

Summary of Findings

A total of 49 responses were received.

Q1 Do you attend any services to help with your mental health wellbeing?

Of the total responses received 63.26% answered Yes, 30.61% Answered No. Of those answering yes a variety of different existing support was referenced including CBT, GP, 111, A&E, CPN, Peabody, SAVS, MIND, REACH, growing together, SOS hub, Rethink, trust links, DBT and First response. Interestingly 35.4% currently attend third sector services for help with their mental health wellbeing.

Q2 Do you think you would attend a wellbeing Café?

Of the total responses received 14.28% answered No, 61.22% answered Yes, and 18.75% were unsure. Some comments to note mentioned if the service was accessible, and if it would be open out of hours due to working full time and most services only being accessible during normal working hours.

Q3 What Would you like to have in the wellbeing Café?

Of the total responses received 36.73% wanted to have access to someone to talk to, 22.44% were interested in groups, activities and social contact, 42.85% were unsure what services they feel would be beneficial.

Q4 What do you do when in crisis?

Of the total responses received 16.32% stated that they would attend Hospital/A&E, 44.89% try to cope with the crisis themselves or seek support from friends and family, 12.24% seek support from their GP, 16.32% expressed a negative view of existing crisis support services.

Q5 What would help you in crisis?

Of the responses received 59.18% stated that they would like someone to talk to, to be able to access support and possibly therapy, access to trusted help and quick treatment.

Full response answers

48 responses received in total

Q1 Do you attend any services to help with your mental health wellbeing?

1	No
2	Not Now
3	CBT Sessions
4	No the only conversation is about a persons illness which replaces the old institutionalisation system of years ago.
5	No, am awaiting counselling but have waited almost 3 months already
6	GP regularly, 111, therapy for you and A&E
7	Not anymore as they couldn't offer me the treatment I needed.
8	Not at present, on waiting list for individual therapy
9	Not now but I have done.
10	Yes
11	Yes. I see a CPN Regularly and am waiting to see a psychotherapist.
12	Yes. SAFE group
13	No. I did have group therapy which was very good.
14	Yes
15	No-But have tried to for my husband
16	Yes Peabody HUBS, anxiety groups, SAVS, MIND
17	No Because they do not meet my needs
18	No
19	Yes
20	Yes ART Hadleigh
21	Yes
22	Yes
23	Yes
24	No
25	No
26	At the moment
27	No
28	Yes
29	Yes
30	I have been helped by REACH
31	Growing together Trust Links
32	Growing together Rochford
33	Reach, Rethink, Warrior centre
34	Yes the SOS club
35	Yes Reach College
36	Yes Reach Rochford
37	Yes DBT Coombewood, Reach Rochford, Rethink peer support group
38	Reach, First Response
39	Art Therapy, Reach out cooking
40	Bowling, Guitar Lessons
41	Yes
42	Growing together
43	Yes Reach recovery College, Growing together, Trust Links.
44	GP, Growing together
45	Basildon
46	Yes
47	Reach College, SAVS, Rethink once a month, MIND 3 times a week
48	No
49	Yes REACH College (Rethink mental health)

Q2 Do you think you would attend a wellbeing Café?

1	No
2	Yes
3	Yes
4	No for the reasons above
5	Yes
6	Yes 100%
7	No
8	Possibly
9	Not likely as although I have a mental health problem I do work full time and all services such as this are offering during the day.
10	Yes
11	No
12	Yes for info, support Guidance
13	Yes
14	Yes
15	Probably Not
16	Yes
17	Blank
18	Yes
19	Yes
20	Yes
21	Yes
22	Maybe
23	Maybe
24	I would to help and support others
25	Not too sure
26	Not sure Yes
27	Yes
28	Yes
29	Yes
30	Without a Doubt
31	Yes
32	Yes
33	Yes
34	Maybe
35	If it was available and if I could get there
36	Yes to gain self Health knowledge
37	Yes if it was accessible from Rayleigh/hockley and not involve difficult journey or walking/ a threatening area in Southend.
38	Not Sure
39	Yes
40	Yes
41	Yes
42	Yes
43	Yes
44	Yes
45	No
46	I don't Know
47	Yes would be a good Idea
48	No
49	Yes When possible and if local

Q3 What would you like to have in the wellbeing Café?

1	Space away from other people
2	Recycling centre for small electricals etc, sewing machines for mending, crafting, recycling clothes, craft based activities to teach/share new skills so people have a practical but creative outlet and satisfaction of learning useful skills. Cookery classes using cheap/home grown food (link with local community allotment?)
3	The opportunity to pop in and talk to a professional when I need a top up of help or am having a bad moment. Also the opportunity to meet other people who are suffering with mental health.
4	Somewhere that has a more positive outlook to mental health
5	Safe space to talk with volunteers/advisors, other users.
6	Human company
7	N/A
8	Therapists to talk to in confidence as a stop gap if I'm feeling in crisis or struggling
9	Easy access to information and support and details of waiting times.
10	TV, Music, information on mental health and able to socialise.
11	While some may benefit from this PLEASE give consideration to those who do not feel comfortable or able to use these types of services. A café makes it all sound very casual, it doesn't give the impression to me of being a safe, secure, or confidential service where I could feel certain of encountering someone with proper training, qualification or experience to deal with my poor mental health. Who would the staff be? Would the café be able to access directly to see a CPN or social worker or someone who can do something other than just a chat and make a referral elsewhere or recommend a service like Samaritans.
12	Advisors, Comfortable inclusive and friendly environment, computers, food/drink and 'listeners'.
13	Calm Environment, maybe groups to attend
14	Access to mental health worker via self referral to sign post to appropriate services, Advocate service.
15	In a time of crisis my husband does not turn to help.
16	Arts and crafts, cooking yoga, meditation, counselling, reflexology, acupuncture
17	Less of folk wining on about mental health and the failure of the service, when patients get together all they do is pick holes in the service but fail to take action to resolve them.
18	To discuss issues
19	Yes
20	Meeting People who has been in the same situation, making friends.
21	Healthy food and snacks, sweetners.
22	Craft and Natty
23	Don't Know
24	N/A
25	Not sure a wide variety of people with different interests
26	Not sure
27	Don't Know
28	Blank
29	Friendly staff, fun activities
30	Access to help support, information in improving my wellbeing, cuppa and maybe some snacks.
31	Tea coffee internet access someone to talk to, financial advice
32	People to talk to, Info on other things to help me
33	Music and drink facilities
34	Blank
35	Internet access, someone to talk to in private if needed, advice
36	Staff to talk to about mental health issues, More staff needed, more activity plans
37	A peppermint tea, healthy snacks, not loads of sugary junk, No loud music, Comfortable seats, signposting, support, quite space, games, jigsaws, Coloring books.
38	Yes
39	Help finding CBT
40	One to one meeting with staff
41	Socialise
42	1-2-1 meeting with staff
43	1:1 support someone to talk to, Other people with lived experience of mental health, vegan food.
44	People to talk to, information on other services and places.
45	No
46	Tea and cake
47	Tea/Coffee/Biscuits, advice/support, Support number (person to person) Group meeting/talking/ help/ support/advice/ numbers to phone for information. Coloring books/mags to read.
48	N/A
49	Display of mental health friendly foods maybe subsidised to buy, lo/fat cheese, walnuts, spinach etc. Soothing music eg whale song etc birdsong etc.

Q4 What do you do when in crisis?

1	Retreat and withdraw
2	Stay a home
3	Depends what you mean by crisis, but what I try and do when im struggling to talk to my oved ones and friends, use my CBT exercises and if really bad start CBT Therapy again.
4	Avoid mental health teams, we need to try to sort our problems and stopexpecting other folk to do that for us.
5	Have very little support so have to internalise and cope mostly on my own.
6	Go to A&E
7	Talk to my husband or go to A&E but going to A&E is a waste of time
8	Theres non existent help from NHS, Crisis team only help people at risk of harm
9	Talk to a friend whilst I waited to get a GP appointment which took 3 days
10	Go to hospital
11	I don't use any of the services anymore, because my experience of them has been so poor, so traumatic and frustrating that I have to sit it out, self medicate and/or self harm GP's in southend are not helpful in a crisis. For many of us we suffer in silence, not because we want to but we feel that you just get lip service from the people who are supposed to help.
12	I have not had a true crisis
13	Go to family, GP, other services are slow to respond
14	See GP
15	He disappears and turns to alcohol
16	Advise GP, A&E or call care co-ordinator/CPN
17	Anyone but mental health service providers
18	Go to the Taylor Centre
19	Go to Hospital
20	Blank
21	Phone crisis team (but not helpful) CPN or A&E
22	Hubby supports me
23	Tell my family or sister
24	N/A
25	Go for a walk/cigarette, play Roulette (don't have addiction)
26	I used to heavy smoke, I have given up smoking
27	Get help
28	Stay at home or contact treatment team
29	Try to distract myself, seek help.
30	In the past due to stigma I have waited until I was in a crisis so the crisis team at rochford, a place people can go to before it gets to this stage is a breath of fresh air.
31	Withdraw Temporarily
32	Speak to my support staff at home
33	Stay in bed
34	Go for walks or visit social clubs
35	Try to speak to voluntary services as the general services couldn't care less
36	GP, Take it all inside and try to cope
37	Read, Withdraw from others, use distress tolerance skills
38	Contact my GP, Family and friends, FRT
39	Speak to somebody
40	Talk to my keyworker at hope lodge where I live
41	Contact REACH
42	Call for help
43	Self harm, A&E, GP
44	Talk to CPN and support staff at home
45	Myself
46	Contact my support worker
47	Phone A&E, Doctors, or my partner, care co-ordinator
48	Stay at home, go for short walks for fresh air.
49	Telephone Mental Health Resource centre, or try to soldier on alone.

Q5 What would help you in Crisis?

1	One to one support or befriending
2	Knowing there were people I could be with who understand that I might not want to communicate with them but might still want their unspoken support.
3	The ability to pop in somewhere and get help when I need t from a professional or someone that understands how I am feeling, without having to book a CBT session
4	A positive approach and less mollycoddling
5	Someone to speak to who understands mental illness
6	Human interaction and somewhere safe and non-clinical to go
7	Support, someone to talk to, and to know that I am not alone
8	A therapist I could talk to, to rationalise my feelings and thoughts
9	Access to a therapist or counsellor, same day
10	To be taken seriously and not get turned away
11	Someone to talk to, something to do or go to, a reason to leave the house
12	To be able to talk through options of treatment
13	Better communication between police and paramedics to try to help
14	Blank
15	Blank
16	To have a person to talk to face to face
17	Talk to someone who sees me as a person and not a mental health nutcase
18	To talk about what is happening
19	Talking, seeing someone straight away
20	Cool water, phone hubby
21	Don't know
22	Different each time
23	Some support
24	People to talk to
25	Humour, someone who will make me laugh
26	Heavy smoke might not help
27	Blank
28	Home treatment team
29	Friends, family, medical experts
30	People who understand mental illness
31	Lottery win
32	Talking to people
33	Company of like minded people
34	Meaningful things to do, maybe volunteering
35	Access to trusted help
36	Staff to be able to talk problems through, making mental health taboo not a subject or a matter to be ashamed. More funding for Mental Health.
37	Somebody to talk to, listen to, give advice.
38	Quick treatment
39	Support
40	Talking to family and my key worker
41	Talk to staff at REACH
42	Blank
43	A place to go where I can express myself and have the opportunity to talk to somebody if need be.
44	Talking to professionals, sometimes a change in medication helps, being with other people in a similar situation.
45	Walk, swimming or reading
46	Credit on my phone
47	Talking, signposting, listening, support, mobile number
48	Flexible working
49	Having a caring contact who is there for you, (not in meetings or on leave) Reducing isolation, befriending scheme, current one in my area turned down (not mentally ill etc)

Q6 Would you like to add any other comments?

1	No
2	Staff need to be very good, enthusiastic, creative but sensitive to what people need.
3	Ive been through depression and live with ongoing anxiety and am out of regular CBT sessions at the moment but will go back to it again to continue schema therapy. What would be helpful is to speak to someone to help me at times I am struggling inbetween CBT sessions. To help me get through challenging times.
4	We have to look forward not back and realise the answer to our problems is in our own hands.
5	Personally I feel very isolated with my illness and I think there is a real need to have better access to mental health facilities.
6	Excellent idea, massive thankyou to the person/people who suggested this.
7	Mental health care in Southend is useless, I have been agoraphobic for many years and suffer with PTSD, anxiety and depression with suicidal thoughts as well as OCD, I am told that I am complex and that its unlikely I will get better so have now been left under the care of my GP only, leaving me no option to go private, something I cant afford often.
8	Although I have a mental illness I work full time and manage most of the time, I am therfor not considered to be a priority to accessing services for me is difficult so I rely on medication and friends to keep going. I think I would benefit from being able to access counselling on an open access basis as I may go 6 months without needing any support but then feel I could benefit from a rebalance, just to prevent me from going down. The difficulty is that mental health services are so stretched the focus is on crisis rather than prevention.
9	Mental health is better in southend than in London.
10	We need investment in qualified staff, easier and faster referrals. Better access to psychiatrists, they are clearly stretched to breaking point, ongoing support where trusted relationships can be built and then people will be less likely to suffer a crisis.
11	We need more free counselling services and not such long waits for therapy
12	Classes for gentle exercise, gardening helps me, anything that encourages me to leave the house and meet people or be comfortable to go on my own.
13	What you need is help that comes to you rather than trying to get a person in crisis to the GP or A&E
14	Blank
15	Blank
16	No
17	Too much emphasis is put on mental health rather than looking at how to develop the positives in a persons life.
18	Blank
19	Blank
20	Phone doc then services
21	Someone available at weekends
22	Blank
23	No
24	Blank
25	Blank
26	Not at the moment
27	Blank
28	Blank
29	Blank
30	REACH need all the support they can get, wonderful place
31	Blank
32	Blank
33	Blank
34	Not at this time
35	Blank
36	Definitely more funding needed for mental health help and resources
37	No
38	The treatment that I have received has been very good
39	No
40	Blank
41	More staff
42	Blank
43	N/A
44	Blank
45	Blank
46	Blank
47	More information on signposts

48	I do not think a café for people in crisis could be beneficial for me in crisis, crisis is quite a personal and private thing for me.
49	Maybe it might be easier if client went to first wellbeing café with a friend (maybe not a service user) if allowed.

Q7 Gender

14 out of 49 responses received relating to Gender
4.08% answered Female
24.48% answered Male
71.42% did not answer

Q8 Ethnicity

29 out of 49 responses received relating to Ethnicity
53.06% answered White British
4.08% answered other White
2.04% preferred not to say
40.81% did not answer

Q9 AGE

31 out of 49 responses received relating to Age
4.08% 17-20yrs
8.16% 21-30yrs
10.20% 31-40yrs
10.20% 41-50yrs
22.44% 51-65yrs
8.16% over 65yrs
36.73% did not answer

Q10 Mental Health Diagnosis

26 out of 49 responses received
8.16% Answered Depression
2.04% Answered Depression (Past) Anxiety (ongoing)
2.04% Answered DID
12.24% Answered Generalised anxiety disorder/depression
2.04% Answered Anxiety, depression, eating disorder
2.04% Answered Bipolar with Anxiety, personality disorder
2.04% Answered PTSD
2.04% Answered High functioning anxiety
2.04% Answered Bipolar disorder
2.04% Answered he has depression, bipolar and alcoholism
2.04% Answered Social Anxiety
6.12% Answered Schizophrenia
2.04% Answered Depression and bereavement
2.04% Answered Depression and personality disorder
2.04% Answered EUPD, Depression, Anxiety
2.04% Answered ADHD Depressive disorder, Anxiety and PTSD
26.53% did not answer

Q11 Relationship

30 out of 48 responses received
24.48% Answered single
24.48% Answered in a relationship
8.16% Answered Divorced

2.04% Answered Widowed
2.04% Answered Prefer not to say
38.77% Did not answer

Q12 Occupational Status

28 out of 49 responses received
12.24% Answered Employed full time
6.12% Answered Employed part time
8.16% Answered Voluntary work
10.20% Answered Retired
18.36% Answered Unemployed
2.04% Answered prefer not to say
42.85% Did not answer

Q13 Social supports

27 out of 49 responses received
30.61% Answered Family/Friends
2.04% Answered Paid carer support
12.24% Answered CPN Support
6.12% Answered No support
4.08% Answered Other
44.89% did not answer