

Community Mental Health Needs

A PUBLIC ENGAGEMENT: JULY - DECEMBER 2021



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Summary:

To further ascertain local views and experiences of mental health, and how this has impacted on people's lives and their health and wellbeing, [Healthwatch Stockton-on-Tees](#) (HWS) have engaged with local people through face-to-face focus group meetings and online surveys.

Engagement with local [Healthwatch Champions](#), support services and community groups in the area has enabled HWS to participate in quality conversations with people about what matters to them the most. Forty people took part in face-to-face focus groups, eight people provided narratives, and thirty-three people completed the survey.

The overall findings of this engagement, based on what people have told us, show that:

- There is a strong link between the mental and physical health of those with long term health conditions and/or a disability (100% focus groups, 75% survey). 82% of people from the survey alone have experienced difficulties or concerns in relation to their own mental health and wellbeing in the past year.
- Not feeling able to manage physical health conditions, and not being able to access services when needed, has had a profound impact on the mental health and wellbeing of those with long-term health conditions and/or a disability.
- Difficulties around accessing health and social care services for those with a long-term health condition and/or a disability have been identified.
- Factors supporting mental health and wellbeing have been identified.
- Community support groups are important to health, wellbeing, and more crucially the safety and welfare of those who attend.
- Those who attend the support groups would value extra health and wellbeing support along with support that can contribute to group resources, security, development, and sustainability.
- It is imperative that people have access to additional communication and learning support, signposting, information, advice, guidance, and advocacy to support their mental health and wellbeing.
- People with long-term health conditions and/or a disability would benefit from a holistic approach to health and social care support to enable them to manage their physical and mental health conditions together.
- To make informed decisions about their mental health, people value good communication with health care professionals and the teams involved in their care.

Based on the findings, the following recommendations have been made:

1. Provide support for existing community groups and provide feedback on why group funding applications have not been successful.

2. Provide community health and wellbeing support that can be delivered as group sessions and/or individual sessions where needed to support people to manage their long-term health conditions.
3. Deliver health clinics to people with long-term conditions and/or a disability within the community and to existing groups, to enable people to manage their physical and mental health conditions together.
4. Provide targeted mental health care and support for those with mental health and substance misuse difficulties.
5. Enable access to lower-level follow-on support at the end of treatment and care, as a next step option to promote rehabilitation and recovery, and the prevention of re-occurring mental health difficulties.
6. Provide mental health drop-in services that are community-based and holistic in approach, offering family support and mental health and wellbeing sessions to support people to develop coping skills.
7. Promote communication between patients and health and social care professionals, with an emphasis on supporting patients with information to enable people to make informed decisions about their mental health care.
8. Increase access to signposting, information, advice, guidance, and advocacy, along with extra support for those with additional communication and learning needs.
9. Enable those who work in primary, secondary, and statutory health and social care services to have knowledge of existing community health and wellbeing support that can be delivered by third sector organisations, and to consider these provisions as part of patient/service user treatment care plans.
10. Increase access to psychological therapies.

'Healthwatch Stockton-on-Tees would like to say thank you to Starfish, Everyday Language Solutions, Anchor Housing, and Red Balloons for supporting with this consultation.'

Introduction

Local Healthwatch have been set up across England to create a strong, independent consumer champion with the aim to:

- Strengthen the collective voice of citizens and communities in influencing local health and social care services to better meet their needs.
- Support people to find the right health and social care services for them by providing appropriate information, advice, and signposting.

Healthwatch Stockton-on-Tees works with local people, patients, service users, carers, community groups, organisations, service providers and commissioners to get the best out of local health and social care services. This doesn't just mean improving services today but influencing and shaping services to meet the needs of the local communities tomorrow.

[Healthwatch Stockton-on-Tees](#) is steered by a [Board of volunteers](#), commissioned by the Local Authority and accountable to the public. Healthwatch Stockton-on-Tees are the only non-statutory body whose sole purpose is to understand the needs, experiences and concerns of people who use health and social care services and to speak-out on their behalf. The service is managed by [Pioneering Care Partnership](#), a leading third-sector charitable organisation aiming to improve health, wellbeing and learning for all.

Healthwatch has the statutory right to be listened to:

- Providers and Commissioners must respond to Healthwatch within twenty days of submission of requests for information or reports.
- The statutory power to Enter & View publicly funded health and social care services.
- A statutory seat on the Health and Wellbeing Board.

Background and Methodology

In April 2020, Healthwatch Stockton-on-Tees engaged with local people to find out their views and experiences of the Coronavirus/COVID-19 pandemic, and how this impacted on their lives and their mental health and wellbeing. Almost three quarters of people told us that their mental health and wellbeing had been affected by the pandemic with an increase in levels of anxiety, low mood and worsening of pre-existing mental health conditions.

In September 2021, The Tees Valleys Healthwatch Network collaborated with the [Tees, Esk and Wear Valleys NHS Foundation Trust](#) (TEWV) and the Tees Valley Mental Health Alliance. The aim was to gain insight into what matters most to the people of the Tees Valley in terms of mental health support in the community. The report based on the engagement with people living in the Stockton-on-Tees area, highlights the views and experiences of people in relation to their mental health and wellbeing. The findings show that:

- Informal carers (21%) and those with a disability or a long-term condition (44%) responded to the survey. People also described their mental health as either poor or extremely poor (46%).
- Supportive social connections with family and friends, and exercise activities, classes and/or groups can help to support their mental health and wellbeing.
- Community support services such as [Age UK Teesside](#), the [Livewell Dementia Hub](#), [Teesside Dementia Link Services](#), [SNAPS Parent Support Group](#) and [Carers Together](#) have supported the mental health and wellbeing of carers.
- The social prescribing link worker service has also been identified as a valuable source of additional practical support that can help people with their mental health and wellbeing.
- People have also asked for better availability and access to talking therapies, other psychological therapies, and a wide range of therapeutic, peer and other support groups.
- Those who have employment commitments need to be able to access mental health services out of working hours.

In February 2021- July 2021, support services within the local area highlighted a range of difficulties that people were experiencing in relation to accessing psychological therapies, and shared concerns with HWS about the impact that this was having on people's mental health. In July 2021 - December 2021, Healthwatch Stockton-on-Tees has engaged with people to further ascertain their views and experiences of their own mental health and wellbeing over the past year.

Given the time-limited nature of the Tees Valley Healthwatch Network and TEWV engagement in September 2021, HWS has received additional contact with community groups and individuals that wanted to share their views and experiences of their mental health and wellbeing. HWS has been able to visit people face-to-face within the community between October and December 2021.

The engagement has been supported by the local Healthwatch Champions and the following local support services:

- [Starfish YEI](#)
- [Anchor Housing](#)
- [Everyday Language Solutions](#)
- [Red Balloons](#)
- [Middlesbrough and Stockton Mind](#)

A mixed methods approach to contact with people has considered the diversity of communication needs and contact preferences of people throughout this engagement. HWS supported forty people who attended focus groups. Eight people responded with individual verbal/written narratives, and thirty-three people responded to the online survey. 100% of people that we had face-to-face contact with, or provided a narrative, had a long-term health condition and/or a disability. 75% of people that responded to the survey had a long-term health condition and/or disability. Where appropriate, relevant signposting and information has been provided.

Based on what people have told us, the face-to-face focus group themes and narratives have been brought together with the survey findings. This has enabled us to identify what has been working well and areas for improvement in relation to; the physical and mental health of those with long-term health conditions and/or a disability, access to health and social care services, supporting factors, community support groups and the community health and wellbeing needs of those with long-term health conditions and/or a disability. The information provided has supported HWS to make recommendations based on these findings, with the aim to better support the mental health and wellbeing of people within Stockton-on-Tees.

Survey Findings

Q1. Have you had any difficulties or concerns in relation to your own mental health and wellbeing over the past year?

82% of people answered 'yes'. People told us that they've experienced worsening symptoms of anxiety and depression due to delays in receiving treatment for physical health conditions, the demands of working within social care, home schooling, bereavement and not having the usual support networks because of the pandemic.

Q2. Over the past year have you been faced with any difficulties in accessing mental health services when you have needed help and support?

53% of people answered 'yes'. People have told us that the difficulties they have faced include:

- A lack of contact/not being able to contact a mental health care professional when needed.
- Not knowing/understanding where to go for help.
- A lack of signposting from GPs to other support services.
- Not feeling comfortable in accessing services due to previous negative experiences of mental health services.
- Experiences of substance misuse difficulties.
- Not having face-to-face appointments with health and social care professionals.
- Long waiting lists or delays in accessing psychological therapies and other mental health support services.
- Falling between the gaps of mental health service provision due to not being eligible to receive mental health services/not meeting any thresholds of service provision.

'I have been rejected from secondary services for not being 'ill enough' and rejected from primary care services because I'm 'too complex'. It took me attempting suicide, and two official complaints to get me the help I desperately need.'

People who reported not having any difficulties in accessing help and support when needed have said that they *'have been given the right numbers to ring for support services'* and that *'it has been easy to get help from MIND'*. Having interpreters has also enabled people access to mental health services.

Q3. If you have faced difficulties in accessing mental health services over the past year, do you think that this has had an effect your overall mental health and wellbeing?

56% of people answered 'yes'. People told us that they've experienced worsening of depression symptoms and an increase anxiety and feelings of loneliness.

'I haven't been able to get the support I need, and this makes me feel suicidal. I feel like I'm crying out for help and that I'm getting left.'

'I attempted suicide and self-harmed because I felt like I was never going to get the help I needed. I felt totally hopeless.'

Q4. Do you feel that your mental health needs have been met?

60% of people answered 'no'. **People were asked if they would like to share more about this.** People have told us that their mental health care needs can be better met by having access to:

- Psychological therapy alongside medication.
- Face-to-face appointments.
- Lower-level follow-on support at the end of treatment and care, as a next step option to promote rehabilitation and recovery, and the prevention of re-occurring mental health difficulties.
- Community drop-in services and wellbeing sessions to develop coping skills.
- Targeted mental health care and support for those with mental health and substance misuse difficulties.

'My son needs mental health practitioners who also understand alcoholism.'

- Informal peer led mental health groups and mental health groups in relaxed informal settings.

'Ideally a regular drop-in at a café for informal chats with others attending with similar difficulties would be very helpful.'

- Better communication with mental health teams.

'I need to know when my medication will change so I can have realistic expectations. I don't feel like the mental health team communicate well with me. I know that they are busy'

'I have a social worker, but she has made me cry more than she has helped me, there doesn't seem to be a basic understanding of mental health problems.'

40% of people state that their mental health care needs have been met:

'I managed to find the right organisation and the person that can help'

'With regards to my diagnosis and therapy, my needs are being met quite well by the Adult Mental Health Team at Wessex House'

'The lady at Impact is so kind'

'I got lots of information from MIND. It really made a difference for me. I can't thank them enough'

Q5. Is there anything else that you feel could have helped/will help keep you well in the future? Overall, the following responses were provided:

- Relevant, clear, and understandable information on where to go and get help.
- Grief counselling.
- Mental health and alcohol workers together.
- Befriending services.
- Walking groups.
- Telephone support from mental health services.
- A variety of support groups for differing health needs and interests:

'The resumption of the COPD group that I use to attend at the hospice where we could have aromatherapy, wellbeing counselling and group support. This was cancelled just before the pandemic due to their low financial position.'

Q6. Do you feel that your mental health has affected other areas of your life or other health conditions that you experience?

79% of people answered 'yes'.

People were asked if they would like to share more about their experiences of this. People have told us that their mental health has affected their quality of life and has impacted on their family members, friendships, employment, the ability to carry out everyday activities, confidence, self-esteem, physical health, long-term health conditions such as arthritis, ME/Chronic Fatigue Syndrome, and the ability to receive treatment for physical health conditions.

'I struggle to stay in hospital because of my mental health, I know I'm disruptive in hospital, but I can't help it. This means I can't get my physical health issues addressed as an inpatient.'

'I'm not able to live a fulfilled and enjoyable life.'

'I'm having to fight harder to keep going.'

Q7. Have you found it easy to find clear and understandable information to help keep yourself safe and well?

55% of people answered 'yes'. People told us that their understanding of health and wellbeing information had been facilitated by interpreters from Everyday Language Solutions and other local support services such as '[A Way Out](#)' and 'Mind'. People have also reported that their main sources of information include:

- Self-help books
- Facebook
- The internet
- Catalyst news bulletins

People have also stated that not having someone to support with language barriers, specific learning needs and interpretation, has prevented them from being able to find and understand health information.

Question 8. Has there been anything that has worked well to support your mental health and wellbeing?

68% of people answered 'yes'.

People were asked if they would like to share more about this. People have highlighted that the following supportive factors to mental health and wellbeing:

- Medication
- Social Prescribing Link Workers
- Interpreters
- Support to go out into the community
- Receiving counselling and wellbeing activities from Mind
- Having someone caring to talk to at Mind
- Long term and consistent mental health support
- Peer support
- Music
- Reading
- Gardening
- Walking
- Having some alone time and watching TV
- Family and friends
- Church
- Praying
- Zoom

Focus Group and Narrative Findings

The findings from the face-to-face focus groups and written narratives have been categorised into the following main themes: (1) experiences of physical and mental health conditions impacting on one another (2) the management of long-term health conditions and communication (3) community-based health and wellbeing support, (4) availability and access to health and social care services for those with long term mental health conditions (5) support groups, and (6) supporting mental health.

(1) Experiences of physical and mental health conditions impacting on one another.

People have shared experiences of long-term physical and mental health conditions impacting on other health conditions. Those who attend the groups have at least one long-term health condition such as a pre-existing mental health condition, COPD, asthma, diabetes, arthritis, epilepsy, and angina.

People have expressed concerns in relation to their physical health conditions not being managed, and that this has impacted on their mental health and wellbeing. People have told us that they have experienced low mood, anxiety, exhaustion, worry and frustration when trying to cope their physical health conditions. It has also been reported that treatment for a mental health condition has impacted on physical health.

'I am diabetic- I have had no regular six-month check-ups; you are just expected to manage it all yourself. It feels like I am not been looked after and that I've just been forgotten. This makes me feel very anxious and low. I also have Glaucoma and it has been two years since that has been checked.'

'My physical health has been affected. I have a mental health diagnosis and I have not had a review or been monitored for two-three years for my medication. I had Parkinson side effects from my medication since 2019 but they were not picked up on until recently as I had not been monitored.'

'Physical health and pains are causing me a lot of anxiety and depression - and not being able to get an appointment or waiting too long makes me feel more anxious.'

'I am not getting help and I get more depressed and want to stay indoors'

'Just because we have mental health conditions it doesn't mean we're not adults, we can make our own decisions - professionals need to support us with information rather than it being just done to us.'

'A mental health and physical health review would be much better for me.'

(2) Community based health and wellbeing support.

Members of the groups have asked for community-based health and wellbeing support to be delivered as groups sessions and individual support where needed to support them to manage their long-term health conditions. The groups have felt that some preventative and healthy living support would be beneficial.

‘Wellbeing courses that are face-to-face and not just online - not everyone can learn online’

‘We have big lounges where people can come and do group sessions, drop-in clinics, health checks- it’s the perfect place to access everyone’

‘We all have lots of different health problems that are more complicated, and some people have learning disabilities. Wellbeing support, diabetes clinics and vaccination clinics, information and support can be delivered here.’

Groups attendees have suggested that the following sessions would be beneficial to them:

‘Exercise classes’

‘Breathing and relaxation classes for anxiety’

‘Practical sessions for helping with low mood’

‘Diabetes sessions’

‘Weight management support’

‘Food and nutrition classes’

(3) Availability and access to health and social care services for those with long term mental health conditions.

People told us that they’ve experienced difficulties in being able to access GP appointments at *‘Dovecot Street’*, *‘Lawson Street’* and *‘Tennant Street’* surgery.

Group attendees have expressed concerns about the length of time between the response from mental health services after the first initial contact, and that mental health services are not available when needed.

People have shared experiences of falling between the gaps of service provision due to not being ‘ill enough’ or ‘too complex’ and have therefore not received mental health care and support. Group attendees have mental health concerns and different diagnoses. They have expressed a need for longer term support on an intermittent basis. Groups have told us that that they have not known where to go for a range of wellbeing and social issues that have impacted on their mental health and wellbeing, and that there hasn’t been any support available whilst waiting to access, and when leaving, mental health services.

‘I’ve not known which way to turn for help, I’ve being turned down because of not being high risk enough or being too high risk but not being given any further support or signposting to other services that could help? Are there any that can help?’

‘I have a long-term mental health condition and aside from the group, there has not been anyone impartial that I feel that I can talk to about my mental health difficulties before they get too much.’

‘I received help and support, then I was discharged and then nothing at all. This left me feeling like I can’t manage.’

Group attendees have found through personal experience and supporting other group members, that those with long term mental health conditions often require additional support to access primary care and social care services.

‘The Recovery College would offer support to medical appointments through an advocate - but this isn’t available anymore.’

‘I have a mental health diagnosis and I find TAF meetings hard, and I could do with some help as I can’t understand what’s going on.’

People have told us that due to the lack of help and support for mental health, groups and individuals can feel the strain, and those with have a long-term mental health condition are trying to support one another:

‘We can support each other but, in some cases, when more professional support is needed the strain is put on us - and we can also be very unwell some days.’

‘Caring for a family member who can’t get the help and support that they need - causing me stress and worry and I’m unwell myself. He’s just been forgotten about’

‘There’s no one other than the group that can try to broker support - but then there also isn’t the community support available to us?’

People told us that they would like mental health drop-in services that are community-based and holistic in approach, offering family support and mental health and wellbeing sessions that can offer information, advice, guidance, advocacy support. People have also told us that they would like a service that bridges the gap between primary and secondary care, along with follow-up support after discharge for those with long term mental health conditions/re-occurring mental health difficulties.

(4) Support groups

People have highlighted the importance of their support groups to their mental health and wellbeing, and more crucially to their safety and welfare:

‘We support each other each with mental health and wellbeing.’

'We look out for each other and check up on one another if we think something isn't right or if someone needs some extra help.'

'The group has been my lifeline.'

'The group has been my safety net.'

'I don't know what I would do if it wasn't for this group.'

However, group attendees have expressed the following difficulties:

- A lack of community health and wellbeing support for the groups.
- Collective feeling within the groups of being 'cut off' from any outside support, contributing to feelings of fragility within the group.
- Peer support mentors are supporting people in crisis due to those in need not being able to access the crisis team.
- Some groups don't receive any funding for materials and rely on handouts from the members of the public.
- Feeling that those around them are more at risk due to lack of day services that can offer support to those with mental health difficulties.
- A lack of understanding by mental health care professionals in relation to nature and the value of the support groups, and the contributions that the groups make in supporting the health, wellbeing, and recovery of those who attend.
- Not receiving feedback in relation to why group applications for the TEWV Community Transformation funding have been declined. However, TEWV have stated that:

'This would be the responsibility of the organisation that offered funding and we would always expect feedback to successful and unsuccessful bids. If this has not happened in a particular case, we would recommend contacting the organisation who offered the funding.'

(5) Supporting mental health

People have also shared positive experiences of their mental health support. People have reported that having access to either a GP, a social prescribing link worker, a support worker, a COPD nurse, a housing scheme manager, and a community mental health support group has had positive effects on mental health and wellbeing:

'Social Prescribing was very good and helped in different ways.'

'I received helpful signposting and information from my GP.'

'Having a crisis number from my GP has helped- I haven't needed to use it yet but it makes me feel comfortable to know that I have it.'

'Alma Medical Practice have been brilliant for me. I have been able to get face-to-face appointments when I have needed them and they are always really helpful.'

'My family support worker has been helpful for advice.'

'The COPD nurse that comes from Hartlepool is fabulous - she keeps in regular contact and can prescribe antibiotics, steroids, nebulizer and checks our inhalers.'

Summary of Findings

During September 2021, 44% of people that responded to the Tees Valley Healthwatch Network and TEWV engagement (Stockton-on-Tees area) had a long-term health condition and/or a disability, with 46% of all people describing their health as poor or extremely poor. However, in contrast, three quarters of people that responded to the survey, and all of those that attended the focus groups/provided a narrative between July and December 2021, have either a long-term health condition and/or a learning disability. 82% people that responded to the survey alone (July-December 2021) had also told us that they had experienced difficulties or concerns in relation to their own mental health and wellbeing in the past year.

People with long-term health conditions and/or a disability told us that they experience a strong link between their physical and mental health, how they impact one another, and that their mental health has affected other areas of their life or other health conditions that they experience. People have told us that they have experienced low mood, anxiety, exhaustion, worry, frustration, loneliness and worsening of depression symptoms when trying to cope their physical health conditions, and not being able to access services when needed. People have expressed concerns in relation to their physical health conditions not being managed in a way that they would like, and that this has had an impact on their mental health and wellbeing.

Difficulties around accessing health and social care service for people with a long-term health condition and/or a disability include:

- Not knowing where, or if there are places to go for help/ support for a range of wellbeing and social issues that have impacted on their mental health and wellbeing.
- Not being able to contact mental health care professional/services when needed.
- Previous negative experiences of mental health services.
- Experiencing substance misuse difficulties.
- Long waiting lists or delays in accessing psychological therapies and other mental health support services.
- The availability of support whilst waiting to access services and when leaving mental health services.
- Falling between the gaps of service provision due to not being 'ill enough' or 'too complex' and therefore have not been able to access mental health care and support.
- Longer-term support on an intermittent basis hasn't been available.

- Impact of the long-term mental health conditions/mental health symptoms affecting their ability to access primary care services and social care services.
- Not being able to get GP appointments.
- Not having someone to support with language barriers, specific learning needs and interpretation, has prevented some people from being able to find and understand health information.

People have told us that their mental health care needs can be better met by having access to:

- Mental health and alcohol workers together, and targeted mental health care and support for those with mental health and substance misuse difficulties.
- Lower-level follow-on support at the end of treatment and care, as a next step option to promote rehabilitation and recovery, and the prevention of re-occurring mental health difficulties.
- Mental health drop-in centre services that are community based and holistic in approach, offering family support and that can offer services and wellbeing sessions to develop coping skills.
- Mental health support that can offer information, advice and guidance, and advocacy support.
- Mental health services that bridge the gap between primary and secondary care and follow-up support after discharge for those with long term mental health conditions/re-occurring mental health difficulties.

Factors supporting mental health and wellbeing include:

- Medication.
- Interpreters and other local support services facilitating understanding of health and wellbeing information.
- Support to go out into the community.
- Receiving counselling and wellbeing activities from Mind.
- Having someone caring to talk to at Mind.
- Long term and consistent mental health support.
- Peer support.
- Social prescribing link workers, GPs, family support workers, COPD nurse, housing scheme managers, and community mental health support group.
- Self-help books.
- Hobbies and activities.

Support Groups

People have highlighted the importance of their support groups to their mental health and wellbeing, and more crucially to their safety and welfare. However,

support groups can feel the strain due to a lack of available mental health care. Those with longer-term mental health needs provide support to one-another.

People have told us they feel there is lack of community health and wellbeing support for existing groups. This includes a lack of understanding by mental health care professionals in relation to the nature and the value of the support groups and their contributions in supporting the health, wellbeing, and recovery of those who attend. Some groups don't receive any funding for art materials and other resources, and they rely on handouts from the members of the public.

Community Mental Health Needs

People told us that they need better communication with health care professionals and the teams involved in their care, with a more holistic approach to supporting them to manage their physical and mental health conditions together. It is important to people that they are supported with information to be able to make informed decisions about their mental health.

People have asked for community-based health and wellbeing support to be delivered as groups sessions, and individual support where needed, to support the management of their long-term health conditions. The groups have felt that some preventative and healthy living support would be beneficial, including access to relevant, clear, and understandable information on where to get help.

Existing community support groups would like extra support for their groups. They would like support that can contribute to their group resources, security, development, and sustainability. The groups would like to receive feedback on why their funding applications have not been successful.

Recommendations:

Recommendation Number	Recommendation	Responsible Body	Comments
1	Provide support for existing community groups and provide feedback on why group funding applications have not been successful.	<ul style="list-style-type: none"> • Tees Esk & Wear Valleys Foundation Trust. 	
2	Provide community health and wellbeing support that can be delivered as group sessions and/or individual sessions where needed to support people to manage their long-term health conditions.	<ul style="list-style-type: none"> • Pioneering Care Partnership - Community Connect. • Stockton-on-Tees Borough Council. • Catalyst 	<p>At Catalyst, we can use our networks to coordinate and raise awareness of these sessions.</p> <p>Community Connect and the Covid Resilience Project (PCP) can support individuals and groups to improve their overall health and wellbeing.</p>

3	Deliver health clinics to people with long term conditions and/or a disability within the community and to existing groups, to enable people to manage their physical and mental health conditions together.	<ul style="list-style-type: none"> • NHS Tees Valleys CCG. • Tees Esk & Wear Valleys Foundation Trust. • Public Health • Stockton-on-Tees Borough Council 	
4	Provide targeted mental health care and support for those with mental health and substance misuse difficulties.	<ul style="list-style-type: none"> • Healthwatch Stockton-on-Tees. • NHS Tees Valleys CCG. • Tees Esk & Wear Valleys Foundation Trust. • Stockton-on-Tees Borough Council. 	Healthwatch Stockton-on-Tees are collaborating with CGL, Stockton Recovery Service to support people with substance misuse difficulties to share their views and experiences of mental health.
5	Enable access to lower-level follow-on support at the end of treatment and care, as a next step option to promote rehabilitation and recovery, and the prevention of re-occurring mental health difficulties.	<ul style="list-style-type: none"> • NHS Tees Valleys CCG. • Tees Esk & Wear Valleys Foundation Trust. 	
6	Provide mental health drop-in services that are	<ul style="list-style-type: none"> • Tees Esk & Wear Valleys 	

	community based and holistic in approach, offering family support and mental health and wellbeing sessions to support people to develop coping skills.	<p>Foundation Trust.</p> <ul style="list-style-type: none"> • Stockton on-Tees Borough Council. 	
7	Promote communication between patients and health and social care professionals, with an emphasis on supporting patients with information to enable people to make informed decisions about their mental health care.	<ul style="list-style-type: none"> • NHS Tees Valleys CCG. • Tees Esk & Wear Valleys Foundation Trust. • Stockton-on-Tees Borough Council. 	
8	Increase access to signposting, information, advice, guidance, and advocacy, along with extra support for those with communication and learning needs.	<ul style="list-style-type: none"> • Tees Esk & Wear Valleys Foundation Trust • Stockton-on-Tees Borough Council. • Catalyst • Pioneering Care Partnership • North Tees and Hartlepool NHS Foundation Trust 	<p>Healthwatch Stockton-on-Tees, Community Connect and the Covid Resilience Project (PCP) can support individuals and groups to access information, signposting, advice, and guidance, and make referral to local services to help improve health and wellbeing.</p> <p>At Catalyst, we can use our networks to</p>

			coordinate and raise awareness of these services.
9	Enable those who work in primary, secondary, and statutory health and social care services to have knowledge of existing community health and wellbeing support that can be delivered by third sector organisations, and to consider these provisions as part of patient/service user treatment care plans.	<ul style="list-style-type: none"> • NHS Tees Valleys CCG. • Tees Esk & Wear Valleys Foundation Trust. • Primary Care Networks • North Tees and Hartlepool NHS Foundation Trust 	
10	Increase access to psychological therapies.	<ul style="list-style-type: none"> • NHS Tees Valleys CCG • Tees Esk & Wear Valleys Foundation Trust 	

Responses

Click link below for the response from Tees Valley Clinical Commissioning Group (TV CCG) and Tees, Esk & Wear Valley NHS Foundation Trust (TEWV) to Healthwatch Stockton-on-Tees' Community Mental Health Needs Report.

<https://www.healthwatchstocktonontees.co.uk/community-mental-health-needs-report-tv-ccg-and-tewv-response>

Click below for the response from North Tees & Hartlepool NHS Foundation Trust (NTH NHS FT) Healthwatch Stockton-on-Tees' Community Mental Health Needs Report.

<https://www.healthwatchstocktonontees.co.uk/community-mental-health-needs-report-nth-nhs-ft-response>

