

Hope Point, Wellbeing Support (Dundee)

An overview of Hope Point, taken from [Safe spaces: scoping report](#)

Hope Point aims to be a place of safety providing a relaxed environment which is comfortable and welcoming. The space is a psychologically informed environment which promotes relaxation and calm. The centre is run by Penumbra and is a new service which is available 24/7 for those experiencing emotional distress. The service had a soft launch on July 31st 2023 and launched in August 2023.

The local Third Sector Interface Dundee Volunteer and Voluntary Action facilitated engagement from local people, third sector organisations, NHS health and Wellbeing, Community Health Inequalities and Team networks. A total of 68 people participated in the engagement and contributed to the design of the centre. Discussions around access, quality of care, user experience and available services were all captured by the engagement process and helped shape the service.

The wellbeing centre is welcoming, easy to access and focussed on reducing distress and promoting mental health and wellbeing. Support is directed by individual needs and connects to a range of community-based resources and statutory services. Structured conversations with trained practitioners will provide a quick and compassionate response. To support each person as effectively as possible the service will operate 24/7 and support will be available at a time and format of their choosing. Conversations can take place face-to-face, by phone, or text.

The Hope Point team have employed Peer support workers who bring their own lived experience with them. Having people with lived experience in Hope Point, was strongly advocated during the planning and consultation phase with stakeholders.

The centre utilises skills of active listening allowing the staff to assess the current situation, identify personal goals, strengths, risks and barriers and finds steps forward. If the person would like any family or friend involved this will be facilitated.

The centre offers; safety planning, wellness recovery action planning, self-management tools, anxiety management programme, cognitive behavioural toolkit, support to access on-line CBT,

referral to group support, connecting to community resources, connecting to specialist services, wellbeing workshops and step-up referral to other agencies. Staff are trained in safeguarding procedures and pathways are being developed with NHS 24, Police Scotland, Scottish Ambulance Service, Carseview, DBI Tayside and those providing short term accommodation.

The Dundee Mental Health Paramedic Unit (Triage cars, Scottish Ambulance Service) links closely with the Hope Point team and discussions have been had surrounding possible co-location in the future.

Hope Point, in recognition of registration challenges, has instead partnered with Hillcrest Housing Association to provide accommodation (they are situated in the local community). Hope Point operates a similar staffing ratio to the Edinburgh Crisis Centre.

- Hope Point have had 2466 contacts in their first 8 months of opening (Aug 2023 to March 2024), supporting 728 people, with over 1573 contacts made through self-referral.
- 58% of people access the support between 8 am and 6:30 pm Mon - Sun.
- 48% of people accessed support in person, 46% by telephone, and 6% via text message.

Hope Point does not operate a referral system however data is collected on how people hear about the service and includes a range of stakeholders, with the third sector, primary care, and Police Scotland among the top cited. We will continue to monitor referral numbers as part of the wider data work on unscheduled care.

Where appropriate, a distress measure is used where people self-rate the degree of their distress on a scale of 0 to 10. This takes place at the start and at the end of an intervention with Hope Point staff. 94.5% of people receiving support from the centre saw a decrease in their score. The average service user saw a decrease in their distress rating of 4.01 points.

A year-end report will be published in the Summer of 2024, after the service has been operational for a year. A formal evaluation will take place, timescales TBC.

'Invisible' support was provided in the initial launch stage from a Senior Social Worker and Clinical Psychologist to support the team with establishing thresholds and initial partnership arrangements. The overall requirement for input was low and reduced accordingly.

Robust working relationships still exist so the team can seek advice and support if required. The Service currently utilises an agreed pathway with the Crisis Resolution Home Treatment Team (CRHTT) based at the Carseview Centre. This allows for clinical advice and assessment if required on a 24/7 basis. An initial triage of the referral would be carried out over the phone with a face to face assessment arranged if deemed necessary. A member of Hope Point staff will accompany the individual if they consent to this.

Links with other statutory Services including Social Work, CMHT and Learning Disability Teams allow contact with duty workers if the staff team have concerns surrounding an individual. The team participates in multi-agency case conferences where high risk or need is identified.