

University

Mental Health Café

Service Specification



Neighbourhood
Mental Health

Cafés



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Scope

The Leicester, Leicestershire & Rutland mental health system has developed Neighbourhood Mental Health Cafés across Leicester, Leicestershire & Rutland that provide accessible places to support people, families and carers experiencing difficulties with their mental health. The cafés are delivered by a network of VCSE providers who are experts in the areas where their cafés are based, understanding the local needs of the community & the issues faced. Three of the cafés are based in the Universities in LLR, University of Leicester, Leicester De Montfort University and Loughborough University specifically to support students and staff.

In line with the NHS Long Term Plan (LTP) the cafés aim to reduce the pressure on primary, secondary and acute services by offering an alternative source of support for people and carers. Developing links across the VCSE sector and making use of the growing peer support offer and alternative crisis provision in LLR. Preventing avoidable admissions into secondary mental health acute settings and supporting people to remain well in their communities.

The cafés provide a safe and welcoming space for individuals experiencing difficulties with their emotional and mental wellbeing, but who do not require immediate medical care. The cafés are tailored and responsive to the needs of the local population and provide a meaningful and supportive alternative to A&E or other urgent services at the time of crisis. Allowing access without an appointment, they offer drop-in support in a safe environment, a “hot drink”, a listening ear, practical support, as well as the ability to refer and or signpost to additional services if required. The cafés deliver practical support at the point of presentation to de-escalate mental health distress and signposting those with complex / urgent need to the relevant urgent care service. Supporting individuals to manage their distress, developing, and supporting the use of healthy coping strategies and overall, to instill hope and promote self-worth and purpose.

Principles

The following principles must be reflected in service delivery:

- To understand the demographic profile of the area where the café is located and ensure the diversity of needs of people using the service are met.
- Recognise that everyone should have the opportunity to have the best health & wellbeing throughout their life and can access support & information to help them manage their needs.
- Take a strength-based approach, where the focus is on a person’s strengths: their skills, abilities and knowledge and those of their family, friends and communities to support their own wellbeing.
- Work with the ICB to continually improve the service.

Service Delivery Model

To provide a safe space for individuals aged 18+ who are struggling with emotional and psychological distress and who may be in a self-defined crisis.

- To deliver a Mental Health Café offering immediate mental health support face-to-face in a safe and calming environment. Support must include:
 - One to one support
 - Working on coping strategies
 - Action planning and problem solving
 - Developing safety plans
 - Referring / signposting for further support, based on an individual’s needs.
 - Wellbeing activities that offer essential social and emotional support.
 - Group activities i.e., mindfulness activities, creative arts or other evidence-based interventions.
 - Peer support i.e., individuals attending supporting each other.
 - Themed workshops / activities to reflect issues that students may face during their time at university. Not an exhaustive list and to adapt with the student lifecycle.
 - Settling in & coping mechanisms for home sickness (particular focus on international students)
 - Loneliness
 - Exam pressure
 - Stress and anxiety management
 - Time management
 - Budgeting and finances

These will be developed and planned for each term with the universities and communicated in advance to ensure awareness.

- Promoting and empowering individuals by giving them the opportunity to identify their own needs; making their own choices about what will help them; develop their own coping strategies and tools, recognise their own strengths and talents; encourage hope and to work towards improving their own emotional wellbeing.
- The café must be open access, without the need for an appointment, but also have a system in place for individuals to book a 1:1 appointment if necessary.
- The support given will be based on individual need at the point of contact.
- Provide a non-medicalised approach in an informal setting. Cafés should complement traditional crisis teams, A&E and inpatient care.
- Provide support and guidance to de-escalate crisis; enabling individuals to navigate any further support required and supporting individuals' responses to future crises.
- Ensure individuals know what choices are available to them locally, what they are entitled to, and who to contact when they need help.
- Support individuals to plan ahead and have the freedom to manage risks in the way that they wish.
- To ensure the needs of individuals attending the café on a regular basis are met and where appropriate referred/signposted to services/activities to prevent café dependency & maintain their mental health and wellbeing.

To provide appropriate and proportionate support to people who are in mental health distress.

- To provide an alternative provision to attending A&E for anyone experiencing mental health distress.
- To receive referrals from but not limited to local GPs, health care, social care and other professionals.
- To follow LPT's Mental Health Hub referral pathway (see Appendix One) to gain additional support for people in crisis and/or at risk of harm.

Availability of Service

The café is to be open at times that meet the needs of the university and student population.

- Each café will deliver 6 hours of support per week. Ideally running two 3-hour cafe sessions per week, one weekday evening and one weekend late afternoon / evening. NB* Each café should add 30mins set up before opening and 30mins for de-brief after closing.
- Café days and times should ideally meet local needs and service gaps, to be agreed with the relevant university and ICB/Neighbourhood Leads.
- Any changes should, where possible, be agreed in advance with the relevant university and ICB/Neighbourhood Leads.
- The café will operate 52 weeks per year including on Christmas Eve and between Christmas and New Year. The days the café will not be required to operate are Public Bank Holidays. If a venue is closed, and unable to provide face-to-face support then the service must be available virtually and by telephone, text and email.
- Support must be accessible via phone, text & email during the café's opening hours for people unable to physically access the café.
- A telephone / email out of office message signposting people to support should be available when the café is closed.
- Cafés must be open for the advertised / contracted hours. The ICB/Neighbourhood Leads should be informed of any changes.
- Cafés must be set up and ready for delivery at the start of the session.

Café Venue

To provide suitable, safe premises to deliver the café from. Venues must be easily recognisable, accessible, encourage footfall and close to transport links.

- The locations of the cafes must be agreed with the University and Student Union. The sessions can be delivered from different sites / campus's i.e., Halls of Residence, Student Union.
- The location of the cafés cannot be changed during the course of the contract without approval from the relevant university/Neighbourhood Leads.

- To be furnished in a style that is welcoming, inclusive, non-stigmatising and provides a comfortable, safe environment.
- Venues should be equipped to provide hot and cold beverages and food snacks and have capacity to support up to 20 individuals at any one time.
- The provider must complete a risk assessment of all areas used on the café premises. This must include, but not limited to, domestic arrangements such as fire alarm tests and drills as well as toilet facilities etc. Risk assessments should link in with main premises guidelines and be reviewed on a regular basis.
- The provider must ensure that all staff and volunteers are familiar with building procedures in case evacuation of the premises is required during café opening times.
- To ensure signs for the café are displayed outside of the venue & promotion on doors/windows, so people can easily locate the venue and the room the café is located within the venue.
- To operate a reception system to ensure individuals attending are met immediately on arrival.
- To make all reasonable adjustments to the premises to ensure that anyone with a protected characteristic / additional need can access the service.
- To ensure the financial viability of the café is sustained over the contract period.

The café should offer a safe, supportive, welcoming, trauma informed environment whilst promoting independence, opportunity and recovery for adults experiencing difficulties with their mental health.

- The café venue needs to provide appropriate space or rooms for:
 - 1:1 confidential conversation.
 - Quiet space: some people may want time alone in a calm environment.
 - Group space: some people may want to listen to music and socialise.
 - Sensory space: some people may benefit from a sensory environment and activities.
- To provide a variety of activities for people to participate in.
- To display the Café Code of Conduct detailing what is and is not acceptable whilst accessing the café. (See Appendix 2 for Café Code of Conduct)
- To create a calming environment with relaxing background music.

Staffing

To provide a staffing structure that meets the needs of the service and ensures the safety of both people accessing the café and the staff team.

- There must be a minimum of 3 members of staff on duty on each shift. Usually this would include a Senior Recovery Support Worker and two Recovery Support Workers/ Peer Support Workers with the skills, knowledge and experience to deliver the service.
- Where Peer Support Workers are utilised, these are to be people with Lived Experience.
- To have policies and procedures in place in relation to the recruitment, training and supervision of staff.
- To ensure that all employment checks, including DBS, have been undertaken.
- At a minimum all staff to have completed the following training:
 - Mental Health Awareness
 - Suicide Awareness – Zero Suicide Alliance
 - Safeguarding Adults
 - Equality & Diversity
 - Information governance, data protection and GDPR
 - Risk assessment, risk management and crisis planning.
 - Managing challenging behaviour
- Staff to be committed to completing Decider Skills Training.
- To ensure sufficient debrief sessions are built into the weekly schedule to ensure staff are well supported.
- To have a staffing contingency plan in place to ensure that the café can remain open at all advertised times.
- Providers to factor in a certain number of hours each week dedicated to making effective referrals/handovers, promoting the service and attending networking events / meetings.
- To ensure staff have adequate time to set up and tidy up, before and after sessions.
- To provide up to four group supervisions per year for staff to discuss their practice and any concerns they may have.

To ensure good practice in recruiting, training and supporting volunteers to work in the cafés.

- To ensure the organisation has a Volunteer Policy, Role Description & Volunteer Agreement in place.
- To ensure all volunteers have a DBS check undertaken.
- Volunteers to complete the following training as a minimum:
 - Mental Health Awareness
 - Suicide Awareness Zero Suicide Alliance
 - Safeguarding
 - Equality & Diversity
 - Managing Boundaries
 - Confidentiality
- To ensure volunteers are always supported in their role and provided with regular debrief sessions.

Partnership Working

Partnership working is a key expectation of café delivery and service development.

To work closely with the University Health and Wellbeing Team to ensure students struggling with their mental health are supported and signposted into additional services as required.

- To establish relationships with relevant services to enable the signposting /referring process to be as smooth and efficient as possible.
- To meet with the Health and Wellbeing Team on a bi-monthly basis and / or attend their existing meetings to jointly discuss planned activities, any concerns and emerging themes or feedback.
- With student consent to share with the Health and Wellbeing Team concerns and issues that arise in regard to an individual or general emerging themes.
- Invite universities to any relevant and appropriate meetings / events.

To work closely with the Student Union to ensure students struggling with their mental health are supported and signposted into additional services as required.

- To establish relationships with relevant services to enable the signposting /referring process to be as smooth and efficient as possible.
- To meet with the Student Union Team on a bi-monthly basis and / or attend their existing meetings to jointly discuss planned activities, any concerns and emerging themes or feedback.
- Invite the Student Union to any relevant and appropriate meetings / events.

To signpost/build relationships with other services/activities to support people into additional services as required.

- To ensure the café is promoted on Joy and all information is up to date. *(Template for wording will be provided)*
- To establish relationships with relevant services to enable the signposting /referring process to be as smooth and efficient as possible.

In conjunction with Neighbourhood Leads develop an engagement plan to reach key stakeholders including introducing referrers/local service providers/University departments to the café and developing partnerships to ensure referrals/signposting to additional support can be made efficiently

- To introduce the service and to form working relationships with, but not limited to:
 - Community Mental Health Teams (CMHT)
 - Other Mental Health teams (Mental Health Liaison, Early Intervention Team, Crisis House, Central Access Point, Urgent Care Team)
 - Emergency Services
 - GP's & staff in their practices, Receptionists, Care Co-Ordinator's, Practice Managers
 - Social Prescribers
 - Mental Health Practitioners / Mental Health Facilitators
 - Local Area Co-Ordinator's / Community Recovery Workers
 - Citizens Advice Bureau
 - Housing Providers
 - Healthwatch
 - VCSE partners
 - Bereavement support organisations
 - Faith organisations
 - Community centres/hubs
 - Cultural support organisations

- Employment, debt & benefits support
 - Families/carers support services
 - LGBTQ+ organisations and groups
 - Physical health & disability support organisations
 - Veterans support organisations
 - Substance Misuse Services
 - Domestic Abuse Services
 - Advocacy Services
 - Food Banks
- To distribute stakeholder marketing materials – tailored to information needs of mental health professionals e.g., service guides, how to refer.
Materials will be designed by the Mental Health Comms Team and printed by each café provider.
 - To organise an annual promotional roadshow/event to introduce the service, promote referrals and gain feedback.
 - To distribute café promotional material in the University, Student Union and Halls of Residence including on University and Student Union websites.

To provide a community embedded service which supports and complements existing mental health services and adds value to provision.

- To work collaboratively with local organisations and partners.
- To be a member of the Better Mental Health for All VCS Network.
- To attend all relevant networking meetings (will be advised by Neighbourhood leads)
- To attend the University workstream coordinated by LLR ICB.

Communication

Ensure the university community understands the range of support provided by the café and how to access the service.

- To have a dedicated service page on organisations website. All printed marketing resources to have a QR code, linking directly to the webpage.
- To have a range of accessible marketing materials (e.g., leaflets, business cards, posters) tailored to the needs of the community. Design work will be completed/in conjunction with the Mental Health Comms Team, organisation of the production of materials, printing and costs associated with this will be the responsibility of each café provider. Guidance on the budget required for this will be provided.
- Where possible, ensure language needs are met for individuals whose first language is not spoken English.
- To arrange face-to-face engagement activities within the university to promote the service including during Fresher's Week and Transition Days.
- To promote the service through social media channels, making sure to follow the café brand guidelines and colour palette.
- To deliver activities/event to mark University Mental Health Day held in March and raise awareness of mental health issues.
- To communicate any changes to the service to the Mental Health Comms Team so that materials and websites are up to date, including when a cafe is unable to open for a session.

The purpose and expectations of the café need to be clearly communicated to avoid confusion and reduce barriers to access.

- Café to be clear on its offer and what support is available to avoid disappointment and the feeling of being let down.
- Code of Conduct to be available at the café (see appendix 3)
- Website to provide:
 - Information about what to expect when you visit the café.
 - Photos and videos of the space for people to familiarise themselves with before they attend, with clear instructions / guidance on what to do when there.
 - Details of staff, so people know who to expect.
 - Photos or map of the venue including parking & bus stop information.
 - Feedback/quotes/stories from people who have accessed the service.

- Promote “good news” stories to help encourage access and send to local media and the Mental Health Comms Team.

Cafés have a variety of ways for people to make contact.

- Cafés to ensure they have the following:
 - Email address
 - Website
 - Phone number
 - Social media i.e., Facebook, Instagram

Co- Production

To ensure students, people with lived experience, their families, carers, professionals involved in support and other stakeholders can express their views on service delivery, playing a central role in its design, monitoring, evaluation and development.

- To encourage people to give feedback and provide their views about the café.
- To support the Service User Focus Group coordinated by Neighbourhood Mental Health Café Leads which provides feedback and supports the development of the cafés. This group feeds back into the Neighbourhood Mental Health Café Development Group which will also have service user representation.
- To ensure people feel valued by staff and have their contributions recognised by our partners.
- To encourage people to engage in wider consultation events, promoting their views across the mental health agenda in Leicester, Leicestershire & Rutland.

Safeguarding

Providers will have an awareness and understanding of the Leicester, Leicestershire & Rutland Safeguarding Adults Board (SABs) policies and procedures.

- To ensure that all staff and volunteers work to LLR SAB procedures.
- To raise any concerns with Neighbourhood Leads for support.
- Where concerns exist for any adult (a person aged 18 years or over) in relation to abuse, then LLR SAB policies and procedures shall be followed as appropriate.

www.llradultsafeguarding.co.uk

Providers will have an awareness and understanding of the Leicester, Leicestershire & Rutland Safeguarding Children Partnerships (SCP) Procedures.

- To ensure that all staff and volunteers work to LLR SCP Procedures.
- To raise any concerns with Neighbourhood Leads for support.
- Where concerns exist for any child (a person aged under 17 years & under) in relation to abuse, then LLR SCP polices, and procedures shall be followed as appropriate.

www.llrscb.proceduresonline.com

Policies and Procedures

Providers must have a comprehensive set of policies and procedures to ensure the safeguarding and wellbeing of staff, volunteers and people using the service.

- Staff must be aware of all policies and procedures including:
 - Complaints
 - Staff Induction
 - Record Keeping
 - Equality, Diversity and Inclusion
 - Safeguarding
 - Whistleblowing
 - Confidentiality and Data Protection
 - Incident Reporting/Management
 - Risk Assessment

- Volunteering
- Grievance
- Service User Involvement

Equality, Diversity and Inclusion

Providers will deliver the café in a way that upholds and promotes the principles of the Equality Act 2010. The Act requires that employment practices and services are tailored to meet the needs of everyone according to their protected characteristics.

- Eliminate unlawful discrimination, harassment and victimisation and other conduct that is prohibited by or under the Equality Act 2010.
- Advance equality of opportunity between people of the same group and people from different groups; and
- Foster good relations between people of the same group and people from different groups.

Providers will have due regard to the need to:

- Remove or minimise disadvantages suffered by people due to their protected characteristics.
- Take steps to meet the needs of people with certain protected characteristics where these are different from the needs of other people.
- Encourage people with certain protected characteristics to participate in public life or in other activities where their participation is disproportionately low.

Performance Monitoring, Reporting and Outcomes

Providers are required to submit monthly performance reports to meet monitoring and reporting requirements.

- To return a monthly performance report by the 7th of each month, Excel template provided. (*See appendix 3 for example data monitoring form*) Performance indicators, including but not exclusively:
 - Demographic data
 - Referral data
 - Information on presenting issues
 - Number of people using the service & outcomes
 - Number of support hours delivered.
 - Compliments and complaints
 - Incident reports
- To return a minimum of one case study for each café by the 7th of each month.

Providers must be available throughout service delivery to meet with Neighbourhood Leads and engage in review and café development processes.

- To attend a bi-monthly monitoring meeting with relevant Neighbourhood Lead.
- To actively engage in a yearly café review by Neighbourhood Leads. See Appendix 4 for guidance on the review.
- Neighbourhood Leads will support providers with the ongoing delivery of cafés. Including visiting cafés on a regular basis and in the event of any of the following:
 - Safeguarding concerns
 - Complaint received.
 - Performance concerns
 - Service user feedback
 - Café has not had a recent visit.
- To be available to meet with ICB/Neighbourhood Leads as the need arises.

To respond to feedback from people accessing the café.

- Service feedback surveys are to be available at each café. These will be supplied by Neighbourhood Leads and quarterly reports of findings will be circulated.
- A complaints system must be in place which ensures a clear escalation and resolution process. A record must be kept of the number and nature of complaints made, and their resolution and outcome. Providers must be able to demonstrate where lessons have been learned as a result of a complaint and what changes have been made in response. Information must be freely shared with the ICB/Neighbourhood Leads.

To work with Neighbourhood Leads and ICB colleagues to develop the café offer.

- To attend quarterly face-to-face Provider Café Network meetings.
- To work in partnership with Neighbourhood Leads and ICB colleagues to develop & strengthen referral pathways into services.

Referrals from Neighbourhood Cafes to Mental Health Hub

Role of the Mental Health Hub

The Mental Health Hub is situated at the Bradgate Mental Health Unit. It is operational 24 hours a day, 365 days a week. Patients receive a triage/ assessment and onward referral (where needed) to access the right support at the right time for their mental health problem.

The Mental Health Hub provides an alternative location for patients experiencing an urgent mental health problem to receive assessment and minor clinical interventions for deliberate self-harm (where it is clinically safe to do so). MHUCH does not replace the emergency department and patients who require immediate medical intervention must attend the Emergency Department, LRI. It is staffed by Mental Health Practitioners, medical staff (out of hours on an on-call basis) and healthcare support workers- it also has joint substance misuse clinics and close working relationships with Turning Point and links to the voluntary and community sector.

Exclusion Criteria:

- Patients who are presenting a significant and immediate risk to others
- Acutely Intoxicated (alcohol or illicit substances) patients will not be accepted for assessment.
- Patients that are not medically fit to be assessed in the Hub.
- Patients requiring urgent medical treatment or intervention (e.g., self-harm or overdose requiring treatment)
- Anyone with a confirmed or suspected organic illness or an acquired brain injury

Note- The responsibility of safe conveyance of the patient lies with the referrer; the use of taxis can be considered where it is safe to do so.

How to Refer

Referrals can be accepted by any member of wellbeing staff with an urgent and immediate concern regarding a patient's mental health/ wellbeing/ presentation.

The Mental Health Hub operates on a telephone referral basis- contactable on **0116 225 6847**.

On referral, please try and have patient details to hand including demographic information/ details of the presenting situation.

Following referral, it may be the staff taking the call need to speak to a mental health practitioner before acceptance.



Code of Conduct Template

- 1.** The Neighbourhood Mental Health Cafe has a duty of care to everyone who attends. This means that if you disclose information that could potentially put yourself or others at risk of harm, we will escalate concerns to the necessary services.
- 2.** Physical, verbal or other displays of aggression or violence will not be tolerated. If this does occur, you will be asked to leave and further action taken as necessary.
- 3.** No alcohol or drugs are permitted in the café, if you arrive under the influence of such substances and your behaviour is deemed to be anti-social you will be asked to leave and further action taken as necessary.
- 4.** Please respect boundaries, such as being aware that not everyone will have the same views. Whilst we encourage healthy and supportive conversations, any derogatory or negative comments around protected characteristics will not be tolerated, including sexism and racism for example. Please be aware that we cannot be held responsible for social interactions away from the Neighbourhood Mental Health Cafe.
- 5.** People accessing the cafe should be mindful when sharing their mental health journeys and understand the negative impact that oversharing could have on others. Discussions and concerns around self-harm should only be discussed with staff and not in a group setting.
- 6.** The Neighbourhood Mental Health Cafe provides crisis support for people struggling with their mental health and wellbeing and in certain circumstances, may have to prioritise a higher need over a less urgent situation.
- 7.** The Neighbourhood Mental Health Cafe provides signposting, guidance, action planning, goal setting and holistic support. We are unable to provide diagnoses, clinical support or medical attention.
- 8.** If you experience anything that causes you concern during cafe sessions, please raise this with a member of staff before the end of the session.

**Our Code of Conduct is in place to protect everyone.
Breaches of this Code of Conduct will result in further action being taken.
If you have any questions, please do not hesitate to ask.**

Data Collection Form

This form helps us to ensure that we are providing a high-quality service. The information is used to show the need for the Neighbourhood Mental Health Cafes and where we can develop the service further.

If you do not wish to provide certain data, please leave these parts blank.



About your visit

Date of visit: _____

Contact Type:

- In person
- Phone
- Text
- Email
- Online / Virtual

Is this your...?

- First visit
 - First visit to this cafe, but have visited other cafes
 - Have visited this cafe before
 - Have visited this cafe before and visit other cafes
- Other cafes that I visit:*
- _____

Monitoring Information

Age:

- 18 - 25
- 26 - 40
- 41 - 64
- 65 +

Gender:

- Female
- Male
- Non-binary
- Transgender
- Intersex
- Other
- Prefer not to say

Employment Status:

- Employed
- Homemaker
- Self employed
- Armed forces / veteran
- Retired
- Long term sick
- Full time carer
- Unemployed
- Prefer not to say

Ethnicity:

- | | | |
|---|--|---|
| <input type="checkbox"/> White | <input type="checkbox"/> Asian / British Asian | <input type="checkbox"/> Other Ethnic Group |
| <input type="checkbox"/> English/Welsh/Scottish | <input type="checkbox"/> Indian | <input type="checkbox"/> Arab |
| <input type="checkbox"/> Northern Irish/British | <input type="checkbox"/> Pakistani | <input type="checkbox"/> Any other ethnic group |
| <input type="checkbox"/> Irish | <input type="checkbox"/> Bangladeshi | <input type="checkbox"/> Prefer not to say |
| <input type="checkbox"/> Traveller/Irish Traveller | <input type="checkbox"/> Chinese | |
| <input type="checkbox"/> Western European | <input type="checkbox"/> Other Asian background | |
| <input type="checkbox"/> Other white background | | |
| <input type="checkbox"/> Mixed/Multiple Ethnic Groups | <input type="checkbox"/> Black/African/Caribbean/Black British | |
| <input type="checkbox"/> White & Black Caribbean | <input type="checkbox"/> African | |
| <input type="checkbox"/> White & Black African | <input type="checkbox"/> Caribbean | |
| <input type="checkbox"/> White & Asian | <input type="checkbox"/> Other Black/African/Caribbean/ | |
| <input type="checkbox"/> Other mixed/multiple ethnic background | <input type="checkbox"/> Black British background | |

Full Postcode: _____

**What are your reasons for attending today?
(please tick all that apply?)**

- | | | |
|--|--|--|
| <input type="checkbox"/> Anxiety | <input type="checkbox"/> Family issues | <input type="checkbox"/> Relationship issues |
| <input type="checkbox"/> Bereavement | <input type="checkbox"/> Homelessness | <input type="checkbox"/> Stress |
| <input type="checkbox"/> Debt / financial issues | <input type="checkbox"/> Housing issues | <input type="checkbox"/> Substance misuse |
| <input type="checkbox"/> Depression | <input type="checkbox"/> Isolation | <input type="checkbox"/> Suicidal ideation |
| <input type="checkbox"/> Domestic abuse | <input type="checkbox"/> Needing some to talk to | <input type="checkbox"/> Other |
| <input type="checkbox"/> Employment issues | <input type="checkbox"/> Physical health issues | |

How did you hear about the cafe?

- | | | |
|---|--|--|
| <input type="checkbox"/> A&E | <input type="checkbox"/> GP | <input type="checkbox"/> Signposted |
| <input type="checkbox"/> Advertising leaflet/poster | <input type="checkbox"/> JOY | <input type="checkbox"/> Social media |
| <input type="checkbox"/> Central Access Point | <input type="checkbox"/> Local Area Co-ordinator | <input type="checkbox"/> Social Prescriber |
| <input type="checkbox"/> Care Co-ordinator | <input type="checkbox"/> Website | <input type="checkbox"/> MHF/MHP |
| <input type="checkbox"/> CMHT | <input type="checkbox"/> Police Service | <input type="checkbox"/> Word of mouth |
| <input type="checkbox"/> Crisis service | <input type="checkbox"/> Professional referral | <input type="checkbox"/> Other |

Attended cafe instead of?

- | | | |
|---|---|--|
| <input type="checkbox"/> A&E | <input type="checkbox"/> Central Access Point | <input type="checkbox"/> Staying at home |
| <input type="checkbox"/> Calling 111 | <input type="checkbox"/> Crisis service | <input type="checkbox"/> Walk in centre |
| <input type="checkbox"/> Calling an ambulance | <input type="checkbox"/> GP | <input type="checkbox"/> Other |
| <input type="checkbox"/> Calling police | | |

FOR OFFICE USE:

Outcomes

- | | | |
|---|---|---|
| <input type="checkbox"/> 1:1 support | <input type="checkbox"/> Food Bank referral | <input type="checkbox"/> Group work |
| <input type="checkbox"/> CAP contacted | <input type="checkbox"/> Workshop | <input type="checkbox"/> Group/Social Interaction |
| <input type="checkbox"/> Coping techniques | <input type="checkbox"/> Signposted on using JOY | <input type="checkbox"/> Other |
| <input type="checkbox"/> Developed risk/safety plan | <input type="checkbox"/> Mental Health Hub referral | |
| <input type="checkbox"/> MH team / service referral | <input type="checkbox"/> Signposted on | |
| <input type="checkbox"/> Safeguarding referral | <i>Services signposted to:</i> | |