is Text Messaging. Starting in January, service users will receive text to inform them of appointments and activities. Denis is looking for people to help provide feedback on how this new system is being received by service users. Training and support are available for volunteers and service users to get involved.

For more information contact: Dennis Dewar  
Dennis.Dewar@merseycare.nhs.uk

Click the PowerPoint to view the presentation



# **Gail Faragher Public Engagement Research Coordinator Mental Health Research for Innovation Centre**

The new Mental Health Research Innovation Centre (M-RIC) is a partnership between Liverpool University and Mersey Care Commissioned by NIHR (National Institute for Health Research) An Infrastructure Grant has been awarded to support the teams that will develop the research programme over the next 5 years. Co production and the voice of lived experience is central and needs to be embedded from the start.



# M-Ric Research Priorities

In January there will be a recruitment of 10 public advisors to support the work that is being developed through M-RIC. The themes include:  
Development of a data management agreement that enables the Trusted Research Environments to process anonymised data from all of the M-Ric studies.

Use of Anti Inflammatories in psychosis prevention  
Children and young peoples mental health, digital solutions and avatar development

Mood Disorder Clinic - looking at sub threshold mental health problems in the community.

Public health population mental health insight from evidence.

Co production is a theme through all of the above

## **Side by Side**

**The intention is for researchers and people of lived experience to work side by side as equals in the projects as they develop. There will be a programme of training and support for community members.**

**Approximately 40 Mersey Care Clinets have already indicated they are willing to engage as public advisors. Over half of the engagement budget will go to supporting the community researcher through reimbursement of out of pocket expenses.**

# Community Research

Life Rooms are aware of local research on Fuel Poverty that is under ways and wondered how it might be possible to draw together the evidence being gathered across Sefton.

The Sefton CVS Community Insight Tool is a good place in which to begin to build a repository of insight, information and research that is underway .

For more information the Community Insight tool follow the link

The CoREN also has lots of interesting information about local research and is about to host a Collaboration Cafe for Researcher and Communities on 29th February to explore opportunities on how to work together. To find out more contact [jan.campbell@seftoncv.org.uk](mailto:jan.campbell@seftoncv.org.uk)

Scan the QR code to >>>>>  
access the Community  
Insight and Intelligence  
Tool on mobile or tablet



# Brew Monday - 15th January

There's always  
time for a cuppa  
and a catch-up

#BrewMonday



A registered charity

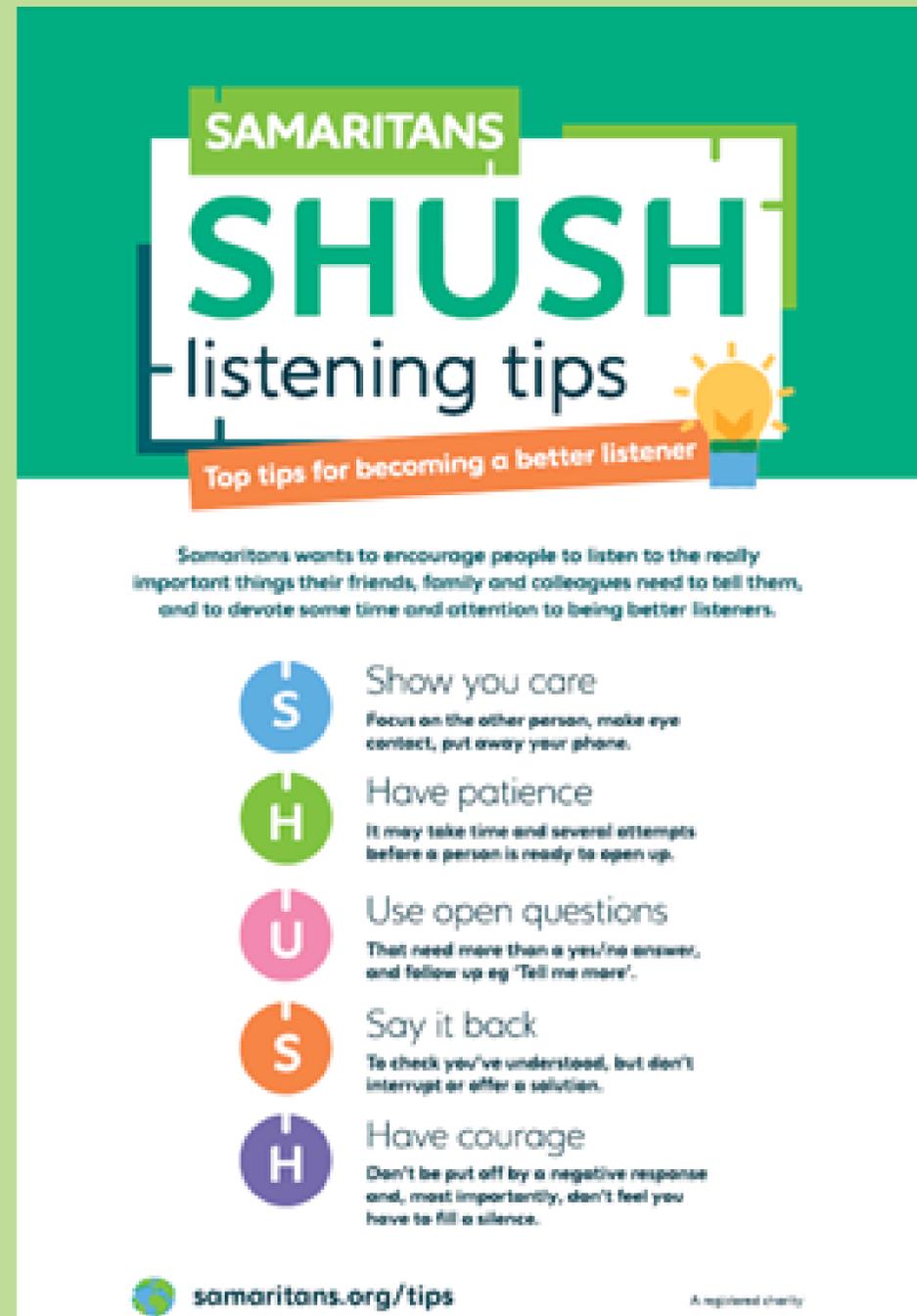
This Monday 15th January is a perfect day to take time to have a brew and a chat. Rather than talking about work why not take 10 minutes to just check in with a friend or a colleague. For more information about Brew Monday follow the links

Flood the feed  
with brews,  
not blues! 📱 📺

SAMARITANS  
#BrewMonday



# Listening Tips and Asking Difficult Questions



**SAMARITANS**  
**SHUSH**  
listening tips

Top tips for becoming a better listener

Samaritans wants to encourage people to listen to the really important things their friends, family and colleagues need to tell them, and to devote some time and attention to being better listeners.

- S** Show you care  
Focus on the other person, make eye contact, put away your phone.
- H** Have patience  
It may take time and several attempts before a person is ready to open up.
- U** Use open questions  
That need more than a yes/no answer, and follow up eg 'Tell me more'.
- S** Say it back  
To check you've understood, but don't interrupt or offer a solution.
- H** Have courage  
Don't be put off by a negative response and, most importantly, don't feel you have to fill a silence.

[samaritans.org/tips](https://www.samaritans.org/tips) A registered charity



**Little tips**  
for helping someone open up when something's up

When someone is carrying around worries and difficult feelings, it can feel very lonely. Having someone there to listen can help them work through what's going on and feel better able to cope. You don't have to be an expert to help someone open up when something's up. The fact that you care is what matters. Here are some tips to help you spot when something might be up, open up a conversation and be a good listener.

- 1 How to spot when something might be up**  
These are some of the signs that someone may not be okay:
  - Not wanting to do things they usually enjoy.
  - Finding everyday things overwhelming.
  - Not replying to messages or being distant.
  - Avoiding people or seeming quiet.
  - Appearing restless or agitated.
  - Easily tearful.
  - Drinking or using drugs to cope with feelings.
- 2 How to open up a conversation**  
Don't be shy to ask how someone's feeling:
  - Choose a good time, and somewhere without distractions.
  - Use open questions that need more than a yes/no answer.
  - 'How are things? I've noticed you don't seem quite yourself.'
  - Listen well. 'How's that making you feel?'
  - Avoid giving your view of what's wrong, or what they should do.
- 3 How to be a good listener**  
Showing you care builds trust to open up:
  - Make eye contact and put away your phone.
  - Focus completely on the other person.
  - Pauses are fine, try not to jump in to fill a silence.
  - Say back what you think it is they are wanting you to hear.
  - Resist putting your own interpretation on it.
  - Don't give up. Sometimes it can take a few tries!
- 4 How to help someone get more help**  
If it feels like the person is really struggling to cope:
  - 'Would you like to get some help?'
  - 'Have you tried your GP?'
  - 'Would you like me to come with you?'
  - 'Did you know you don't have to be feeling suicidal to call Samaritans?'
  - 'Samaritans is free, 24 hours a day if you're feeling low or worried too.'
  - 'If it helps, you can talk to me any time.'

Supporting someone in distress can be distressing. Samaritans is here for anyone who needs someone to listen.

Call free day or night on **116 123**  
Email [info@samaritans.org](mailto:info@samaritans.org)

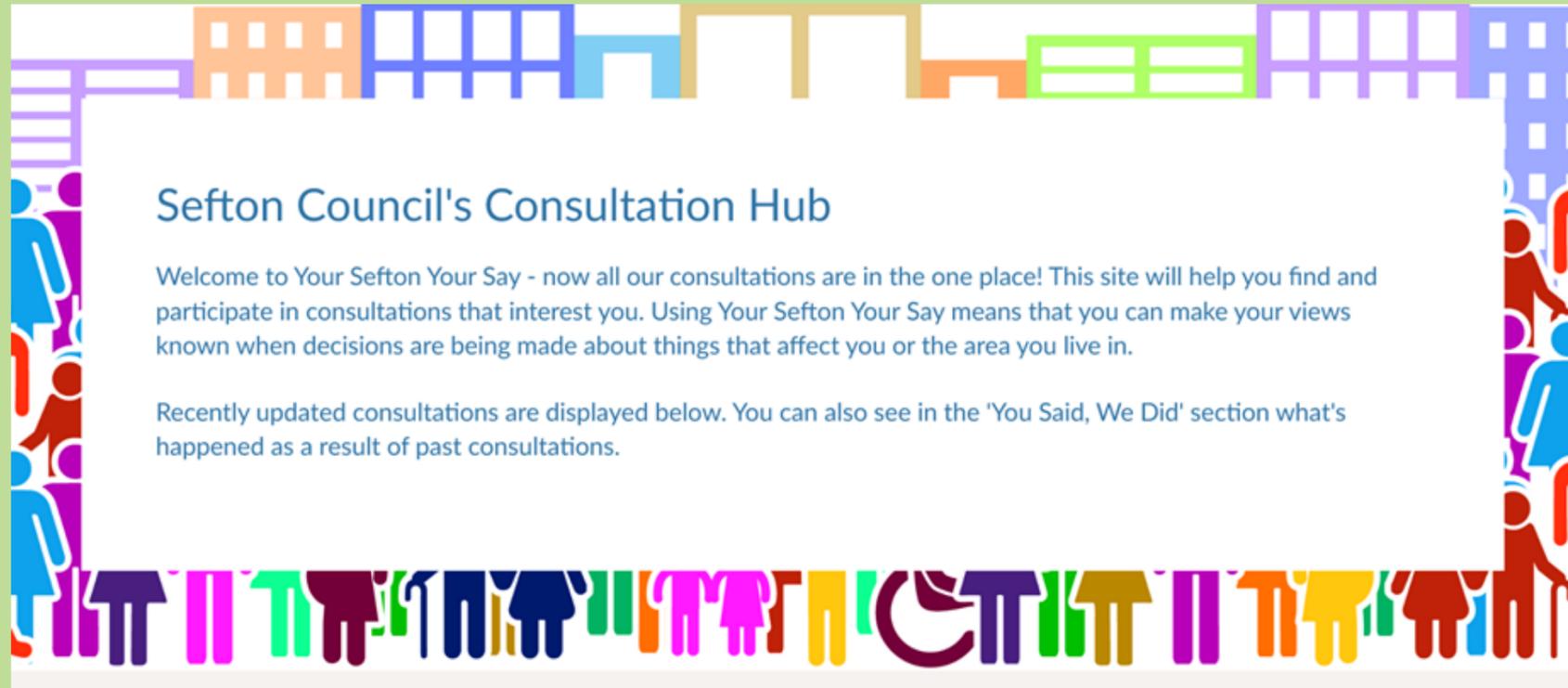
**SAMARITANS**

# Bloom Out of the Gloom



Sunday 21st January this amazing event hosted by Swan Women's Centre is taking place in Liverpool. For more information contact SWAN or book your place using the online link. There will be a range of therapies available on the day . You are guaranteed to come away feeling invigorated and

# Sefton Council All Age Carers Strategy Consultation



## Sefton Council's Consultation Hub

Welcome to Your Sefton Your Say - now all our consultations are in the one place! This site will help you find and participate in consultations that interest you. Using Your Sefton Your Say means that you can make your views known when decisions are being made about things that affect you or the area you live in.

Recently updated consultations are displayed below. You can also see in the 'You Said, We Did' section what's happened as a result of past consultations.

From Thursday 23rd November 2023 to Sunday 18th February 2024, the Draft All Age Carers Strategy is out for consultation. They would like to hear from people who look after a family member, friend or loved one to help to shape the final strategy



## Do you look after someone who couldn't manage without your help? We'd like to hear from you!

Sefton Council is creating a new all-age Carers Strategy.

We want to hear from people who look after a family member, friend, or loved one and have your help to shape the final strategy.

Consultation is open from  
23rd November 2023 - 18th February 2024

Find out more  
0151 934 2888  
[sefton.gov.uk/carers](https://sefton.gov.uk/carers)



## Information exchange

**Time to  
Talk Day  
1st  
February  
2024**

**time to talk day**  
01/02/24

In partnership with 

Have a conversation about mental health

[Find out how >](#)

**“Hey!  
How’s it  
going?”**

The banner features a teal and white color scheme. The text is in various fonts and colors, including purple, red, white, and yellow. The quote is in a large, bold, yellow font with a blue shadow effect.

# Information exchange

Learning Network:  
Adult Social Care Providers &  
Integrated Care Systems



Supported housing  
and mental  
wellbeing: a core role  
for ICSs

Friday 2nd February.  
11.00 am to 12.30pm

## STOMP STAMP

The STOMP STAMP  
team at NHS England  
have created a  
survey to find out  
people's views and  
experiences about  
psychotropic  
medication. Closing  
date 26th February.



Raising the Barriers:  
An Action Plan to  
Tackle Regional  
Variation in Dementia  
Diagnosis in England

# VCFSE Micro Commissioning



**NHS**  
Mersey Care  
NHS Foundation Trust

**VCFSE Micro-Commission Funding Available!**

The deadline for applications is 12 January 2024.

Mersey Care has £26,000 funding available for voluntary, community, faith and social enterprise (VCFSE) organisations to help improve carer support within diverse multi-ethnic communities.

For more information visit [www.merseycare.nhs.uk/vcfse-funding](http://www.merseycare.nhs.uk/vcfse-funding)

**Mersey care are seeking to commission one VCFSE organisation to work across Liverpool, Knowsley, Sefton, St Helens, Halton and Warrington. The successful applicant will be awarded £26,328 for the 18 month period. Closing date 12th January**

# Sefton In Mind Dates 2023

Join us at the first  
Sefton In Mind  
2024

Wednesday 21st February.

**Dates for Sefton In Mind 2024:**

Wednesday 17th April  
Wednesday 19th June  
Wednesday 21st August  
Wednesday 16th October  
Wednesday 18th December



# Sefton In Mind Meetings

If you would like to find out more information about Sefton In Mind please contact:

Jan Campbell

[jan.campbell@seftoncvss.org.uk](mailto:jan.campbell@seftoncvss.org.uk)

Our next Sefton in Mind forum is on  
Wednesday 21st February **2024**.

[www.seftoncvss.org.uk/seftoninmind](http://www.seftoncvss.org.uk/seftoninmind)



**Sefton CVS**  
Supporting Local Communities



**Sefton In Mind**