

# Referrals guide

## Information for mental health professionals and other referring partners

### ➤ What is REST?

REST is a community space that welcomes everyone and aligns with the Psychologically Informed Environment framework.

REST stands for Recover, Eat, Support, and Talk, reflecting some of the key ways we are able to engage with people, and help them to engage with each other, to promote better mental health for all.

Users can be referred to access a personalised package of support which will promote empowerment and self-care, reduce social isolation and focus on wellness rather than illness.

REST launched on 21st December 2020 with a digital platform at [restnorwich.co.uk](http://restnorwich.co.uk).

The second phase of development, due to be finished in 2021, will see REST in its physical space at Churchman House, a Grade 1 listed building in Norwich city centre.

The building will host a daytime community hub, an Intensive Support Package, evening crisis service, and a wellbeing café run by social enterprise The Feed, along with events, community activities, and guest workshops.

REST has been commissioned by NHS Norfolk and Waveney Clinical Commissioning Group and is delivered by Norfolk and Waveney Mind, Norfolk and Suffolk NHS Foundation Trust (NSFT), and social enterprise cafe The Feed.



### ➤ Who is REST for?

Our online and virtual support is for anyone over 18 in Norfolk affected by mental health issues.

Whatever their situation, background and circumstances they will find support and a welcoming community at REST.

We do not exclude people who are already receiving statutory support for their mental health.

Service users have been involved in all aspects of the design to ensure we are responsive to their needs.

Individuals from lived experience are encouraged to have an active voice in our practice and we are co-developing the physical environment, language and relationships at REST, and our Intensive Support Package.

## ➤ What support is available at REST?

### Phase 1

Service users can currently be referred via our digital platform to access **1:1 Remote Support**, our **Support Line**, and our **Evening Sanctuary** at Under 1's Wing (delivered by St Martins). These three pathways may be referred into individually or as part of an overlapping package of non-clinical support.

1:1 Remote Support is facilitated via Zoom as part of the Daytime Hub Service and is available from 11am to 7pm, Monday to Friday.

The Support Line which facilitates inbound calls from service users is available from 10am to midnight, seven days a week.

The Evening Sanctuary at Under 1's Wing is still running a physical service, focuses on crisis intervention between the hours of 6pm and 11pm, Tuesday to Sunday. Under 1's Wing is committed to responding to a referral within 30 minutes from when it is received.

### Phase 2

Our **Intensive Support Package**, which has involved service users in all aspects of the design, is intended to be an intensive eight-week programme to support those experiencing crisis.

Alongside informed sessions and access to an ISP portal for daily support, there will be a mixture of 1:1 and group support made available.

Resources may include wellness action planning tools and other strategies that support an individual's recovery.



## ➤ About our support

All of the REST programmes are open-door and service users can be re-referred into each pathway.

REST will aim to develop an individual's network to include external supports in their community, including both professional and public connections. There will be a focus on CHIME throughout.

CHIME stands for **Connectedness, Hope, Identity, Meaning** and **Empowerment**. CHIME is our guiding framework and helps us to engage with an individual's experience of recovery.

This approach recognises the important pillars that may stabilise a person's situation as much as possible and assists them to gain traction in each of the five principles.

CHIME is focused on moving away from a one size fits all recovery model and reminds us that there are many approaches to identifying support.

In light of this, we focus on overcoming the stigma around mental health and promote living well within our communities.

## > How do I refer to REST?

Mental health professionals are encouraged to use the direct referral form at [restnorwich.co.uk/professional-referrals](http://restnorwich.co.uk/professional-referrals). This takes around five minutes to complete. If you can't access the form, please email [contact@restnorwich.co.uk](mailto:contact@restnorwich.co.uk) to be whitelisted.

You can also refer someone to REST via the Norfolk and Suffolk First Response line on 0808 196 3494. A qualified clinician will perform an assessment and if appropriate will refer the user to REST.

## > Referral pathways



## > Daytime Hub (remote 1:1 support in Phase 1)

1. Referral submitted and Triage operator identifies service (Daytime Hub - available from Monday to Friday, 11 am to 7pm) and assesses length of support that is suitable based on RAG rating.
2. 1:1 appointment booked via call / email within 48 hours (service user contacted by email to confirm discussion).
3. Service user attends 1:1 remotely via Zoom (Phase 1) / Daytime Hub (Phase 2) for the duration of their support.
4. Service user will be able to book sessions in advance and liaise directly with Recovery Workers and Peer Support workers by a dedicated mailbox.
5. Each session is facilitated by either a Recovery Worker (as a 'doer', concerned with planning) or a Peer Support Worker (as a 'reflector', concerned with meaning-making).
6. (In Phase 2) Invitation to Daytime Hub facilities eg community café, resources library, or community activities.

## > Support Line (remote for Phase 1 & 2)

1. Referral submitted and Triage operator identifies service (Support Line available 7 days a week, 10am to midnight). Service user given the Support Line number for 6 week blocks of access.
2. Calls will only be accepted from an agreed number and this is added to the Support Line whitelist for the duration of the support.
3. Service users can make an inbound call at any time between 10am and midnight and seek support. It may be they need someone to talk to in a moment of crisis, and the support line is therefore the most appropriate place.
4. Support Line informs the service user when their support is coming to a close. The number is removed from the whitelist after support comes to an end.

## > Evening Sanctuary (Under 1's Wing)

1. Referral submitted and Triage operator identifies service. Triage may wish to discuss with CRHT, Team Lead and On Call Manager for client suitability. Under 1's Wing is available Tuesday to Sunday, 6pm to 11pm. The cut-off is at 9pm for appointments that evening.
2. Under 1's Wing receives the referral and is committed to responding within 30 minutes (before 9pm).
3. Service user contacted to confirm Sanctuary stay and arrival time confirmed.
4. Service user greeted at Under 1's Wing / Evening Sanctuary by staff.
5. Interventions are one-to-one, face-to-face contact, which includes signposting to statutory and non-statutory services.