

# **The Harbour Mental Health Crisis Café**

Enter and View Visit Report

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# INTRODUCTION

What is Healthwatch Lewisham?

Healthwatch Lewisham is one of 152 local Healthwatch organisations that were established throughout England in 2013, under the provisions of the Health and Social Care Act 2012. The dual role of local Healthwatch is to champion the rights of users of health and social care services and to hold the system to account for how well it engages with the public.

The remit of Healthwatch Lewisham as an independent health and social care watchdog is to be the voice of local people and ensure that health and social care services are safe, effective and designed to meet the needs of patients, social care users and carers.

Healthwatch Lewisham gives children, young people and adults in Lewisham a stronger voice to influence and challenge how health and social care services are purchased, provided and reviewed within the borough.

## OUR KEY FUNCTIONS

1. Gathering the views and experiences of service users, carers, and the wider community,
2. Making people's views known,
3. Involving locals in the commissioning process for health and social care services, and process for their continual scrutiny,
4. Referring providers of concern to Healthwatch England, or the CQC, to investigate,
5. Providing information about which services are available to access and signposting,
6. Collecting views and experiences and communicating them to Healthwatch England,
7. Working with the Health and Wellbeing board in Lewisham on the Joint Strategic Needs Assessment and Joint Health and Wellbeing strategy (which will influence the commissioning process).

# STRATEGIC DRIVERS

Our role is to support the voices and views of the local community and to ensure their opinions are taken into account when services are commissioned.

Part of our statutory responsibilities include carrying out 'Enter and View' visits to publicly funded health and social care services for adults, to hear the views of service users and workers. Our visit reports are published on our website and shared with the Lewisham Clinical Commissioning Group, the Council's Scrutiny Committee, the Care Quality Commission and the Health and Wellbeing Board. This report presents the findings from our Enter and View visit to The Harbour mental health crisis café, located at University Hospital Lewisham, Lewisham High Street, SE13 6LH.

The Harbour is run in partnership between Lewisham and Greenwich Trust, South London and Maudsley (SLaM) NHS Trust and Certitude, a mental health charity. The service aims to provide a safe, supportive environment for adults in a mental health crisis, as an alternative to using other crisis services. It has been in place since January 2019 and is an entirely new service. The service is referral only, and currently there are two pathways by which a person may be referred to the service:

1. By their community mental health team.
2. By University Hospital Lewisham Accident and Emergency (A&E) department.

The service is open every day 2pm-6am. At all times, two staff members are present (one from SLaM and one from Certitude). If patient attends A&E experiencing a mental health crisis, they may be accompanied by a health care professional to the café. Alternatively, if the crisis occurs out of hours, or the patient wishes to attend The Harbour on a different occasion, they may choose to do so. Likewise, a patient can be referred by their community mental health team, and choose a time to attend the café. Service users are seen by the same staff member each time they visit.

The purpose of our visit to The Harbour was based on our priorities for 2018/19, as chosen by Lewisham residents. These include access to services and mental health. The Enter and View visit allowed the opportunity to hear patients'

views on a new mental health service in Lewisham. This report will highlight areas where The Harbour is succeeding, and areas that may need improvement.

## **METHODOLOGY**

One permanent staff member and two trained Healthwatch Enter and View Authorised Representatives took part in the Enter and View visit to The Harbour. Both volunteers have lived experience of caring for family members with mental health issues. The visit was carried out on Wednesday 27th March 2019 and began at 4pm. At the time of the Enter and View visit, the service had been open two months. The Harbour had been notified of the visit and had given their consent. They were also given leaflets in advance to distribute to residents, staff and family members about the visit and to provide further information about Healthwatch Lewisham.

In total we heard the experiences of one service user, one friend, and four staff members.

# FINDINGS

## Observations

### Location

The Harbour is located through car park seven of University Hospital Lewisham. The entrance is not easily visible when entering via the car park. There is a sign around the corner of the building. For service users accompanied to the café with a health care professional, this may not be an issue, however, for those visiting unaccompanied it may prove difficult to find.

University Hospital Lewisham is located on Lewisham High Street, and has excellent transport links. Ladywell train station is less than a ten minute walk away. There are also many bus route options available and car parking access (charges of £2 for the first hour and £1 for every half an hour after that). Some traffic noise can be heard from The Harbour, including the sounds of sirens, but generally it is relatively quiet.



Entrance sign around the corner of the building

### Inside The Harbour

Healthwatch Lewisham staff were informed that the service aims to provide a safe and appropriate space for individuals experiencing a mental health crisis. This was evident through observation of the four communal spaces: the large main room, the “quiet” room, the kitchen and the patio.



The large main room

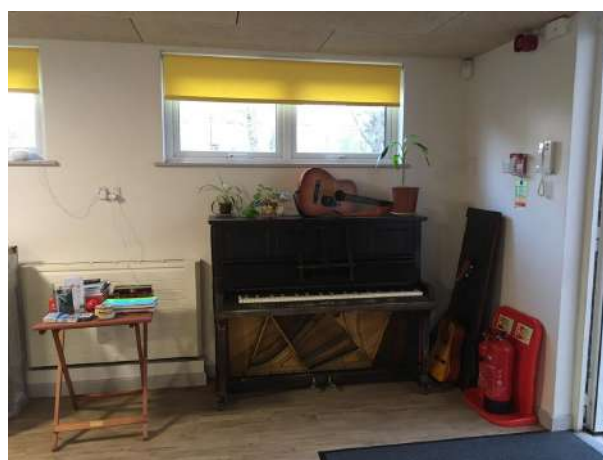


In the largest communal room, a range of activities and seating areas were available to provide a variety of spaces for service users to relax in. The furniture arrangements allowed for private conversations to take place. Healthwatch Lewisham staff were informed by staff that patients were consulted through SLAM's involvement group, and The Harbour continues to gather feedback on what would make the space as comfortable and therapeutic as possible. Musical instruments such as a piano and guitar, board games, books, puzzles, creative colouring for adults and other art materials were available to service users. Computers, phones and printing could also be accessed for free and may be useful to service users for practical reasons, such as benefit claims.

The décor also helped to create a relaxing environment. Walls were painted a mint colour and the furniture was blue, producing a calming effect. The door leading to the patio area was open to allow in fresh air. Artwork made by service users hung on the walls and demonstrated further joint working between staff and patients. Other thoughtful efforts had been made to create a comfortable environment for service users and were indicative of the responsiveness of the staff and service provided. For example, women's personal hygiene products had been made available in the toilets.



Seating areas

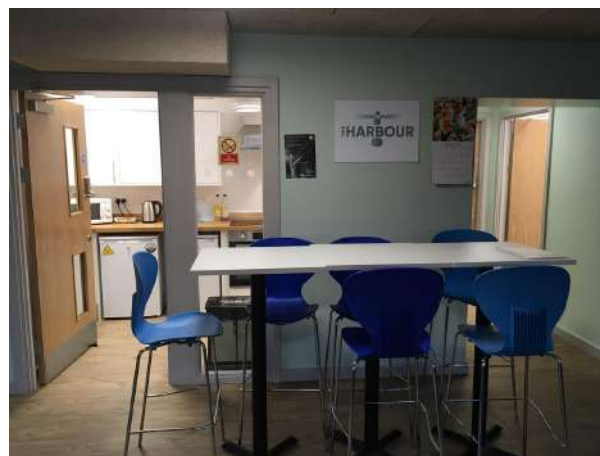


Musical instruments



Board games and puzzles

In addition, there was a kitchen available for staff and service users. Facilities to make tea, coffee and ham and/or cheese sandwiches were on offer. Juice and biscuits were also available. Healthwatch Lewisham staff were told that staff hoped to offer other snacks soon. Staff felt it was important to have food available, especially for service users who may not have eaten recently.



Kitchen area and seating

The last communal space was referred to as the "quiet" room with bean bag seating. This is an alternative space to the main room, for service users who would like some private time. Healthwatch Lewisham staff were told that some service users choose to use the space to take a nap in. The space looked slightly unfinished, for example, no artwork or pictures had been put up yet. Staff hoped that this room would be transformed into a 'sanctuary' in the future, with the help of volunteers and fundraising. Staff suggested perhaps a mural could be painted in the room. Healthwatch Lewisham staff recommended that the space may be used for those wishing to practice yoga or mindfulness. This point will be returned to in the recommendations.

All spaces observed appeared safe, with fire exits clearly labelled. There was a toilet with disabled access.

## Information available

Healthwatch Lewisham staff observed a large range of leaflets available, such as VoiceAbility (an Independent Mental Health Advocacy Service), Foodcyle, Lewisham Time Bank, Bexley Crisis Café and Solidarity in Crisis (out-of-hours peer support in Lewisham, Lambeth and Southwark provided by Certitude).

The Harbour leaflet also provided relevant contacts and helplines such as FRANK (drugs and alcohol advice), LGBT+ (helpline support to Lesbian, Gay Bisexual and Transgender+) and the Samaritans (helpline). This leaflet was included in the welcome pack, which shall be further explored below.



## London and national contacts:

- **Alcoholics Anonymous**  
call: 0800 9177 650 (24 hours)  
visit: [www.alcoholics-anonymous.org.uk](http://www.alcoholics-anonymous.org.uk)
- **CALM**  
(Campaign Against Living Miserably)  
For men of all ages.  
call: 0800 802 58 58 (5pm to midnight)  
visit: [www.thecalmzone.net](http://www.thecalmzone.net)
- **Dementia Alzheimer's Society**  
call: 0300 222 11 22 (various times)  
visit: [www.alzheimers.org.uk](http://www.alzheimers.org.uk)
- **Domestic Violence Helpline**  
freephone: 0808 2000 247 (24 hours)  
email: [helpline@refuge.org.uk](mailto:helpline@refuge.org.uk)  
visit: [www.refuge.org.uk](http://www.refuge.org.uk)
- **FRANK** (Drugs and alcohol advice)  
call: 0300 123 6600 (24 hours)  
visit: [www.talktofrank.com](http://www.talktofrank.com)
- **HOPElineUK**  
For those aged up to 35.  
call: 0800 068 41 41  
text: 07786 209697  
email: [pat@papyrus-uk.org](mailto:pat@papyrus-uk.org)  
visit: [www.papyrus-uk.org](http://www.papyrus-uk.org)
- **LGBT+ (Lesbian, Gay, Bisexual and Transgender+)**  
Switchboard call: 0300 330 0630  
(10am to 10pm)  
email: [chris@switchboard.lgbt](mailto:chris@switchboard.lgbt)  
visit: [www.switchboard.lgbt](http://www.switchboard.lgbt)

## London and national contacts continued:

- **National Association for People Abused in Childhood (NAPAC)**  
call: 0808 801 0331 (various times)  
visit: [www.napac.org.uk](http://www.napac.org.uk)
- **Rape Crisis** (Support for women and girls)  
call: 0808 802 9999 (various times)  
visit: [www.rapecrisis.org.uk](http://www.rapecrisis.org.uk)
- **SANeline**  
call: 0300 304 7000 (6pm to 11pm)
- **Silverline** - support for older people  
call: 0800 4 70 80 90 (24 hours)  
visit: [www.thesilverline.org.uk](http://www.thesilverline.org.uk)
- **Victim Support**  
call: 08 08 16 89 111 (various times)  
visit: [www.victimsupport.org.uk](http://www.victimsupport.org.uk)
- **Solidarity in Crisis**  
7 days a week in Lambeth, Southwark and Lewisham.  
Freephone: 0300 123 1922  
text: 07889 756087 / 07889 756083  
Monday to Friday 6pm – Midnight  
Saturday & Sunday 12pm – Midnight

**Call costs:** numbers beginning 0800 and 0808 are free to call from landlines and mobiles. 0300 numbers are local rate.

Ask us if you need this information translated, or in a different format, or visit [www.slam.nhs.uk/crisis](http://www.slam.nhs.uk/crisis)

**certitude**  
Everyone has strength in a good life.

**NHS**



## Getting help in a mental health crisis (Lewisham)



The Harbour is run in partnership with Lewisham and Greenwich NHS Trust, South London and Maudsley NHS Trust

## What is a crisis?

Having a mental health crisis means different things to different people.

You might feel so distressed that you want to harm yourself, or someone else.

You might hear unpleasant voices, or feel that people are watching you or trying to hurt you.

It could help to tell someone you trust, maybe a family member or a friend. They can be with you and help you decide what to do. They can also contact services on your behalf.

## If you are in contact with a mental health service:

Check your care plan, if you have one, and: **during office hours** - contact your care coordinator or the duty number for the team that is supporting you.

Your care coordinator name and number:

Your support team name and duty number:

Out of hours call 0800 731 2864 to speak to our 24 hour mental health crisis line.

## If you need urgent help:

**Call 111** to speak to the free NHS helpline for anyone with an urgent healthcare need. Tell them if you need a translator. They can:

- give you self-care advice
- connect you to a nurse or GP
- book you a face-to-face appointment
- send an ambulance, if necessary
- direct you to the local service that can help you best

**Call 0800 731 2864** to speak to our local NHS crisis line. For more information visit [www.slam.nhs.uk/crisis](http://www.slam.nhs.uk/crisis)

**If you are with someone who has attempted suicide, call 999** and stay with them until the ambulance arrives.

## If you need less urgent help:

Don't suffer in silence. Get help. You could:

- Speak to your GP. They can put you in touch with local services.
- Contact Lewisham IAPT for free therapy. Visit [www.slam-iapt.nhs.uk/lewisham](http://www.slam-iapt.nhs.uk/lewisham) call 020 3228 1350
- Contact the Samaritans Call for free: 116 123 (24 hours a day) email: [jo@samaritans.org](mailto:jo@samaritans.org)
- Contact another organisation in this leaflet

## Lewisham contacts:

- **Bromley and Lewisham Mind**  
91 Granville Road, Lewisham, SE13 7DW.  
Various mental health and dementia services including Community Mental Health Support for adults recovering from mental health problems; peer support; dementia support; mindful mums groups and specialist support for black and minority ethnic (BME) communities.  
call: 020 3228 0760  
email: [lewishamcss@blmind.org.uk](mailto:lewishamcss@blmind.org.uk)  
[www.blmind.org.uk/lewisham-services/](http://www.blmind.org.uk/lewisham-services/)
- **Family Health Isis**  
For people from the African and African Caribbean community who experience mental health challenges  
The Lee Centre 1 Aislie Road Lee, SE12 8QH  
call: 020 8695 1955  
email: [centre@familyhealthisis.org.uk](mailto:centre@familyhealthisis.org.uk)  
[www.familyhealthisis.org](http://www.familyhealthisis.org)
- **New Direction - Lewisham**  
Free and confidential drug and alcohol service for adults aged 18+ (including offenders) and those close to them. Run by CGL (Change, Grow, Live). 410 Lewisham High Street Lewisham, SE13 6LJ  
call: 020 8314 5566  
email: [ND.Referrals@cgl.org.uk](mailto:ND.Referrals@cgl.org.uk)  
[www.changegrowlive.org](http://www.changegrowlive.org)

Staff shared a welcome pack that service users receive upon arrival.

Information in the welcome pack included:

- Information about The Harbour
- Person centred safety plan
- Recovery measures
- Feedback form
- Schedule of activities for the week
- Useful numbers

Healthwatch Lewisham staff observed that all information was in a black and white format and enquired whether it was available in an easy-read format. Staff stated that it was not. It is suggested that information should be available in a colourful and simple format using images for service users that may have a learning disability. This point will be returned to in the recommendations.

#### ***Hello and welcome to the Harbour.***

The Harbour is a crisis safe which provides a safe and friendly space for you to access emotional support at a difficult time where you feel unable to cope.

##### **1. What to expect from us at the Harbour**

In total we will be supporting you over a 3 week period. During this period you can have access to the following:

##### **Safe space**

You are welcome to use the communal area, where you can have a drink and snacks and do a range of group and individual therapeutic activities. This includes arts and crafts, board games and cards, reading and mindfulness groups and catering activities. You can also access our IT suite to stay connected to relevant people, fill in forms, complete online training opportunities etc.

##### **Quiet space**

You can also use our quiet room if you need a calm and reflective space to sit (Please ask a member of staff before using the room).

##### **One to one sessions**

Within the 3 week period, you will be provided one to one emotional support up to an hour by a Peer Support Worker over 3 sessions. On your first visit you can arrange this with the staff who supports you.

##### **5 week after care group**

After the 3 week period, if needed we will signpost and support you to use other services who will be able to offer you ongoing support. You might be referred on to another organisation, one to one support in the community or offered a 5 week peer support after care group which will meet once a week. The group will consist of no more than 10 people and 1 facilitator. The sessions will be relaxed and informal and will consist of discussions on topics such as coping in crisis, self-esteem and confidence, self-care, managing stress and dealing with difficult feelings.

##### **2. What will happen on your first visit**

On your first visit, you will be welcomed and shown around by one of our staff members. They will then speak to you over a drink to understand what is going on for you. At some point during your visit they will complete a person centred safety plan (enclosed in this welcome pack) with you in order to look at how to keep yourself safe. They will also complete four questions around your Recovery (also enclosed in the welcome pack) with you so that we can get a sense of where you are in regards to your wellbeing (this will also be completed again on your last visit with us). The staff will also speak to you about what you will like to go out of the café and you and the staff on shift will decide around how long your visit at The Harbour will be for.

##### **3. What we expect from you**

During your time at the harbour, we want it to be a relaxed and safe space for you and we want to support you as best as we can. During this time, we ask that you:

- Are polite and respectful towards others

## Welcome information

The Harbour's feedback form asked service users to provide feedback on the following areas after their visit:

- Their mood
- Staff
- Activities
- The environment
- The support they received

Feedback is vital to shape the service appropriately to service users' needs.

Healthwatch Lewisham staff were impressed with the staff's proactive attitude to collecting feedback, allowing the service to be flexible and responsiveness to its users.

The Harbour feedback form (please complete after your visit)

1) Please state the main reason for your visit to the café today

2) On scale of 0-10, 10 being the highest and 0 being the lowest, how would you rate your mood before coming to the café? (please circle)

0 1 2 3 4 5 6 7 8 9 10

3) On scale of 0-10, 10 being the highest and 0 being the lowest, how would you rate your mood after your visit? (please circle)

0 1 2 3 4 5 6 7 8 9 10

4) During my visit today I found the staff: (please circle)

LISTENED TO ME AND TREATED MY CONCERNS SERIOUSLY

Strongly Disagree Disagree Sometimes Agree Strongly Agree

WERE SUPPORTIVE

Strongly Disagree Disagree Sometimes Agree Strongly Agree

TO BE RESOURCEFUL AND INFORMED ME OF OTHER SERVICES/ACTIVITIES IN THE COMMUNITY

Strongly Disagree Disagree Sometimes Agree Strongly Agree

WERE EMPATHETIC

Strongly Disagree Disagree Sometimes Agree Strongly Agree

5) During my visit today (for please circle)

CAFÉ WAS RELAXING, COMFORTABLE and I FELT SAFE

Strongly Disagree Disagree Sometimes Agree Strongly Agree

ACTIVITIES WERE ENJOYABLE

Strongly Disagree Disagree Sometimes Agree Strongly Agree

6) Did the support you received today stop you from wanting to attend A+E?

YES/ NO

7) Did the support you received today stop you from wanting a mental health inpatient admission?

YES/ NO

8) Anything else (please state below)

## Feedback form

Healthwatch Lewisham staff observed that a person-centred approach had been taken by The Harbour, seen in the documentation in the welcome pack. For example, the crisis plan asked patients to detail ‘Things that can cause me to be distressed’, asking for individual triggers to mental health crisis.

Healthwatch Lewisham staff observed one area where The Harbour could become more person-centred in their approach. Staff shared the referral form that is used between professionals for new service users. It was observed by Healthwatch Lewisham staff that the referral form does not detail whether a service user has a disability. When asked, staff stated they had assumed that service users did not have a disability, because service users have their physical assessments before entering The Harbour. It is recommended that this information is shared between professionals so that the care provided to service users is as person-centred as it can be. This point will be returned to in the recommendations

The Harbour Café  
certitude  
www.certitude.org.uk

**CRISIS PLAN**

- Things that can cause me to be distressed
- What me and others may notice when I am becoming distressed  
(you may want to include physical sensations you notice in your body, thoughts, feelings, urges and behaviours)
- Things I can do to feel better when I start to feel distressed or in crisis  
(you may choose to include compassionate and caring things you can say to yourself or self-soothing activities you can do like breathing exercises, reading a book, listening to music, go for a walk etc)
- Things I have done in the past that have not been helpful

Crisis Plan

Please ensure that you bring this referral form with you when you attend the Harbour Café as it is needed for your entry.

**Harbour Café Referral Form**  
Tel: 0203 192 6722  
University hospital Lewisham, Nursery Block, Lewisham High Street, SE13 6LW.  
outofhours-solidarity@certitude.org.uk

Solidarity in a Crisis is part of Certitude. Support at the Café is provided by Certitude and SLAM. We provide a safe, supportive environment for people in a mental health crisis as an alternative to using other crisis services. Monday to Sunday – 2pm- 6am

Date: \_\_\_\_\_ Location: \_\_\_\_\_ Time: \_\_\_\_\_

**PERSONAL DETAILS OF PERSON BEING REFERRED**

Name: \_\_\_\_\_ Date of Birth: \_\_\_\_\_  
Address: \_\_\_\_\_ Tel No: \_\_\_\_\_  
Post Code: \_\_\_\_\_ Mobile No: \_\_\_\_\_  
SLAM CONTACT DETAILS / NEXT OF KIN: \_\_\_\_\_ Ethnicity: \_\_\_\_\_  
SLAM trust ID: \_\_\_\_\_ CMHT: \_\_\_\_\_  
NHS No: \_\_\_\_\_ MH Practitioner: \_\_\_\_\_

**Reasons for referral**

What the person seeks from the crisis café: Emotional support ☐  
psychological interventions ☐  
Support with benefits ☐ Social inclusion ☐  
Information resources ☐ Activities of daily living ☐  
Education and training ☐

**Person's Known risks**

Suicidal ☐ Self harm ☐  
Harm to others ☐ Drugs & alcohol ☐  
Social isolation ☐  
Self-neglect ☐ Financial issues ☐  
Damage to property ☐  
Other (please specify): \_\_\_\_\_

	Yes	No	Comment
Has the person being referred agreed to this referral?			
Does the person require immediate support?			
Recommended period of time the person would benefit from attending the café			Date

**REFERRER'S INFORMATION**

Name: \_\_\_\_\_  
Role: \_\_\_\_\_  
Team: \_\_\_\_\_  
Tel: \_\_\_\_\_ E-mail: \_\_\_\_\_

Referrer's observation zone (please see over page for details): Green ☐ Amber ☐ Red ☐

Referral Form

## Service user interview

### Referral to the service

During our visit to The Harbour, one service user and their friend were present. The service user had been referred by University Hospital Lewisham's Accident and Emergency (A&E) department, having felt stressed and experiencing panic attacks and vomiting. Healthwatch Lewisham staff were told that service users may be referred by their community mental health team or by University Hospital Lewisham A&E.

When asked how involved they felt with their treatment and care, the service user explained they were unhappy about their treatment at A&E:

“

‘I feel I was not listened to in A&E. I'm not happy with my medication.’

”

### Environment

When asked about their general experience of the environment at The Harbour, the service user shared positive views:

“

‘I feel it is safe. It has a good ambience.’

‘It is peaceful and pleasant.’

”

The service user also felt happy with the opening times and location of the service. They were able to bring along their friend to The Harbour for support.

### Staff and activities

The service user cited a number of activities available at The Harbour, including books, games and group support. The service user had not taken part in group support as they had counselling scheduled the following day. The service user described the staff as ‘all good, kind and empathetic.’

## Staff interviews

During our visit to The Harbour, we spoke with four staff members, including service managers, a peer support worker from Certitude and a member of SLAM's Home Treatment Team. Some had worked at The Harbour since its



inception in January 2019, whereas some staff members worked occasional shifts.

## Working with service users

The Harbour is a referral only service. Staff informed Healthwatch Lewisham staff that currently most service users are referred from the University Hospital Lewisham by the Psychiatric Liaison Nurse, who may bring people across to the service. Staff would like General Practitioners (GPs) and staff working under the Improving Access to Psychological Therapies (IAPT) programme to be able to refer to the service too. Healthwatch Lewisham staff agree, and this point will be returned to in the recommendations. Staff also told Healthwatch Lewisham staff that they want to encourage care coordinators to bring people to visit the service before a crisis, so that they know what to expect. Healthwatch Lewisham staff feel that awareness of the service amongst the workforce may be improved by the availability of information online, and this point will be returned to in the recommendations.

The service is available to users for up to three weeks. Healthwatch Lewisham staff asked whether the time limit had proved difficult for service users. Staff stated that only in one or two instances had this been a problem due to housing issues, but that they were able to refer patients and liaise with care coordinators.

All staff members stated they enjoyed working with service users, and felt as though their work was making a difference to people:

“

‘I think this is a really nice space. I didn’t know what to expect but it’s always interesting and rewarding. It would be good to offer something for carers and friends. I didn’t realise they would be coming too.’

‘It’s been very enjoyable and good to see how people are doing over the time they’re here.’

‘It’s about having a safe space to come to that can cater to that person’s health needs at that time.’


‘Just as we always look after ourselves physically, we have to look after our mental health.’

”

Two of the four staff members interviewed were asked if they would recommend the service to their friends and family. Both answered yes.

## Service provided and training

Healthwatch Lewisham staff were informed that the main service available at The Harbour is one to one listening and emotional support. The service is provided by staff with lived experience of mental health issues, and staff stated that this allowed support to be provided in a non-judgmental and empathetic way:



‘When people are going through a crisis, sometimes people just want someone to listen to them, understand what they’re going through, be non-judgemental. So that’s what we provide - a listening ear for people - but at the same time, they can do things that are therapeutic to them such as arts and crafts, playing an instrument, or use computers.’

Healthwatch Lewisham staff were informed that peer support workers had received peer support training. Bank workers that did not receive this training have lived experience of mental health issues.

As outlined above, facilities were in place for a range of activities to take place. A psychology group also meets for two hours every week. Staff suggested other group activities may be beneficial such as light exercise, relaxation or social meetings. This point will be returned to in the recommendations.



Staff were asked to comment on the hours that the service is open (2pm-6am) and the location. Staff stated that the location felt peaceful and was practical, as patients can be escorted from University Hospital Lewisham. One staff member suggested that opening the service earlier may be helpful to set up group activities. Staff noted that the hours 2-10pm are busier, and suggested this may be because service users do not know that the service is available during the night time. One staff member told Healthwatch Lewisham staff: **'I think there could be more promotion to raise awareness for people. We want for this to become part of what's on offer.'** Awareness and promotion of the service will be returned to in the recommendations.

## Working at The Harbour

All staff members stated they enjoyed working at The Harbour. One staff member remarked that having a named manager has been helpful. Another staff member told Healthwatch Lewisham staff: **'Everyone I work with is great.'**

Recognising that the service is still relatively new, staff had several suggestions as to how the service may be improved. For example, one staff member felt that the team could improve their communication:

“

**'I'm happy with what I do here. I am aware that other colleagues have separate meetings. Maybe people would feel more like a team if we all meet together sometimes - perhaps once a month.'**

”

This suggestion will be returned to in the recommendations. Also, staff suggested the service would benefit from the support of volunteers:

“

**'There are no volunteers at the moment. It would be a good idea because they could help with practical things.'**

”

As previously mentioned, staff suggested that the service may benefit from a schedule of group activities. One manager told Healthwatch Lewisham staff they hope to schedule cooking classes and arts and crafts sessions. This may be achieved with the help of volunteers, and will be returned to in the recommendations.

Also, one staff member stated that they felt the service may benefit from one or two extra permanent staff.

## **Carers, friends and family interview**

We spoke to one friend of a service user during our visit, who felt that the support their friend was receiving at The Harbour was helpful and made them feel safe. The friend told us:

“

‘I can see that it is helpful to her, she feels good here.’

”

The friend told us that they felt that they could be involved in the care for the person that they supported at The Harbour, if they wished to be. Whilst they were not involved in any activities at The Harbour, they had been encouraged by the staff team to get involved.

When asked to comment whether they were satisfied with the level of care that the person they support receives from other health and care services, for example at the GP, the friend told us they were not satisfied:

“

‘I believe the support she gets could be better.’

”

The friend suggested that there ought to be ‘**more spaces like this one.**’ The friend approved of the type of service The Harbour offers, stating:

“

‘I am very glad this initiative exists and I wish there were more spaces like this throughout the country.’

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# CONCLUSIONS AND RECOMMENDATIONS

Overall, Healthwatch Lewisham staff and the Enter and View ARs were impressed with the space and the service available at The Harbour. Efforts to create a safe, therapeutic and supportive environment were evident. Staff appeared committed and invested in the project, the people that access the service and continually capturing feedback from service users. Staff recognised that because the service is relatively new there is room for improvement. Through observation and interview, Healthwatch Lewisham staff felt improvements could be made to the information available and awareness of the service, activities scheduled, and communication between staff teams.

## Recommendations

### Information available and awareness of the service

Staff at The Harbour informed Healthwatch staff that further efforts could be made to raise awareness of the service. It is recommended that the providers create a page on their respective websites to detail important information about the service. Key information should be included, such as:

- The opening times of the service
- The address (including pictures alongside instructions)
- The types of services available
- Service users are able to bring a carer, friend or family member with them
- An invitation to care coordinators to visit and bring along people they think may benefit from being aware of The Harbour

Making information available online may help professionals working in the community to access basic information more easily, and enhance their ability to refer people to the service. It would also increase awareness of the service amongst the workforce. This may raise confidence amongst service users accessing a new service.

We also agree with The Harbour staff that GPs and staff working under the IAPT programme should be made aware of the service. We recommend that The Harbour contacts relevant professionals to enable effective referrals. We recommend collaborating with the Lewisham CCG to promote the service.

Furthermore, any printed information for service users should be available in easy-read format. Simple phrasing, colour and images ought to be used for these documents.

## Activities scheduled

As recognised by The Harbour staff, greater availability of group activities may be beneficial to service users. In particular, for service users who wish their carer, friend or family member to accompany them to The Harbour, group activities would create an additional setting to feel supported in. Activities such as yoga or mindfulness would help promote the overall wellbeing of service users.

The Harbour staff expressed a wish for volunteers to support their service. Advertising roles based around these group activities may be a pathway to attract volunteers. For example, a volunteer may lead an arts and crafts session. The Harbour may consider advertising the opportunity on the following national and local volunteering platforms:

- <https://do-it.org/>
- <https://www.charityjob.co.uk/>
- <https://www.valewisham.org.uk/>

## Communication

Finally, as noted by staff at The Harbour, regular meetings help promote greater joint working. This suggests that meetings between staff across Certitude, SLaM and Lewisham and Greenwich Trust would improve the service provided. For example, one staff member felt unsure whether service users who were not Lewisham residents would be referred to the service if they attended University Hospital Lewisham during a mental health crisis. Issues such as these may be clarified through regular meetings.

Also, further information ought to be shared between professionals referring service users and staff working at The Harbour in relation to disabilities. This information is vital in order to provide person-centred care, especially regarding knowledge of a service users' additional communication needs.

# **ACKNOWLEDGEMENTS**

We would like to thank the service user, staff and friend at The Harbour who took part in the interviews. We would also like to thank our volunteers and Authorised Enter and View Representatives, Carolyn Denne and Susan Fielder, who helped to plan and carry out the Enter and View visit.

# **RESPONSE FROM PROVIDER**

Healthwatch was established in 2013 in accordance with the Health and Social Care Act 2012.

Within this legislation [Arrangements to be made by relevant bodies in respect of local Healthwatch Organisations Directions 2013] Healthwatch has a right to a reply within 20 working days to Reports and Recommendations submitted by Local Healthwatch to a service provider.

## Report & Recommendation Response Form

Report sent to	Moyo Adofo
Date sent	30/05/19
Details of report	<p><b>Enter and View Visit Report: The Harbour Mental Health Crisis Café</b></p> <p>A report of the Enter and View visit conducted at The Harbour Mental Health Crisis Café, 27/03/19.</p>
Response	<b>If there is no response please provide an explanation for this within the statutory 20 days</b>
Date of response provided	31/5/2019
General response	We have found the enter and view useful. It has been helpful to get an understanding on what is working for the people that use the service and staff and things they will like to improve.
1. Information available and awareness of the service	<p>We will be working with our comms team to have information about the Harbour on the website. We will also liaise with our contacts for SLaM and UHL in regards to this on their website. We will also work with our comms team to print the welcome pack in easy read formats.</p> <p>At present, as part of the pilot, the referral pathway is only open through A&amp;E and community mental health teams. We have raised this with UHL and SLaM and we have been informed that GPs will be able to refer people to the Acute Referral Centre who will then be able to refer in to the Harbour. This pathway has not been set up yet, but once it does we will work closely with the Acute Referral Centre.</p>
2. Activities scheduled	<p>We have already started to implement some of this. In April, we began baking sessions and from the 2<sup>nd</sup> week in June we will be having weekly sessions on print making.</p> <p>We have drafted a job description for volunteer roles which will be advertised through Certitude's volunteer coordinator. The volunteers will be leading on putting on more sessions such as mindfulness, arts and crafts etc.</p>

For office use only	
Date response received	
Within 20 days?	



3. Communication	<p>Certitude staff members meet monthly, however, this has not been possible with the Nurses as they work on a bank basis and they are not regular permanent staff members. At present this makes it difficult to have regular meetings. We will deal with this by inviting the SLaM staff that can attend meetings to come and we will disseminate the team meeting minutes to all staff so that they can be updated even if they are not able to come.</p> <p>In regards to referrers sharing further information about disabilities, we will liaise with referrers about known disabilities we need to be aware of prior to people's visit.</p>
Signed	
Name	
Position	

For office use only	
Date response received	
Within 20 days?	