

Briefing: Wellbeing Hub – Central Norfolk

The health system in Norfolk and Waveney has been investigating the potential to create a **'community wellbeing hub'** for people with mental distress and mental ill-health.

We believe that - just as we do with physical health - people should be helped earlier and closer to home, and that they are empowered to resolve or stabilise their mental health issues before they escalate into a crisis and remain safe and well at home.

The hub would serve the population of central Norfolk and would be based in Norwich. It would be aimed at people aged 18 years and over (as other age-appropriate facilities are already available to people aged under-18).

The following briefing outlines the progress of the project up to December 2017. We need your views on the details of the project so far, feedback on what factors would be important to you in how a wellbeing hub would operate, and other priorities we need to consider in moving this project forward.

What would a community wellbeing hub provide?

We expect a hub to be a very important component in how mental health services run locally.

A hub would serve to improve the mental and physical wellbeing of people drawn from the 'whole-population', not just for people with complex problems.

It would provide a more appropriate option for people 'in crisis' rather than there being the need for people to access statutory services, such as ambulance, police, and A&E.

Importantly, we see the hub as having a role in preventing crisis, and empowering people to manage their conditions before they escalate.

We expect that a wellbeing hub would help reduce demand in mental health beds and the pressures on secondary mental health services. It would also provide GPs with support to draw on when patients present with mental distress or mental ill health.

How would a community wellbeing hub work?

The community wellbeing hub would operate both a day and night-time service:

During the day...

The hub would provide support for a range of mental health problems and for episodes of mental distress. It would provide a range of activities, advice, information and support.

It would support people to stay well in their community and at home, and employ people with lived experience of mental health conditions working alongside professionals and support staff.

We envisage there being a cafe at the hub to support those who feel socially isolated and would aim to help de-stigmatise mental health for those people using this feature. The cafe should be open to the public.

During the evening...

The hub would offer a suitable and safe environment for people experiencing mental ill-health and mental distress. This would be accessible to a limited number of people who meet a defined referral criteria.

It would also provide practical and emotional support, which could be used as an alternative to admission if appropriate. The evening hub would work closely with 111, police, ambulance and A&E to support people, where the hub would be a more appropriate venue.

We would also expect health and care professionals to be able to refer patients/clients to the hub, managed via a triage telephone line.

A vital element of our model would be to co-locate professional support services from both the public and voluntary sector within the hub. Options might include (but are not limited to) the mental health telephone support line, the crisis resolution home team and adult social workers.

What has happened so far in the development of the community wellbeing hub?

Community hubs to support mental wellbeing already exist across the country as a way of providing support for people with mental health conditions, and the need for strong community wellbeing services is a key part of NHS England's '5 Year Forward View for Mental Health'. Evidence strongly suggests such hubs make a real difference in de-escalating situations and reducing admissions to inpatient mental health beds.

Local health commissioners were successful in bidding for national capital funding that needs to be spent by 31 March 2018 otherwise it will no longer be available to the local system.

Over the last year, we have worked within the emerging mental health workstream of Norfolk and Waveney’s Sustainability and Transformation Partnership to discuss and develop ideas of how to utilise funding, which must be used on the physical building and location of a wellbeing hub in the community. This has involved representation across the Sustainability and Transformation Partnership, including the community and voluntary sector and people that use mental health services.

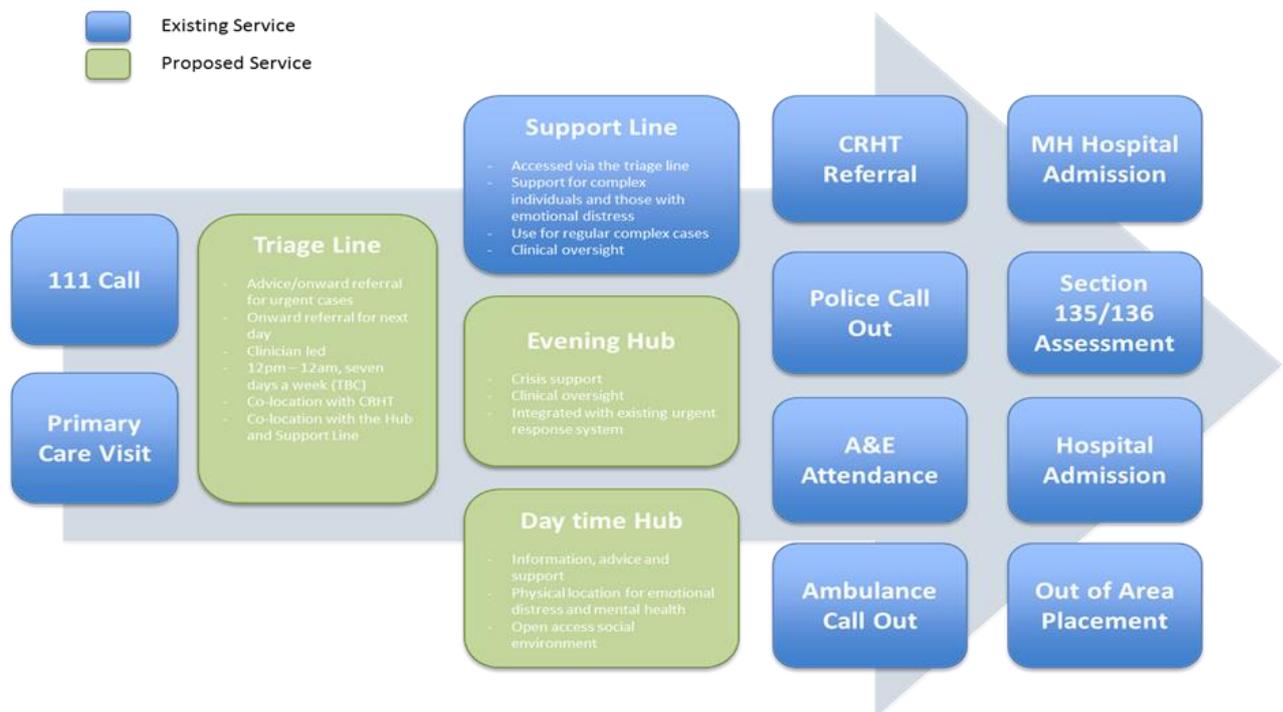
A detailed update can be found in a paper that was discussed at the Governing Body meetings in public of NHS North Norfolk, NHS South Norfolk and NHS Norwich Clinical Commissioning Groups in November:

<http://www.southnorfolkccg.nhs.uk/sites/default/files/pdf/Agenda%20Item%208.5%20-%20Mental%20Health%20Crisis%20Hub.pdf>

We want to hear the views of people living and working in the central Norfolk area before we commence with the next stage of the project from January 2018 onwards.

How would a community wellbeing hub work alongside existing system and services?

The diagram below demonstrates how the hub would be an important element in supporting mental wellbeing in Primary Care and the community:



Please tell us...

- **What are your views on the 'community wellbeing hub' model?**
- **What services would should operate or be accessible from the hub?**
- **Does the day / night way of working meet the needs? What else could we consider offering at day or night?**
- **What do you think is important to include in how the café operates at the community wellbeing hub?**
- **Within your experience, what are the key factors in getting the most appropriate help you need in the timeliest manner?**
- **Are there any other services or professionals the community wellbeing hub should work with?**
- **Is there any other feedback you would like to give on this proposal?**
- **How would you like to be involved in this project as it develops?**

Share your views via the following Smart Survey link: <https://www.smartsurvey.co.uk/s/NRLBE/>