

### **3<sup>RD</sup> FAQ for SERVICE USERS/CARERS**

#### **Q. What is the name for the new Community Based Mental Health Service?**

A. After running a competition at the end of 2018 where we received several suggestions. The winning name chosen by a panel of staff and service users was 'Live Well Leeds'.

#### **Q. Who are the commissioners for Live Well Leeds?**

A. There are two commissioners for Live Well Leeds; they are Leeds City Council and NHS Leeds Clinical Commissioning Group (CCG). The CCG are the commissioner for the befriending element of Live Well Leeds and Leeds City Council commissioner the remainder of the service. The contract is worth £1.3 million and is contracted for 5 years. This also includes all of The Delivery Network Partners contracts.

#### **Q. What happens on the 1<sup>st</sup> April?**

A. Live Well Leeds service goes live on the 1<sup>st</sup> April and during the first four weeks of the service going live staff will be continue to deliver a skeleton support service whilst attending a training and induction programme. You will be informed nearer the time who your allocated worker is and what groups and activities will be running during April.

#### **Q. When does the service start to accept new referrals?**

A. It has been agreed with the commissioner that Live Well Leeds will not accept any new referrals into Live Well Leeds for the first month. After this time people will be able to refer into the service by phone, email, post, online and in person.

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

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

Please email [yourviews@touchstonesupport.org.uk](mailto:yourviews@touchstonesupport.org.uk) to confirm your attendance and request any support.

#### **Q. Who can I speak to regarding these changes?**

A. You can speak to the operations lead in your organisation – Laura Giles at Touchstone, Faye Oldroyd at Community Links and Lucy Hancock at Leeds Mind-about changes for the Live Well Leeds. We have also created a general enquiry email address called [yourviews@touchstonesupport.org.uk](mailto:yourviews@touchstonesupport.org.uk).