

## **2<sup>ND</sup> SERVICE USER/CARER FAQ**

### **Q. Who are the other partners in the new Community Based Mental Health Service (CBMHS)?**

A. There are 19 different providers in the new service that include Touchstone, Community Links, Leeds Mind, Basis, Gate, Birmingham Institute for the deaf (BID), St. Georges Crypt, Carers Leeds, Leeds Irish Health and Homes, Oblong, New Wortley Community Centre, LS14 Trust, Health 4 All, Hyde Park Source, Getaway Girls, Shantona, Black Health Agency (BHA) Leeds Skyline, Space 2 and Advonet.

### **Q. What will the new service be called?**

A. There is a competition currently running to name the service. All suggestions should be emailed to [yourviews@touchstonesupport.org.uk](mailto:yourviews@touchstonesupport.org.uk) before 5pm on Monday 17<sup>th</sup> December.

### **Q. What are the eligibility criteria for the new service?**

A. The Service will work with adults aged 18+ (17+ if they are transitioning from children's mental health services) who have mental health support needs and/or whom suffer from emotional distress throughout the Leeds Metropolitan District or registered with a Leeds GP (as defined by NHS Leeds Clinical Commissioning Group (CCG)).

The CBMHS is not a crisis service but it will sign post people if they are in a crisis to the appropriate support service. If a person using the service has a crisis then they should also be referred to a crisis service for support.

### **Q. What happens to people who don't fit the criteria?**

A. If the CBMHS is not suitable, we will ensure that we communicate with the referrer and clients quickly, well within 5 days, as to the reasons why, and offer alternatives

### **Q. How can people refer into the new CBMHS?**

A. This service will have one name, one number, one referral form and there will be a new website for the service when it goes live 1<sup>st</sup> April 2019. You will be able to refer into the service a number of different ways by phone, email, via the website, posting completed referrals and in person.

### **Q. When is the next service user meeting and where will it be held?**

A. Monday 17<sup>th</sup> December – 2-4pm – Inkwel Arts, LS7 3LW

Thursday 10<sup>th</sup> January – 1-3pm – Stockshills hub, LS12 2DJ

Tuesday 19<sup>th</sup> February – 12-2pm – Touchstone House, LS11 6JU

Wednesday 6<sup>th</sup> March – 10-12pm – Community Links, LS14 1AB

**Q. Will there be a service user newsletter?**

A. We are currently in the process of producing a monthly service user newsletter with updates about the mobilisation of the new CBMHS and feedback following the first service user meeting.

**Q. Who is the lead contact for the new CBMHS for Community Links, Leeds Mind and Touchstone?**

A. Touchstone – Laura Giles

Community Links – Faye Oldroyd

Leeds Mind – Lucy Hancock

**Q. Can we access information regarding updates from the mobilisation of the new CBMHS online?**

A. The service user newsletter and FAQ are available on Touchstone website.

**Q. What happens next?**

There will be monthly service user engagement meetings with different co-productions opportunities. If you would like to get involved please speak with your worker if you want to get involved.

There is also an allocated 15 minute slot at the beginning of board meetings for service users to attend. If you would like to attend please email [yourviews@touchstonesupport.org.uk](mailto:yourviews@touchstonesupport.org.uk).

We have also set up an email address called [yourviews@touchstonesupport.org.uk](mailto:yourviews@touchstonesupport.org.uk) for anyone to send questions or ideas too.