

Community Mental Health; service update

1st May 2025



From 1st April 2025 the Mental Health & Wellbeing Partnership are;

- Continuing to progress the successful transition of services
- Providing self-referrals and professional referrals
- Supporting current clients, those requiring a call back, or on waiting lists
- Actively working with new referrals
- Supporting people in-person, online or by phone
- Working with local providers to ensure continuity and delivering warm referrals to and from appropriate local services
- Building positive working relationships with providers and partners across BaNES
- Working with Primary Care to ensure access routes and services are embedded



Future phased development across BSW

Pathway development

- Collaboration with AWP and Oxford Health and other key partners
- Input from people with lived experience and partnership approach with teams
- Collaboration with wider partners in the system
- Pathway review with PCNs, PCLS, 111-2, and other Access or 'first presentation' services

New model features

- Coproduction and multi-disciplinary teams, integrated with AWP and Oxford Health
- Trauma-informed support conversations and interventions
- Provide advice and guidance, warm handovers, and dialog+ - clear outcomes
- Support staff with a psychologist, reflective practice, and trauma-informed training
- Supplemented by Recovery College offer of psycho-education



What does the Mental Health & Wellbeing service offer look like for BaNES?

Access Community Mental Health

Led by Second Step

B&NES
Second Step

Swindon
Second Step

Wiltshire
Alabaré

Missing Link women's navigators

Intensive Outreach Team

Led by Second Step

Intensive outreach team working across B&NES, Swindon and Wiltshire.

Crisis Houses

Led by Alabaré

Crisis House - Chippenham (Hope House)

Crisis House - Swindon

New Women's Crisis House
(with Missing Link)

Recovery College

Second Step

Online & in-person psycho-education courses across BSW

Place of Calm

Led by Alabaré

Place of Calm - Riverside Sanctuary, Salisbury

SMI Physical Health Checks Outreach

B&NES
Second Step

Swindon
Second Step

Wiltshire
Alabaré

Second Step

Alabaré

Missing Link

Nilaari

Nilaari

Supporting teams with advice and guidance to meet the mental health needs of people from Black, Asian, and other marginalised communities

What does the Mental Health & Wellbeing service offer look like for BSW and BaNES?

BSW – Mental Health provision & provider:

- Inpatient services – 3 hospitals across BSW (70 beds) – AWP

- Health-based place of safety – AWP
- Mental Health Ambulances – AWP/SWIFT
- Ambulance control room – AWP/SWIFT
- Police Control Room Triage - AWP
- Acute Hospital Mental Health Liaison

Services - AWP

- Primary Care Liaison Services - AWP
- Community Mental Health Teams - AWP
- Intensive Support Services - AWP
- Talking Therapies - AWP
- NHS 111-2 - AWP
- Individual Placement Support–Way Through
- Eating Disorder Services – OHFT & AWP
- Early Intervention in Psychosis - AWP
- Perinatal mental health – AWP
- Maternal mental health trauma service - AWP
- Psychological Therapies - AWP
- Dementia and Care Home Liaison - AWP
- SMI AHC Outreach – Second Step
- “Access” integrated community mental health service - Second Step/Alabare



Locality provision & provider:

BaNES

- Place of Calm; Breathing Space – Bath Mind
- Crisis Accommodation; Orchard House – Bath Mind
- Intensive Outreach – Second Step
- Suicide Bereavement Service - Second step-Beside
- Memory Assessment - ReMind

Swindon



Mental Health Service Coverage across 24hrs

BSW Mental Health Service Offer; 24/7 Configuration

Key	
Mon-Fri	
Mon-Sun	

