

Telford & Wrekin Calm Cafes

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“Providing non clinical crisis interventions in the community”



A partnership approach – one team
Includes Social work & Telford Mind as constant partners



One set of paperwork!



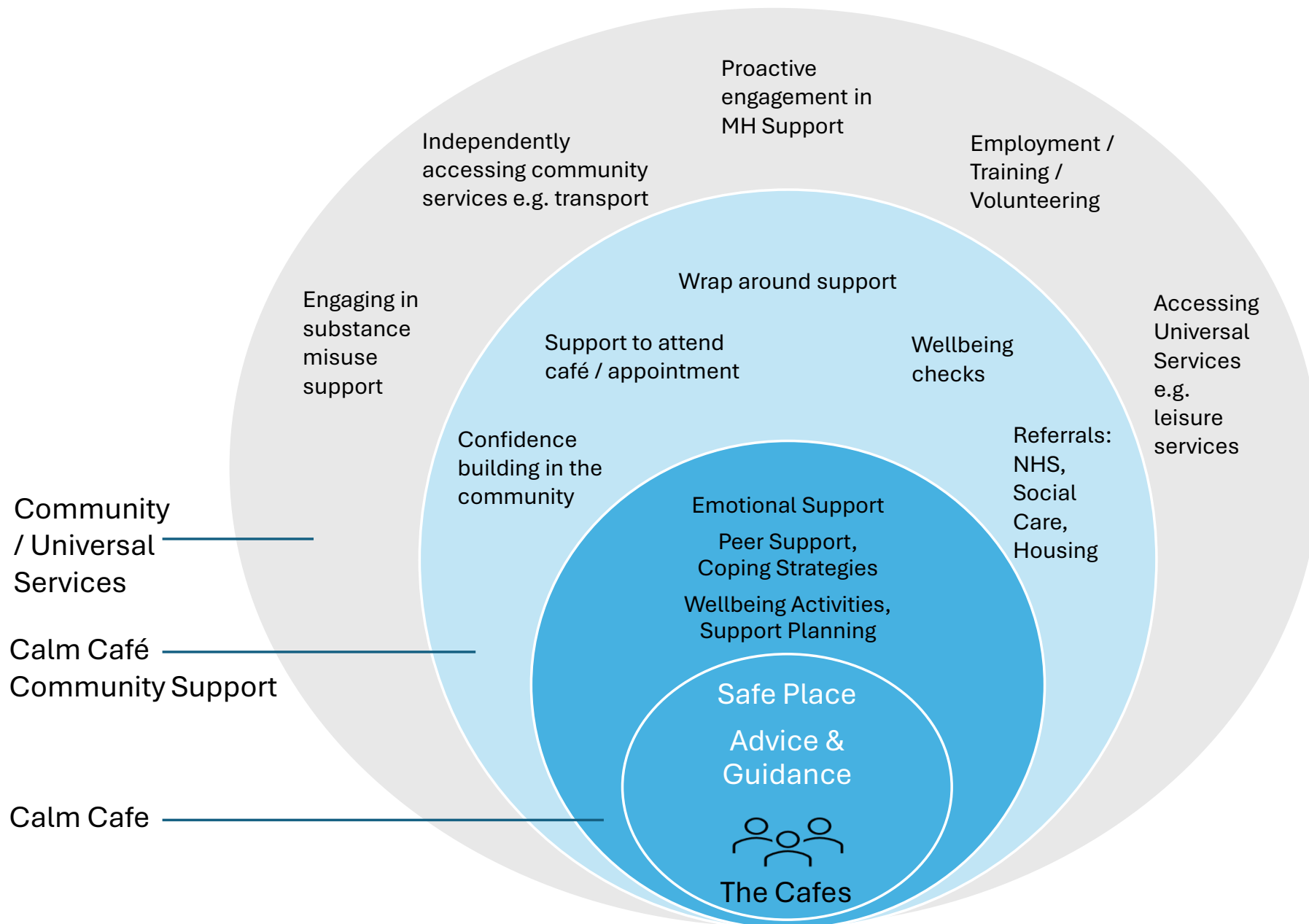
Open access – community locations & with wrap around support



NHS funded



Aim: to reduce demand on statutory services



Mon	Tues	Wed	Thurs	Fri	Sat
Calm Cafe 5-7.45pm Oakengates	Calm Cafe 5-7.45pm Donnington	Calm Cafe 5-7.45pm Sutton Hill	Calm Cafe 5-7.45pm Meeting Point House		
				Dual Diagnosis (Substance Misuse) Calm Café 5-8pm	Dual Diagnosis (Substance Misuse) Calm Café 1-4pm
		18-25 Calm Café (opening soon!) 1 – 3pm Dawley	18-25 Calm Café (opening soon!) 5-7.45pm Meeting Point House		
Veterans Café 2 nd & 4 th of the month 2-4pm Dawley		Veterans Café 1 st & 3 rd of the month 4-6pm Donnington			

Q1 Calm Café

77 people attended – 685 interactions of support

26% new people

74% returning for further support

40.8% are self referrals

A high proportion report suicidal ideation as a reason for attending, along with anxiety.

Majority who attend are 20 – 29 yrs or 55 – 59 yrs.

25% between 18 & 29 years.

51% are male

Q1 Dual Diagnosis Calm Café

44 people attended - 231 interactions of support

36% new people

64% returning for further support

50% are self referrals

A high proportion report substance misuse and alcohol as a reason for attending.

40% of those who attend are 45 – 54 yrs

75% are male

Majority of attendees are white males.

Onwards referrals are made to support holistic needs: Citizens Advice (money matters), social prescribing, floating support (Trident).

For many who attend – the first step is about gaining trust from which they will then consider a wider range of support.

Informal feedback is that people value the open access nature and community bases.

Mr Z was initially referred to the Calm Café by his Social Worker.

He attends with a family member for support.

Mr Z has previously maintained employment but due to his mental health he is no longer able to work. Mr Z reports that he struggles to socialise with others.

Mr Z engages with the Calm Café Social Worker and has had support to engage with volunteering activities as well as discussing issues related to self-care.

The team observed that Mr Z's personal hygiene and self-care had dipped over a period of time, affecting his self-confidence. The social worker noticed that some of his clothes were becoming old and worn, and he was wearing the same clothing most days.

Peer support workers agreed with the social worker that they would meet with Mr Z and support him to go shopping to get some new clothes. Peer support Workers spent time helping him choose clothing items and keeping to a suitable budget.

Staff have noticed a difference in Mr Z's confidence, and he is now engaging more with other users in the calm café. Mr Z's self-care also seems to have improved since this.

As a result of attending the Calm Café Mr Z has:

- Engaged in volunteering at Blists Hill
- Discussed courses and volunteering with Learn Telford
- Engaged in activities to increase coping mechanisms/techniques, meditation and mindfulness
- Increased confidence and self esteem

Next Steps for the Calm Café:

Formal transfer of commissioning responsibility to the LA (using a Section 256 Agreement)

- protect the funding for the term of the agreement

Launch the new Calm Café for 18-25 years olds

- to support young people transitioning to adulthood
- robust monitoring to ensure we evidence impact on people and system
- 1 year grant via Telford & Wrekin Integrated Place Partnership (TWIPP)

Take Stock Session & Review

- how can we make sure we continuously improve
- recently secured bus passes for the team to use to support people in the community
- explore the “wish list” to promote recovery and independence e.g. access to leisure & community facilities, explore scope for Learn Telford literacy courses for example to delivered in safe spaces, Food Hygiene training

Members of the Committee would be welcome to attend the Café & gather feedback