



HOPE IN A CRISIS

The Beginning

- Started as a pilot project in February 2019 at Union Bank, Huddersfield
- Opened initially for 3 nights
- Early success of the café led to the opening of a second café at Union House, Dewsbury.
- The Well-bean Café now provides a 7 night service offering 'out of hours' crisis support for residents of Kirklees.



Well-bean Cafés at TBRP

Huddersfield



Dewsbury



Background

- The service is provided by Touchstone , a mental health charity based in Leeds and modelled on the crisis cafes already well established there. These were developed in partnership with Leeds Survivor-Led Crisis Service.
- The cafes are in town centre locations at TBRP hubs.
- The cafés are funded by NHS Greater Huddersfield Clinical Commissioning Group and North Kirklees Clinical Commissioning Group.



The **Basement Project**



North Kirklees Clinical Commissioning Group
Greater Huddersfield Clinical Commissioning Group



Values

Inspiring Communities, Transforming Lives

We aim to make the cities we work in more culturally competent and better able to meet the needs of those vulnerable people who live there.



Aims

- To provide a **safe, non-clinical** alternative to A&E and **prevent avoidable** attendances.
- To provide emotional support, **empower and enable** visitors so that they can better manage their crises.
- **Work collaboratively** with visitors, statutory services and other third sector organisations.



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Our Offer

- Provide a 7 night service from 6pm until midnight
- A warm, person-centred approach to crisis support.
- Relaxed social space & Zoom social for visitors accessing remotely.
- One-to-one, in-person support at the cafes and remotely via phone & Zoom.
- Homemade food and drinks.
- Individual and group activities.

Referral Criteria

Accepted

- Living in Kirklees
- At least 18 years of age
- Willing and able to engage with the referral process: from first point of contact & throughout the support.
- Low to moderate risk at referral. This includes working with suicide/self-harm and addiction.

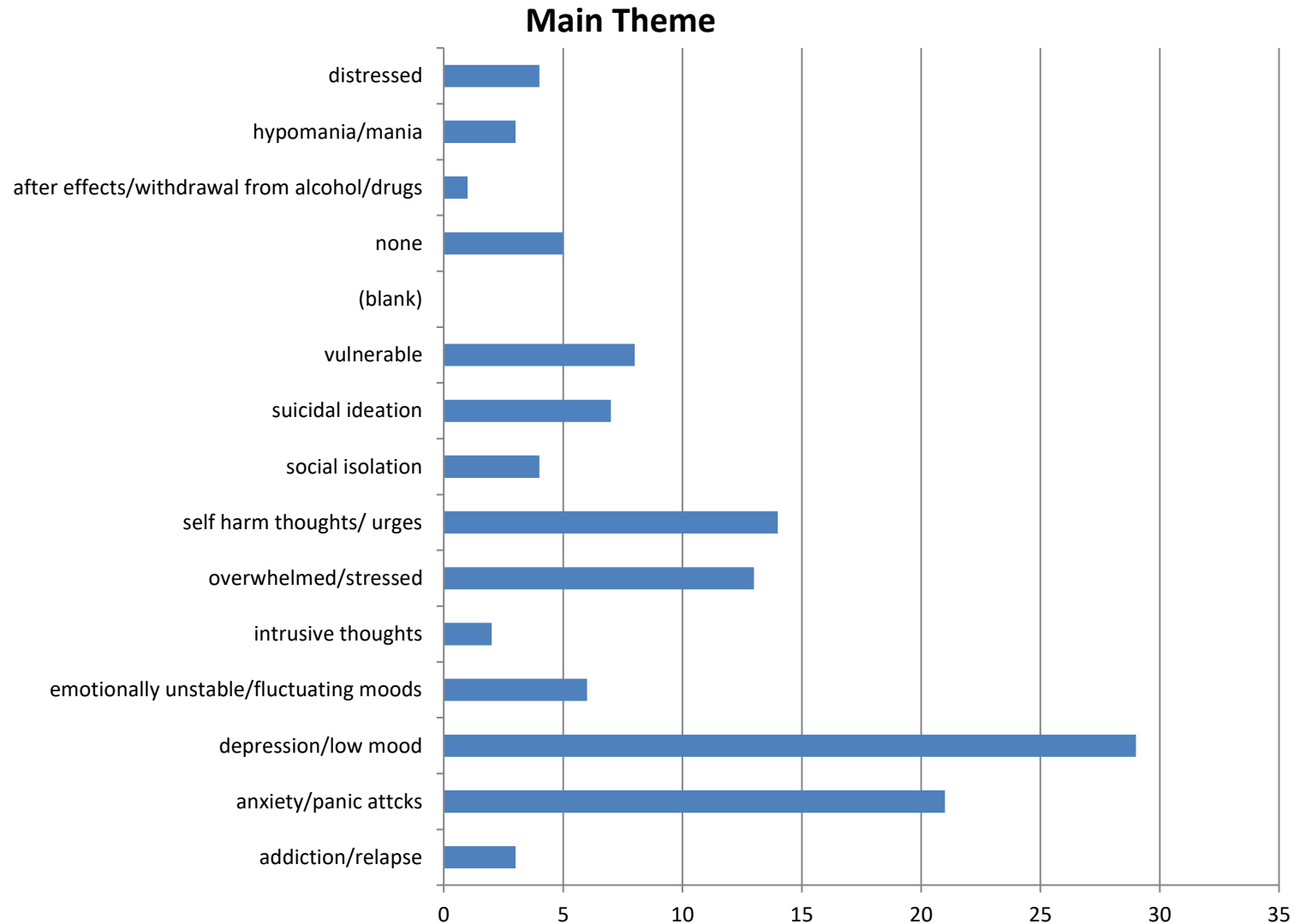
Declined

- Acute psychosis
- Alcohol withdrawal and intoxication.
- Injury which requires treatment.
- Overdose
- Risk of harm to self or others is high & requires statutory/emergency support.

Making a Referral

- Referral lines are open every night from 6pm until midnight.
- Self-referrals and referrals from professionals are accepted. Professional referrals can also be taken outside café hours using the professional referral form available on request.
- Referrals are taken and processed each night. Support is immediate and offered at the point of need/night of referral.
- Returning visitors need to call each time they wish to make a referral. This allows the team to assess current risk as it presents on the night.

Presenting Issues



Our Approach

- Non-clinical
- Person-centred
- Responsive
- Preventative
- Collaborative
- Restorative

Outcomes

- Reduction in admissions to A&E
- Decrease in reliance upon statutory services &/or improved engagement through partnership working.
- Increased resilience and personal agency/ autonomy.
- Increased support networks.
- Improved relationships & maintenance of positive, sustainable relationships.
- Increased uptake of other third sector services.

Visitor Feedback

I can't say enough
THANKYOU'S
The café has my
saved life.
You have been here
for me every day
since my overdose.

Just being there to support
and not being judged has
helped me . I have been
judged all my life and this is
the first time I haven't.

A simple but
heartfelt thank
you from a very
grateful service
user

Hi, been meaning to send this for a while, so sorry for the delay.

Just wanted to say thank you to the "Team" and the service users who helped and encouraged me so much.

I hope you are all ok or as ok as can be, and that things can get back to normal.... and very importantly don't stop doing the good (precious) things you do!!

My hand shakes when I write, and I'm not good with words, so please forgive me, but please accept my sincere appreciation for your kindness and care.

Gallery of Visitors' Art Work



Visitor Testimonial

Video from Touchstone's Annual Celebration

<https://www.youtube.com/watch?v=i72s6flxczA>

Further Information & Contact

- <https://www.facebook.com/WBCKirklees>
- <https://touchstonesupport.org.uk/intensive-community-support/wellbean-cafe/well-bean-hope-in-a-crisis-cafe-kirklees/>
- **wellbeancafekirklees@touchstonesupport.org.uk**