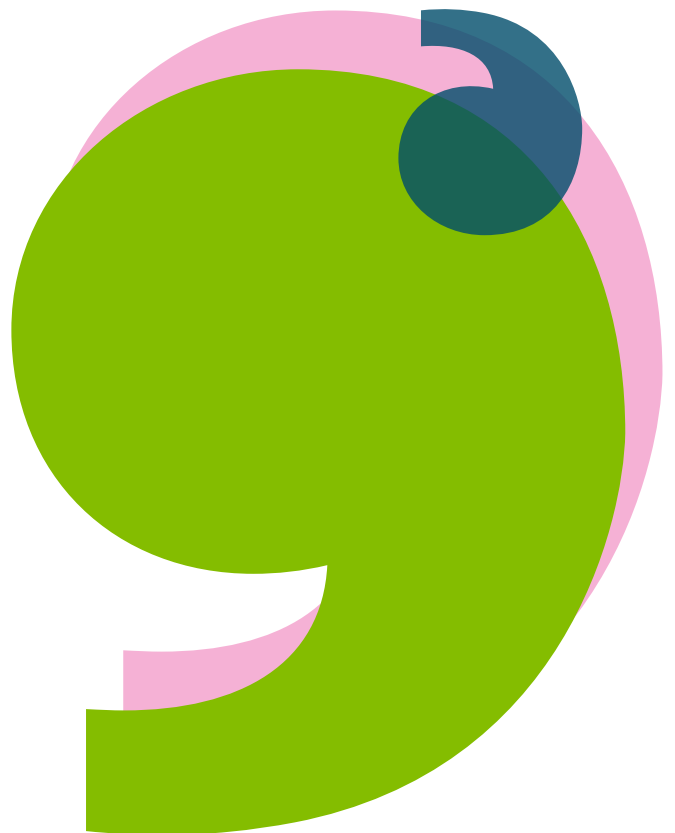


Enter and View report

Oxfordshire Mind - Banbury Wellbeing Hub

October 2019



Contents

1	Introduction	3
1.1	Details of visit	3
1.2	Acknowledgements	3
1.3	Disclaimer	3
2	What is Enter and View?	4
2.1	Purpose of Visit	4
2.2	Strategic drivers	4
2.3	Methodology	5
2.4	Summary of findings	6
2.5	Results of visit	7-12
2.6	Additional findings	9
2.7	Recommendations	12
2.8	Service provider response	13



1 Introduction

1.1 Details of visit

Details of visit:	
Service Address	Mind Banbury Wellbeing Hub, Britannia Road, Banbury OX1 5DN
Service Provider	Oxfordshire Mind
Date and Time	Tuesday 22nd October 10 a.m.-12 p.m. 2019 (Women only session)
Authorised Representatives	Veronica Barry, Jeanne Humber
Contact details	01865 520520

1.2 Acknowledgements

Healthwatch Oxfordshire would like to thank the service provider, service users, members of staff and volunteers for their contribution to the Enter and View Programme.

1.3 Disclaimer

Please note that this report relates to findings observed on the specific date set out above. Our report is not a representative portrayal of the experiences of all service users and staff, only an account of what was observed and contributed at the time.



2 What is Enter and View?

Part of the Healthwatch Oxfordshire programme is to carry out Enter and View visits. Healthwatch Oxfordshire representatives carry out these visits to health and social care services to find out how they are being run and make recommendations where there are areas for improvement. The Health and Social Care Act allows local Healthwatch-authorized representatives to observe service delivery and talk to service users, their families and carers on premises such as hospitals, residential homes, GP practices, dental surgeries, optometrists and pharmacies. Enter and View visits can happen if people tell us there is a problem with a service but, equally, they can occur when services have a good reputation - so we can learn about and share examples of what they do well from the perspective of people who experience the service first hand.

Healthwatch Enter and Views are not intended to specifically identify safeguarding issues. However, if safeguarding concerns arise during a visit they are reported in accordance with Healthwatch safeguarding policies.

2.1 Purpose of Visit

To engage with service users to understand their experience of attending Mind's Banbury Wellbeing Hub, including activities and support, as well as to hear about experiences of wider mental health support.

To gain a staff and volunteer perspective on working at Mind, and support.

To observe how the project operates and provides its services.

2.2 Strategic drivers

During 2019, Healthwatch Oxfordshire looked at people's experiences of mental health services across the county. We wanted to hear what is working well as well as where things could be improved. We visited a range of providers and mental health settings provided under Oxfordshire Mental Health Partnership (OMHP), including inpatient acute care, community-based care and voluntary sector provision.



2.3 Methodology

This report stems from a visit to Oxfordshire Mind's Wellbeing Hub in Banbury

We undertook planning the visit by phone and emails, following initial meeting with Mind's Chief Executive.

We visited the hub during a women-only session. We saw the project in action, as well as hearing from individual service users who were happy to speak with us and from staff.

We collected information by talking with service users and staff by using prompt sheets to act as an aide memoire to promote free-flowing conversation. We heard from **three service users** who were happy to speak with us on an individual basis on the day. We also spoke with one staff member, one volunteer and one student. We left copies of our mental health questionnaire for other service users to fill in in their own time and staff were able to fill in an online questionnaire.

2.4 Background

Oxfordshire Mind was established in 1967, as an independent charity to support people living in Oxfordshire (<https://www.oxfordshiremind.org.uk>). It is part of a network of local Minds, adhering to National Mind's standards.

Oxfordshire Mind is part of the Oxfordshire Mental Health Partnership, working to outcomes-based commissioning with people falling under Mental Health Clusters 4-17 and TalkingSpace Plus Partnership (Clusters 0-3). In addition, it receives funding from a range of other sources to enable it to provide wider wellbeing support, courses and information services for anyone experiencing mental health issues.

Oxfordshire Mind aims to raise awareness of mental health issues, making sure that support for mental health in Oxfordshire is easy to find. Mind runs a range of mental health support and wellbeing services, advice and information, including:

- Free Courses and workshops held on weekdays, evenings and weekends. These aim to increase understanding of mental health- and focus on a wide range of themes such as Assertiveness and Communication, Managing Stress, Managing Strong Emotions
- Workplace training to support mental health at work
- Support with welfare benefits
- Peer support groups across the county
- Supported housing and accommodation
- Information and advice on mental health support and services and provision of Mind's information line support
- Primary Care Wellbeing Project
- Benefits for Better Mental Health
- Children's and Young People Team
- Safe Haven, Crisis support in Oxford

Oxfordshire Mind operates from sites across the county, including **Oxford city** (the Mill), **Cherwell and West**; Banbury, Bicester and Witney, **South and Vale**: Abingdon (Charter), as well as making use of local community and health facilities and meeting places. It runs a huge range of tailored courses and workshops, as well as activities like arts and crafts, music, mindfulness, board games, healthy cooking and opportunities for physical activity such as health walks and yoga.

People can contact Oxfordshire Mind directly themselves, via the information line, or with referral from GP or mental health professionals. On contact, they will be offered a 30 minute 'Options Session' by phone or face to face, with a Wellbeing Worker, who will take time together to identify and signpost to the type of support and interests relevant to them. The person will then be offered courses or activities within Mind or encouraged to access other support. Once an Option Session is complete, and Oxfordshire Mind can offer support, the person can then access any activities of relevance by using the activities information on the website. Once attending, service users are given support, can make use of the Recovery Star as a tool for setting goals, or more informal support, and can come and go as desired.

Oxfordshire Mind encourages involvement from people who use its services, and for them to bring their own expertise on mental health to the organisation. During 2019, it has taken a strategic review of processes and pathways for service users to be involved and feed into the wider organisation, as well as ensuring that appropriate support is offered to those that do become volunteers.

Its Involvement Strategy aims are that "Oxfordshire Mind will embed the involvement of service users and stakeholders at all levels within the organisation, aiming always for a co-productive approach. Oxfordshire Mind aims to ensure that all involvement is recovery and wellbeing focused, is inclusive, is meaningful, and has a positive impact." Opportunities for this are through opportunities for becoming a 'lived experience' volunteer or interviewer, Expert by Experience, Involvement Champion, Peer Supporter, as well as enabling input and feedback at Mind's different venues.

2.4 Summary of findings

Oxfordshire Mind's Banbury Wellbeing Hub is based just off the main centre of Banbury on a side street. There is parking nearby, and local bus connections. The building is accessed via a door onto the street, and a portable ramp is available for disabled access.

The Wellbeing Hub offers wellbeing activities and peer group sessions Mondays, Tuesdays and Thursdays during the daytimes, along with focused courses on Tuesday and Friday. Healthwatch Oxfordshire visited during a women-only session, and spoke to three service users, and two members of staff.



The red brick Victorian building opens out into one main, light, multipurpose room with high ceilings. There are accessible toilets, an office, and a small kitchen area behind a counter in the main room. At the time of visit, there was lack of adequate sound proofed space for confidential conversations, and walls of the office used for this purpose were thin. However, the building was soon to be renovated for the establishment of the new Banbury Safe Haven, to run alongside the use of the hub as a wellbeing centre. This would mean improvements to and add confidential spaces for 1:1 meetings.

There is a clear information board in the main area, with up to date information on events and local support services, and a display of activities and courses for the day and weeks ahead.

Service users were positive about the support received at the centre, seeing it as a place to build confidence, recover and make social connection, whilst supported by valued staff.

Results of visit

Available Information

The project has well-displayed and up-to-date information available for service users to make use of including;

- Large notice board, with up-to-date information on mental health support, social support and voluntary sector initiatives
- Information on local support and activities
- Information on Mind, how to get involved in the organisation and ways to give feedback
- Health and Safety information as appropriate, in kitchen and on board
- Healthwatch Oxfordshire poster



Service user Feedback

Service users valued coming to Banbury Wellbeing Hub, meeting others socially, making friends and sharing experiences. They valued feeling ‘included’, understood and being able to be in a place where mental health issues were accepted.

Service users valued the time given by members of staff, who were seen to go ‘over and above’ to offer person centred, caring support. Staff were seen to always be available and approachable for anyone needing 1:1 support, or in a crisis. Staff taking time to signpost to additional services was valued, for instance promoting Springboard and Connections services.

Activities on offer were valued, and service users felt that they were able to make suggestions and changes to what is on offer. The yoga session was popular.

Service users were aware of how to give feedback about the service, and had made use of feedback surveys carried out by Oxfordshire Mind, as well as input into meetings at the centre.

Service users told us of positive use of Mind’s embedded worker in the Day Hospital, providing signposting and support to voluntary sector.

What suggestions did people make?

- One comment described feeling ‘awkward’ in coming to the first session and that more introductions and effort to make new people feel more comfortable would be helpful
- More variety of activities and opening times would be valued, although it was recognised that lack of resources within Oxfordshire Mind was a challenge

Service users’ comments on mental health support in Oxfordshire

The three service users we spoke to had mixed experiences of using the wider mental health support system in Banbury and the county. Comments included

- Limited support services in the Banbury area for mental health



- Negative patient experiences of being in a mental health crisis and attending the local A&E (Horton) and Warneford for support. This included comments on long waits and appropriateness of use of skype technology to speak to mental health support whilst experiencing crisis. The prospect of a Safe Haven establishing in Banbury was welcomed.
- Perceived challenges in communication with local adult mental health teams (the Elms).
- Perceived need for better understanding within adult mental health teams around support and management of Autism and Attention Deficit Hyperactivity Disorder (ADHD)
- Long waiting times for complex needs service, and lack of targeted support whilst waiting, particularly in Banbury area. This gave a sense of falling in between adult mental health and voluntary sector whilst waiting for appropriate support
- Comments around the value of consistency across mental health support and care, including relationships, communication and clear information. This was experienced as challenging and stressful when trying to gain support from local services with limited capacity and high staff turnover
- Positive comments about support received from Connection Support

Activities

Mondays 10 am-12pm	Open Peer support
Tuesdays 10 am -12 pm	Women only
2-3 pm	Yoga (now moved to Mondays 2-3pm)
2-4 pm	Managing Strong emotions (course)
Thursdays 10 am-12.30 pm	Creative Group
2 pm-4 pm	Open Peer support
Fridays 10-4	Assertiveness (course)

Staff Feedback

Staff we spoke to valued their work within Oxfordshire Mind, and the opportunity to be alongside service users in support of the recovery journey. They commented that the work was hugely rewarding.

Staff valued their long experience and accumulated knowledge gained from working with mental health recovery. It was felt that this expertise within the voluntary sector could be better valued by wider statutory providers, in support of continuity of care and diverse support.

Other comments included;

- Lack of confidential space in the building was seen as a constraint, which however would hopefully be addressed as refitting for new Safe Haven took place in 2020
- Lack of resources, including financial to support the work

Staff comments on wider mental health system

- Communication with voluntary sector mental health support in the area was described as good, with strong links between services
- Links with the Adult Mental Health Team (Elms and Witney) was mixed, with potential for improvements for communication around continuity of care and patient support across the system.
- Long waiting times for complex needs added pressure to already stretched voluntary sector provision
- Perceived limited mental health support in the North of the county
- Transport and access limitations for those living in more rural areas

2.5 Recommendations

Oxfordshire Mind

- Ensure clear support for introductions and induction of new service users

Wider observations for the attention of Oxfordshire Mental Health Partnership

- Communication across the system to ensure continuity of care
- Note comments about long waiting times for Complex Needs support, and impact both on service users and wider system

2.6 Service provider response

- Currently a member of staff will welcome a new service user to the group and introduce them to the group in a way they feel comfortable with. We will consider creating an induction plan for new service users to ensure this is consistent and all key information covered.



- We are due to launch a Service User Forum in Banbury as of the end of February 2020 to give our service users another vehicle of communication and opportunity to provide feedback and suggestions.
- Yoga in Banbury has moved to Mondays 2-3pm since the visit. Our course timetable varies term by term, with the current one available on our website or via the information line (01865 247788).
- Oxfordshire Mind is part of the Oxfordshire Mental Health Partnership working group for complex presentations and we will share this feedback within the partnership.
- Thank you for your report and taking the time to visit us.

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