

Organisations give their views on community mental health support

Organisations across Bath and North East Somerset (BaNES), Swindon and Wiltshire have shared their views on how mental health support could be provided closer to people's homes.

In September 2021, Healthwatch BaNES, Swindon, and Wiltshire were asked by BaNES, Swindon and Wiltshire Clinical Commissioning Group (BSW CCG) to facilitate three online workshops, one in each locality, to hear the views of organisations across the area who support people with their mental health.

The [national Community Mental Health Services Framework \(CSF\)](#), published in 2019, outlines changes to adult community mental health services. It looks at how support for people in the future can be delivered more locally, so that they can get the support that they need to live well.

In our online workshops, we heard the views of 22 organisations on three main themes:

- What have you heard from the people you support?
- How can this be improved and what do we want to keep?
- How are we going to achieve this?

What organisations told us

- Attendees felt that GPs aren't always best placed to deal with someone's mental health issue, there is a lack of coordination between services and some staff don't have the right skills to support people.
- There was a strong feeling that people are waiting too long for support.

- Education and mental health support in schools was seen as key.
- Individuals and care givers should have more involvement and control over their own care, including being involved in the design of services.
- Suggestions on how this could be achieved included mental health services working together more with other health services, treating a person as a whole, and more support for children and young people to identify and address signs.

Next steps

The feedback shared in our report supports earlier engagement undertaken by BSW CCG to hear [people's views and experiences of community mental health support](#) and this will be collated to help shape and develop the new service.

Visit our website to [read our report](#).

