

# Have you heard about our new team of recovery navigators?

Recovery navigators are one very visible and tangible part of what is new about mental health services in Bristol.



*The recovery navigators*

It is a new role for Bristol with our first recruits having just completed their induction and keen to start work.

Research has shown that recovery navigators help promote people's independence, health and general recovery. Their focus in Bristol will be on coordinating and accessing the best possible support for each of their clients to help them manage their mental health problems – and to ensure that recovery takes place in the best way for them.

## Mental health crisis?

If you, or someone you know, experiences a mental health crisis, call the Bristol crisis service on 0300 555 0334.

Calls are answered 24 hours a day, seven days a week by clinical staff trained in responding to mental health crisis.

## Helping homeless people to better health

St Mungo's Broadway, which manages Bristol Mental Health's Bristol Men's Crisis House, and is set to run two more services from April, has launched a campaign called Homeless Health Matters, urging action to tackle the ill health of homeless people.

With homelessness rising in England, 80% of homeless people have a mental health problem and 73% a physical health problem. St Mungo's Broadway is asking Health and Wellbeing Boards to sign the charity's Homeless Health Charter and pledge a commitment to measure and understand the health needs of homeless people, and to commission more services to meet those needs.

Recruitment is being led by the mental health charity Second Step – with roles at Second Step and also Missing Link, the women's mental health organisation, Nilaari supporting black Asian and minority ethnic adults with complex needs, Brunelcare working with older people and Off the Record offering mental health support to young people. We plan to recruit 75 recovery navigators in total by next April.

To find out more about recovery navigators and the roles available, please contact Paul Conyers on 07850 002665 or go to [www.second-step.co.uk/jobs](http://www.second-step.co.uk/jobs)

## Street talk



*Tony and Sam with Katy Wall from the Big Issue*

### **Assessment and recovery staff took to the streets with Big Issue outreach workers as part of the magazine's health week.**

Tony Bohanna, senior practitioner, and Sam Kozak, recovery navigator with Bristol-based mental health charity Second Step, both part of Bristol Mental Health's central assessment and recovery service, chatted to vendors, answered questions and raised awareness of the new services.

Sam has experience of working with homeless people and aims to keep up the relationship in her new role with Bristol Mental Health. She said: "Many homeless people have mental health problems but are lost in the system and unsure how to find the right support – it is important the new team of recovery navigators in Bristol are aware of this and strengthen our connections with organisations such as the Big Issue."

Tony said: "It was an honour to join the Big Issue outreach worker for the morning, meeting vendors in central Bristol with the aim of providing much needed hot coffee, chocolate and extra copies of the new edition. Although it was a bright sunny day, it was cold and the vendors appreciated a hot beverage and supportive chat.

"I would ask that all staff in Bristol Mental Health ensure they show support and buy a weekly copy of the magazine."

The health week is run every year by the Big Issue Foundation and features events and activities designed to promote, inform and encourage health and wellbeing among Big Issue vendors.

# St Mungo's Broadway Recovery College

Autumn term has just started at the St Mungo's Broadway Recovery College in Bristol.

Check out the [autumn prospectus](#) on their website.

Courses are open to everyone, especially those on their road to recovery and the people supporting them.

Email [St Mungo's Broadway in Bristol](#) for more information, or call 0117 944 0581.

## A new way at Greenway

**Bristol Mental Health's first community mental wellbeing centre opens at the end of November.**

The new centre, within the Greenway Centre in Southmead, will provide a base in the North of the city for staff from the assessment and recovery service, complex interventions service and in the near future the crisis service. The centre, which will operate seven days a week, also includes clinic rooms, although most people will eventually be seen at home, at their GP surgery or in other community settings.

The Greenway Centre, which is run by Southmead Development Trust and is easy to access with good transport links, hosts a wide range of community, business, training and health organisations including a café, a church, a printing company, meeting and event spaces, a gym and other sports and leisure classes and facilities.

Alex Kittow, general manager at Southmead Development Trust, said, "This is an exciting development that will bring mental health care much closer to the heart of our community and make the services on offer more visible. Staff and service

## Bristol Mental Health in the news



Jacqui Walstra and Will Hall with BBC Radio Bristol's Jonathan Ray

Coverage in the past month has included Rachel Esposito and Simon Newitt's call on the Bristol Post website for young people to 'get help early' on World Mental Health Day.

The following day Jacqui Walstra had the opportunity to represent Second Step and service users on BBC Radio Bristol's Phil Hammond Show – a regular Saturday magazine show concentrating on health issues. Jacqui was interviewed alongside the interim clinical director for Bristol Mental Health, Will Hall. Dr Phil Hammond usually hosts the show but his chair was taken by presenter Jonathan Ray.

This has now grown into a regular monthly slot, so tune in between 10am and 11am on Saturday 8 November to hear Phil chatting to new recovery navigator Sam Kozak and Paul Siddall from Second Step.

Jacqui said: "I was delighted to be interviewed on the Phil Hammond Show – it means a lot to me to be listened and for my views to be heard – not just personally but as a representative of Second Step."

Members of the Bristol Dementia Partnership also hit the airwaves in a BBC Radio Bristol discussion about dementia. Paula Shears, Alzheimer's Society Services Manager for Bristol and South Gloucestershire, and Dr Rachel Holland, a psychiatrist working with older people in Bristol, participated in a lively phone-in debate that also included a representative from the Care Quality Commission.

Alongside people's personal stories about dementia, a wide range of issues was discussed. These included the need for more dementia training in hospitals, care homes and GP surgeries; the support and signposting that is

users will have shorter distances to travel for appointments and we hope more journeys will be on foot or by bicycle and this comes at a great time with Bristol's term as European Green Capital starting in January. We will also be launching the community plan for Southmead early in the new year, in which the mental health of the community will be a significant focus."

Jon Shorrock, assessment and recovery service manager, said, "Because the Greenway Centre is so diverse and is not solely a healthcare facility, it is a great low-stigma environment for people coming for appointments and will help Bristol Mental Health staff to link-in with other sectors of the community in North Bristol."

## Any comments?

Do you have any comments or suggestions about this newsletter?

Is there anything we should be covering?

We would be very pleased to hear your ideas for future editions. You can email your views to [bristolmentalhealth@nhs.net](mailto:bristolmentalhealth@nhs.net)

available to people following a diagnosis of dementia and how we cope with the steady increase in the number of people affected by the condition.

## Service user and carer board set to meet

The first meeting of the service user and carer board will take place at 2pm on 19 November at St Werburgh's community centre.

A wide range of service user and carer groups were targeted as part of the recruitment for board members and applications are now being reviewed. There will be another wave of recruitment in January.

The scope of the board has been designed in the light of feedback from service users and carers.

The board will ensure that the voices of service users and carers are heard at the highest level. Members will represent all services and service users and will act on feedback and use their personal experience to influence decisions and service design and get problems solved quickly.

So if you or someone you know has a concern or issue that the board could help with, please contact [awp.bmhsystemleadership@nhs.net](mailto:awp.bmhsystemleadership@nhs.net)

It is hoped that the service user and carer director role will be advertised in early 2015. Keep an eye on this newsletter and the [website](#) for details of how to apply.

### Our partners:



STAND AGAINST  
RACISM & INEQUALITY



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