

Last updated 7 April 2020

Covid-19 outbreak and service delivery: Update on community mental health support services in East Sussex contracted via ESCC, the CCGs and the SPFT

Out of hours crisis café support (evenings and weekend)

Staying Well Hastings and the new **Staying Well Eastbourne** - now operate as a telephone support service. Referrals can be made by professionals or as self-referrals.

Referral criteria

The service seeks to be as inclusive as possible in offering support to clients. Generally, clients need to be:

- ✓ Aged 16+ and resident anywhere in East Sussex,
 - ✓ Experiencing distress related to a mental health condition
 - ✓ Sober (enough to be able to manage own behaviour and engage in recovery-focused support at point of entry to the service)
 - ✓ Not considered as being at imminent risk of suicidal or self-injurious behaviour
 - ✓ Not considered to pose imminent risk of harm to others
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- Phone **0800 023 6475** for queries or to discuss a referral
 - Email stayingwell.eastbourne@southdown.org or
 - Email stayingwell.hastings@southdown.org
 - [Staying Well webpage](#)
 - [Staying Well referral form](#)

Office hours community mental health support

East Sussex Wellbeing Centres – The seven East Sussex Wellbeing centre buildings are closed. Telephone, email and social media support will be on offer for new and current clients. All current clients have been contacted and can access phone support and advice using the normal Wellbeing Centre contact numbers found on the [webpage](#).

Staff are establishing how frequently clients need phone support and also offer video conferencing when possible. Support for people's mental health and wellbeing is still offered using new or existing support plans, and staff will be particularly keeping in touch with their most vulnerable clients.

Peer Support Service – Peer Service drop ins are suspended. However Peer Specialist Workers with their own lived experience of mental health challenges, are in touch with 1:1 clients to agree plans for continuing support as per their normal schedule without face to face. Peer Support will merge with Wellbeing Centre staff to ensure ongoing access to support for people.

The Peer Support Service is accepting new referrals from services or direct from clients who feel they could benefit from one-to-one support to help manage their mental health, more information can be found on the [webpage](#). Peer Specialists will work with clients to develop Wellness Plans, identifying strategies and tools to help manage recovery and prevent crisis. They are also exploring different methods of communication that will enable the service and clients to support one another, sharing messages of hope and positivity.

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Referrals to the Wellbeing Centres and Peer Support services will continue to be accepted, although referrers and clients should be aware of the temporarily reduced service offer. Wherever possible, new client assessments will be completed using the phone or video-calling.

- [Wellbeing Centre referral form](#)
- [Peer Support referral form](#)

Community Connectors (Social Prescribing) – the face to face service within surgeries is now closed as part of the Primary Care Action Plan, however staff are working remotely to communicate with and support existing clients with their mental wellbeing. They will work through the waiting list and continue to promote the service and accept new referrals as part of the effort to offer mental health support at this time.

- [Community Connectors webpage](#)
- [Community Connectors self-referral form](#)

Thinking Well (service for clients with EUPD) – delivered in partnership with community (Southdown) and clinical (SPFT) delivery, this service is now being offered remotely via close communication with members. Both staff teams are offering regular phone sessions of up to 40 minutes per week for each member to manage their mental health at home during this period.

Members are being helped to use the skills they have learned as part of Thinking Well. Staff are also sending resources and self-help guides by e-mail to help Members follow the plans agreed in the call. The service will continue to monitor risk and refer to ATS to manage crises as needed. As this is a closed service, we are not including information regarding referrals in this communication.

Individual Placement and Support (IPS) Employment Support - will continue to give telephone support for current caseloads, continuing to take referrals from SPFT. The service will also continue to work with clients in job retention and move to offering advice to keep people well while working from home and regarding coronavirus related absences. Referrals for this service is via clinical teams, information and contact details are on the [webpage](#).

Seaview (day centre to support the homeless and vulnerable in St Leonards) – a reduced service offer, with access limited to urgent appointments including St John's Hastings Homeless Service. Rough sleepers' hub remains open on Thursday mornings. Lunches in takeaway containers are being offered each weekday at 1pm. Food bank, showers, toiletries are offered on an urgent request basis. Clients are being offered telephone contact and advice on Covid-19 The service can be reached at admin@seaviewproject.org.uk, 01424 717981, [website](#).

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Talking Therapies and Counselling Services

Health in Mind (NHS IAPT talking therapies and wellbeing courses) - all appointments will now take place via telephone, or video where this is possible. See [website](#) for updates.

Counselling Plus – due to the current situation face to face and group sessions have been replaced with telephone contact sessions for existing clients. The generic service is not accepting new referrals, as around 100 clients on the waiting list are being prioritised. They are however accepting referrals from people who have experienced Sexual Assault, with access as usual through SARC (the Sexual Assault Referral Centre).

Support for People Bereaved by Suicide: Sussex Community Development Association (SCDA) - face to face and group sessions are currently ceased, with assessments carried out over the telephone or by video calls wherever possible. Please visit their [website](#) and call 07796869484 (Rhian Gower) for referrals and other information.

Support for young adults

14-25 year olds living in East Sussex can access support through **i-rock**, which offers advice and support on emotional and mental wellbeing. The service continues to offer an 11-6pm provision daily through virtual clinic software, telephone or email, the i-rock [website](#), Facebook and Instagram pages have more information. Young people interested in accessing support whether or not they have used i-rock before should please make an initial enquiry by emailing irockhastings@gmail.com.

Further updates to follow weekly or as there are any changes