**Barnsley Community Connects**

**Promoting emotional well-being and physical health**

**Referral Pathway & Processes**



Refer direct to the project. Further details to be agreed

**Primary Care Nurses**

This service is aimed at individuals aged 18 years or over living in Barnsley who are experiencing low level mental health problems. The focus is on building resilience, developing coping strategies and forging meaningful connections to help achieve better mental health, live life independently and achieve aspirations. The aim is to reduce the need for people to access mental health services as well as to support people whilst accessing or withdrawing from them. Requests for the service (referrals) will be welcomed from a wide range of sources.

***Please note the service does not provide crisis intervention or clinical assessment and case management but recognises that we may encounter crisis during the support we provide.***

Direct referrals from colleges, Independent Domestic Abuse Service (IDAS), Barnsley Sexual Abuse and Rape Crisis Service (BSARCS), Refugee Council, Churches, Early Help, etc.

GP’s will refer through existing referral routes via the Social Prescribing Advice Service (SPAS)

Individuals who are awaiting a service, who may be accessing counselling and require befriending, social and development group work and activities.

Individuals requiring befriending, social and development group work activities where these are unmet.

Anyone requiring more than 12 weeks support and/or regular befriending, social and development group work activities where these are unmet.

Parents experiencing low mood or isolation during pregnancy and adjustment to parenthood.

Individuals who are not eligible for perinatal peer support or who are being discharged from the service.

**Barnsley Community Connects Referral Process Flowchart**

**What happens next?**

* Complete referral form via TEAMS with this link Request for service form: [Request for service form](https://forms.office.com/r/L6yUJqM8tg)
* Send information about a potential referral via e-mail to Team Leader (TL) at [Lesleyb@familylives.org.uk](mailto:Lesleyb@familylives.org.uk)
* Complete referral over the telephone by calling Lesley on 07971253308
* Share the telephone number, e-mail or self-referral link [Self-referral form](https://forms.office.com/r/wQDkCC8L1h) with individuals who may like to access the service themselves
* **Consent must be obtained for Family Lives Barnsley Community Connects to contact the individual**
* TL will acknowledge receipt of the referral within two days of it being received, contact the referrer for additional information if missing or required and log all details into databases.
* TL will send an introductory text, confirm consent and arrange a date & time for a telephone call to

provide the individual with a service summary, complete a pre-visit checklist & consent sheet, explore support needs and arrange an initial meeting for a specific day & time to take place at home or in the community.

* TL and individual will arrange two further sessions to jointly complete the Recovery Star. TL will encourage the individual to identify their needs, strengths and explore how best their support needs can be met.
* The level of support required will be agreed and an action plan created.
* TL will arrange a match meeting to match the individual with a Peer Support Connector (a member of staff and/or volunteer) who will discuss/sign a working agreement highlighting their expectations of one another.
* Where there is a waiting period the individual will be offered support via our Care to Chat online and telephone support services as well as relevant signposting.

**Support on offer**

* Friendly, non-judgmental and confidential time and space for talking and listening to explore feelings, worries, challenges, needs, strengths, skills and coping strategies and techniques.
* Support with reducing worry and isolation; increasing self-awareness, confidence and self-esteem, forging connections and developing formal and informal support networks and challenging stereotyping and stigma.
* Signposting and support with engaging in other activities and with other appropriate services.

Social group activities and awareness raising group work is also available alongside individual support

* **Core Connections**: Weekly visits/sessions across 6 months
* **Light Touch**: Fortnightly visits/sessions across 4 months
* **Care to Chat**: Online/phone support and signposting to the Family Lives helpline, email support and live

chat services, including a hosted peer support online forum where individuals can seek advice, engage and connect with each other, offer and receive support and information on community events and organisations.

* Where visits are postponed, both parties must notify one another and rearrange as soon as possible unless cancellations are made at very short notice or individuals do not attend 4 times without explanation.
* The TL will review the Recovery Star every 8 – 10 weeks and the individual and Peer Support Community Connector (PSCC) will work together sharing and discussing this and their Well Being Recovery Action Plans.

**Promoting emotional well-being and physical health**

**Barnsley Community Connects Service**

**Requesting a Service - Information for Professionals (RFSIP)**

Family Lives offer a peer support service for individuals who are experiencing emotional wellbeing problems, who may feel isolated, lonely, lack confidence and/or experience a sense of being out of control or powerlessness over their situation. They may feel disconnected from their community and feel unable to live life the way they had hoped to. We recognise that everyone’s experience is unique to what is happening for them in their life and mind and that everyone will feel things differently at different degrees of severity over different periods of time.  We understand that this can be different for those experiencing intermittent problems due to circumstances and those where a long term clinical diagnosis has been made.

Our staff team and volunteers support individuals by offering emotional and practical support, which aims to enable people to regain balance in their life. Our service helps individuals to build their emotional resilience and develop a toolkit and coping strategies on their journey to achieving better mental health, living life independently, achieving their aspirations, forging meaningful connections and purpose and living their life well. Despite the formal process the service is delivered in an informal and friendly manner.

**What happens next?**

* When we receive a completed Request for Service (RFS), our Team Leader (TL) will acknowledge receipt and process it within 2 working days. The TL may contact the referrer for additional background information via telephone, if it is felt it is required. Individuals can self-refer using a self-referral form.
* The TL telephones the individual confirming consent and provides a summary of Family Lives and the service, completes a profile and consent form and a pre-visit checklist.
* If the individual wishes to continue, the TL arranges an initial visit to establish in more detail the parents’ circumstances, needs and wishes from their perspective.
* A further two sessions are arranged to complete the Recovery Star and action plan.
* A Peer Support Community Connector (PSCC) and/or Volunteer is matched to the family; this will be someone who we think they will get on with well. The TL arranges a match meeting where they will meet for the first time and plan their first series of visits.
* If we do not have any immediate availability, we will tell them about approximate waiting times. The TL will consider the availability of other appropriate services and maintain contact during the waiting period providing telephone support where needed.

**What sort of things can a Peer Support Community Connector help with?**

Our team have lived experience and a good understanding of what it is like to live with emotional well-being issues and cope with the challenges this raises. We know what it is like to feel alone and we understand that worry and concerns about the stigma associated with mental health can act as a barrier to seeking support. We also know how relieved and hopeful people can feel when they do reach out and realise they are not alone and support is available.

We can offer:

* A friendly, non-judgemental and confidential space for talking
* Understanding from a shared experience recognising all experiences are unique
* Listening and acting as a sound board – be someone individuals can talk to about how they are feeling and through a process of reflection explore their support needs.
* Support to reduce loneliness and isolation.
* Develop positive peer relationships and encourage individuals to recognise their own strengths and solutions.
* Support individuals with engaging in activities that will help build their confidence and self-esteem.
* Share, learn and develop a range of coping strategies and techniques.
* Engage individuals in activities and interests they may enjoy and explore what gives their life meaning and build on this.
* Facilitate connections with others, help forge friendships and informal peer support networks.
* Signpost to other support services that may be able to offer information, advice and practical or emotional support.

We are unable to directly help with housework, childcare, medical care, offer money or provide lifts in cars. We are able to signpost to appropriate services to support with this.

**Who is eligible for the service?**

* Individuals aged 18 years and over living in the Barnsley Borough who are experiencing emotional well-being problems.
* Exclusions to the service will be individuals requiring an emergency/crisis response and specific mental health clinical care and management. We can support these people but not provide clinical assessment, treatment and management.

**How many visits can individuals expect? When and where will they take place?**

Peer Support Community Connectors (PSCC) and Volunteers will work with individuals at differing levels of intensity in line with the model below.

* Core Connections: Weekly 121 sessions/visits or more across 6 months
* Light Touch: Fortnightly 121 sessions/visits across 4 months
* Care to Chat: Online/phone support and signposting to the Family Lives helpline, email support and live chat services, including a hosted peer support online forum where individuals can seek advice, engage and connect with each other, offer and receive support and information on community events and organisations.
* Social group activities and awareness raising and learning group work sessions are available alongside the 121 sessions, either as a full programme or on a drop in basis (please enquire as these are subject to change).

We offer some flexibility, and can extend or reduce the service if deemed appropriate by the TL. The PSCC/Volunteer can visit weekly or fortnightly at a time which works for both parties, but usually during normal working hours they can meet either at the family home or in the local community, such as a café, the local library, etc. There is flexibility on the number of contacts offered across a given week.

The first time the PSCC/Volunteer and individual meet after the match meeting they will make a rough plan of the dates and times of future visits and put these in their diaries. Individuals, PSCC/Volunteers may change these nearer the time if necessary provided there is sufficient notice to rearrange.

**What happens if individuals cannot make an arranged visit?**

* If an individual or PSCC/Volunteer needs to postpone a visit, they should telephone or text the other person to tell them and rearrange as soon as possible.
* If an individual cancels at very short notice or does not attend more than four times, it will not be possible to offer alternative dates.

***We ask people to remember that the volunteers are giving up their time and it’s really important that they tell them if there is a change of plan to avoid volunteers making unnecessary journeys and wasting their time.***

**Whom can the individual contact about the service?**

* Individuals can self-refer to the service either by completing the Self-Referral RFS form or by contacting the TL via telephone, who will complete the form on their behalf.
* Whilst accessing the service the TL will telephone individuals from time to time to find out how everything is going. If in between the calls there is something that they wish to talk about they can contact the TL on the telephone number listed below.

**Reviews and final reviews**

The Recovery Star will be reviewed every 8 – 10 weeks by the TL, individual and PSCC/volunteers and new goals set. As the PSCC/volunteer support reaches an end, the SPC will visit to find out how the individual has experienced the service and talk through their outcomes, what have they achieved and how they feel. Further guidance and information about other useful services will be provided and next steps agreed. It is helpful if individuals give honest feedback so that we can understand what worked well and what we can do better. At this point an end of service evaluation will be completed.

**Become a Family Lives Volunteer**

Some individuals who have had support from a volunteer go on to become one themselves. We always invite people to take up this opportunity as it helps them to gain useful training and work experience. We are always looking for volunteers who would like to join our team.

**Contact: Lesley Brewin, Senior Programme Coordinator on 07971 253308.**

Note:

It is the intention of the service to ensure all staff are trained in the Recovery Star to ensure a responsive service.