

**Delivering community mental health services across
Bath & North East Somerset, Swindon and Wiltshire
from 1 April 2025**

Who we are



Alabaré - We are well-established in Wiltshire, delivering Access Community Mental Health services in South Wiltshire, Riverside Sanctuary Place of Calm and Hope House Crisis House since 2020.

Missing Link – We offer cutting edge women's mental health services with additional support for domestic abuse and victims of rape and sexual abuse. We run a women's crisis house in Bristol and provide recovery navigation support to women.

Nilaari - We are a Black-led charity dedicated to providing mental health assistance, particularly to adults from Black, Asian, and minoritised communities. We provide community mental health services in inner city Bristol.

Second Step - We are a leading mental health charity in the south-west. We deliver mental health support services for people with multiple disadvantages and a support service to families after suicide bereavement in B&NES. We work with AWP to deliver MINT community mental health teams in Bristol, North Somerset and South Gloucestershire.

Our vision and values



Our vision

- A strong and inclusive VCSE partnership, ambitious to deliver expert mental health support at the right time and in the right place to people in BANES, Swindon and Wiltshire.

Our values

- **Focusing on recovery** – supporting people to find hope, rediscover their strengths and thrive
- **Valuing equity & integrity** – ensuring all we do is informed and shaped by diverse voices to give equal access and opportunity
- **Doing what works** – understanding the impact and outcomes of our work to shape and improve delivery for people, communities and the system
- **Sharing learning** – building trust to ensure we learn together and share good practice with all partners, across all areas to be the best partnership we can be
- **Leading change and transformation** – being change leaders: transforming services and systems collaboratively and speaking up for people who need mental health support.

Initial focus



- Continuity and smooth transitions for people receiving support, staff and partners. The support will be in-person, online or by phone.
- Current providers Alabaré, Bath Mind, Swindon & Gloucestershire Mind and Rethink, will accept referrals up to 31 March 2025. There will be no pause in provision.
- We are committed to continuity of service provision while working together to mobilise the new specification and delivery model. This will be progressing through Q1.
- People receiving support, on waiting lists or due a call back after support has concluded, will be transferred to new providers, Alabaré and Second Step.

Initial focus – cont'd



- New phone numbers & email addresses will be shared with partners mid-March.
- The new providers will continue to accept self-referrals and professional referrals.
- We are meeting teams through a planned roadshow programme and building relationships with partners across the system.
- Please contact us by email: info.accessCMH@second-step.co.uk and info.intensiveoutreach@second-step.co.uk

Future phased development



Providing responsive, trauma-informed, and integrated services for people with moderate to severe mental health needs between primary and secondary care, in line with the NHS England long-term plan. This is an iterative development process and will be implemented in a phased way.

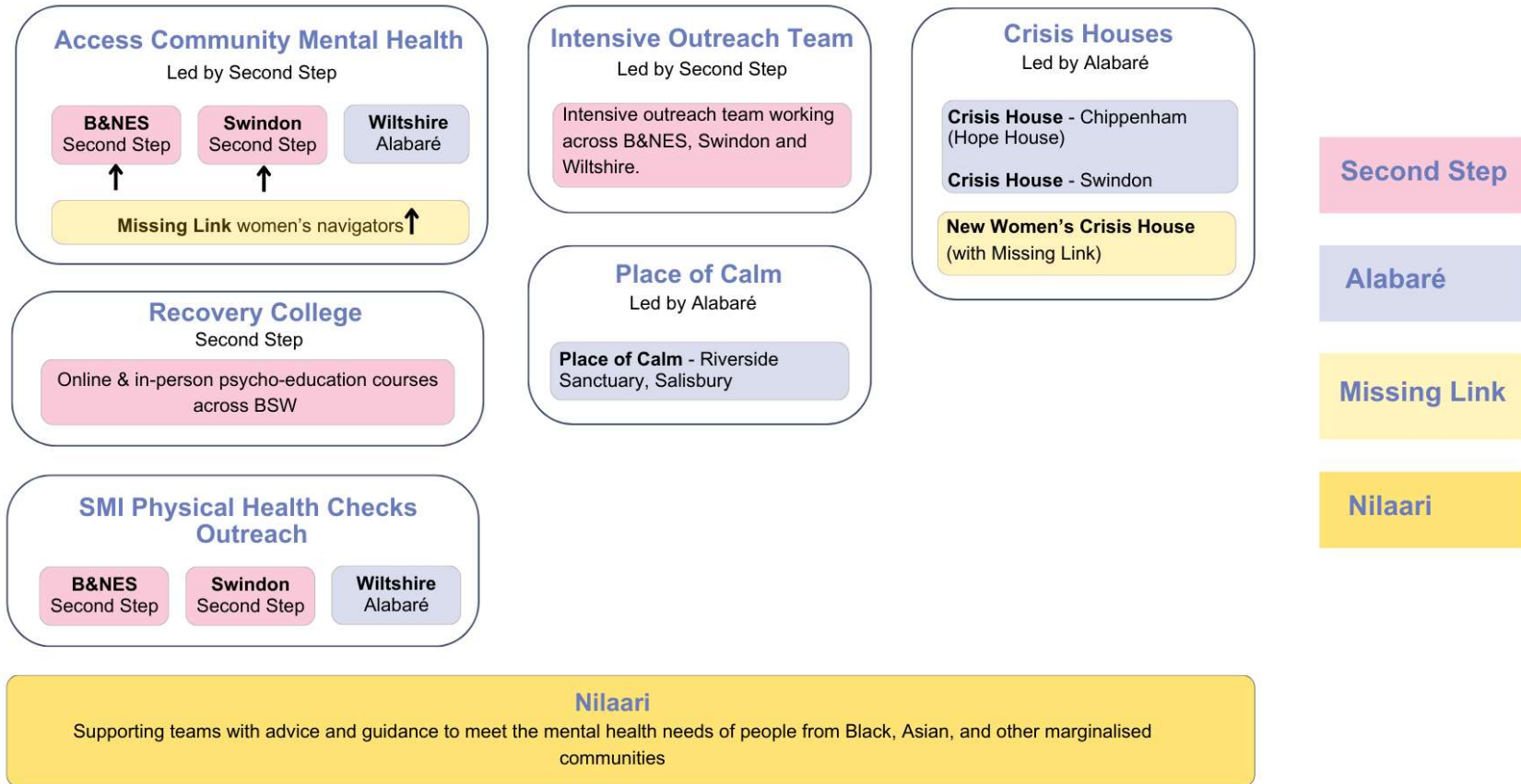
- **Pathway development**

- Collaborate with AWP and Oxford Health and other key partners
- Input from people with lived experience and collaboration with teams
- Build on the experience of wider partners in the system
- Continue self-referrals and professional referrals
- Link with PCNs, PCLS, 111-2, and other Access or 'first presentation' services.

- **New model features**

- Coproduction and multi-disciplinary teams
- Trauma-informed support conversations and interventions
- Provide advice and guidance, warm handovers, and dialog+
- Support staff with a psychologist, reflective practice, and trauma-informed training.

Community mental health services in BSW



Community mental health services in BSW



- **Crisis Houses:** Alabaré's current crisis house, Hope House, in Chippenham. A second mixed crisis house. A new women only crisis house sub-contracted to Missing Link. New locations will be informed by health data and service provision mapping.
- **Salisbury Place of Calm – Riverside Sanctuary:** Mental health and crisis support alternative to an emergency department or 136 suite for people 16+. Open 4pm-11pm, 7 days a week.
- **Access Community Mental Health:** Retaining the 'Access' name in the interim and providing a smooth transition and continuity for people receiving or waiting for services, staff and referrers. Reworking service identity through our STAR coproduction groups. Self-referrals and professional referrals for people 16+. Support in person, online and on the phone. Open 8am-6pm, Monday to Friday.

Community mental health services in BSW – cont'd



- **Intensive Outreach:** Personalised support approach for people with Serious Mental Illness, step-up and step-down service. People aged 16+. Open 9am-5pm, Monday to Friday.
- **SMI Physical Health Checks Outreach:** Supporting people on the Serious Mental Illness register to access and engage physical health checks, with health improvement plans. Identifying and overcoming barriers to access.
- **Recovery College:** Providing psycho-education courses in-person and online. Popular courses include Coping with Low Mood, Emotional Intensity, Anxiety Confidence Building, and Understanding Trauma. Second Step Wellbeing Colleges

Thank you