

Stakeholder Engagement Feedback on Establishing a Community Wellbeing Centre (CWC) in Angus

January 2024



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Who has been involved in the Engagement?

- People with Lived Experience of using mental health services in Angus
- Staff who support mental health and wellbeing
- Families & Carers
- Members of the public with an interest in mental health and wellbeing



How did we gather feedback?

- Four online sessions – open to all – 33 attendees
- Three face to face focus groups for people with lived experience - 42 attendees
- Local drop-in sessions – open to all - 70 people engaged
- Online and paper survey – open to all – 98 responses



Please give your initial thoughts on the **Benefits** of a Community Wellbeing Centre

support for people
responses when people place
appropriate support help
point for support
Great idea
instant support
people in distress
Support
People
access positive - people
people in crisis available mental health Immediate support
compassionate support support for families

You Said ...



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Benefits

- "The benefits of a community wellbeing centre will be that it allows individuals to feel heard, cared about and listened to. It will allow people to use their lived experience to help others, and gives the community peace of mind that there is somewhere they can go in a time of crisis"
- "Sounds really caring & nurturing. Help when it is needed."
- "Quality one to one support "
- "People have somewhere to go, homely environment, instant support "
- "Stopping the stigma of mental health in the community and people feeling listened to and heard by people "
- "Informal; to be calming and relaxing for users"
- "A single point of contact where you can get signposted to other support resources.."
- "Friendly non threatening environment "
- "Multi agency working opportunities "
- "Compassionate responses when people in distress. This being available via booking and walk in. It being available out of traditional office hours."
- "Benefits are huge, it all sounds positive - people getting help at one stop point, available to all - and available through several access routes. "
- "Provide support with easy access "
- "One place with a quick response for crisis situations, support for families and carers when they can be with their loved one."
- "GP practices can signpost where appropriate. "
- "Huge benefits, a focal point for Angus around mental health. People often don't know where to access help so I think this would be great"
- "Couldn't be more essential to do this and do it right. There is so much evidence these initiatives can save lives and raise public wellbeing. Hugely supportive."
- "Working in Dundee I have seen first-hand the benefits of Hope Point centre run by Penumbra being place and the difference it is making."
- "Reduce demand on other vital services such as Police, GPs, emergency services and front line health staff to deal with their primarily roles."
- "There is a great need for this service due to multiple closures of mental health facilities and long waiting lists for professional help."
- "More local services."
- "Nothing like this already in Angus."
- "People need to be able to access the service without delay in the best way for them."



Please give your initial thoughts on the **Challenges** of a Community Wellbeing Centre

Staff recruitment access to people rural areas **access** centre **people** challenge supportcategories of people **location** **staff** Angus area volume of people Transport **Opening hours** location could be a challenge people who are rural **Accessibility to people**

You Said ...



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Challenges

- "The challenge in Angus will be location, given the vast geographical area that falls under the remit. No one location provides easy access to all"
- "Funding"
- "Staffing after 5pm and lack of other support services during this time "
- "Getting this used without people feeling judged for using this centre "
- "Remit - what happens if staff at the centre are unable to assist with the persons difficulties?"
- "Angus is big and many people will struggle to get to a venue if it's not on a good public transport route. Staff recruitment? "
- "Staffing - how will this be staffed? Do we know what demand will be like? How much accommodation will be available?"
- "Some people may prefer outreach support."
- "How to avoid it being used as a general drop-in centre for people in the locality who can get support elsewhere? - would need to control access possibly? "Access, volume of people attending will there be enough staff to manage it effectively "
- "Access from rural areas"
- "Cultural awareness about New Scots, refugees and asylum seekers"
- "Access to translation services as required"
- "Safety of the staff and staffing compared to demand which could vary."
- "Challenges of out of hours pathways for police referrals".
- "Staff recruitment - how do you make it attractive for applicants "
- "People using it for other reasons other than in distress"
- "Mental Health issues have increased due to COVID and Cost of Living Crisis."
- "People in distress may struggle to get to a central place – need to consider this in delivery."
- "Individuals not being able to access services, don't trust services, unaware of services."
- "Terminology for the remit of the centre so that its open and understandable to all."



Opportunities

- "The opportunities are that there can be a combined and cohesive multi agency effort to lessen the burden on emergency services and the mental health crisis team, and well as building links with community policing and various other services to provide the best care for those in need"
- "Provide a safe non stress service"
- "Awareness of other services available "
- "Focus on wellbeing. Language change of emotional distress good. Hopefully open conversations and encourage community involvement from different places and states of wellbeing "
- "One stop shop model "
- "Organisations working together under the same roof is beneficial, opportunity for people using it to be involved in a meaningful way "
- "Closer joint working between services "
- "I think this opens so many opportunities for people and businesses in the community "
- "Gives people in crisis a place to go, removing that feeling of being alone and not knowing where to turn for help. They can then be directed to other services that could help to support them."
- "Reducing stigma, providing hope and kindness, compassion would be fantastic if you got the right staff and don't burn them out"
- "Easy access, people getting the right information and the right time, reducing escalations in mental well-being. "
- "Can this be used as a base for other organisations, and support groups, where users can meet other people going through similar struggles?"
- "Preventative measure to support people prior to escalation "
- "Depending on the time people will spend at the Community Wellbeing Centre a healing garden could be really beneficial for the users and staff."
- "Job opportunities "
- "Links to ECS Mental Health hub."
- "Placement for relevant students? People with mental health difficulties could get roles in supporting the centre?"
- "Non clinical, lived experience beneficial "



Opportunities

- "Space for activities/information"
- "Police having somewhere other than Carseview for people in distress "
- "Local issues/trends identified and prevention work undertaken "
- "Might be able to find gaps in support"
- "Avoid waits for statutory services. Opportunities for family involvement. "
- "Having access to support from the safety of your own home whether over the phone, in person or via zoom or Teams when you need it, is more important."
- "Needs to be well resourced both in terms of staff available and the quality of environment, the Maggie's Centre at Ninewells is a good example of what we should be aiming at. For this to work we need a very high-quality environment, inside and out."
- "I believe there should be a mix of support, ranging from professional to peer support to accommodate a person-centred approach to a person's individual needs, not only at the point of distress but also in the follow up involvement of the centre."
- "Links with U16 services."
- This works successfully in other localities; Angus has excellent Third Sector partners that it would be good to see involved with the creation and running of the centre."
- It goes without saying that a mental health charity would be in charge. They have the experience and the compassion, we need to move away from a medical way of seeing things, which can also bring stigma."
- "Collaborative approach with grassroots organisations."
- "Referrals from Police & Ambulance."
- "Availability"
- "There should also be availability to accommodation which could prevent someone ending up in hospital."
- "Avoid time constraints and promote long lasting positive change e.g. restricting to 6 sessions."



Do you believe that the Community Wellbeing Centre would complement the supports we already offer in Angus?

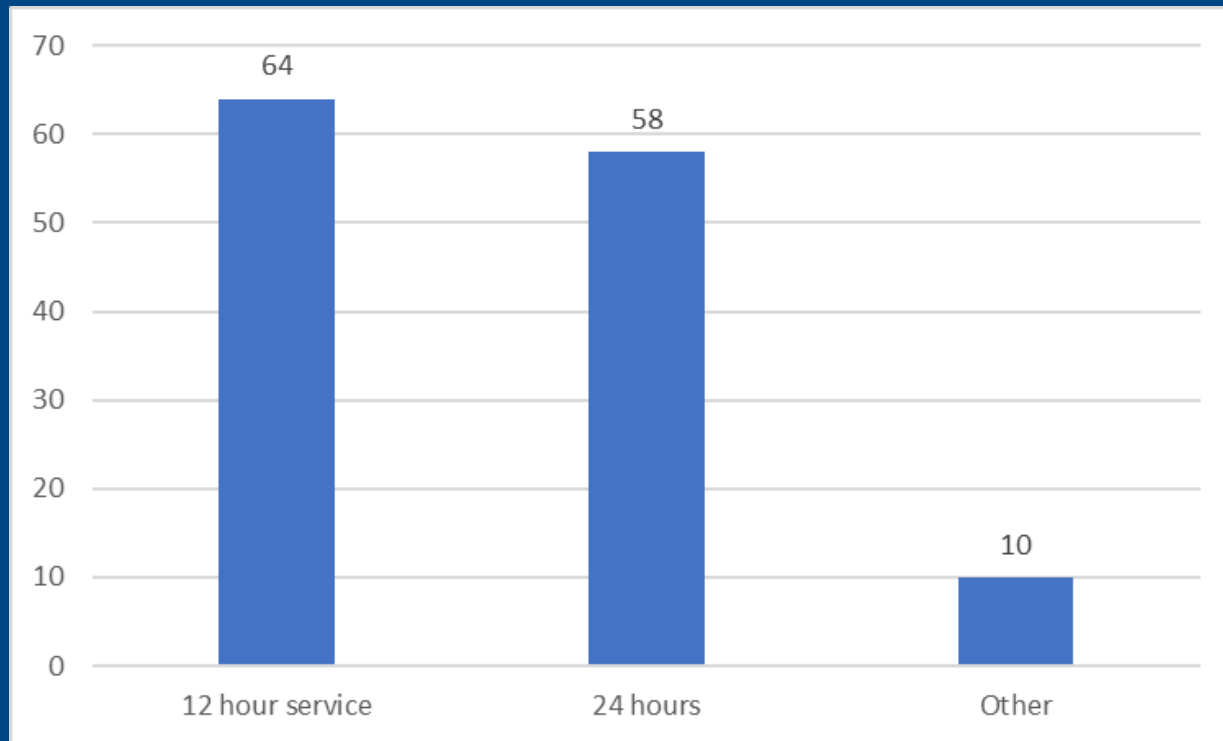
Do you believe that the Community Wellbeing Centre would complement the supports we already offer in Angus?



You Said ...



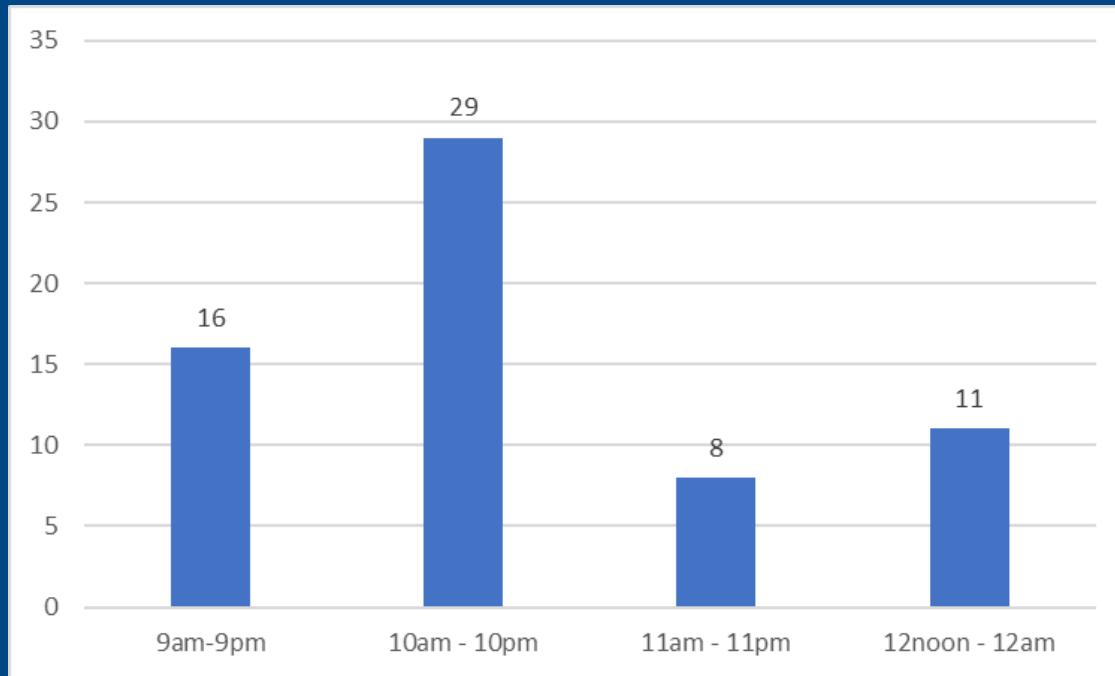
When should the Community Wellbeing Centre be open?



You Said



What should the **opening hours** for the Community Wellbeing Centre be?



You Said



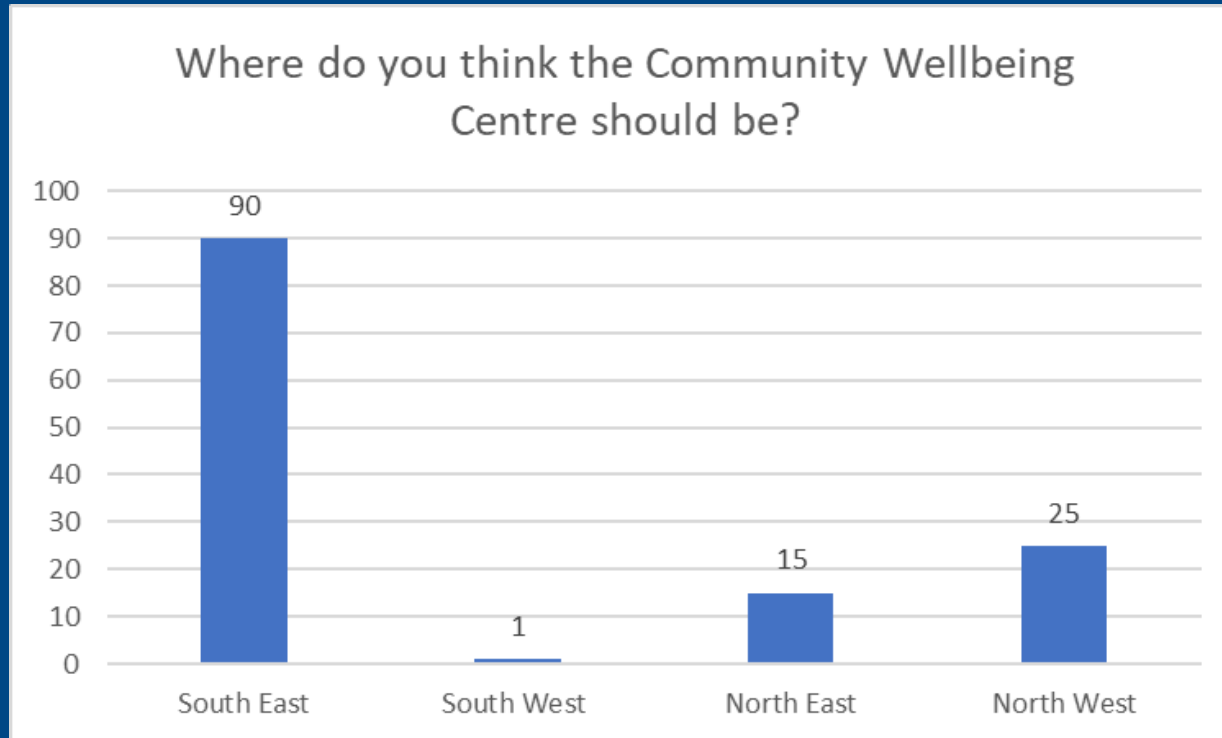
Feedback from those participants who selected Other and any additional comments

- "Just feel the need that later than 10pm might feel safer, nights feel longer under emotional distress. "
- "Should be monitored to meet the needs of people in angus and hours changed if needed. "
- "If this is for lower-level support then would assume that there's a level of unmet need that is unknown. "
- "Based on data provided today if there is no demand after 10pm, it does not feel beneficial to utilise staff after these hours"
- "Ideally 24/7. However, I think it would be worth seeing what the need ends up being. People would benefit from having flexibility of contacting support whenever they need it. And having a place to stay rather than hospital is so important "
- "Where does the data come from for not being busy after 10pm? "
- "If accommodation with support will be a requirement for 24-hour staffing. Would be interesting to capture calls relating to distress to Police / SAS and times of calls to inform opening times. NHS 24 data shows calls predominately out of hours."
- "I think in an ideal world it should be 24 hours but understand the funding issues - 10-10."
- "10am -10pm with maybe out of hours telephone support?"



Where should the Community Wellbeing Centre be located?

South East – Arbroath/Friockheim
South West - Carnoustie/Monifieth
North East - Brechin/Edzell/Montrose
North West – Forfar/Kirriemuir/Letham



You Said ...



The majority of participants would like to see the CWC in the South East (Arbroath).

Why should it be located there?

- "Biggest town"
- "Arbroath, makes sense to have it in the greatest area of deprivation. My initial thought was Forfar, due to geographically more central. "
- "College base, lots of individuals that require support, however it would be good to have an outreach in all areas at some point throughout the week"
- "Easy to access from all areas of Angus and most mental and substance use needs"
- "Area of greatest deprivation. "
- "Transport."
- "There is no good central point in Angus, but Arbroath has the most need. "
- "Largest population "
- "Transport after 10pm is again and issue. Already things in place to support OOH calls"
- "Arbroath has the greatest need and deprivation. Need to consider outreach support too, having other smaller hubs located elsewhere? "
- "Still accessible, limited services in the town "
- "Increased numbers of suicide in this area + general lack of engagement for services in general"
- "Probably the most likely to get accommodation"
- "It's in the middle of all areas "
- "Pending pedestrian and cycle path access through the town will make it even more accessible and inclusive for all forms of travel.
- "Large student population who can be referred or pop in."

*The overwhelming response as to why the centre should be in Arbroath was that it had the largest population, highest areas of deprivation and the best transport links.



Any Other Comments or Questions?

"This wasn't what I was expecting for a wellbeing centre, however I really like what is being proposed, and appreciate the stats driving this. I was thinking it would have more preventative offers, providing support before crisis, to help people become emotionally stronger, to learn to better navigate life's challenges. I had imagined it being a welcoming, warm and nurturing drop in up until about 11pm, cafe style, alcohol free, with wellbeing activities and practices, all welcome, so not just people in crisis, for connection, support and community. Location wise ~ I had imagined hubs in each of the main Angus areas. Great informative session, thank you. "

"How do we create something which can be sustainable, have the ability to grow and also mirrored if them branched out across different localities? "

"Need to have clear boundaries to manage expectations - don't promise more than can be delivered, communication channels need to be checked out, include Men's Shed in canvassing info (noticeable that no men on today's slot!!) I would prefer to see a 24-hour access line and online/telephone support if people just need to talk to someone through the night (when crises tend to be worst in my experience!)"

"Regular drop-ins from other services, linked to mental health distress would be very helpful- Angus Carers/CAB/AIA/Welfare Rights/Food banks etc"

"We are receiving more refugees and asylum seekers who may be affected by trauma and/or experience mental health issues on arrival - all staff at the centre should know how to access an interpreter and be aware of Angus Council Vibrant Communities Resettlement Team who offer ESOL and integration support "

"Understand there is not open ended funding for this and need to be mindful of this with our wishes "

"I think to have this in Angus would be wonderful"

"Consider use of technology in addition to written materials. Need to be mindful of those with literacy and ND needs."

"A place where people can self-refer, discreet, most important a place of trust."

"Should accommodation be separate to the CWC itself – discussion surrounding a 12-hour opening for the centre but 24 hour accommodation for those in immediate distress, that could go into staffed accommodation and see someone at the centre the next day (financial)."



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