



LUNCH & LEARN

MENTAL HEALTH

in Newham



Disclaimer

This webinar will contain content that may upset or trigger emotions. Themes include suicide, mentions of abuse, domestic violence, and recreational substance use.

Time	Agenda Item	Speaker
5 minutes	Welcome and Introductions	Veronica Awuzudike
10 minutes	Mental Health in Newham	Veronica Awuzudike
20 minutes	Community Listening Ears <i>15 minutes presentation</i> <i>5 minutes Q&A</i>	Farheen Ambia
20 minutes	Newham Talking Therapies <i>15 minutes presentation</i> <i>5 minutes Q&A</i>	Rhysha Gallo
20 minutes	Newham Suicide Prevention Strategy <i>15 minutes presentation</i> <i>5 minutes Q&A</i>	Laura Austin-Croft
15 minutes	Q&A	All

Support services

Campaign Against Living Miserably (CALM)

Campaign Against Living Miserably (CALM) takes a stand against suicide. That means standing against feeling hopeless, standing up to stereotypes and standing together to show life is always worth living. CALM's helpline and webchat are open 365 days a year, from 5.00pm to midnight everyday.

Call: 0800 58 58 58 (5.00pm to midnight every day) or use [webchat service](#).

Mind

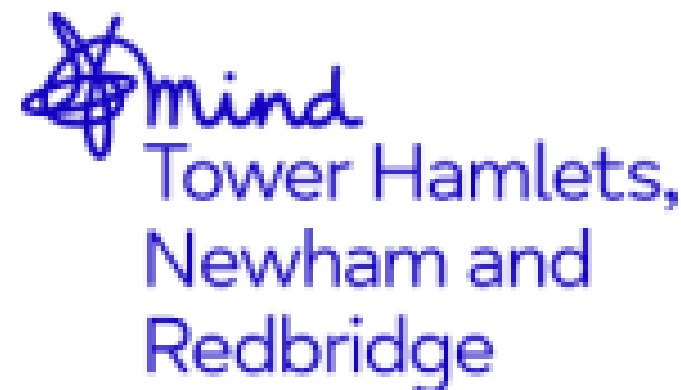
Infoline provides an information and signposting service, and the Legal line provides legal information and general advice on mental health related law. Open 10.00am to 6.00pm, Monday to Friday (except for bank holidays). Our helplines will be closed on bank holidays 26 and 27 December and 2 January.

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Call for Legal line: 0300 466 6463
Email: infoline@mind.org.uk

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If you would prefer not to talk but want some mental health support, you could text SHOUT to 85258. Shout offers a confidential 24/7 text service providing support if you are in crisis and need immediate help.

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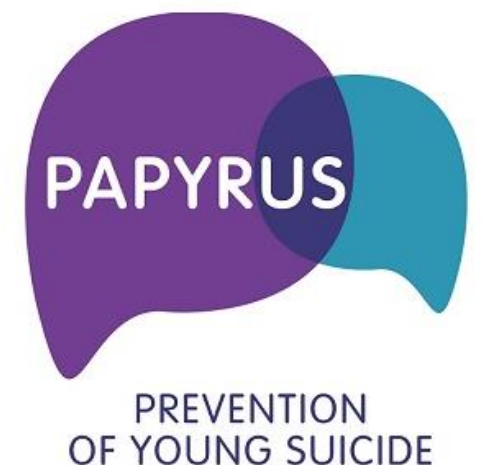
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The Mix

Essential support for people aged 25 and younger.

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[Newham Mental Health Crisis Helpline](#)

The Enhanced Newham Mental Health Crisis Line is open 24 hours a day (including weekends and bank holidays) to support people living in Newham who experience a mental health crisis.

Callers will be given support and advice from mental health professionals. The service aims to provide the right care at the right time and prevent people from spending unnecessary time at the Accident & Emergency Department.

The Crisis Helpline can:

- Support and help you if you have mental health problems
- Provide accurate information and advice about local mental health services
- Communicate with other services or teams on your behalf if you wish
- Support you in a non-directive way, to empower and encourage you to take control of your own life and come to your own decisions.

The service provides an emergency assessment service for those calling who are in crisis - we will see people on the same day and either treat or refer them to a team where their needs can be met.

Call: 0800 073 0066

[Early Intervention Service](#)

The Newham Early Intervention Service (NEIS) assesses and works with people between the ages of 18 to 40 who are experiencing or are at risk of developing early-onset psychosis, and with their families.

They provide clinical care is provided to clients who are showing signs of a first episode of psychosis or suspected first episode of psychosis and are in the first three years of untreated psychosis. Referrals can be made through your GP.

Address: Appleby Health Centre, 63 Appleby Road, London E16 1LQ

Call: 0203 738 7108



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Support services

[Helplines Partnership](#)

For more options, visit the Helplines Partnership website for a directory of UK helplines.

[Befrienders Worldwide](#)

If you're outside the UK, you can use the search tool on the Befrienders Worldwide website to find emotional support hotlines in other countries.



If you are worried about someone's safety and may think they will be in danger or harm will be caused to others, **call 999.**

For no imminent risk **call 101 or the NHS 111.**



INTRODUCTION

Veronica Awuzudike

Healthwatch Newham Manager

What is Healthwatch

- Healthwatch is an independent statutory body set up as an offshoot of the Health and Social care act 2012. There is a Healthwatch in each region of England.
- We share information and advice with residents to ensure they get the support they need, acting as a health and social care champion
- We gather feedback through projects, experiences shared by residents and community groups and social listening to share with NHS leaders and local decision-makers to help guide local policies and strategies.
- Healthwatch is for **everyone** that uses any and all health and social care services - ranges from GPs to care homes, hospitals to pharmacies

Newham

Demography

- Very diverse borough over **73% of residents are from the global majority**
- The **youngest borough** in the UK median age is **32.7 years old**
- Life expectancy at birth for men in Newham is **80.2 years** and for women **83.3 years**

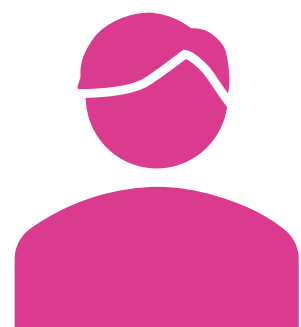
Deprivation

- Newham has seen improvement in most areas of deprivation since 2015
- However, it still remains within the **top 10% of impoverished populations** in the country
 - First: Barriers to Housing and Services domain
 - Third: Income Deprivation Affecting Older People Index



Mental Health Needs Assessment 2016 - 2018 (LBN)

- The majority (77%) of Newham residents are satisfied with their lives. Satisfaction with life is not necessarily the same as being mentally healthy but is related.
- Satisfaction varies by area, age, presence of disability and income.
 - Personal resilience shows a similar pattern. 79% being resilient but significant proportions
 - 1 in 5 adults having a low level of resilience. Low resilience is more common where there is:



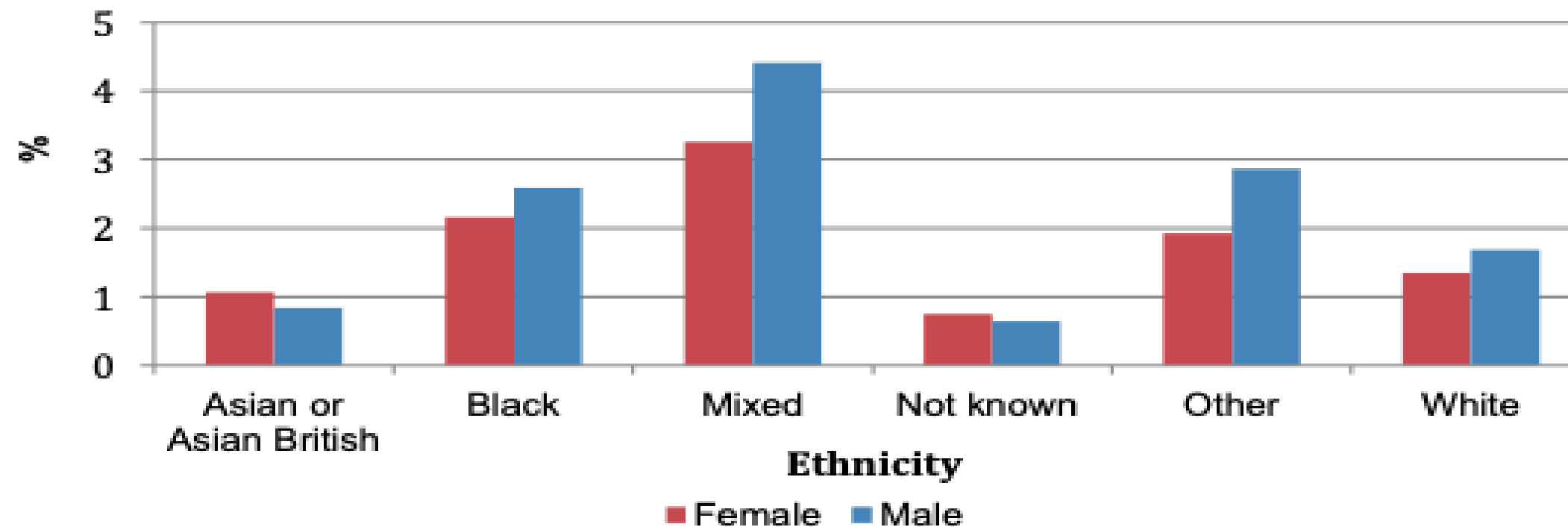
- Common mental illness occurs in all ethnic groups. The Newham GP data shows lower than expected levels of common mental illness for Black residents and particularly lower levels in the female Asian or Asian British ethnic groups.

Mental Health Needs Assessment 2016 - 2018

- Common mental illnesses are:
 - Depression.
 - Generalised anxiety disorder
 - Panic disorder
 - Obsessive-compulsive disorder (OCD)
 - Post-traumatic stress disorder (PTSD)
- Common mental illness significantly impacts the lives of those with it
- This affects wellbeing, relationships with family and friends, social interactions and employment experiences and opportunities.
- Severe mental illness (such as schizophrenia or bipolar disorder) are less common but still affects significant numbers of people in Newham.
- Severe mental illness changes in severity over time, at its worst interfering with a person's perception of reality and severely affecting wellbeing, daily activities and employment prospects.

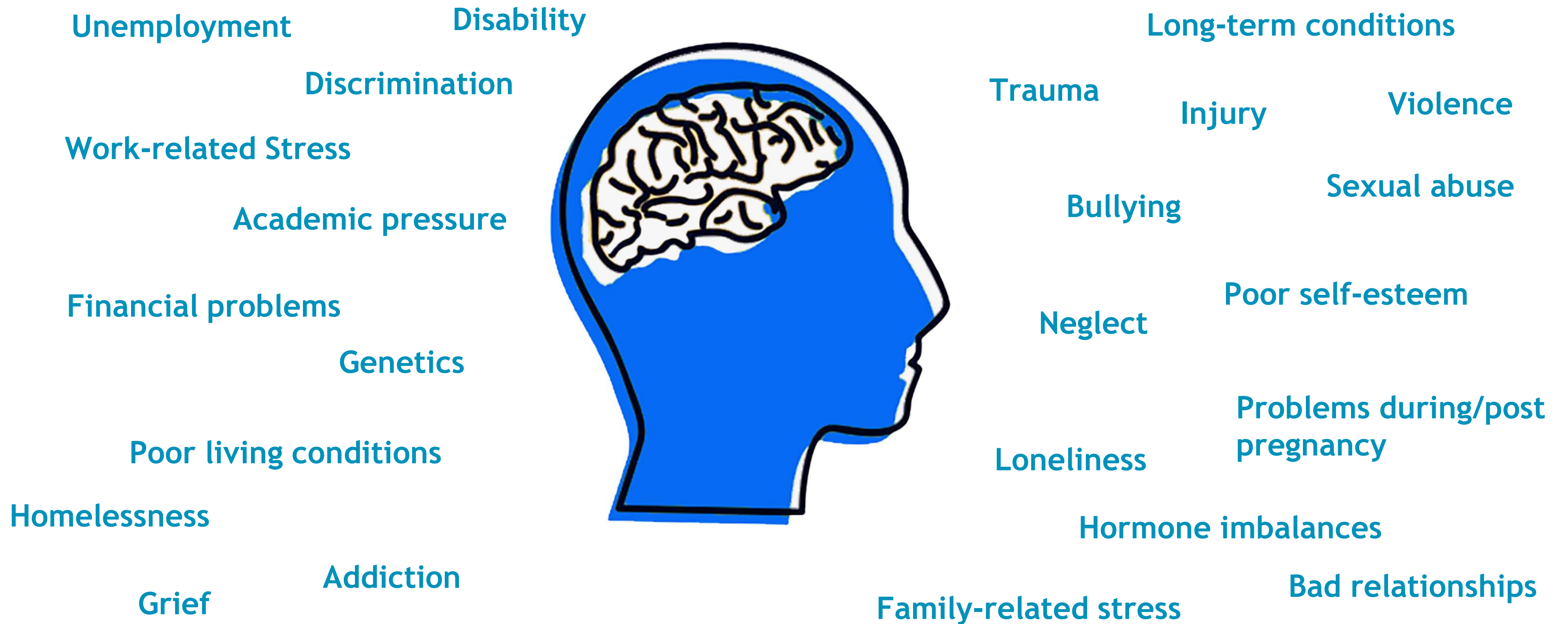
Severe mental illness in Newham

**Serious Mental Illness in Newham (QOF):
% by gender and ethnicity as at 1st April 2016**
Source: CEG data analysed by Public Health



- The data recorded by Newham GPs in the above charts shows a higher prevalence of severe mental illness in the Black ethnic group in Newham, when compared to the White and Asian or Asian British groups.
- Women of Pakistani and Bangladeshi have been found to be at elevated risk of schizophrenia after adjustment for socio-economic status
- The Newham GP data shows apparent under-representation of Asian groups (with the possible exception of the Bangladeshi community) and over-representation of Black or Black British groups.

What would negatively impact a person's mental health?



Community Listening Ears



Farheen Ambia

Volunteers & Engagement Officer



What is Community Listening Ears?

The **Community Listening Ears (CLE)** is a grassroots community engagement project initially proposed by our volunteers to further Healthwatch's engagement with Newham residents.

Our volunteers have recommended we take a deep dive into residents' experience of mental health whilst living in Newham.

Based on our [previous research](#) into residents' participation in mental health support groups, we have identified that issues with communication and lack of flexibility are frequently cited concerns among service users.

We are investigating 3 key aspects of mental health in Newham:



Relationships



Long-term conditions



Cost-of-living crisis

Key findings so far...

Our volunteers went out and engaged with Newham residents in local hubs such as libraries, faith groups, cafes or workplaces.

They also spoke to residents who are unable to speak English and speak their common-native language.

Relationships:

- Elderly respondents felt isolated during the pandemic
- Respondents between 40s-50s years had more time to interact with their children
- Younger respondents bonded with the family and grew closer

Key findings so far...

Long-term conditions:

- Most did not seek help due to not wanting to burden services
- Some do not seek due to distrust or dissatisfaction from previous experiences with services
- Confirmed less capable to carry out daily activities
- Elderly respondents bring up physical LTCs impacting their mental health
- Young respondents spoke about depression as their main hurdle as a LTC

Cost-of-living Crisis:

- All respondents confirmed that the CoL contributed to major anxiety and stress in their lives
- Unaware of services that could help them
- Some reluctant to access help due to prioritising commitments eg. child raising

CLE Report 2022/2023 will be published on February 23rd

Be sure to check our website!

QUESTIONS?



info@healthwatchnewham.co.uk



<https://www.healthwatchnewham.co.uk>

Newham Talking Therapies



The service

We are an NHS adult mental health primary care service.

We have two bases in Newham: Vicarage Lane and Katherine Road

We offer free, confidential psychological support to adults:

- Who are struggling with mild to moderate mental health conditions e.g. depression, anxiety, phobias, PTSD, eating disorders...
→ and issues which can lead to mental health problems such as stress, bereavement or loss, perinatal-related difficulties
- With relationship problems (couples or families)
- To make adjustments with long-term health conditions

The service offer

TALKING THERAPIES

Different mediums

- Face-to-face
- Video via MS Teams
- Telephone
- Typed therapy

Different formats

- 1-1
- Groups
- SilverCloud (remote CBT programme)
- Systemic – couples or families

Other features of the service

- We work with an interpreting service to deliver therapy in different languages
- We also offer interim support whilst you are waiting for therapy:
 - Pre-therapy groups
 - Webinars & wellbeing classes
 - Silvercloud self-help (for high-intensity therapy)
- We also have an in-house Employment Team

Who might be suitable?

To be eligible for our service, you need to:

- Be at least 18 years old (17.5 years if not in education)
- Have a GP in Newham
- Not be receiving psychological support elsewhere

Some considerations:

- If we have concerns about a person's ability to keep themselves safe – we may refer onwards to another service
- Where there is active domestic violence – priority is safeguarding the person, refer onwards to specialist services e.g. Hestia
- Substance misuse (alcohol, drugs) – will be signposted to CGL
- Psychosis, personality disorder, bipolar – will be signposted to secondary care



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Community Offer

To help raise awareness of mental health and wellbeing issues, we also provide online, educational workshops (not the same as group therapy) for those who are not accessing our service.

You don't have to be a resident to attend these workshops – anyone living, working or studying in Newham are all welcome to attend!

Community Offer

Workshops we run each month:

Wellbeing Workshops

- Building Confidence
- Dealing with Worries
- Improving Sleep
- Managing Irritability
- Managing Low Mood
- Managing Stress
- Staying Well (After Therapy)

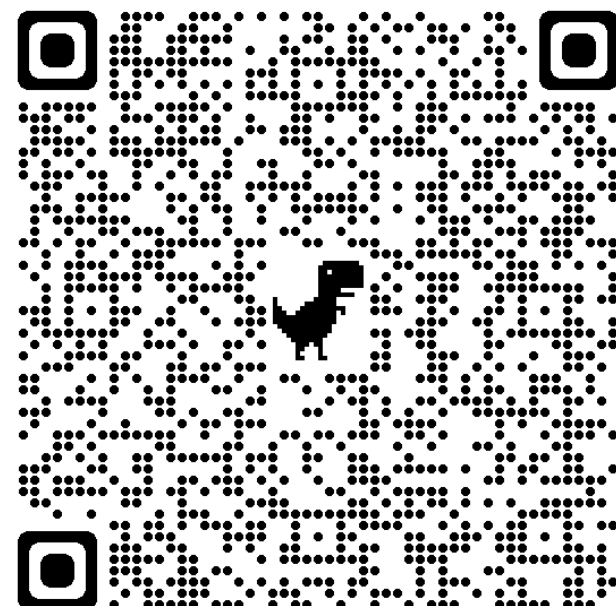
Living Well With...

- Cardiac Rehabilitation
- Chronic Fatigue
- Chronic Pain
- COPD & Respiratory
- Diabetes
- Irritable Bowel Syndrome
- Long COVID
- Medically Unexplained Symptoms

Community Offer

One-off workshops we are running:

- Women's Wellbeing – Friday 17th Feb at 1pm via MS Teams
- Parent Mental Health – Thursday 23rd Feb at 5.30pm via MS Teams
- LGBTQ+ and Mental Health – Friday 24th Feb at 12pm via MS Teams
- Food and Mood – Wednesday 1st March at 6pm via MS Teams
- Fear of Cancer Recurrence – Thursday 16th March at 10.30am at Vicarage Lane



[Click here to complete
the workshop
registration form](#)

How people can refer

1. Speak to your GP or a healthcare professional
2. Self-refer:
 - By phone via 0208 175 1770
 - Completing an online self-referral form which you can find on www.newhamtalkingtherapies.nhs.uk

What happens after I am referred?

You will hear from us in about 5 days about your referral.

Any questions?



Newham Talking Therapies



@newhamtt



@NewhamIAPT



Newham Talking Therapies
Community Psychological Service & Employment Support



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NHS Foundation Trust

Suicide Prevention in Newham and support for looking after your mental health and well-being

Laura Austin Croft, Assistant Director, Newham Public Health Team

ABOUT ME

Background in volunteering, working in the voluntary sector, regional, national and now local government

Likes: Reading, people, being outdoors

Interest in mental health:

- Strong theme with communities I've worked with
- Employment and mental health
- Mental health care provision, mental health in communities and what we do every day to support mental health



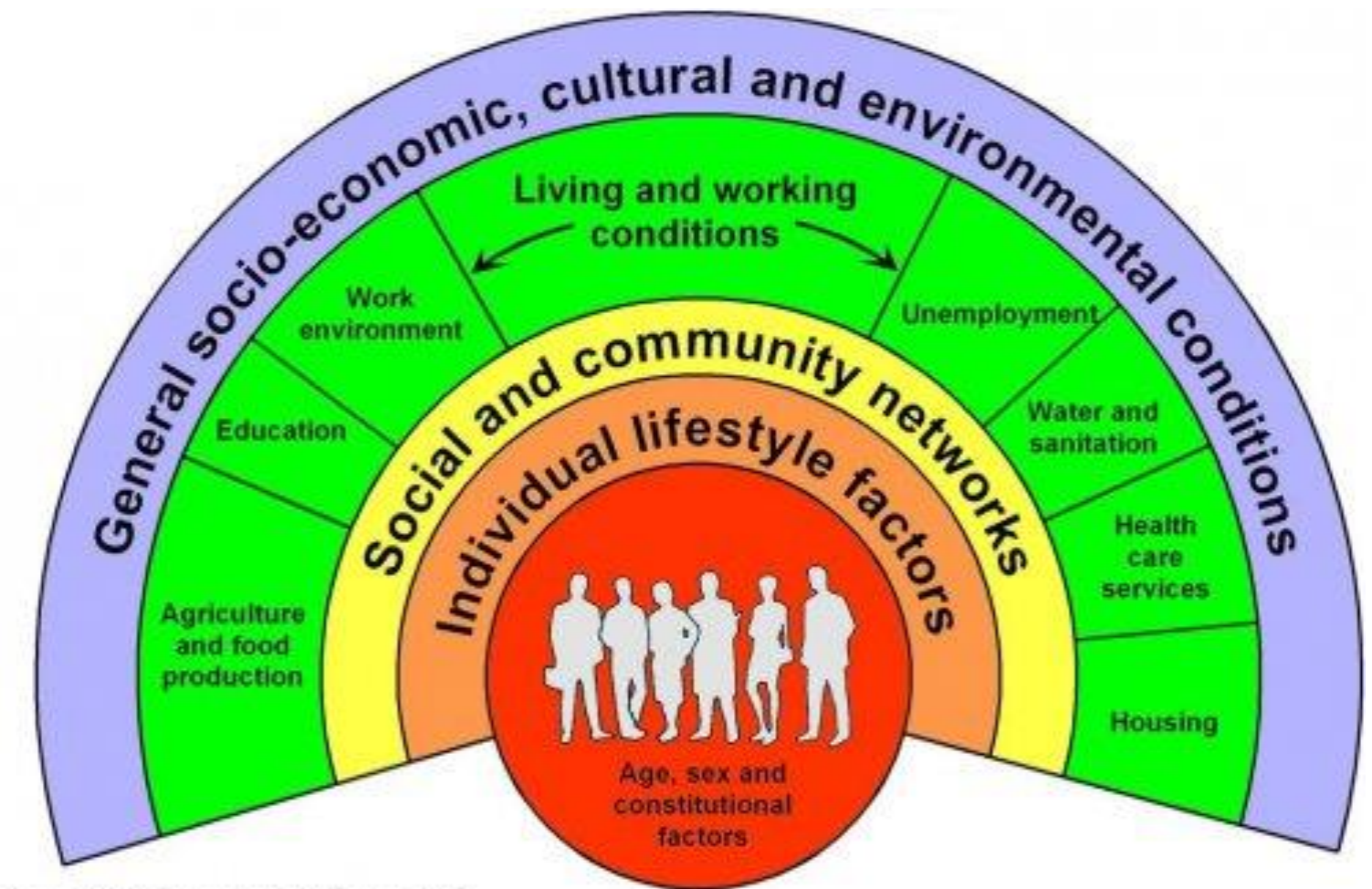
WE ARE NEWHAM.

WHAT IS PUBLIC HEALTH?

Public health is about helping people to stay healthy and protecting them from threats to their health.

Sometimes public health activities involve helping individuals. At other times they involve dealing with wider factors that have an impact on the health of many people, for example an age-group, an ethnic group, a locality, or a country.

[What is public health? | Health Careers](#)



Source: Dahlgren and Whitehead, 1991

PUBLIC HEALTH'S ROLE IN SUICIDE PREVENTION



- A. Look at the data (numbers, themes etc.) and evidence: What do we know about suicides in Newham? How does this compare with other areas? Who is most at risk? What do we know can reduce risk?
- B. Coordinates a partnership approach to reducing risk
- C. Measures/ evaluates impact

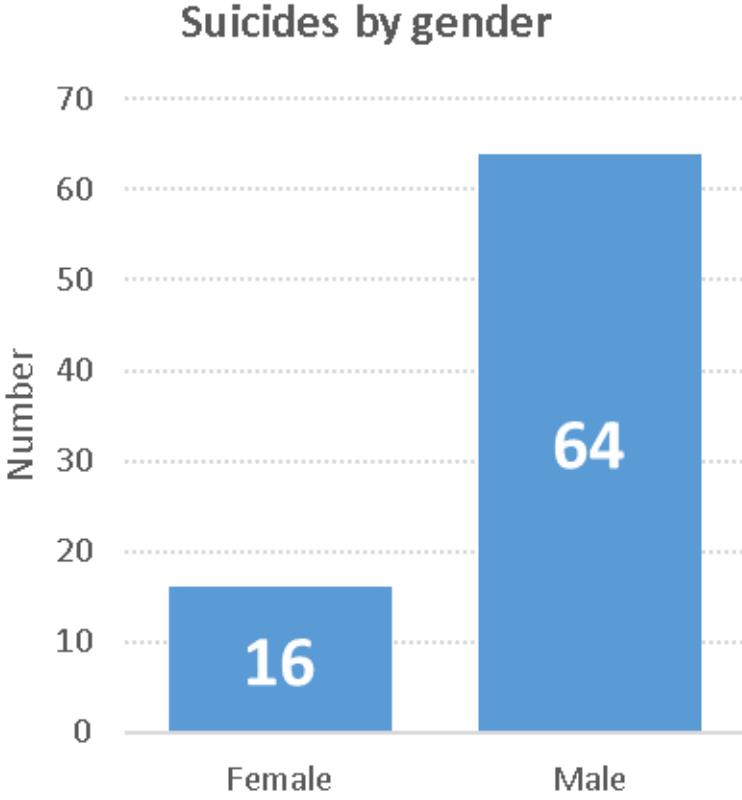
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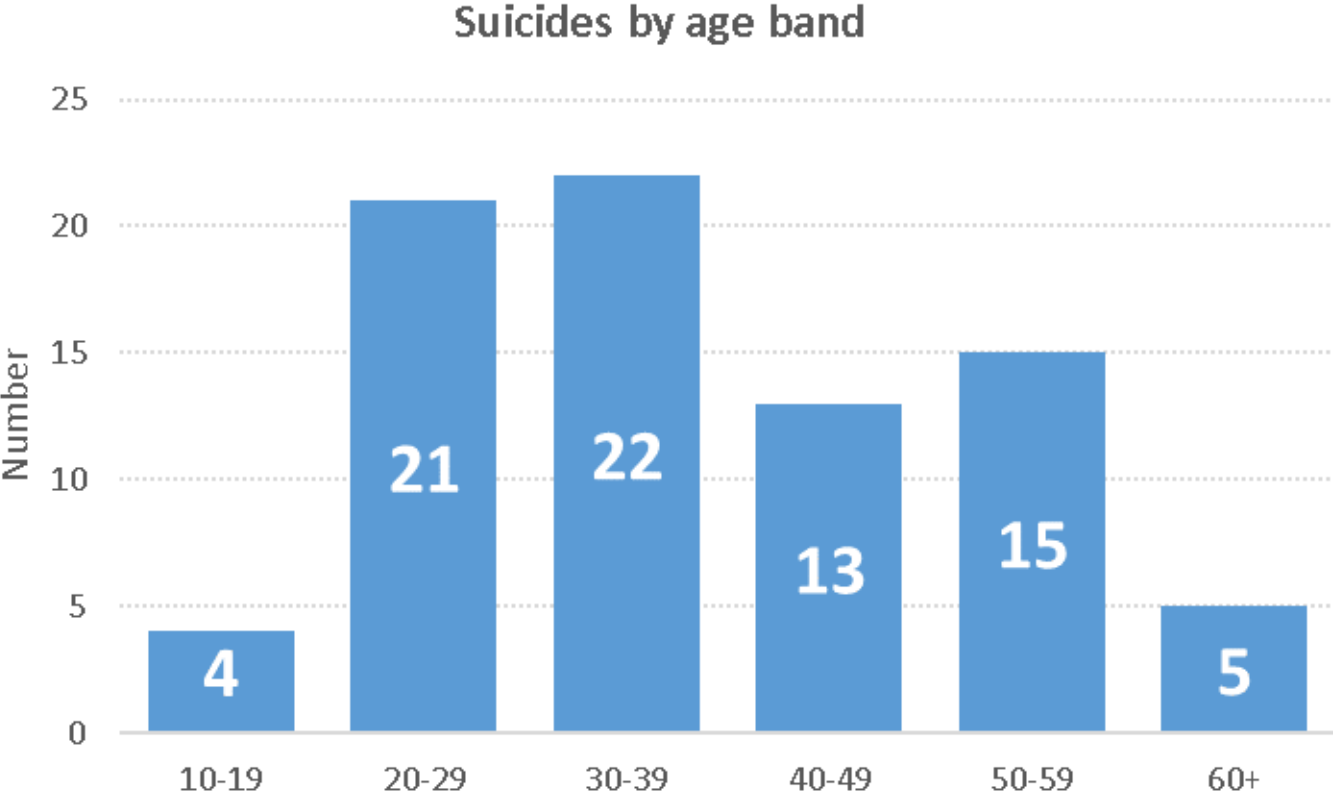
WHAT DO WE KNOW ABOUT SUICIDE AND RISK?

WE ARE NEWHAM.

GENDER AND AGE: SUICIDE AUDIT JAN 2018 – NOV 2021 (n=81)



Between 2018-21 80% (n=64) of suicides were in males and 20% (n=16) in females



Age range 17-92. Just over half (54%, n=43) of suicides were in the 20-39 age bracket. Women highest proportion in the 25-29 age group compared to 30-34 years in men,.

RISK FACTORS (NATIONAL DATA)

Male – young to middle age

History of drug or alcohol abuse

Inpatients in mental health units, recent discharge & refusal of treatment

Imprisonment/ contact with the criminal justice system, with highest risk at transition points

Certain occupation groups including construction, building trades, doctors, nurses and carers.
High risk characteristics: Low security, low control, low social support, high demands

Vulnerability due to economic circumstances

Bereavement

People diagnosed with major physical illness

Experience of domestic abuse

CHILDREN AND YOUNG PEOPLE RISKS (NATIONAL DATA)



Factors present in suicides reviewed by CDOPs			
Based on child death reviews (England) 1 April 2019 to 31 March 2020			
	Household functioning	Loss of key relationships	Mental health needs of the child
Risk-taking behaviour	Conflict within key relationships	Problems with service provision	Abuse and neglect
Problems at school	Bullying	Medical condition in the child	Drug or alcohol misuse by the child
Social media and internet use	Neurodevelopmental conditions	Sexual orientation / identity and gender identity	Problems with the law

National trends (2010-2020):
 Suicide amongst children has risen for the past decade. Non-fatal self-harm has also increased.

- Accumulation of risk factors:**
- 81 (89%) children or young people had more than one risk factor recorded.
 - 51 (56%) 5 or more risks.

WE ARE NEWHAM.



NEWHAM SUICIDE PREVENTION STRATEGY: SEVEN AREAS FOR ACTION

Reduce risk of suicide
in high risk groups

Strengthen mental
health and early
intervention support

Reducing access to the
means of suicide

Leadership, research,
data collection and
monitoring

Reduce rates of
self-harm

Provide info/
support to those
bereaved/
affected by
suicide

Support the
media to reduce
risk

Strategy delivery:

- Five working groups with thirteen partner organisations (health, social care, education, emergency services, voluntary and community sector)
- More to reach!

EARLY WARNING SIGNS OF SUICIDE RISK

The following symptoms might suggest someone is struggling with their mood and could mean they are in the early stages of thinking about harming themselves or ending their life.

- Expressing no hope for the future and not believing things will improve for them
- Talking an unusual amount about death or saying things like “It would be better if I wasn’t here.”
- Expressing feelings they are a burden to others.

CRISIS SUPPORT

If you have major concerns about an individual's safety you can call 999 if it's an emergency or 101 if concerned but no imminent risk.



Good idea to email or text these numbers to someone you are concerned about and encourage them to save them to their contacts:

Newham Mental Health Crisis Helpline: 0800 073 0066, 24 hour free support, any age, can speak to a mental health professional, language support available.

The Samaritans – Free phone: 116 123, 24 hour crisis line

Safe Connections: Part of Mind – Self-referral service that provides a warm and safe space to explore suicidal feelings, triggers, and the underlying causes; Helpline number is: 0300 561 0115 and operates Monday to Friday from 9.30am to 4.30pm

Newham Together Café: A community space for Newham residents aged 18+ who are struggling with their mental health. Open evenings and weekends, The Together Café is open for service users to drop-in, with no referral process.

Phone: 08081 968 710

Email: Nh.togethercafe@nhs.net

Rokeby Centre, Rokeby Community Hub, 63 Rokeby Street

SUICIDE PREVENTION TRAINING AND SUPPORT

Zero Suicide Alliance Training [Free online training from Zero Suicide Alliance](#)

Anyone aged 16 or over

20 minutes

5-10 minutes gateway module; social isolation; students

See - How to spot suicide warning signs

Say - How to have a conversation with someone you're worried about

Signpost - Where to direct someone for further support



**Open up. Save a life.
Take the training.**

[Support available for Newham residents – Cost of living crisis response – Newham Council](#)

- Financial support
- Housing support
- Warm spaces to go and eat

Bereavement support

Wide range of support for different population groups and circumstances

[Coping with bereavement – Mental health support services – Newham Council](#)

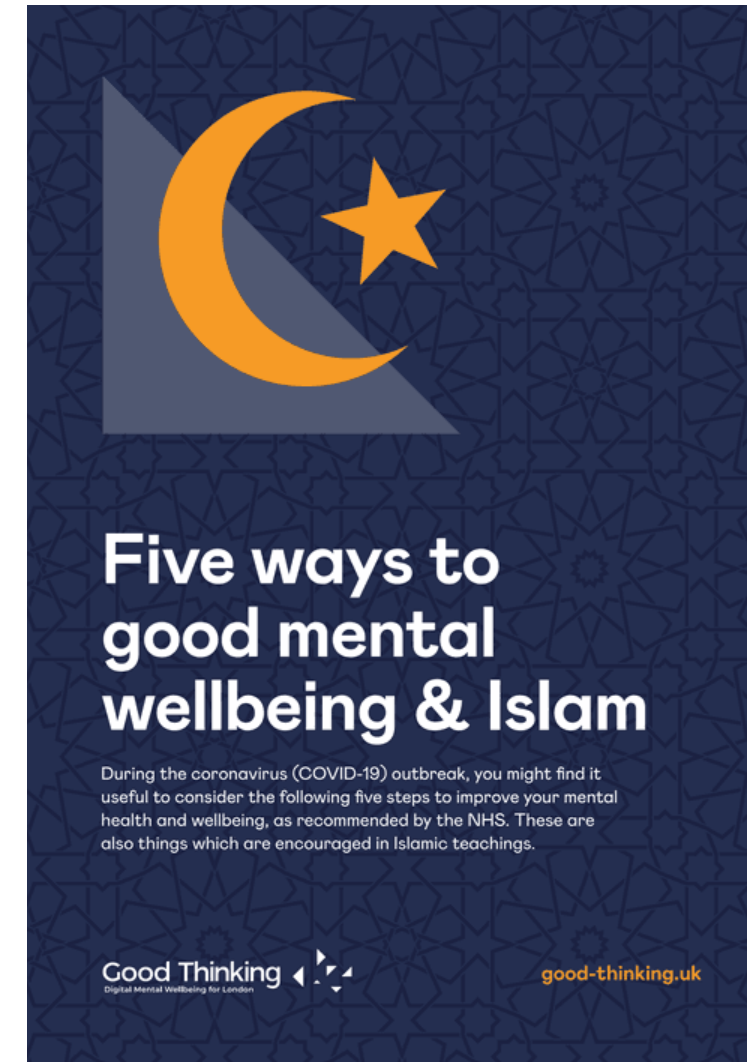
TAKING TIME TO LOOK AFTER OUR AND OTHERS MENTAL HEALTH AND WELL-BEING

Good Thinking [Mental health and wellbeing support for Londoners | Good Thinking \(good-thinking.uk\)](#)

The [Good Thinking website](#) also provides information on sleep, low mood, anxiety and stress.

Faith based well-being guides: [Faith and belief communities | Good Thinking \(good-thinking.uk\)](#)

Well-being guides in 36 languages [Translated wellbeing resources – Thrive \(thriveldn.co.uk\)](#)



TAKING TIME TO LOOK AFTER OUR AND OTHERS MENTAL HEALTH AND WELL-BEING

Five ways to well-being [5 steps to mental wellbeing - NHS \(www.nhs.uk\)](#)

1. **Connect with other people** –take time to be with your family, talk to a friend, a community of faith leader
2. **Be physically active** – make time for an activity you enjoy
3. **Learn a new skill**
4. **Give to others**
5. **Pay attention to the present moment** – relaxation, breathing exercises

Great Mental Health Day 2023

11:00-11:45, Friday 27 January – online via MS Teams

[Good Thinking](#) are launching short guides to help Londoners look out for those around them who may be struggling with their mental health; family, friends, colleagues, or those in your community.

[Register now](#) for a virtual event to guide you through three simple steps you can take to help someone get back on track.

- spotting the signs of someone who may be struggling;
- checking in to let them know you care;
- helping them to get the support they need.

[Register now via Eventbrite.](#)

GETTING INVOLVED



Health Champions - be kept informed of health initiatives we're doing and help spread the word. If you are interested in joining our community of over 500 champions, please email covidhealthchampions@newham.gov.uk or WhatsApp/message 07929 792873 with your name and email.

Health Information Workshops

Help improve the way residents receive health information online:

<https://www.newham.gov.uk/health-adult-social-care/health-information-workshops>

Public health outreach team and [weekly schedule](#) - talk to us about all health support in Newham, also available to come to their events.

Newham Recovery College - email becky.derham1@nhs.net to be involved in its development

WE ARE NEWHAM.



“

Thank You

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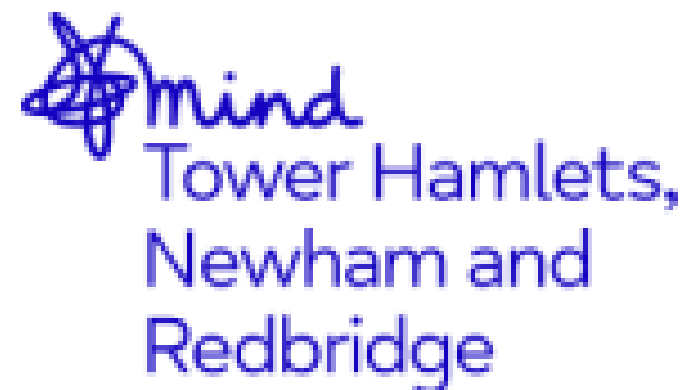
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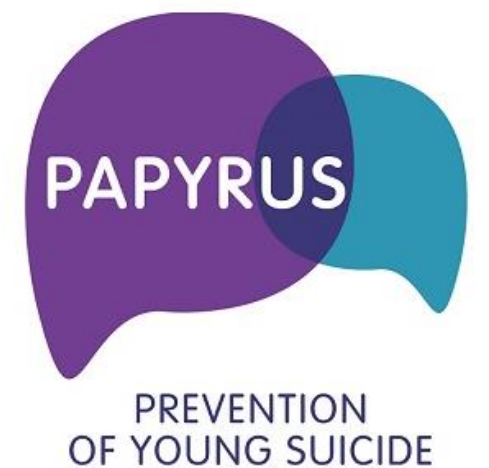
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- Provide accurate information and advice about local mental health services
- Communicate with other services or teams on your behalf if you wish
- Support you in a non-directive way, to empower and encourage you to take control of your own life and come to your own decisions.

The service provides an emergency assessment service for those calling who are in crisis - we will see people on the same day and either treat or refer them to a team where their needs can be met.

Call: 0800 073 0066

[Early Intervention Service](#)

The Newham Early Intervention Service (NEIS) assesses and works with people between the ages of 18 to 40 who are experiencing or are at risk of developing early-onset psychosis, and with their families.

They provide clinical care is provided to clients who are showing signs of a first episode of psychosis or suspected first episode of psychosis and are in the first three years of untreated psychosis. Referrals can be made through your GP.

Address: Appleby Health Centre, 63 Appleby Road, London E16 1LQ

Call: 0203 738 7108



East London
NHS Foundation Trust

Support services

[Helplines Partnership](#)

For more options, visit the Helplines Partnership website for a directory of UK helplines.

[Befrienders Worldwide](#)

If you're outside the UK, you can use the search tool on the Befrienders Worldwide website to find emotional support hotlines in other countries.



If you are worried about someone's safety and may think they will be in danger or harm will be caused to others, **call 999**.

For no imminent risk **call 101 or the NHS 111**.