

Crisis Café Grants

Grant Briefing

VAL is working in partnership with the NHS CCG's to disseminate these grants to groups across Leicester Leicestershire and Rutland.

Crisis Cafés are a safe space for individuals struggling with emotional and mental wellbeing who do not require immediate medical care, they are places that people can go to if they are experiencing a crisis, usually to access mental health support and advice as an alternative to attending A&E.

There are plans to invest into expanding the crisis cafés offer across Leicester, Leicestershire & Rutland (LLR). There are currently 4 cafés across LLR; Market Harborough, one in the city and two in Loughborough. The intention is to roll-out additional cafés until there are 25 in total by 2023/24.

Crisis Cafés will provide a safe, supportive and collaborative alternative to accessing GP services or A&E departments for people with issues that may affect their mental health. They will ensure people receive support and interventions in the least restrictive environment consistent with their safety and health and social care needs. Equity of access to an alternative to admission for people must be ensured.

The objectives of the service are to:

- To provide a safe, friendly environment to drop in without an appointment and seek support
- To engage in collaborative management of specific crisis with people
- To promote recovery and well-being
- To ensure that families and relatives are involved as partners in care
- To support people to build on their strengths and resilience
- To provide skilled and appropriate interventions according to the persons need and mental health presentation
- To engage with communities who may not as easily be able to access services, such as, BAME, homeless, middle aged men, domestic violence survivors, LGBTQ+, people with drug and/or alcohol dependency and the student population within LLR
- Provide easy access to urgent clinical support if required, e.g. access to crisis team interventions.

The service will:

- Be open access, no one will be turned away because they are not ill enough or too ill to access the cafés
- Support given will be based on individual need; people will be able to just turn up/drop in;
- Provide a greater choice of service and enhance the availability and accessibility of such services to people who are experiencing, or at risk of developing, a mental health crisis
- Provide a non-medicalised approach in an informal setting. Crisis Cafés are alternatives to complement traditional crisis teams, A&E, inpatient care.

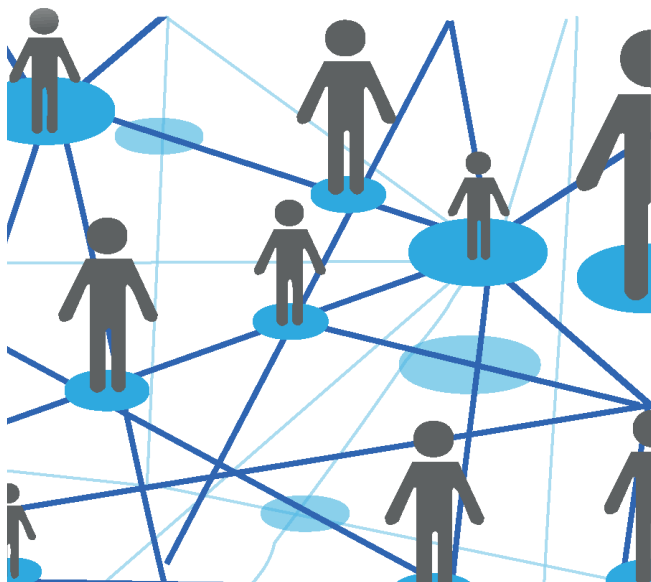
- Provide practical and emotional support in a safe, warm and welcoming environment and may provide an alternative to attending a hospital
- Provide support and guidance to reduce the crisis; enabling attendees to navigate any further support required and supporting people's responses to future crises.
- Develop the offer over time by working with community organisations and smaller VCSE partners reflecting the needs of the local communities. Increase resources and circles of support for people within their local community.
- Empower people to manage their own support as much as they wish, so that they are in control of what, how and when support is delivered to match their needs.
- Reinforce the value of people being able to find employment when they want, maintain a family and social life and contribute to community life, and avoid loneliness or isolation.
- Recognise that everyone should have the opportunity to have the best health and well-being throughout their life, and can access support and information to help them manage their care needs.
- Reflect that earlier diagnosis, intervention and reablement mean that people and their carers are less dependent on intensive services. When people develop care needs, the support they receive takes place in the most appropriate setting and enables them to regain their independence.
- Ensure people know what choices are available to them locally, what they are entitled to, and who to contact when they need help.
- Ensure support is sensitive to the circumstances of each individual so that everyone enjoys physical safety and feels secure.
- Support people to plan ahead and have the freedom to manage risks in the way that they wish.

A Crisis Café will be able to:

- Provide immediate, community based support during the hours of operation
- Ensure that individuals experiencing acute, severe mental health difficulties are supported in a relaxed and friendly environment within their local community.
- Provide the facility for one-to-one support if required.
- Provide hot and cold refreshments.
- Remain involved with the service user until the crisis has resolved and the service user is linked into on-going support services. Follow up support will be provided where needed. This might mean people coming back again, further phone calls or supporting a person to access other services and support as part of an overall plan.
- Support the service user to develop a recovery plan and crisis management plan/safety plan, support with symptom management, the provision of practical help, psycho-education and learning from the crisis, identifying and addressing social and family issues, planning for future crisis, and early discharge planning.
- Provide a viable alternative to acute mental health services for those most in need.
- Provide clinical triage and/or assessment for those that require secondary mental health input.

The cafés will be run by provider recovery and peer support workers who will offer emotional support, solution focussed problem solving and onward signposting to an extensive range of local support services.

Support available will include 1:1 sessions and the use of a calm, safe and welcoming social space.



A Crisis Café should include the following elements:

- The cafés will be staffed by experienced recovery and peer support workers employed by the provider to run the café and provide the initial point of contact to those attending.
- Each crisis café should have a minimum of 3 support workers, who will have cultural competency and sensitivity to local communities and also be able to reflect the cultural and language needs of the local population.
- The café model should ideally include staff with strong links to wider support services such as housing, tenancy support, debt advice and substance misuse services to ensure the Cafés contribute to preventing further crises.
- The cafés will align to all existing provider policy and procedures related to day-to-day operations, risks and information governance.
- The service will have direct links to Crisis Resolution and Home Treatment Teams (CRHT).
- Where possible, provider workers will look to support and direct people appropriately, engaging them in provider sessional work, therapy and low-level interventions as necessary.
- The café is based around a model of low-level engagement and collaboration with people to develop and implement crisis management plans and build resources to maintain well-being.
- Initial assessments through provider staff will be based around current provider assessment processes and documentation. People will also be asked to complete a brief questionnaire that will allow the provision of an evidence base.
- The Cafés will be therapeutic rather than clinical with access to clinicians to safely refer in other mental health services when required. The Cafés will have an ethos of where there are no barriers to accessing – not too ill/not ill enough which look to build resilience within communities strengthening existing pathways.
- The Cafés will involve and work with families and wider social networks in supporting those attending, including providing information to carers.

Where and how will a Crisis Café be delivered:

- ➔ The Cafés should be provided from community venues or services in the local community with a homely, safe environment. Premises should be accessible and provided from fixed locations; venues should be reachable by public transport. Provider(s) must offer hot and cold refreshments.
- ➔ Neighbourhood variation needs to be taken into account, for each area that the cafés are delivered in to address inequalities in access, experience and outcomes of crisis care amongst different groups.
- ➔ The cafés will be available at a range of times to meet the needs of people in crisis. This will include evenings and weekends as well as daytime provision.
- ➔ Local data indicates 6pm- 12am is the time of highest attendance at A & E so providers should take this into account in determining opening hours (including the lead-in hours running up to this period). Local demand may be further impacted on as further developments take place across the mental health urgent care and crisis and community mental health pathways.
- ➔ Each café will operate at least one session a week which is face to face.
- ➔ The aim is to have 1 cafe per Primary Care Network (PCN) location, for more information about PCN's please see Appendix 1.

What support will I get as an organisation?

- Clinical oversight and assessment will be provided by LPT clinical staff in each of the crisis cafés to work alongside the provider staff to provide a collaborative service that maximises the resources of both organisations and provides the most responsive approach to people.
- The LPT clinician will provide the LPT link to the service, bringing access to secondary care mental health services, mental health records and further advice and liaison.
- Clinical involvement from the LPT clinician would need to be documented as a clinical contact in SystemOne. Referrals should be logged as per the agreed process.

What can I apply for?

- Funding upto £30,000 is available per café (Duration of 12 months)
- Organisations are eligible to apply for funding to run more than one crisis café.
- Please ensure you fill an individual application form for each café, however please submit them together considering the impact of running multiple cafés on your budget.

For further information regarding any aspect of the grant please refer to the FAQ on our web-page: <https://valonline.org.uk/crisis-cafe-grants>

How do I know if I am eligible?

- Organisations are eligible to apply for a Crisis Café grant if they are a Voluntary Sector or not-for-profit organisation who is either registered with the Charity Commission or Companies House. Smaller organisations are eligible to be part of a larger partnership bid, however the lead applicant does need to be registered with one of the above regulatory bodies.
- Not for profit companies and social enterprises must have a minimum of 3 unrelated directors and clearly stated objects in their governing document.

What to submit and how?

Organisations should complete every question on the application form. Failure to complete all questions may result in your application being rejected.

Please submit or attach a copy of your governing document along with your application form.

Applications can be submitted:

By email to:	grants@valonline.org.uk
Or printed and posted to:	Heather Shawley Voluntary Action LeicesterShire 9 Newarke Street Leicester LE1 5SN

If you have any questions, please get in touch.

Please note: The NHS & CCG's are responsible for the data monitoring and feedback for the duration of your grant.

Application Deadline

Friday 4 February 2022 - 5pm

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Leicester City Clinical Commissioning Group
West Leicestershire Clinical Commissioning Group
East Leicestershire and Rutland Clinical Commissioning Group



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