



## Do you want to help co-design the Logan/Redlands Crisis Support Space?

We invite you to help the Metro South Health Addiction and Mental Health Service co-design a new Crisis Support Space (CSS) for people who are experiencing emotional/mental distress as an alternative option to attending the Emergency Department

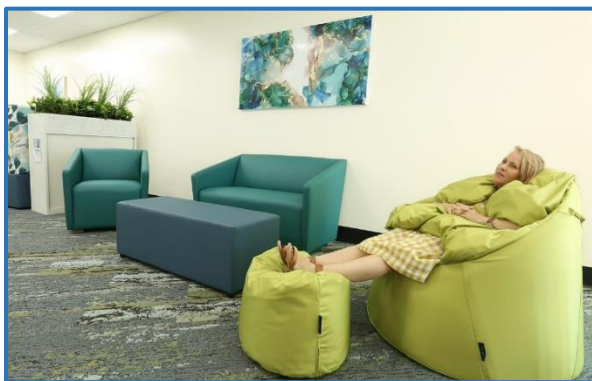
### Context

People with a Lived Experience have called for changes to the crisis component of mental health delivery that sits outside of the Emergency Department setting.

It is acknowledged that while Emergency Departments are critical parts of the crisis care system, they are not always the best option for people experiencing a mental health crisis, including those experiencing suicidality. This is supported by a number of studies and the *Better Care Together Plan* builds on innovations under *Connecting Care to Recovery through the Suicide Prevention Taskforce* and the *2019 Shifting Minds Initiative*. The intent of these measures was to introduce new and innovative Models of Care to better meet the needs of people in crisis. These included the establishment of Crisis Support Spaces.



### What are Crisis Support Spaces?



A number of Crisis Support Spaces have been funded to operate throughout Queensland by Queensland Health. A Crisis Support Space offers short-term non-clinical support to people experiencing mental distress and/or suicidality in a 'home like environment', as an alternative to or adjunct to emergency departments. Such spaces have been modelled from other successful initiatives that have been operating internationally and in other parts of Australia.

What the Crisis Support Spaces in Logan and Redlands Hospitals look like and how they operate will be co-designed by people who have a Lived Experience of using the Emergency Departments at Logan and/or Redlands Hospitals; those who may potentially use the service in the future and also by those who may provide support in this space. They are designed so that people have a positive experience of support when seeking urgent mental health support, as well as preventing unnecessary emergency department stays. Crisis Support Spaces are located on hospital grounds, near a hospital's emergency department.

Crisis Support Spaces are intended to complement community-based safe spaces funded by the Commonwealth Government under the Safe Spaces Network, Head to Health and other programs. These programs are designed to support people whose needs can be safely met in the community.

## The design problem to solve:

We know that many people come to or are referred to the Emergency Department when they experience emotional/mental distress. We also know that not everyone who experiences mental health crisis requires an Emergency Department response. Most Emergency Departments are not set up to provide the type of support that people in mental/emotional distress are looking for. We understand that a different response is being called for by people who experience mental distress, their families and those who provide mental health care and treatment.

Therefore, **how might we design a space where people feel supported to successfully navigate their emotional distress?**

## How we will co-design this project?

There are a number of steps in this co-design process.

**1. Lived experience workshops:** People who have been in mental health crisis and/or have accessed the Redlands or Logan Emergency Department for mental health support in the last number of years are invited to participate in **3 x half-day design labs** (the same participants will be required to attend all 3 days). In these design labs we will develop the design criteria for how this Crisis Support Space should operate. To do this, we will draw on our lived experience of what helps us in mental health crisis.

**2. Co-Design Lab No.1:** Lived experience lab participants and stakeholders from the mental health sector will come together to further build the detailed Model of Care for the Crisis Support Space, based on the design criteria that emerges from the lived experience workshops. This co-design lab will also iterate the design so it can incorporate the needs and constraints of the other stakeholders. **This is a one-day workshop** and will be repeated in Redlands and Logan.

**3. Testing Groups:** The initial co-designed Model of Care will be taken to a range of groups that can test the desirability, feasibility, and viability of the design to ensure it will support a range of needs, situations and experiences. Such groups may be specialised health care providers, Aboriginal and Torres Strait Islander communities, CALD communities, and other Community organisations etc. The feedback from these testing groups will come back to the larger co-design group to adapt and further refine the Model of Care design.

**4. Co-Design Lab No.2:** This second co-design lab will incorporate the feedback from the testing sessions and finalise the Model of Care of the Crisis Support Space for both Redlands and Logan Hospitals.

**5. Presentation to the Executive Team:** The Model of Care will be presented to Metro South Health Addiction and Mental Health Service for endorsement and implementation

**Lived Experience Participation:** Those with a lived experience who are engaging in the design project will be compensated for their contribution and travel expenses in accordance with the MSAMHS participation policy.

## Expression of Interest:

If you would like to participate in the co-design process described above, please contact the following Project Lead for your area:

**Logan CSS** – Majid Khan, [majid.khan@health.qld.gov.au](mailto:majid.khan@health.qld.gov.au). **Tel:** 07 3156 9804

**Redlands CSS** – Belinda Hawxwell, [MSAMHS\\_RedlandsCSS@health.qld.gov.au](mailto:MSAMHS_RedlandsCSS@health.qld.gov.au). **Tel:** 07 3825 6208

- Lived Experience Workshops [TBC between 20<sup>th</sup> – 27<sup>th</sup> July] – Please click on the following link to go to the [Doodle Poll](#) to pick your preferred dates.
- Co-design Labs No.1 and No.2
  - Logan Crisis Support Space: 8<sup>th</sup> & 29<sup>th</sup> August 9.00- 4.30pm (TBC)
  - Redlands Area 10<sup>th</sup> & 31<sup>st</sup> August 9.00am – 4.30pm (TBC)
- Stakeholder Testing Group
  - Week of 21<sup>st</sup> -25<sup>th</sup> August [2-3 hour sessions] (TBC)

Extra information on the Crisis Support Space program can be found below, including a case study of an existing model in the Wide Bay Hospital and Health Service.

## About the model

The Safe Haven Cafés model in the United Kingdom was developed in response to an independent enquiry that found people wanted a warm, caring, safe space they could go to for safety and respite in times of crisis.<sup>1</sup> Safe Haven Cafés, also known as safe spaces, provide an alternative, or adjunct service, to emergency departments.

They generally operate out-of-hours and provide clinical and non-clinical (peer support workers, volunteers) support for people who are currently experiencing – or who are at risk of developing – a mental health crisis. Thus far, Safe Haven Cafés have been co-located in existing cafes, within the hospital environment, or within local support centres.

Evaluations demonstrate that Safe Haven Cafés reduce emergency department presentations. Around 30% of people attending the cafés reported that they would have gone to an emergency department if the service wasn't open or available.<sup>2</sup> A cohort of service users reduced their visits to emergency departments by 48% in the first 12 months compared to the three months prior to their introduction to the Safe Haven Café.<sup>2</sup> Acute inpatient admissions were also reduced by 33% over a seven-month period in the catchment area around the Safe Haven Café.<sup>1</sup>

People using the services have reported that it allowed them to feel safe and supported in a time of crisis, offered a therapeutic and viable alternative to the emergency department and provided an out-of-hours social support network.<sup>2,3</sup>

## The Oasis Crisis Support Space - Janine's story

My name is Janine. I went to the Oasis three nights in a row back in July, when I was suffering from severe depression. This was the last chance I was giving myself before suicide became my only remaining option.

Even then, it took everything I had to drive there from Maryborough and walk through the doors of the emergency department. I paced around the car park for an hour first. Over the course of my life, all my other mental health crises have led to involuntary admissions – three of them to ICUs where I was put on ventilators.

It's been traumatic, coercive, and you don't remotely feel like a partner in your own care. So reaching out has never been easy for me, and this was the first time I'd asked for help voluntarily.

Walking into the Oasis was like walking into someone's lounge room. There were comfy chairs, music was playing – there was even good coffee.

### Better Care Together

*Better Care Together* is the new five-year plan setting the strategic directions and priorities across the state-funded mental health alcohol and other drug service system.

*Better Care Together* focuses effort across six new priorities which build on and strengthen the foundations laid under the Connecting Care to Recovery 2016-2021: A plan for Queensland's State funded mental health, alcohol, and other drug services.

Better Care Together plans to expand alternative entry points and emergency diversion services:

- Establishing new crisis support spaces, offering Lived Experience (peer) and clinical support in homelike settings, as an alternative or adjunct to ED.
- Expanding the operating hours for existing CSS to meet increasing demand and provide greater afterhours support

Further information can be retrieved from:

[https://www.health.qld.gov.au/\\_data/assets/pdf\\_file/0032/1178744/BetterCareTogether\\_HR.pdf](https://www.health.qld.gov.au/_data/assets/pdf_file/0032/1178744/BetterCareTogether_HR.pdf)

<sup>1</sup> North East Hampshire and Farnham Clinical Commissioning Group. 2014. *The Safe Haven Aldershot: Evaluation report*. Accessed at: <https://acem.org.au/getmedia/d955dbb0-86c6-4ca2-b25c-ac367b949bb8/Hampshire-Crisis-Cafe-Evaluation-ReportUK>

<sup>2</sup> Wessex Academic Health Science Network Limited. 2017. Independent evaluation of the North East Hampshire and Farnham Vanguard Aldershot Safe Haven Service. Accessed at: <https://www.northeasthampshireandfarnhamccg.nhs.uk/about-the-ccg/happy-healthy-at-home/achievements>

<sup>3</sup> PricewaterhouseCoopers Consulting. 2018. *Economic impact of the safe have café Melbourne: St Vincent's Melbourne*. Accessed at: [https://www.thecentrehki.com.au/wp-content/uploads/2019/06/Safe-Haven-Cafe-Cost-Benefit-Analysis\\_FINAL.pdf](https://www.thecentrehki.com.au/wp-content/uploads/2019/06/Safe-Haven-Cafe-Cost-Benefit-Analysis_FINAL.pdf)



The Oasis team turned everything around for me that weekend. Over the course of three nights and many hours, I spoke to peer workers Jesse, Georgie and Addy, and clinician Alice.

I was overwhelmed by the thought that suddenly now there was hope because I'd had none.

But they did give me hope. And that glimmer of hope was essential for me to start my recovery journey.

Going to the Oasis helped me realise that there's nothing monumental about beginning to return from such a severe depression – it's just taking that one step. I've taken that step, and I'm now steadily climbing out of the deep pit I'd been trapped in for far too long.

I think the Oasis could have completely changed my life if it had existed when I first became involved in the mental health system as a young person. Now that it's here, I hope many more people will choose to use it when they need it.

The Oasis changed my life. It can change others' lives too.



To see a virtual tour of The Oasis Crisis Support Space and get a feel for the space, please [click here](#)