

Engaging with ethnic minority women in Haringey about local health services - you said, we did

Mental health services

North Central London ICB (NCL ICB) is committed to hearing and acting upon the voice of the local community, as well as ensuring that there is equitable access to health services for all of the diverse NCL population.

We recognise that certain communities face specific barriers to accessing traditional health services. These barriers worsened during the COVID-19 pandemic.

Evidence indicated that people particularly from Black, Asian and minority ethnic (BAME) backgrounds were disproportionately affected by the pandemic.

In April 2021 NCL ICB (then NCL CCG) commissioned Bridge Renewal Trust and Public Voice to work with four grassroots organisations (4U2, Dalmar, Roj and MEWSO) over a year to engage with women from ethnic minority backgrounds in Haringey on their experiences of using healthcare services during the pandemic.

They gathered feedback from women from the Somali, other Black African/Caribbean, Turkish and Kurdish and Middle Eastern communities.

This document highlights some of the things that NCL ICB and our local/system partners have done or are doing across mental health services to address the feedback and recommendations from this engagement exercise.

You said	What we did or are doing
Smoother transition from CAMHS to adult mental health services	<ul style="list-style-type: none"> • Barnet Enfield and Haringey Mental Health Trust (BEHMHT) organised a listening event with NHS, voluntary and community sector and local authority partners from Barnet, Enfield and Haringey to explore how to improve the transition for young people. • Fully recruited workers to the 18-25s team to support transitions, including hiring more staff that reflect the diverse communities living in the borough. • Planning to work with Youth Health ambassadors in North Central London to co-produce new pathways. Representation from young people from ethnic minority backgrounds will be a priority.

	<ul style="list-style-type: none"> • BEHMHT Transition Panel has been set up and meets fortnightly to discuss and plan individual cases transitioning from CAMHS to adult services. <p>If you have a young person who might be interested in taking part in the 18-25s pathway development, please email Victoria Lidchi (victoria.lidchi@nhs.net) and Nina Browne (nina.browne1@nhs.net)</p>
<p>Long waiting times for mental health services</p>	<ul style="list-style-type: none"> • More mental health workers in GP practices rolled out across the borough to provide early help and reduce waiting times. In September 2022, the service saw 69.1% of those referred within 28 days. 48% of who were from Black, Asian and other minority ethnic communities. • Ongoing recruitment to expand mental health workforce in primary care and core teams. • Haringey’s Let’s Talk Improved Access to Psychological Therapies (IAPT) service continues to meet the national waiting times target for referral to first treatment. Between April and September 2022, 93.9% accessed treatment with 6 weeks of referral. However, we know that wait after the first treatment is growing. • What we are doing to reduce in treatment waits – <ul style="list-style-type: none"> ○ offering more group-based sessions and looking to expand use of digital therapies ○ ongoing recruitment to vacant roles ○ use of trained interpreters and Language Line ○ exploring with the Haringey IAPT service how we secure additional same language therapies from VCS partners ○ continue to monitor waiting times for those needing interpreters.
<p>More culturally informed talking/psychological therapies for BAME communities</p>	<ul style="list-style-type: none"> • Bridge Renewal Trust have developed and delivered a series of mental wellbeing workshops for several BAME communities (Turkish, Turkish Cypriot, Kurdish, Black African/Black Caribbean and Black British) • ‘Tottenham Talking’ set up to support people, with a special focus on BAME clients at risk of admission (or needing support following

	<p>admission) to access community-based activities</p> <ul style="list-style-type: none"> • Haringey IAPT service is working with the Somali Mental Health Project (SMHP) which focuses on delivering interventions that will support the Somali community to improve wellbeing and help access and navigate mental health services. • Commissioned Nafsiyat to deliver same language talking therapies to support people who do not speak English as a first language.
<p>Interpreting and translating services still a real problem with accessing mental health services</p>	<ul style="list-style-type: none"> • Services use trained interpreters and Language Line to provide interpreting and translating services.
<p>Better promotion of and signposting to mental health support through grassroots organisations and community networks</p>	<ul style="list-style-type: none"> • Over the last two years we have raised over £800k from the NHS Charity Foundation, NCL ICB Inequalities and Healthy Neighbourhood funds and from Public Health England to invest in making improvements. • Majority of the funds have gone to the VCS and grassroot organisations to identify and develop relationships with trusted community leaders, mentors, social prescribers and navigators who can help with signposting local people in need of mental health care and support. • We have commissioned Mind in Haringey to develop and deliver a continuous programme of Mental Health First Aid training to VCS staff who support Black (African/Caribbean/ British), Turkish, Turkish Cypriot, Kurdish communities. Over 42 organisations and 220 individuals have been trained • Haringey Council's website has been updated to promote the wide range of local mental health and wellbeing support available: https://www.haringey.gov.uk/social-care-and-health/mental-health-and-wellbeing • Commencing work with the Council to set up locality/neighbourhood hubs to provide services and support • Local mental health services are also promoted on the VCS directory hosted on Bridge

	<p>Renewal's Trust website: https://www.bridgerenewaltrust.org.uk/haringey-service-directory</p>
<p>Free physical activity sessions should be funded to make them accessible to all, or vouchers, discounts, leisure passes etc. should be provided to make these services accessible to all who need them to support with their mental health</p>	<ul style="list-style-type: none"> • BEH MHT has developed an 8-week activity programme including physical activities (exercise, movement and dance) for people with dementia and their carers • Funding from the ICB's Inequality and Healthy Neighbourhood funds as well as the NHS Charity Foundation have gone to VCS organisations to run physical and wellbeing activities, for example walking groups etc • Haringey's Keep Fit leaflet promotes a range of free and affordable activities across the borough for residents to stay active.
<p>More referrals to 'non-clinical' mental health support e.g. talking therapy, counselling, exercise, peer support</p>	<ul style="list-style-type: none"> • Funded Mind in Haringey to provide bereavement counselling targeted at the groups disproportionately impacted by the COVID-19 pandemic • Investment in VCS and grassroots organisations to recruit community navigators and people with lived experience from BAME communities.