



Open Mental Health Service Offer

GPs, social workers and other professionals can refer people to Open Mental Health, or individuals can contact us directly through our 24-hour support line. Multi-agency teams then work with patients/clients to identify the appropriate support from our network of services and recovery activities.

Partner Index

[Services Delivered by Age UK](#)

[Services Delivered by The Balsam Centre](#)

[Services Delivered by The Community Council for Somerset](#)

[Services Delivered by Citizens Advice Somerset](#)

[Services Delivered by Mind in Somerset](#)

[Services Delivered by NHS Somerset](#)

[Services Delivered by Somerset NHS Foundation Trust](#)

[Services Delivered by Rethink Mental Illness](#)

[Services Delivered by SASP](#)

[Services Delivered by Second Step](#)

[Services Delivered by Somerset Council](#)

[Services Delivered by SWEDA](#)

[Services Delivered by WATCH CIC](#)

[Services Delivered by Young Somerset](#)

Partner - Age UK

Summary of Services provided

‘Friendly Phone Calls’. This is a free service to those experiencing debilitating effects of chronic loneliness. Suitably trained volunteers visit such clients in their own home. They listen, laugh, share stories, memories and, by means of the guided conversation, begin the process of finding out what would make a difference. Ultimately the aim would be, over time, to try and help the lonely older person become more involved in their communities through activities already happening. Links with Village Agents are already strong in this area.

Services offered within OMH

Older People's Support—[Friendly Phone Calls](#) is a free service for those experiencing the debilitating effects of chronic loneliness. Suitably trained volunteers visit clients in their own homes.

Partner - Balsam Centre

Summary of Services provided

A multi-agency approach by providing high quality support to families with complex needs as part of the Family Safeguarding Team. This will include being co-located within Children's Services teams, working with adults with mental health issues to achieve their goals and enabling families to remain together improving outcomes.

Services offered within OMH

Family Safeguarding— A multi-disciplinary approach providing high-quality support to families with complex needs. By working with adults with mental health issues, we enable families to remain together and improve outcomes.

Partner - The Community Council for Somerset

Summary of Services provided

The Community Council for Somerset (CCS) is a charity working in all corners of the County. They believe everyone in Somerset should be able to live a healthy, independent, and safe life and be part of a strong and thriving community.

Services offered within OMH

The Community Council for Somerset leads on the [Open Mental Health Somerset Carers Project](#). Providing support for those caring for people with Severe Mental Illness (SMI) across Somerset.

Partner - Citizens Advice Somerset

Summary of Services provided

Citizens Advice Somerset provide free, confidential and impartial advice. Our team is focused on meeting the advice needs that are causing distress or problems. These are varied and may include housing, money, benefits, employment – or any other matter.

Services offered within OMH

Wider Determinates— Specialist casework and advice to clients across the whole spectrum of advice needs.

Partner - Diversity Voice

Summary of Services provided

Diversity Voice is a registered charity in Somerset. We champion intercultural understanding and provide support and services to prevent marginalisation and work towards equality for all.

Services offered within OMH

Stakeholder Engagement—An OMH Stakeholder Engagement Coordinator works alongside OMH Champions and Diversity Voice to increase engagement with the wider VCFSE sector.

Partner - Mind in Somerset

Summary of Services provided

Mind in Somerset's core purpose is to provide services and support to anyone affected by or vulnerable to mental illness, improving their quality of life and wellbeing. With 51 services in 23 locations, we support over 17,000 local people each year.

Services offered within OMH

[24/7 Mindline](#)—Confidential Mental Health Support phone line. Primary point of contact for Open Mental Health services.

[Community Rehabilitation](#)—Support for people with complex mental health difficulties to achieve goals, gain skills and confidence, and live as independently as possible.

[Crisis Safe Space](#)—Out-of-hours emotional support service. Evening & weekend appointments available either face-to-face or virtually.

Family Safeguarding—A multi-disciplinary approach providing high-quality support to families with complex needs. By working with adults with mental health issues, we enable families to remain together and improve outcomes.

Group Activity Specialism—Group-based therapeutic activities in a safe and supportive environment, including art, cooking, IT, self-care and wellbeing groups.

[Step Up](#)—Short-term accommodation for people experiencing a period of crisis with their mental health.

[Suicide Prevention PSW](#)—Peer suicide prevention project using lived experience to work with clients face-to-face.

Hearing Voices Group Activity—Safe places for people to talk about their experiences.

Partner - NHS Somerset

Summary of Services provided

Somerset Integrated Care Board (ICB) is responsible for planning and delivering local health and care services. This includes representatives from local councils, the NHS and partners including the voluntary sector.

Partner - NHS Somerset Foundation Trust

Summary of Services provided

Somerset NHS Foundation Trust provides community, mental health, and acute hospital services, and is the first NHS trust on the English mainland to do so.

Services offered within OMH

Somerset NHS Foundation Trust offers several specialist clinical mental health support services.

[The Somerset Recovery College](#) is a Recovery College hosted by Somerset NHS Foundation Trust for the wellbeing of people in Somerset.

Partner - Rethink Mental Illness

Summary of Services provided

Rethink Mental Illness is a charity that works tirelessly to transform the lives of everyone severely affected by mental illness, and how our nation approaches mental illness. Nationally, we provide over 200 services, 140 local support groups, and run campaigns that bring about real change.

Services offered within OMH

[Community Rehabilitation](#)—Support for people with complex mental health difficulties to achieve goals, gain skills and confidence, and live as independently as possible.

[Peer Connections](#)—Peer mentors with lived experience for Somerset residents aged 18+ who experience challenges with their mental health.

[Step Up](#)—Short-term accommodation for people experiencing a period of crisis with their mental health.

Partner - Somerset Activity and Sports Partnership

Summary of Services provided

Somerset Activity and Sports Partnership (SASP) is dedicated to increasing the health and happiness of residents in Somerset through physical activity and sport. SASP is a charitable trust and a member of the nation-wide network of 43 Active Partnership's, sharing a mission of transforming lives through sport and physical activity.

Services offered within OMH

Suicide Prevention Outreach—SASP engages community members through physical activity in the [Unbreakable Men](#) initiative.

Partner - Second Step

Summary of Services provided

We're a leading mental health charity that's been putting mental health first for people in Bristol and the South West for over 30 years. We believe that with the right support, everyone can take control of their life and make their future their own.

Services offered within OMH

[Community Rehabilitation](#)—Support for people with complex mental health difficulties to achieve goals, gain skills and confidence, and live as independently as possible.

[Crisis Safe Space](#)—Out-of-hours emotional support service. Evening & weekend appointments available either face-to-face or virtually.

Family Safeguarding—A multi-disciplinary approach providing high-quality support to families with complex needs. By working with adults with mental health issues, we enable families to remain together and improve outcomes.

[Next Steps](#)—Support during hospital discharge to bridge the gap between inpatient care and community support.

[Step Down](#)—Practical and emotional support to help people back into community life after spending time in psychiatric in-patient care.

[Stepladder](#)—A project to raise awareness of men's mental health and create spaces where men can discuss their mental health.

[Suicide Prevention PSW](#)—Peer suicide prevention project using lived experience to work with clients face-to-face.

Partner - Somerset Council

Summary of Services provided

Somerset County Council is responsible for the more strategic local services of Somerset. The Council provides a wide range of services, including education (schools, libraries and youth services), social services and emergency planning.

Services offered within OMH

[Step Down](#)— Practical and emotional support to help people back into community life after spending time in psychiatric in-patient care

Partner - SWEDA

Summary of Services provided

Community Support Workers will be the first point of contact and begin to offer gentle support and help clients into other SWEDA services where appropriate. Fully trained and supervised by SWEDA's Clinical Lead to offer 1-2-1 support to this specialist area of mental health, they will have a really good understanding of this illness and the specialist treatment it requires. Knowledgeable and qualified these workers will have a wide brief working across all levels and fully understand the specialist ED treatment structures available across the county.

Services offered within OMH

[Eating Disorders](#)—One to one support and gentle assistance to help clients into other SWEDA services.

[Mindline/SWEDA](#) - Specialist support helpline

The helpline is open every Sunday from 11am until 2pm and every Tuesday from 8pm until 11pm and offers free, impartial, confidential advice. Anyone can talk to a trained counsellor for up to half an hour.

Partner - WATCH CIC

Summary of Services provided

Founded in 2010 by peer members, WATCH works throughout Somerset to promote, train and support peer groups and peer support initiatives. In our OMH partner role we provide Somerset wide peer expertise, training and support to help people connect, improve and maintain greater mental wellbeing through learning forums, courses and independent peer groups. We also train and support peer volunteers and paid peer workers.

Services offered within OMH

[Crisis Safe Space](#)— Out-of-hours emotional support service. Evening & weekend appointments available either face-to-face or virtually.

Peer Support Worker Training –training courses for anyone interested in using their own mental health lived experience and becoming a peer volunteer within OMH.

[Peer Support](#)—Support workshops for individual peers and peer groups.

[Step Down](#)—Practical and emotional support to help people back into community life after spending time in psychiatric in-patient care.

[Step Up](#)— Short-term accommodation for people experiencing a period of crisis with their mental health.

Partner - Young Somerset

Summary of Services provided

Young Somerset is the largest youth work charity in Somerset and our mission is to put young people first. Our aim is to work with young people, encouraging them to take responsibility for themselves and become actively involved in shaping the communities in which they live.

Services offered within OMH

[24/7 Mindline](#)—Confidential Mental Health Support phone line. Primary point of contact for Open Mental Health services