

LIVING WELL Chesterfield

A new vision for
community
mental health

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About this handbook

This handbook summarises the design of the new approach to community mental health in Chesterfield.

It is owned by the Collaborative and will develop over time as ideas expand and new ways of working emerge. It acts as a common resource, to bring together our latest thinking.



About the collaborative

We are a group comprising commissioners, providers, the statutory sector, the voluntary sector, local authority and people with lived experience of mental health - all working together on behalf of the wider system to reimagine the future of community mental health and look after the health and wellbeing of our local community.



The context

Chesterfield is developing a new way of working across the whole system to provide person-centred, holistic and community-based care and support. The programme, called Living Well, will transform our work across voluntary and statutory organisations - through creating new teams, new networks and new community support.

LIVING WELL Network

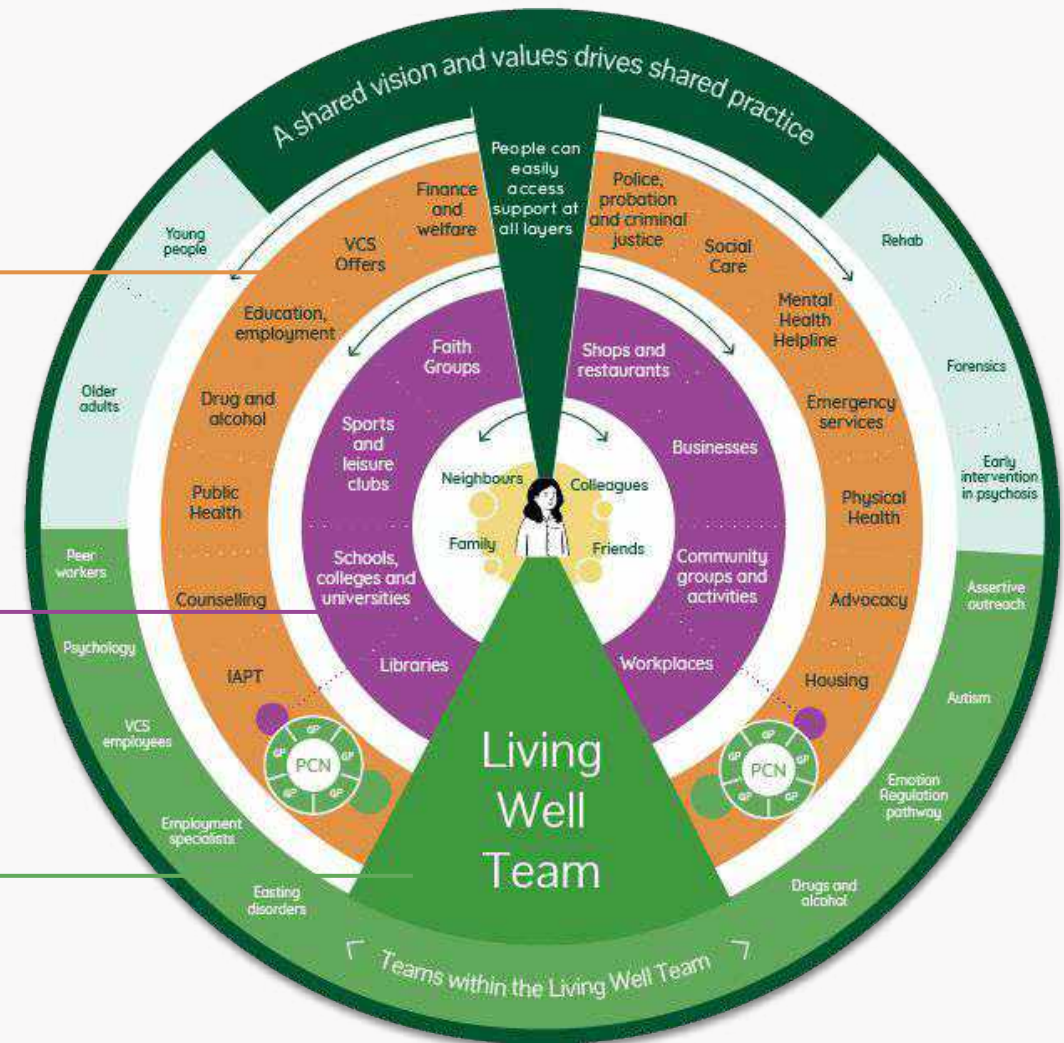
When someone needs help, no matter which way they turn, there will be someone there for them. This network connects the individual to public services, charities and community groups and even their own family and friends. It does this by connecting organisations providing mental health support, to act as a network of open doors. The network builds strong partnerships and common forms of practice, so what is experienced in one part of the system is echoed everywhere else.

LIVING WELL Community

Support in everyday places is often what keeps us well - and the Living Well community makes sure family, friends, employers, local community groups, hairdressers, pubs and others have the confidence and resources they need to respond to suffering and distress. Therefore preventative support is based here, and opportunities for support from services are connected into it.

LIVING WELL Teams

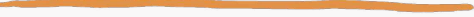
This team of people, with a range of expertise and experience, will provide mental health and wellbeing support across the range of challenges people face. This team integrates the current Community Mental Health Team with a wider team providing multidisciplinary time-bound support to create an open access 'front door' to ensure that everybody gets the support they need.



Our manifesto


To make this transformation successful we will:

Build strong partnerships




We create the space and opportunity to build strong partnerships with each other and the wider community and we take time to understand each others' strengths and constraints

Be outcomes focused and celebrate success



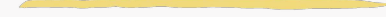
We pay attention to the outcomes we want to see and celebrate success, telling the stories of positive change, to help grow momentum and bring hope

Learn from failures and successes



We want to encourage ourselves to take positive risks, and to listen attentively to what people getting support and their families tell us, and be open to change.

Practice genuine co-production



We connect and enable people with lived experience to co-lead this change and include all voices and contributions

Keep it human, vulnerability is our superpower!



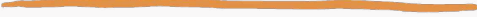
We bring ourselves here as people, bringing in our own vulnerabilities and lived experience, and inviting others to contribute, even when they need help

Believe in people and their potential



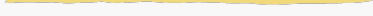
We stop trying to 'fix people', and invest in the right information and support, to enable people to be in control of their health and wellbeing and what works best for them

Listen actively and have brilliant communication




We listen to people, their families and staff, and develop creative and clear ways of explaining the work and keeping everyone up to date

We assume kind intentions




We are kind to each other and increase our ability to listen when we disagree, because we know different views often lead to better solutions

Be prepared for some disruption



We want to genuinely shift how we practice and behave, which we know will mean changing narratives and existing power dynamics

Have a shared purpose and shared values



We are clear on why we are doing this, and live our values in every encounter.

Working with each other

How we would like to work together:



We look after each other

We strive to create a safe space where we look out for each other, offer to help others in and outside of meetings, and recognise that we all (staff and people) have days where we need support from others.



We are open, honest and respect each others views

We know that true change and innovation requires us to think differently. We actively listen to each other, and respect each other's views even when we might not agree with them. We are not afraid of robust conversations and have difficult conversations with honesty and humility.



We are all equal

We operate in a space of equality: everyone's experience and contributions are valued equally. We pay close attention to power dynamics, and find ways to overcome these and include everyone in the conversation.



We model the values we want to see in others

We hold each other to account to ensure our values are lived. This means holding the experience of those people we support in mind at all times, keeping those experiences at the centre of the collaborative, and bringing our whole selves to the work.



We create a safe and accessible space to talk

There are no silly questions or thoughts. We avoid the use of jargon. When we share personal information about ourselves it is treated confidentially.

To model this, we will:



Run well being check ins

We strive to create a safe space where we look out for each other, offer to help others in and outside of meetings, and recognise that we all (staff and people) have days where we need support from others.



Run well being check outs

We also check out at the end of meetings to see how we are and reflect on conversations.



Looking out for each other

When people miss a session, or don't turn up, we reach out, check in and getting them up to speed. When join people join, we welcome them into our culture and values and ensure they feel welcome.



Keeping each other safe

We use plain english and invite those joining us to watch this one-minute video on confidentiality so we are all on the same page.

About Chesterfield



What is it like to live in Chesterfield?



Country life and town life

Chesterfield is a small market town, which is the gateway to the Peak District. It is home to a strong community that has a deep sense of pride in its heritage and its location in North Derbyshire. It is surrounded by beautiful green spaces, such as Chatsworth, which are well used, and the River Rother runs through the town. The town centre is appreciated by many, with home to one of the largest outdoor markets in Britain open every Monday, Friday and Saturday.

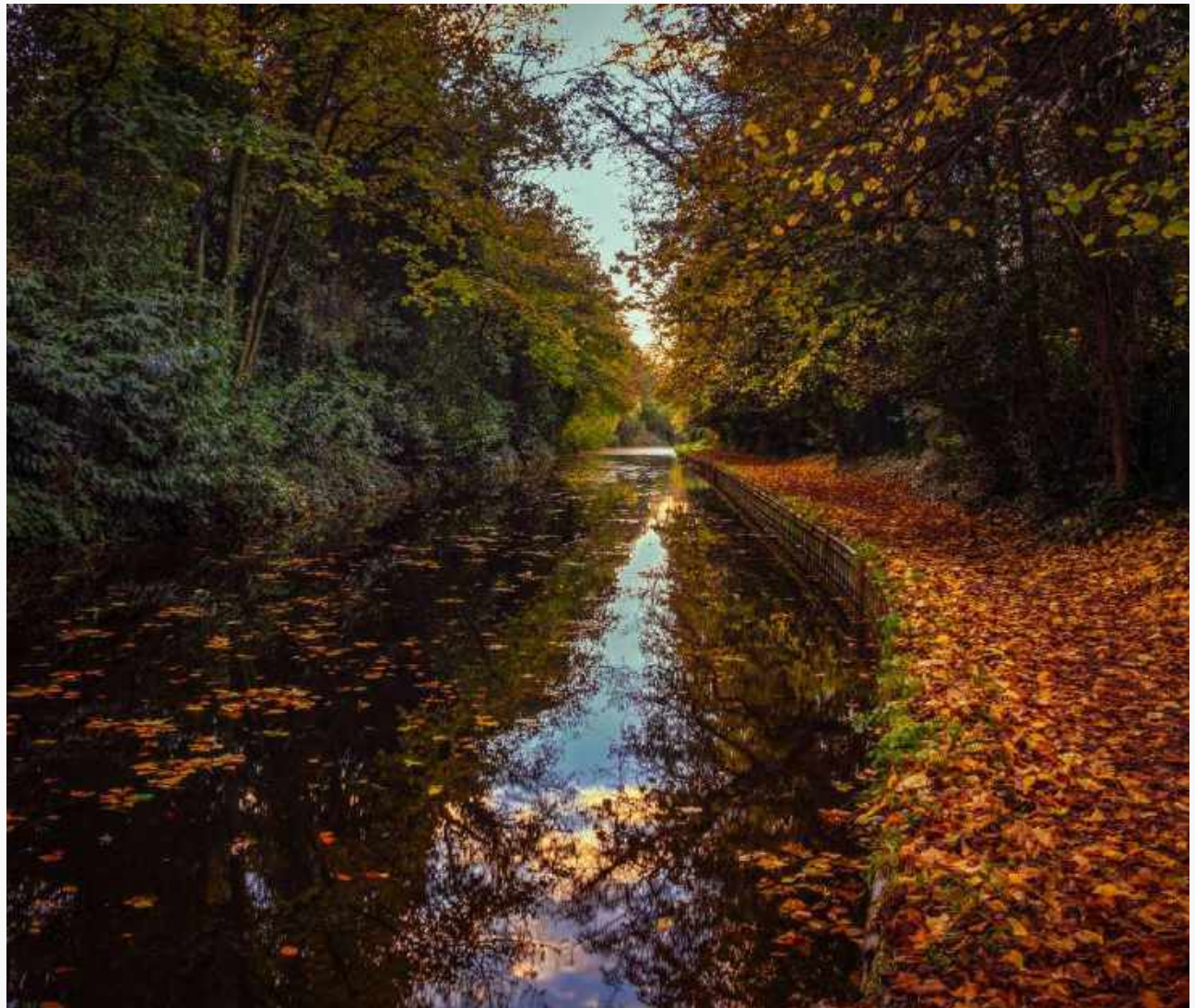
People in Chesterfield are proud of their local landmarks, such as the world famous Crooked Spire Church, and its football team! It feels like a place which is up and coming, with impressive buildings, and a lot of work has gone into rejuvenating parts of the town centre.

What is it like to live in Chesterfield?

A series of villages with close communities

Many people describe Chesterfield as a series of villages with close communities that provide strong support networks for many people. Humour and kindness are important qualities in Chesterfield. Those that live there feel part of a community and feel a deep sense of belonging to where they live.

Chesterfield is home to 105,000 people. The community is predominantly white British but also has some diverse groups represented, including large Asian and Italian communities. There is a strong voluntary and community sector which provides support for formal and informal community groups, such as the Asian Association and the African Caribbean Association. Many people live in Chesterfield and work elsewhere, or have moved to Chesterfield for work. The town brings together those who are passing through with people who have always been there. There are pockets of the town which reflect people who moved there as companies moved in and recruited staff, so the town's communities reflect its growth and changing industries over the decades.



What is it like to live in Chesterfield?



Photography: 'Half-timbered timber in Chesterfield' Ula Chlebinska, Adobe Stock

A history that fosters community and solidarity

The values in Chesterfield are built upon its history. The town itself sits on an old coalfield and mining industry which created solidarity and community. The local hospital even has a miner's lamp in A&E, which is in memory of a tragic mining event. The annual May Day celebrations are always honoured to reflect the history of labour and trade unions.

Chesterfield benefited greatly from the building of the rail line and industry. But in the last 30 years the economy has undergone major change. In the 1980's and 1990's, many jobs were lost with the closure of the coal industry and some of the town's large factories and employers disappeared or were relocated. However the proportion of people employed in manufacturing is still above the national average. The transport network has also been seen as a big plus for the town and attracts many people and organisations. Chesterfield is now re-awakening and people recognise the efforts of the council to attract new businesses and opportunities for people.

What is it like to live in Chesterfield?

Communities in need of support

Chesterfield has pockets of deprivation and health inequalities, living alongside some wealthier areas. In deprived areas we see some of the biggest forces of support and community strength, but also those who aren't part of the strong, close knit community.

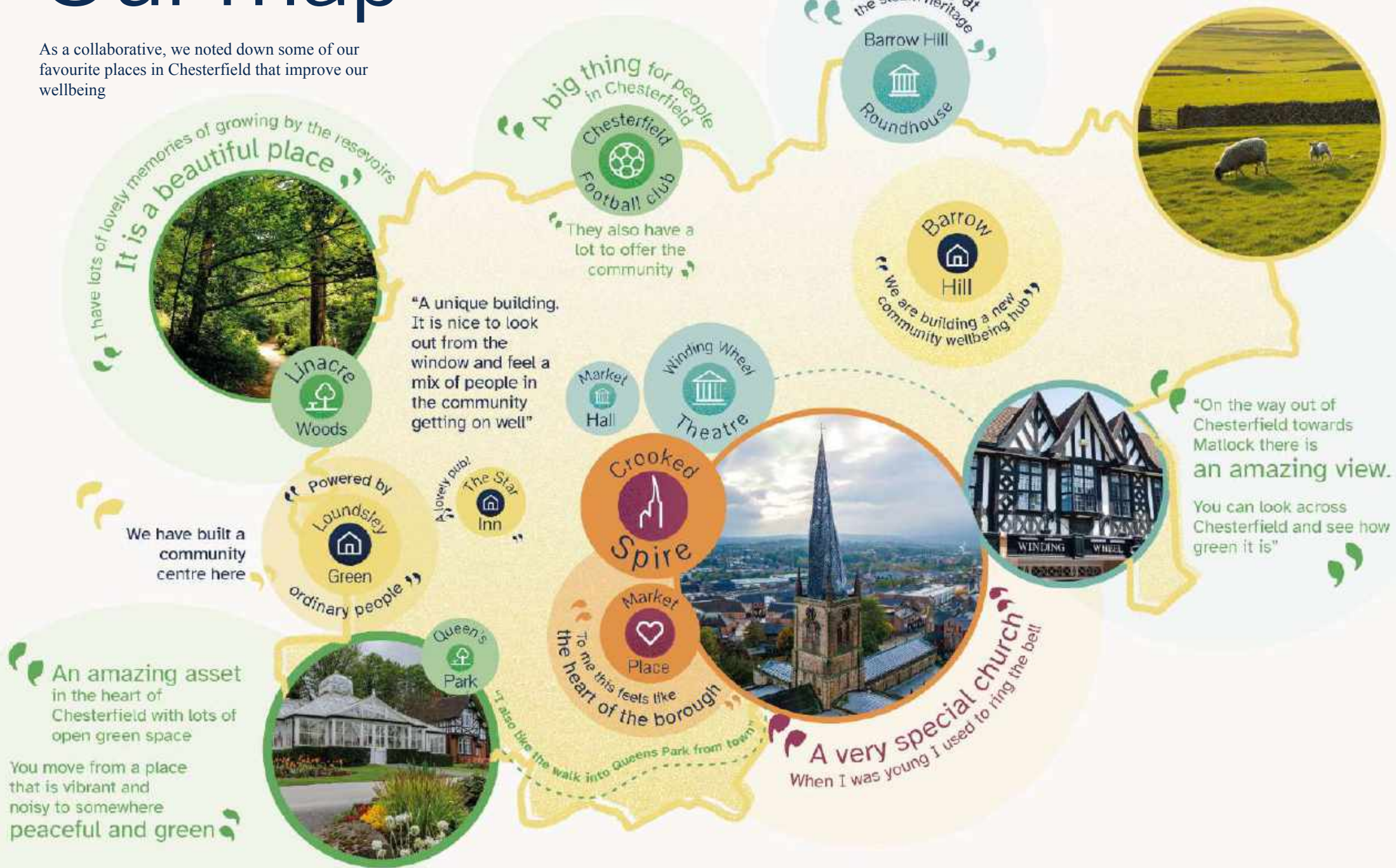
Providing person centred support is important to staff in Chesterfield. There is a thriving voluntary and community sector with good links between organisations in the system. People and staff are excited about the opportunity to work together differently and ensure everyone gets the support they need.



Photography: 'The Market Hall, Market Square, Chesterfield Town' Dave, Adobe Stock

Our map

As a collaborative, we noted down some of our favourite places in Chesterfield that improve our wellbeing





Our story of change



“We have everything we need,
we just need to
work together
differently””

The next few slides capture our insights from stories gathered with staff and people.

They describe what the Chesterfield mental health system is like now, and how we can work together to ensure people get the support they need when they need it.



A community that cares

People that really care

Chesterfield is full of knowledgeable people who are full of compassion and resilience.

Staff really care, sometimes because they have lived experience of mental health. They are passionate and motivated and committed to doing a fulfilling, but sometimes difficult job.

There are also excellent services and resources across the voluntary sector and statutory sector. Partners want to work together and collaborate to improve the system for the next person who walks through the door.



“We have **great people** and **great organisations**”

We want to look after and empower people

We know to do this, we need to empower staff.

This means ensuring staff have the support they need, for example through good and regular supervision and opportunities to pick up the phone and connect to support and advice when needed. We want staff to maintain their creativity and have permission to use their judgement, and the freedom to take risks and innovate.

Support when and where it's needed

Despite best efforts, the system doesn't always work for people.

The measures the system has put into place in response to demand, make it hard for people to access support.

This includes thresholds, gatekeeping, eligibility and long waiting lists. This means people can be considered as 'not sick enough' or 'too sick' to qualify. Additional needs like a dual diagnosis, or alcohol use can also stop people from being able to access support. They can then be 'pinballed' around the system, not knowing where to turn to get the support they need. There is also a lack of places to go after hours, resulting in people ending up in A&E.



“It’s very scary to think that you can’t get help **when you’re ill**”

We want to ensure people get support when and where they need it

We want to move away from criteria and repeat assessments to open access, strong relationships, warm handovers and joint working.

This focuses on services being able to give people the help they need but we know that services alone are not the magic answer. We also want to ensure our community is filled with kind people, activities and support so people spend their daily lives having purpose and living happily. We want to ensure that people with a diverse range of needs feel included and that they belong.

We have many great organisations in our community that focus on wellness and the wider determinants of poor mental health. Our future system needs to build on our strengths and assets and centre support around people and communities. This would change the narrative so our community focuses on how we can all support ourselves and each other. We want to work together to both prevent people from becoming mentally unwell, and also to help them get better when they are unwell.

Person centred holistic support

Support for people isn't always joined up

In parts, the system is really well connected. We have good links between organisations and partnerships which create effective joint working.

However the system can still feel fragmented. Staff work on different systems and databases which can make it hard to access information and help, and can lead to people telling their story again and again.

Communication can also be a barrier, at the moment there aren't easy ways to contact other organisations which can make joint working difficult. There is also a divide between mental and physical health. There isn't always parity between organisations. There needs to be work to dissolve boundaries between voluntary and statutory organisations and primary and statutory care.



“Having someone work with you, the **whole of you**, in a way that suits you”

We want to ensure everyone gets person centred holistic support

We want Chesterfield to be a place that champions truly person centred support.

This would bring together social, medical, practical and therapeutic support so people can be jointly supported with their different yet connected needs. We ensure that we focus on the whole person, and are more likely to focus on life events than needs.

This would create a community across different services, with a system that supports strong personal relationships with spaces for different workers to connect, get to know the roles of each service and unite together to provide holistic support to people.

This would champion co-production: truly listening to people and giving them space to tell their story; working ‘with’ not ‘to’ and giving people choice over the support they receive; putting people at the centre of decision making by creating the structures and spaces for people to co-design and co-deliver support together; and keeping a focus on lived experience by putting ourselves in people’s shoes to ensure we are always thinking about what decisions will mean for people.



Stories
of

lived
experience



Bryan

Bryan is 57 and lives alone. He has had periods of depression, but is feeling well at the moment.

What is going on for me?

In the past I have really struggled with my mental health, and have overdosed on different occasions, when things felt like they were getting too much.

I've had some family difficulties, and also had some bad experiences of using services, and trying to get involved in my community. At times it has felt like a lot of rejection.

I feel much better now, and for the past ten years things have been pretty stable. I have set up a community food project, and give a lot of peer support to others who need it locally. I feel part of my community, and have a good support network around me. I also have a good weekly routine, filled with things that are important to me, like volunteering, art classes, and a daily walk with my dog, Chilli.

My strengths and passions

I am passionate about helping other people who experience mental ill health, and I've set up a community project food project a a way to help others, and stay connected to my community. I'm very empathic and intuitive.

I do a lot of voluntary work, and am well connected in my local area. I also have expertise in building and construction.

My hopes and aspirations

I'd like to grow the community food project I'm working on, and get more people involved. I'd also like to get involved in the local Living Well collaborative.

My network



I haven't taken medications for the past 12 years



Jackie

Jackie is 67 and has a diagnosis of depression and bipolar. She loves spending time with her dog, and her family, who she is very close to.

What is going on for me?

I have had a tough time throughout my life. I had a low mood when I was younger, which was then diagnosed as depression and bipolar when I was in my 20s.

I had my daughter young and for a while it looked like she might be taken away from me. I was really scared when that happened.

Around that time I had a lot of bad experiences of services, and felt like no one listened to me and they just wanted to give me medication and go away. Recently I have been better supported by the crisis team, and the social prescriber. I have got some ideas for hobbies I would like to start, and feel more excited about the future. I'm currently in council accommodation, and I would like to move somewhere bigger.

My strengths and passions

I am caring and compassionate, and make a lot of time for my family, including looking after my granddaughter a few days a week.

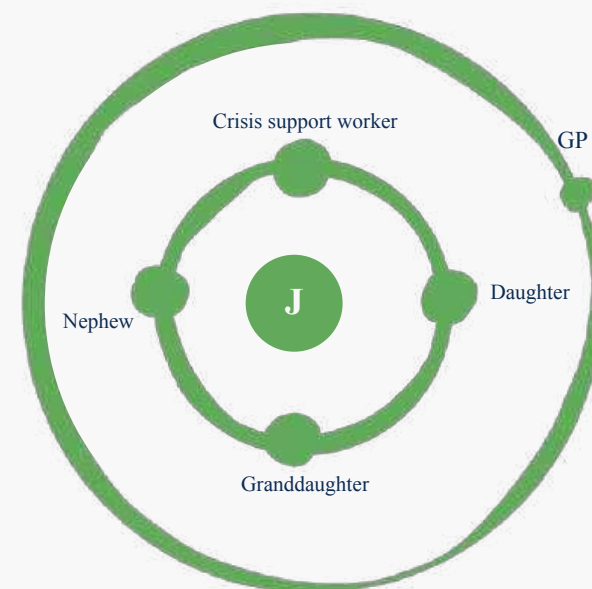
I love walking my dog, a poodle called Bill. I see my family most days, and when I'm not with them I am catching up with TV and watching crime dramas, which are my favourite.

My hopes and aspirations

That I can feel normal and do things that everyone else takes for granted, like going out for a meal, taking my grandkids out, and going on holidays.

I'd also like to move into a bigger house so my grandkids can stay over sometimes, but I'm low down on the priority list for moving to a new place.

My network



I would like a service that I can contact when I need them and not to have to wait for weeks.



Gita

Gita is 55, lives alone and works in mental health. She has been diagnosed with anxiety, depression, PTSD, query bipolar, and recently autism.

What is going on for me?

I have struggled with my mental health since childhood. My family environment was abusive, and I dropped out of school in my teenage years. I've lost some of the people closest to me, one to suicide and one to cancer.

I've had a lot of therapy which I have funded myself, and that has helped a bit. When I have accessed NHS services, for my relationship with alcohol and more recently autism, I have always felt treated like a number.

I've also had conflicting advice from NHS services, and the most recent psychologist I saw told me to stay away from the CMHT as it would only make things worse. I love my job, and feel really passionate about working in mental health.

My strengths and passions

I love my work, and am very good at it. I also like volunteering, although at the moment I'm not doing any, and this was one of my routes into the community.

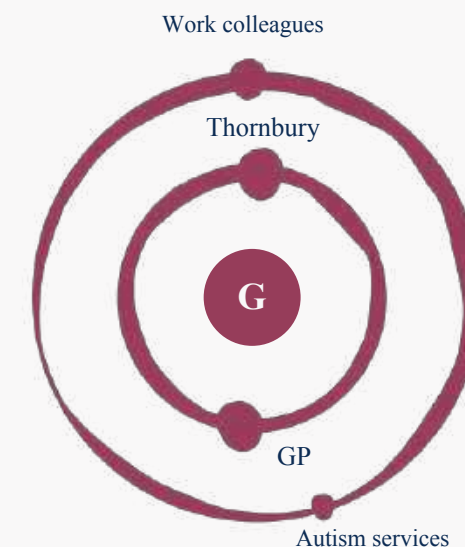
I also love music - and can listen to it all day and never get bored! I live a very independent life now, but I do feel a bit isolated from anyone, and spend a lot of time at home on my own.

My hopes and aspirations

I would really like the support I have to improve, and want access to different talking therapies and psychiatrists who don't just focus on medication.

I feel like I need support on how to live with a diagnosis, and have access to some group support, in addition to the 1:1 support.

My network



“I have always been in employment, but absences related to my mental health have made that difficult.”





Sam

Sam is 27, lives alone near their mum, and have a diagnosis of depression, anxiety and autism. They love history and politics, and have a tight family circle.

What is going on for me?

I first experienced anxiety and depression when I was at University. I thought I could cope with it on my own, but things got so bad that I went to the GP eventually. They told me I was young, and that I'd be fine, I felt so easily dismissed, and after that things got really bad and I didn't leave the house for almost a year.

After waiting for 2.5 years, I was assessed for autism, and suddenly a lot of things made sense. I've had lots of issues with my benefits, and all of these experiences with services have made me very untrusting.

My strengths and passions

I am really close to my family, and get a lot of support from my mum and my sister. I love my nephew, and we hang out regularly.

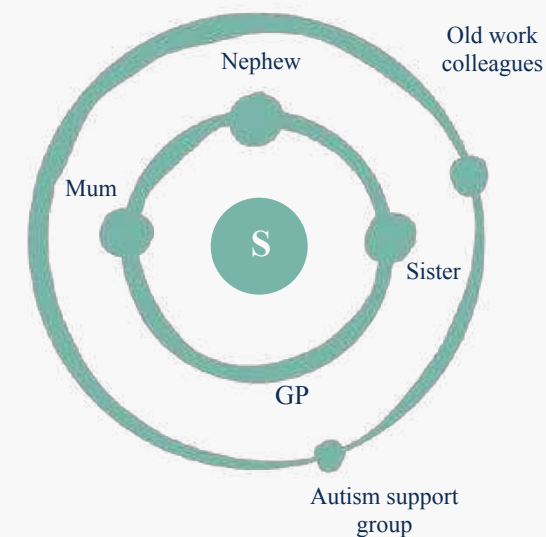
I have really enjoyed accessing peer support groups, and this feels like a really supportive community. I want to volunteer, and give back to others some of the benefits I have received from groups of fellow travellers. I love history and reading, and want to work in something which is linked with this interest.

My hopes and aspirations

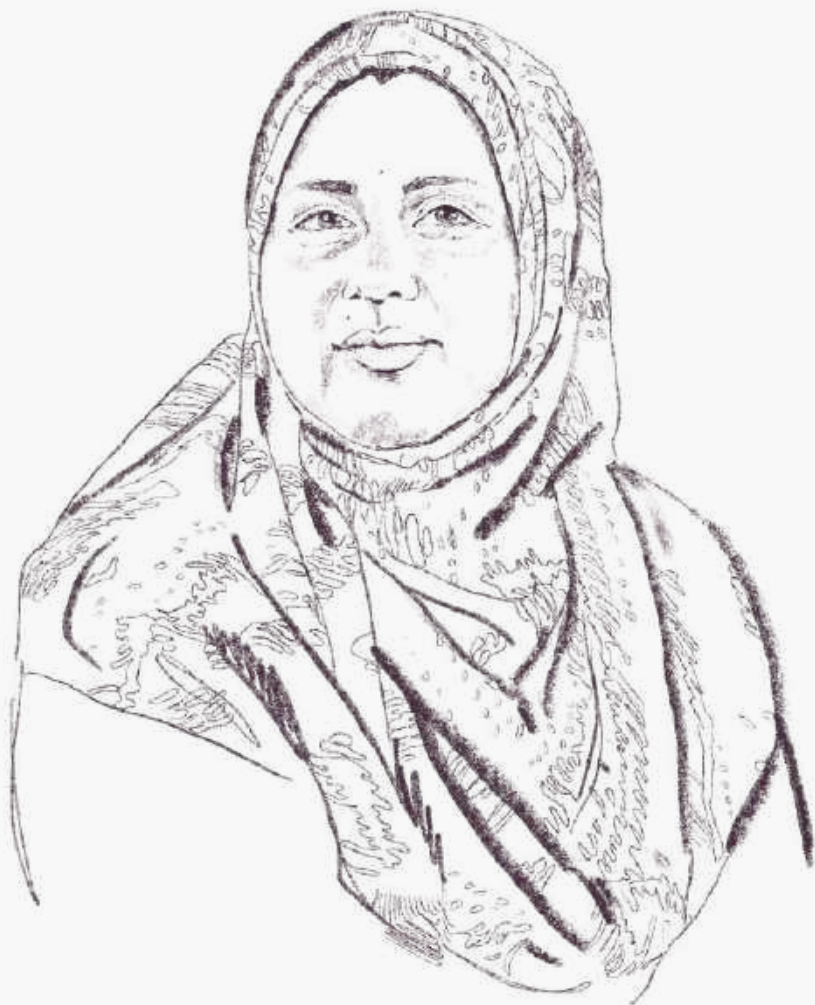
I want to move off benefits and into a job that I find fulfilling, ideally something linked to international relations, which is what I studied for my degree.

I would also like to be able to access more long term psychological therapies and not be worried about being moved 'on' from services.

My network



“If I had been at the top of the pile, maybe my life would have been different”



Shereen

Shereen is 38 and has a diagnosis of bipolar. She is an artist and lives with her son.

What is going on for me?

Art is the biggest thing in my life. I paint most days, and it helps me feel purposeful, and a sense of release.

I have a son who lives with me, who has autism, and I worry about him a lot.

My mum and dad also live nearby and stop in most days. They help me with planning meals and cooking, which I find stressful. They're a huge support. Recently I joined a bi-polar support group which I find helpful.

My strengths and passions

Art has always been a huge part of my life. I paint almost every day, although I get so consumed by it that sometimes I need to be reminded to stop.

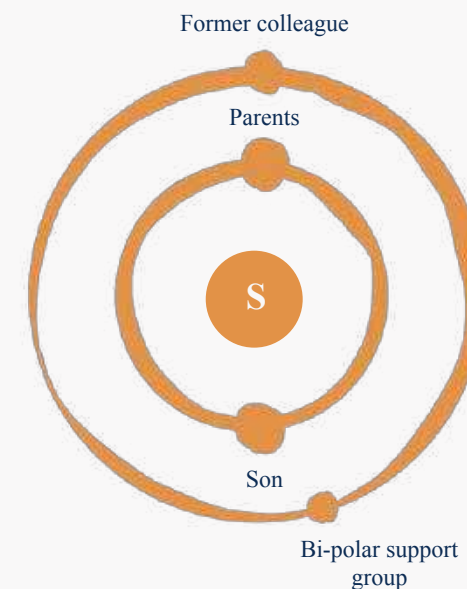
I also do embroidery and cross stitch. In the past I have done some horse riding and show jumping. I care a lot about my family, and am very empathetic. I do everything I can to support my son through the challenges he is facing too.

My hopes and aspirations

I would like to get my artwork exhibited, and I am hoping that will happen later this summer. I never thought I'd make it to 50, but I want to look after myself and live until I'm older, and stay well.

I also really want my son to finish college, and to find some work with meaning and purpose.

My network



“ I am good at getting others to talk about their mental health ”

Our vision and values

For the future of **community**
mental health



Our vision

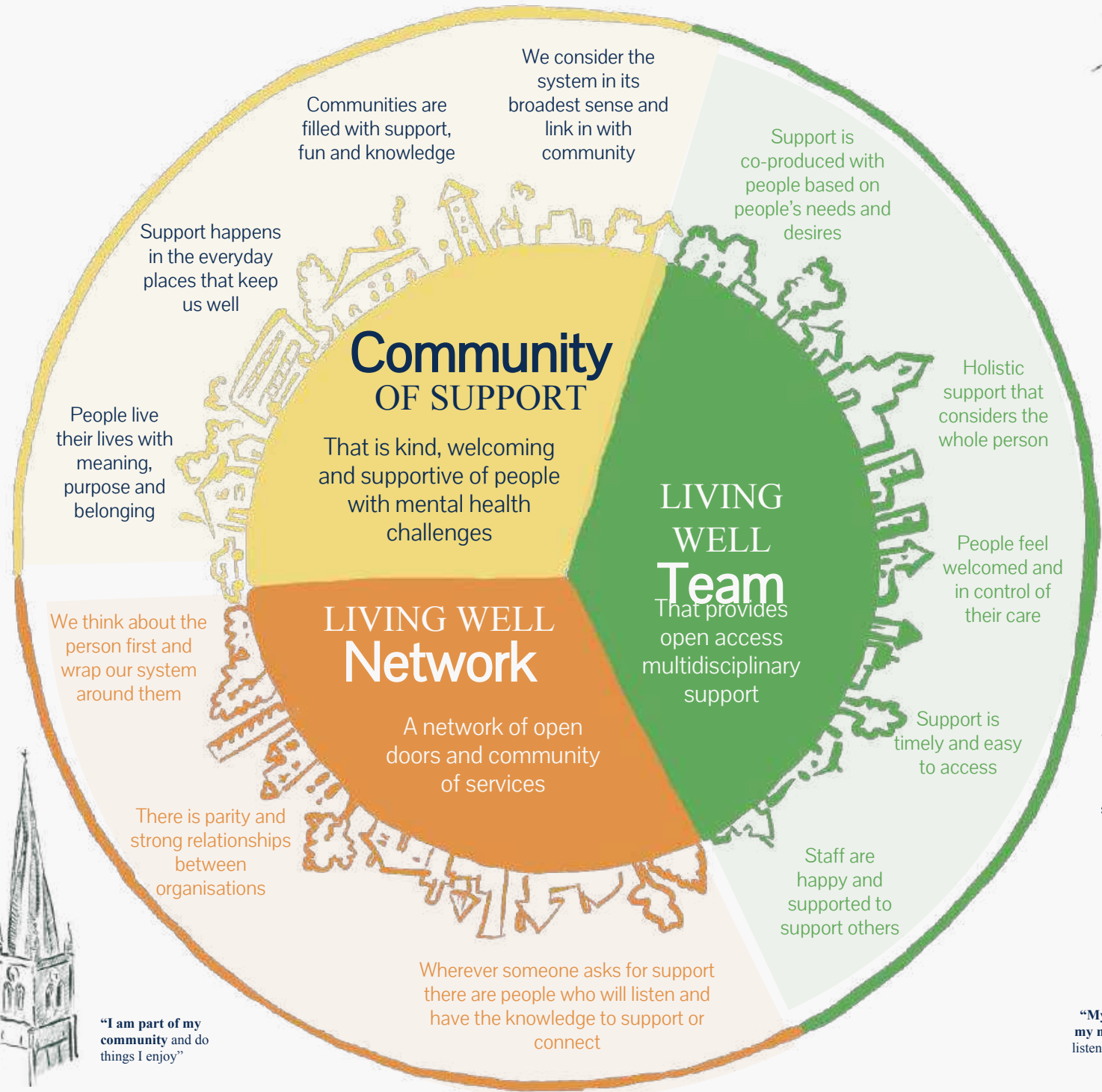
To provide the right support, in the right place, in the right time, by the right people.

We believe by focusing on this vision, we will enable Chesterfield to nurture everyone's mental health, creating a wraparound service for everyone who needs it.

Our values



Our future model



I can see a positive future, filled with the things that make me happy, and give me purpose



"You can get the help you need when and where you need it"



"I feel welcomed and supported to move forwards"



"People work together so that I get connected and consistent support"



"My support is based on my needs and goals. I feel listened to and in control of my support."



I have what I need to manage my mental health and I know mental health challenges are a normal part of being human.



"I am part of my community and do things I enjoy"



LIVING WELL Team

A multidisciplinary
community facing team

The Living Well team is community-based and provides people with access to many kinds of mental health support.

The team consists of community support staff, clinical and social care staff of different disciplines, peer workers and administrators. This connects community mental health teams to a wider offer for brief clinical, therapeutic, social and practical support.

The team works together using a person-centered multidisciplinary approach to best meet the needs of people.

Anyone who needs support can access the team. It operates on the basis of 'easy in, easy out' meaning people can self-introduce and come back at any time. However, Living Well's core focus is on those individuals who require several different types of support across multiple areas of their lives.

Person led support

Living Well staff take time to build relationships with people, and their support networks, in order to effectively understand their worlds. Peer support is baked in from the start and is central to the Living Well offer.

This means:

- People's families, friends and other support networks are involved in conversations about how to support them
- Support is co-produced with people: decisions are made by them. The team is led by people's needs and aspirations
- Meeting people where they are at, physically, emotionally and psychologically.
- Recruiting a range of peer workers, from different backgrounds and with different experiences, and training and supporting peer workers to flourish

Holistic support from a multidisciplinary team

The diverse mix of skills, expertise and life experience of the Living Well Team means it is able to deliver a wide variety of support for individuals with mental health needs, including social, medical, practical and therapeutic services.

This means:

- The team shares caseloads and decision making, and jointly holds risk and responsibilities
- The team works to a collaborative culture and practice model that offers people multiple perspectives and support options to choose from
- There is constant sharing of knowledge and experience between team members and the team transform each others practice
- Data is used to ensure the team composition changes when needed in order to meet people's needs.
- Having management and leadership from both the statutory and voluntary sector

A welcoming easily accessible team

The team operates on the principle of 'easy in, easy out'. People getting support have a smooth experience coming into the team and know that when they leave, the door is always open to them to come back in.

This means:

- The route 'into' the living well team is clear and well communicated, with visible messaging online, and shared with partners
- People can introduce themselves or they can be introduced by a peer or professional and can come back at any time
- The team has strong relationships with other organisations who might be better placed to help people and are committed to getting people to the right support first time.
- People get advice and support to navigate the system

Community collaboration

The Living Well team take time to collaborate closely with other organisations. They grow strong relationships with community partners and seek opportunities to create new joint working practices and share demand.

This means:

- The Living Well team is outward facing and invests time in developing relationships with other organisations
- The team work from community spaces and always meet people in the community if that is what they choose
- Named staff hold relationships with community organisations across their footprint
- Supporting community organisations, when they would like it, to strength relationships



LIVING WELL Network

A connected web of
organisations

The Living Well Network is a connected group of organisations who work together across Chesterfield so that people get seamless support.

When someone needs help, no matter which way they turn, there will be someone there for them. The network is a way for organisations to come together to use their relationships and resources to make sure that people get the support they need, when they need it.

This network connects organisations providing mental health support, to act as a network of open doors. This might include local community groups, talking therapies, housing support, crisis support, physical health support, careers counselling, places of worship etc. The network builds strong partnerships and common forms of practice, so what is experienced in one part of the system is echoed everywhere else.

A multi-agency network of relationships and support

The network uses strong relationships and warm introductions to ensure people get a seamless experience and the right support when and where they need it. There are opportunities for organisations to come together to build strong positive relationships with each other.

This means:

- Running events to get to know each other and understand the support organisations provide. This might include; knowledge-sharing events, joint training and earning and development opportunities.
- Finding creative ways to bring organisations together that celebrate the existing work underway in Chesterfield and hear stories of success
- Using local community venues to host events and meetings
- Regular feedback on how to improve the network

Common vision and practice

Organisations that sign up to the network align themselves to a network wide vision, set of joint working principles and values. There is a strong ethos to uphold the new ways of working and a pledge to stick to them. The network comes together to reflect on ways of working and developing new practices.

This means:

- Values are developed and owned jointly by professionals and people with lived experience.
- Organisations who are part of the network share resources, tools, skills and training with each other, and work together to forge integrated working practices and support each other to grow and develop
- There is a network wide toolkit to enable people to have a seamless experience and consistent approach to support
- The network comes together to reflect on ways of working and developing new practices

A network of “open doors”

Never again should people hear the words “we cannot help you”. Instead the network connects staff that can help to a practice of “let me connect you to the support you need”. Organisations can connect and reinforce each other, helping to fill gaps, strengthen the help available, and avoid duplication.

This means:

- The network works to a ‘no wrong door’ approach where staff support people whenever they encounter someone, and warmly introduce people to others when needed
- Formalised agreements are in place to enable joint working practices across multiple organisations
- Stories, data, local knowledge and local wisdom help us to plug gaps, minimise hand-offs and improve outcomes for people

Inclusive and equal

The network reflects the diverse range of local organisations and everyone in the network is an equal partner. The wisdom, skills and knowledge of all are combined together to achieve best outcomes for organisations and people.

This means:

- The network taps into all of the existing forums and groups that exist in Chesterfield that are spaces to talk about and support mental health
- Any organisation can sign up for the network and attention is paid to equality across partners in the network: who is involved, and who isn't, to ensure the network is reflective of the diverse range of organisations in Chesterfield
- There are dedicated funded roles to support coordination, ensure longer term effectiveness and support organisations to overcome barriers to inclusion

LIVING WELL Community

Where people support **one another**

Support in everyday places is often what keeps us well - and the Living Well community makes sure family, friends, employers, local community groups, and other places such as hairdressers and pubs and others have the confidence and resources they need to respond to suffering and distress.

Preventative support is vital, as are opportunities to connect services to where people are.

This work builds on the excellent work already happening in our communities. It aims to support communities to have more control over the support that is delivered, as well as more support to deliver it.

A shared way of talking about mental health

Mental health is everyone's business and communities have a shared way of talking about mental health which focuses on: assets over deficits; the collective over the individual; normalising over stigmatising and the contribution of social justice to good mental health.

This means:

- Creating a common language and understanding of mental health
- Creating spaces for people to come together to talk openly about their experiences and share wisdom, stories and skills to support one another
- People are given information and support that makes them confident to talk about their mental health
- Raising awareness of mental health through training, media use, campaigns and community road shows that connect to local festivals and events

Community coproduction

Enabling people who use services, and their local communities, to get involved in shaping and building and delivering support at every stage. When people seek help from services, professionals invite them to be part of creating, and improving how things are done, and what is available.

This means:

- A diverse range of people from different communities in Chesterfield are connected in to the work
- Communities, families and friends are actively connected and can see how they all provide vital support
- Communities empower people to deploy their strengths to support others, strengthen their relationships and grow new networks of support

Community coffee mornings

We work across a community footprint to ensure that people are able to tap into all of the support that is available and experience connected support in the places that are close to them. A monthly coffee morning in each community enables us to do this.

This means:

- Communities are supported to work together alongside the team and the network to take action
- Holding monthly coffee mornings with the Living Well Team to explore what opportunities there are to connect and support people better together across different community footprints

Supporting community organisations

Part of our vision is that family, friends, employers, local community groups and others have the confidence and resources they need to respond to suffering and distress. The Living Well Team and Network help helping organisations to feel comfortable supporting people's mental health challenges outside of services.

This means:

- Sharing skills and offering training to each other and local businesses in areas such as mental health first aid, trauma informed practice and suicide prevention
- Enabling people to support one another, for example, providing training to family members to support their loved ones better
- Resources and support is put into building the capability of the community to respond to mental health needs
- Offering community organisations a point of contact to ring for support and advice when needed