

**TURNING
POINT**
inspired by possibility



NHS

Leicestershire Partnership
NHS Trust

The Turning Point Leicestershire Crisis Service

Presented By Eliza Deakins

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If you require any leaflets / business cards about the Mental Health Central Access Point or Crisis Cafés, please email the appropriate staff member

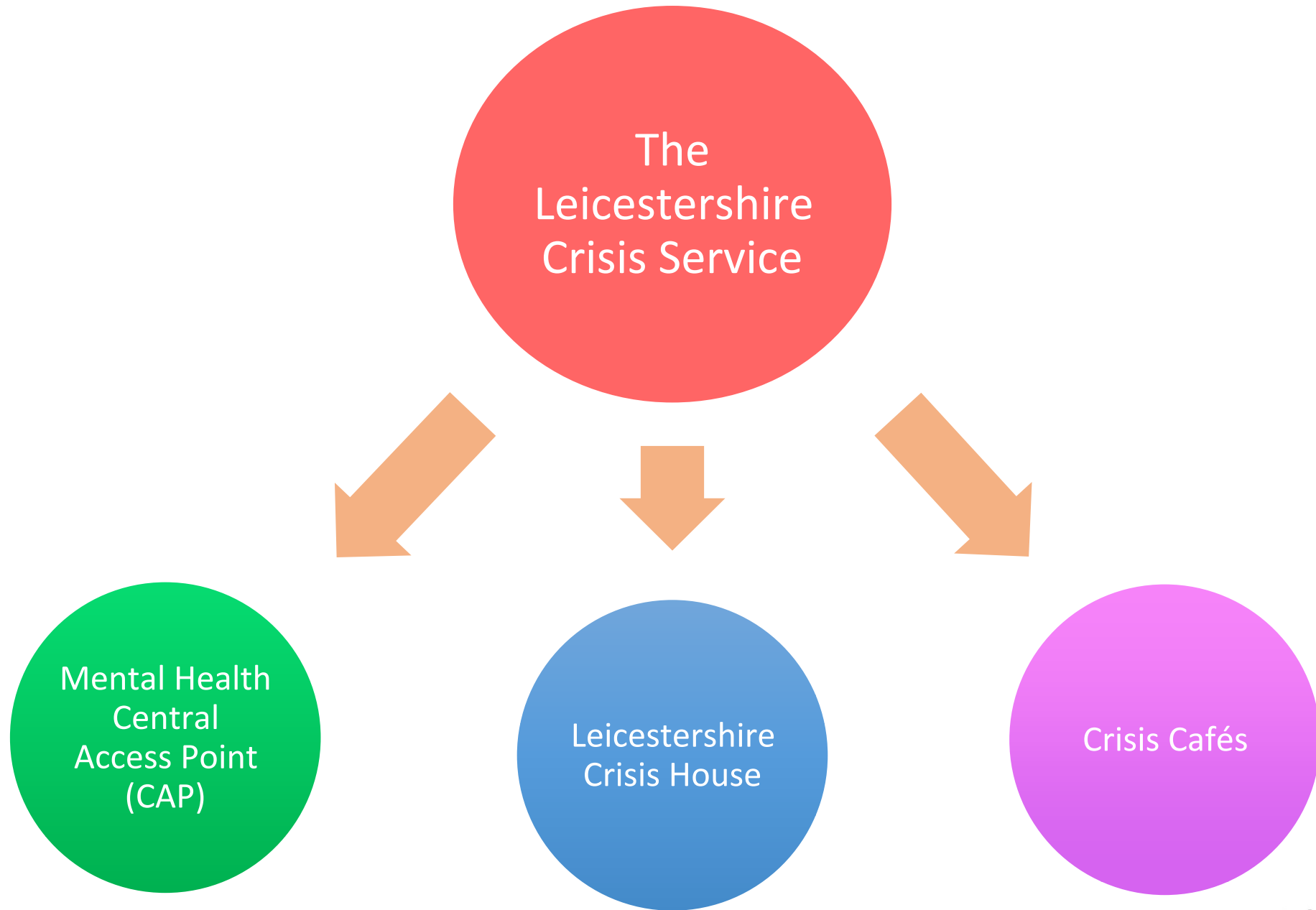
The Turning Point Leicestershire Crisis Service

Our team consists of **Mental Health Recovery workers** and **Peer Support workers** who offer person-centred, solution focused support

We support those who have concerns of entering or being in a **mental health crisis**
This includes supporting **families** and **friends**



Our support is informed by training in **safety planning skills, crisis survival** skills, cognitive behavioural practice and dialectical behavioural practice



Mental Health Central Access Point

0808 800 3302

Free phone line available 24
hours, 7 days a week



Launched in April 2021



Available to those residing in
Leicester, Leicestershire
and Rutland



Delivered by Turning Point and
NHS Leicestershire Partnership
Trust Staff
Multidisciplinary team



Mental Health Central Access Point

What is the Process and Remit?



Anyone can ring if they concerned about their own or someone's mental health



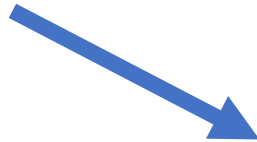
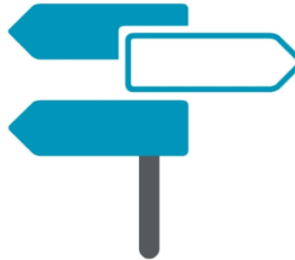
Calls are answered and **initially triaged** by Turning Point Mental Health Recovery workers and Peer support workers



Callers can receive solution focussed **emotional support** and learn **psychosocial techniques** to help manage their mental health



Callers can be signposted to other **local** appropriate services that may help them with their difficulties or circumstances



Callers can be offered a **Clinical Triage if needed**, which may enable them to receive further support with specific mental health teams (secondary care)

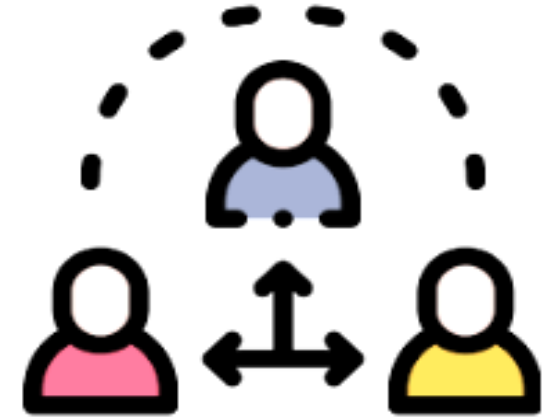
A clinical triage is where a mental health clinician assesses a service user's needs and level of risk and safety to themselves or others

Mental Health Central Access Point

What is the Process for Professionals?

Professionals can refer service users to MHCAP by the telephone or through email

- lpt.capreferrals@nhs.net
- GPs can send referrals using PRISM



It is best practice that email referrals contain: **referral reason;** **urgency;** and **risk to self / others**

The referral will be reviewed by the co-ordinating clinician on-site, who will best determine the **urgency of the referral** – this may **differ** from the urgency initially stated.

Typical Service User Contact Times

Urgent referrals	0 – 24 -48 hours
CMHT Referrals	5 days
Routine	Up to 1 week

Mental Health Central Access Point

0808 800 3302

Important things to remember...

NHS 111 will transfer all mental health calls to us - save time and contact us directly



When calling about someone else, try and gain consent to talk about them before you call. We can still support you if not, but we may need consent to talk to them directly at some point

Professionals: Referrals will not be taken without consent

If service users are already under a secondary mental health team, e.g. A Community Mental Health Team, or they have a doctor or nurse responsible for your care, discuss any concerns with them first before contacting MHCAP

The Leicestershire Crisis House

What is the Process for Professionals?



The Crisis House provides offers a **7 night stay** to individuals experiencing a **mental health crisis**

Typically, service users present with **suicidal ideation**, often having attempted suicide within the past week

The Crisis House encourages recovery and stability from service user's mental health crisis; it helps to **prevent hospital admission** for mental health

Service users are offered **24/7**, person centred, **solution focussed support** in the form of **WRAP plans**, **safety plans** and **interventions** focussed on **crisis survival skills**

The Crisis House only accepts referrals from those under the **clinical care of the Crisis Team**



Crisis Cafés



Crisis Cafés

What are Crisis Cafés?

Crisis Cafés offer those over 18 years old a **safe space** where they can **drop in** within opening hours, relax and unwind. They can grab a **hot or cold drink, a biscuit or cake**, and interact with individuals who have similar experiences or feelings



Crisis cafés are available for anyone - whether they simply need to **offload about their day**, need to **socialise** or they feel that they are in **crisis and at breaking point**, Crisis Cafés will **always** offer a warm welcome

What can I Expect from a Crisis Café?

Opportunities to partake in a **confidential 1-1 session** with staff, where you can learn about different **coping strategies** and **crisis survival skills** to help manage your mental health

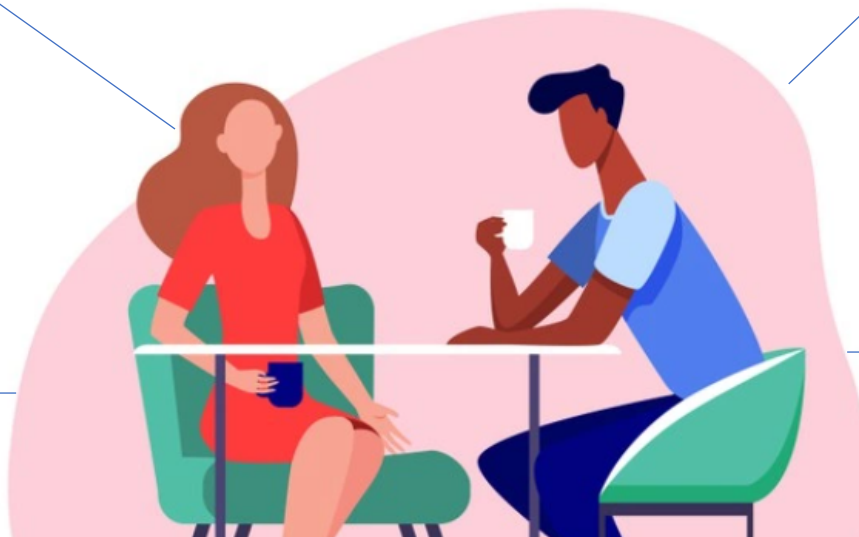
Signposting to different services that may **further support you** or your family

Opportunities to talk to **other attendees** who may be in a similar situation to yourself

Opportunities to access **mental health resources** such as magazines and leaflets

A **safe social space** where you can relax and take a break

Various activities such as mindful crafting, drawing and painting, card games and board games



Crisis Cafés

Further support from Crisis Cafés



Crisis cafés can be used as an **alternative to A+E** (unless service users need urgent physical care).

If an attendee is of **particular concern**, staff can liaise with Clinicians to arrange a **clinical triage** at the **Urgent Mental Health Care Hub**

There are **3 crisis cafés** available at the moment to attend:

General Location	Address	Opening Hours
Leicester City	The David Wilson Foundation Centre (at) St Martins House 7 Peacock Lane Leicester LE1 5PZ	Tuesdays 9:00-17:00
Loughborough	Loughborough Wellbeing Centre Asha House 63 Woodgate Loughborough LE11 2TZ	Monday and Friday 17:00-23:00
Market Harborough	The Symington Building Adam and Eve Street Market Harborough LE16 7LT	Wednesday 12:00-20:00
Hinckley	Pathways Centre at Hinckley Baptist Church Baptist Walk Hinckley Leicestershire LE10 1PR	Wednesday 13:00-18:30
Oadby and Wigston	TBC	Expected Saturday 12:00-20:00

We have won funding for **2 more Cafés**, 1 in **Hinckley** and 1 in **Oadby and Wigston**



Thank you for your time

We welcome any questions 😊