

Staying Well Worthing- Briefing for applicants

West Sussex Mind (WSX Mind) operates a crisis café in Worthing called Staying Well. The service is co-delivered with the local NHS Trust. This document is intended to provide potential applicants with a brief overview of the service.

https://www.westsussexmind.org/help_and_support/getting-help/our-crisis-support-service-staying-well

Staying Well is an out-of-hours service (evenings and weekends) in the centre of Worthing, offering a safe alternative for people who might otherwise go to A&E when this isn't the best place for them. The service aims to support people who feel that their mental health is at risk of decline, as well as those who may feel that they have reached “breaking point” and require urgent help.

The service is “drop in” and offers a relaxed and welcoming environment for non-judgemental support, help to build the skills to reduce emotional and psychological distress and opportunities for informal peer support. The Staying Well team also offer signposting advice to help connect individuals to other organisations which may be able to help you.

Staff working patterns

The service is operational 365 days per year, across 7 days. The table below outlines the service hours operated.

	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
Weekday shift: open 17-00 - 22-30 Staff hours 16-00 – 23-00	✓	✓	✓	✓	✓		
Weekend shift: open 15-00 - 22-30 Staff hours 14-00 – 23-00						✓	✓

Shifts have 1.5 hours when the service is not open for set up/pack down and record-keeping. This comprises 1 hour before the service opens to process referrals and set up the shift and 30 minutes once the service closes for staff to complete any outstanding notes, pack away resources and for the team to de-brief. To meet legal requirements, each shift includes 30-minute unpaid break, meaning that the total paid time for a shift from 4-11pm is 6.5 hours on weekdays and 8.5 hours on the weekend. Colleagues are also paid a small number of hours each month for off shift time for supervision, team meetings and reflective practice.

While it may be possible to accommodate some regular shift preferences, given the nature of the service all applicants must be prepared to work flexibly including weekends and bank holidays as required.

Service description

Staying Well Worthing forms part of a network of Staying Well Services across Sussex and we work closely with our partners Southdown and Way Through who are commissioned to deliver the service in other areas.

Staying Well provides a safe and supportive out-of-hours service specifically aimed at individuals who are struggling to cope because of their mental health in evenings and weekends when other mental health services are not available. This includes individuals where regular or frequent mental health crises are a feature of their on-going mental health needs and where having a place which they can choose to attend when they need to will help to prevent the need to access NHS urgent care. By providing this, the service will also benefit carers of people with mental health problems who will know that there is somewhere for the person they are caring for to go when they feel they are in crisis.

The service offers individuals who attend immediate and informal face-to-face supportive interventions around their emotional and mental health geared to helping individuals feel cared for and more in control. This includes:

- A warm and friendly environment including access to light refreshments
- Someone to talk to who has time to listen. This will include structured support to develop and implement aspects of a crisis support plan (including support to contact family and friends, liaise with GP, mental health services etc.)
- Advice and information about local support which can be accessed during working hours – to help people in terms of their mental health, housing, debt, caring, family need etc.
- Peer support from individuals with lived experience who will be available to talk and listen and offer empathy and hope.
- Linked up, partnership working to offer individuals supportive and beneficial community support.

The service is open to any individuals who are over the age of 18. Some people may have been referred (or may self-refer) to the service in advance, but it is also possible to “drop in” without an advance referral during shifts when a Mental Health Practitioner (employed by Sussex Partnership Foundation Trust) is on site.

The service links people in crisis into other sources of support, and encourages people to develop safety and recovery plans. If required, the Mental Health Practitioner is able to work with those who may be in crisis, offering an assessment and direct referral into other teams within the Crisis Pathway.

Staffing

The service will usually have 4 building-based colleagues on duty per shift. There is also a dedicated Service Manager who will work during the day to provide leadership to the service and occasional evening shifts. A duty manager is available on call each shift to support the service during opening hours.

All colleagues will have appropriate training including around safeguarding, first aid, mental health, suicide awareness, prevention and interventions, self-harm and working with individuals with personality disorder etc.

The operational staffing consists of a skill mix appropriate for managing risk and crisis.

- Staying Well Mental Health Workers
- Peer Support Workers
- Band 6 Mental Health Practitioner (employed by SPFT).
- Additional management and sessional staff, as required.
- On call manager

Some shifts are also supported by Peer Volunteers.

Service location

The service is hosted by our partner Guild Care, delivered from the annexe at Methold House, North Street, Worthing. See the following link for more information: <https://www.guildcare.org/>



In addition to use of the annex space for the operation of Staying Well Worthing WS Mind have a dedicated office on site. Methold House is located within half a mile of Worthing Hospital A&E and is therefore an ideal location for a complementary and alternative crisis service.