

Welcome Pack

Neighbourhood
Mental Health
Cafés

A circular logo with a purple-to-pink gradient. In the center is a white line-art illustration of a coffee cup on a saucer, with several coffee beans scattered around it. The text 'Neighbourhood Mental Health Cafés' is written in a dark purple font over the top half of the circle.

For times when you're struggling to cope

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WELCOME

Welcome to your Neighbourhood Mental Health Café

There are Neighbourhood Mental Health Cafés (NMHC) across Leicester, Leicestershire and Rutland. The Cafés are run by trained and supportive staff, who are there to listen and provide the practical support you may need when you need it most.

**You are welcome to visit or
contact any of these cafés,
not just the one local to you.**

How we work with you

If you're struggling with your mental health, we can help you make plans to enable you to feel safer. We also provide information on where you can get help in your local community and make referrals if needed.

Alongside emotional support, we'll also work with you to help you manage your own mental health so that you can start to feel more in control.

Everyone's different, so we'll give you a choice of ways you might like to receive support from us and you can decide what's best for you. For example, you may want:

- A safe and calm space where you can be yourself and take part in gentle activities
- One to one support with a member of our team to explore ways to cope and how to manage your mental health
- Practical advice and information about other services that might be helpful to you for longer-term support

Who can use the Neighbourhood Mental Health Cafés?

Adults 18+ who are struggling with their mental health and wellbeing, who are willing and able to work with NMHC staff.

If you need urgent medical attention, or are at risk of harming yourself or others, always call 999 in an emergency.

If you are a parent/carer/guardian and cannot arrange alternative childcare, children may be allowed into the café, at the discretion of the café team for one-to-one support only.



Your journey with us

The Neighbourhood Mental Health Café is a safe space for you to discuss anything that's important to you.

Before leaving, we will work with you on next steps.

During your visit

During your visit, you will be welcomed by a member of the team. We will then take some personal information which will help us to support you.

Depending on your needs, we can offer a range of support including:

- One to one support
- Signposting to additional support
- Group support
- Action planning
- Goal setting

After your visit

Should you need further support from the NMHC, you can visit again. You will be provided with information to help keep you well.



How we work together

What you can expect from us

- Your mental health and wellbeing is personal to you, and you will be treated as an individual
- Treated with respect and dignity
- A safe and confidential space*
- We will listen to your concerns and worries, without judgement
- One to one support
- Practical advice
- Complimentary light refreshments**

What we expect from you

- Treat staff and other café visitors with respect and dignity, any form of abuse will not be tolerated
- Alcohol, illegal substances and non-prescribed medication are not allowed
- Registered support animals are welcome
- The café has the right to refuse entry, or can ask you to leave

*Please see confidentiality page (pg 8) for more information

**Takeaway deliveries not permitted

Confidentiality

The Neighbourhood Mental Health Café (NMHC) can only tell other people your personal information if you say they can, or if it is absolutely necessary. If you would like your carers or family to be involved in your support, please talk to them or ask the café staff to do so.

The law says that someone has to keep your information confidential if:

- The information is private – this means that other people don't already know it, and
- You want the information to be kept private & the professional knows this
- Each NMHC has a confidentiality policy & you can request a copy of this

Can the NMHC share my information with others?

With your consent:

Usually, a café must ask you before they tell other people information about you. You can tell the café not to share any information or ask them to only share parts of it.

Without your consent:

The café can share your information without consent if:

- There is a risk of serious harm to you or others
- There is a risk of a serious crime
- You are mentally incapable of making your own decisions
- The NHS share your information under 'public interest' (UK GDPR)

For example, if you say that you are planning to hurt yourself or other people, the café may decide to share this with other services i.e. The Mental Health Hub, the police.

Data protection

When you visit a NMHC, you will be asked to complete a data monitoring form.

The cafes are all funded by the NHS, so the information you provide will be collated & sent to the NHS. This information is then used to plan & develop the support offered by the cafes. If you prefer not to share certain information, feel free to leave those sections blank.

If you wish to know what information a NMHC holds about you, you can submit a "subject access request". Please speak to café staff & ask for a copy of their procedure to find out how to do this.



Ways to support yourself

Physical Health

If you have worries or questions about smoking, alcohol, substance use, diet, weight gain and/or any other physical health or wellbeing topics, please discuss it with our team or raise it with your GP. Research also shows that regular exercise stimulates the brain and keeps it healthier, which is particularly important as we age.

There are services we can put you in touch with to start the conversation.

5 ways to wellbeing

Looking after your mental health is just as important as your physical health. Research by the New Economics Foundation has found there are five ways to look after your mental wellbeing.*



Connect



Be active



Take notice



**Keep
learning**



**Give your
time**

*Source: www.neweconomics.org/2008/10/five-ways-to-wellbeing



Connect - Connecting with the people around us is a great way to remind ourselves that we're important and valued by others.

- Arrange to meet people regularly
- Reach out to someone
- Take time to get to know your neighbours



Be Active - By making sure we are regularly moving our bodies, we can look after our mental and physical health at the same time. Six key benefits of moving more are:

- Improves mood
- Improves sleep
- Helps maintain a healthy weight
- Builds new friendships
- Helps to reduce stress
- Improves quality of life



Take notice - Taking notice of our thoughts, emotions and surroundings is a great way to stay present and pay attention to our needs.

- Take up a mindful hobby
- Write down three things you're grateful for



Keep learning - Learning new things is a good way to meet new people and boost our self confidence

- Try out a new recipe
- Join a class or hobby



Give your time - Research has found a link between doing good things and an increase in wellbeing.

- Try and do one kind thing a day
- Explore volunteering or fundraising

Other support and services



Leicestershire Partnership NHS Trust

There's lots of information on a wide range of support services on this website.

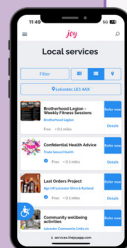


www.leicspart.nhs.uk/mental-health



Joy

Joy is a website that can connect you to support in your local community. There's a range of different support offers and services on the website - from counselling to walking groups and debt advice, it's about what matters to you.



www.LLRjoy.com



Neighbourhood Mental Health Cafés

Find opening hours and locations for all Neighbourhood Mental Health Cafés online.



www.leicspart.nhs.uk/service/neighbourhood-mh-cafes



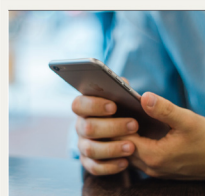
If you need urgent help

If you need urgent mental health support, 24/7 support is available over the phone. **Call NHS 111, mental health option.** This number is open 24 hours a day and is totally free and confidential.

You can also text **0748 063 5199** and we will aim to get back to you within four hours.

If there is an immediate threat to life, dial 999.

If you are deaf and have urgent mental health needs, you can use the **NHS 111 British Sign Language service:**



www.signvideo.co.uk/nhs111



Samaritans

We're waiting for your call on **116 123**. Whatever you're going through, a Samaritan will face it with you. We're here 24 hours a day, 365 days a year.



www.samaritans.org



Tellmi

Tellmi is an early digital mental health service for anyone over the age of 11. It is available across Leicester, Leicestershire and Rutland, free of charge. Visit the website or download from your phone's app store.



www.tellmi.help



Raising concerns/making a complaint

Before making a formal complaint you should feel able to talk to a member of the NMHC team. It may be that the member of staff is able to resolve the concern there and then.

If you don't feel able to raise your complaint with the care team, or you are not satisfied with their response, please contact the Leicester, Leicestershire and Rutland Integrated Care Board complaints team who will be happy to support you through this process.

www.leicesterleicestershireandrutland.icb.nhs.uk/contact



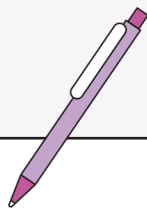
Feedback on the NMHC

To help us improve how we support you, we would appreciate your time in completing a short, anonymous feedback survey. Please use the link below or scan the QR code.

<https://qrco.de/beRleW>



My information*



Preferred pronouns:

.....

A bit about me:

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.....

.....

What's important to me e.g. a quiet space, women only etc:

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.....

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How I express my emotions:

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Things I don't like/my triggers:

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Any allergies:

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My In Case of Emergency (ICE) person is:

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Useful numbers:

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Services I'm accessing:

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People who support me:

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My nearest NMHC(s) is:

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Address:

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Date:

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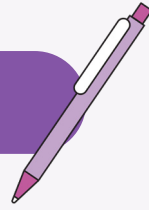
Time:

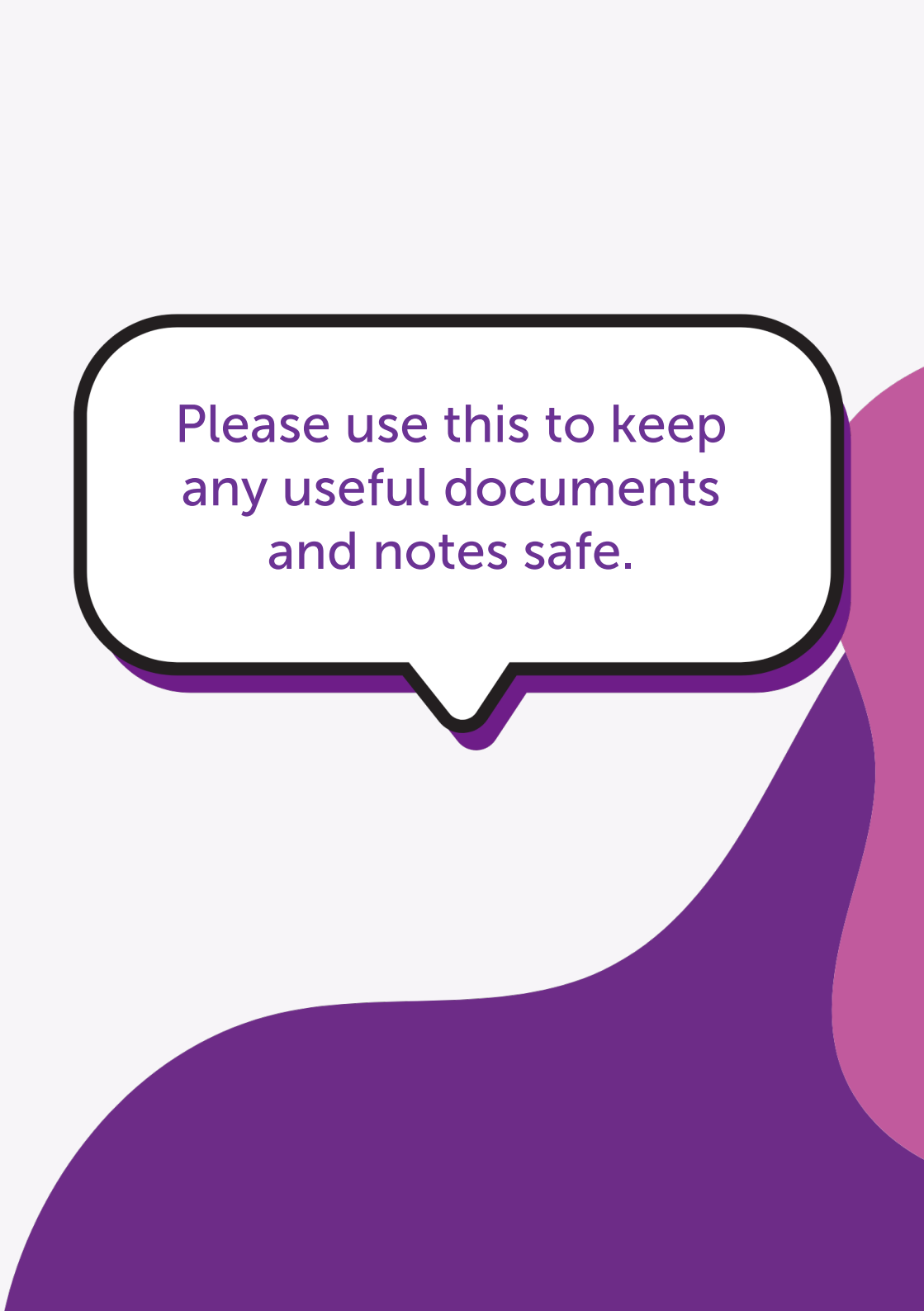
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Contact:

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Notes

This image shows a full page of white paper with horizontal dotted lines. The lines are evenly spaced and run across the width of the page, providing a guide for handwriting practice. There are no margins, text, or other markings on the page.



Please use this to keep
any useful documents
and notes safe.

