

# Step up to Great Mental Health Consultation

in partnership with  
Leicestershire Partnership NHS  
Trust

Step up to  
Great  
Mental  
Health



The opportunity to have your say  
[www.greatmentalhealthLLR.nhs.uk](http://www.greatmentalhealthLLR.nhs.uk)

# Today's Café

**Welcome and introductions**

**Overview of Step up to Great Mental Health Consultation**

Show film, discussions, Q&A's

**Themes for further discussions;**

- **Crisis cafes**
- **Mental Health Central Access Point**

**How to give further feedback and to get involved**

**Further support**

**Relaxation**



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# Step up to Great Mental Health Video

<https://www.greatmentalhealthllr.nhs.uk/step-up-to-great-mental-health-video/>

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# Themes for further discussions;

## Introducing a Central Access Point

In April 2020, during the first wave of the Covid-19 pandemic, a new single telephone helpline for accessing mental health services in Leicester, Leicestershire and Rutland called 'Central Access Point' was introduced. This service is available 24 hours a day, seven days a week. Anyone needing mental health support for themselves or others can call this service on 0808 800 3302. We also propose to:

- develop the Central Access Point and introduce a call back service
- introduce online instant messaging allowing a real time online conversation with trained mental health staff
- incorporate accessibility features such as British Sign Language and language interpretation facilities into these services

#### 4. To what extent do you agree or disagree with making these change permanent where 5 is strongly agree and 1 is strongly disagree. Please select one answer.

- 5. Strongly Agree
- 4. Agree
- 3. Neither agree or disagree
- 2. Disagree
- 1. Strongly Disagree
- Not Applicable

**Please tell us why?** If relevant, please explain the impact of this change on you, your family or any groups you are part of.

## Strengthening the role of Crisis Cafes

A Crisis Cafe offers a safe space for people, who are experiencing a mental health crisis, but do not require an immediate medical assessment. There are currently two Crisis Cafes in Leicester and one in Loughborough. Over the next four years, we are proposing opening a further 22 Crisis Cafes across Leicester, Leicestershire and Rutland.

**6. To what extent do you agree or disagree with this proposal where 5 is strongly agree and 1 is strongly disagree. Please select one answer.**

- 5. Strongly Agree
- 4. Agree
- 3. Neither agree or disagree
- 2. Disagree
- 1. Strongly Disagree
- Not Applicable

- 7. Please tell us why?** If relevant, please explain the impact of this change on you, your family or any groups you are part of.

- 8. Please tell us where you would like the new Crisis Cafes to be located?**

- 9. Please tell us what mental health support services should be provided in the new Crisis Cafes?**

# How to give more feedback and get more involved

The consultation will run from Monday 24<sup>th</sup> May 2021 to Sunday 15<sup>th</sup> August 2021.

You can also email any comments to us at [LPTPatientExperience@leicspart.nhs.uk](mailto:LPTPatientExperience@leicspart.nhs.uk) and we will submit them to the CCG anonymously.

**If you are interested in getting further involved with shaping these improvements as they are agreed and implemented then please contact us.**

## Find out more – Contact the CCG

- Find out more about the consultation, what is proposed and why on our website at [www.greatmentalhealthLLR.nhs.uk](http://www.greatmentalhealthLLR.nhs.uk).
- Telephone us on **0116 295 0750** if you require support to complete the questionnaire or email [beinvolved@LeicesterCityCCG.nhs.uk](mailto:beinvolved@LeicesterCityCCG.nhs.uk)
- Email us your views at [beinvolved@LeicesterCityCCG.nhs.uk](mailto:beinvolved@LeicesterCityCCG.nhs.uk)



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# Support for your mental health and emotional wellbeing



Leicestershire Partnership  
NHS Trust

## Services for all ages

### Central Access Point

If you are in need of urgent NHS mental health support you can call our Central Access Point.

**0808 800 3302**

24/7

### Mum's Mind

A text service providing advice and information to anyone concerned about a mum's mental health in pregnancy or baby's first year.

**07507 330026** M-F 9.00 – 16.30

## Services for children, young people and families

### ChatHealth

Confidential text messaging service for advice and information from a public health nurse (health visitor or school nurse).

For young people  
aged 11-19:

For parents  
and carers:

Leicester:  
Leicestershire  
and Rutland:

**07520 615386**

**07520 615381**

**07520 615387**

**07520 615382**

### Health for Under 5s, Health for Kids, and Health for Teens

Dedicated websites with age-appropriate resources.  
Search 'Health for Under 5s / Kids / Teens'

visit [www.leicspart.nhs.uk/emotional-wellbeing](http://www.leicspart.nhs.uk/emotional-wellbeing) for more

If you are deaf and have urgent mental health needs, you can use the NHS 111 British Sign Language service available here: <https://interpreternow.co.uk/nhs111>

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Other support is listed on our website below:

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[Guided Meditation to Let Go – Start Living in the Moment \(5 mins\)](https://youtu.be/hWkvEmwG_dc)

[https://youtu.be/hWkvEmwG\\_dc](https://youtu.be/hWkvEmwG_dc)

