

## Frequently Asked Questions: CMRH wind-down trajectory

### 1. Why is CMRH winding down services?

CMRH was set up with 40 other nationwide hubs during the covid19 pandemic to help alleviate pressure on frontline staff and to provide staff with specific platforms for mental health support. Funding was agreed to run until March 2023. Over the last few months, conversations have been taking place from the ICB & ICS as to what a funding model could look like going forward. Due to lack of confirmed funding, we need to enact a wind down trajectory to ensure that clients on current waiting lists and those who are in active therapy receive treatment with adequate time and resources.

### 2. When will CMRH stop services?

- Outreach: The Hub currently provides outreach sessions across the region; these have ceased being face-to-face and were moved to a more digitalised approach from April 2023.
- Team Support: New referrals for systemic team support stopped on 17 May 2023. The national team at NHSE have created a range of [toolkits and guides](#) to help teams improve their health and wellbeing.
- Self-referrals for one-to-one psychological support: The referral portal will close for new referrals on 26 June 2023.
- In the meantime, CMRH will continue to provide informative webinars and workshops, pastoral pathways advice, regular communications, and virtual psychoeducational groups until 31 March 2024.

### 3. How will the wind down affect my treatment?

If by 26<sup>th</sup> June you are in one of the following stages with us:

- Waiting for an assessment
- Assessment
- Waiting for therapy
- In therapy

Your treatment will continue as normal and as described in your care plan. The purpose of the wind down trajectory is to ensure those who have reached out for support are seen with adequate time and resources.

If after the referral close date you are looking for health and support, it is recommended that you refer to your organisations health and wellbeing team to understand what options are available to you..

### 4. What support will be provided to the region during the transition period?

CMRH will continue to offer support to the Cheshire and Merseyside workforce during the transition period by offering information and resources for alternative mental health support via workplace organisations. (we'll be creating an interactive map that helps users to find their local service)

The CMRH [website](#) is full of useful information on the different tabs – from self help resources (purple tabs) to trusted helplines within the local communities (light blue tab) – This resource will be

continuously updated to ensure people have the right tools and information to make an informed choice.

We will ensure that regular communications via partner updates, social media & the CMRH newsletter are continuously updated. We will also ensure that the hub [website](#) provides a range of supportive materials that clients can take away and use in their own time – from information giving around mental health issues, right through to relevant (free) apps that you can use.

#### **5. I'm worried that I haven't been contacted by CMRH.**

Please don't be. Whilst every effort will be made to ensure you receive the right support, we are currently working through a short backlog of referrals. Extra time and priority is currently being given to this to ensure we meet deadlines. Any referral received before 26<sup>th</sup> June 2023 will be processed and clients will be contacted by the hub in due course.

One of the key priorities for the hub is to ensure active communication takes place from CMRH to our partners. We encourage you to keep a check on these via our [twitter channel](#), [our website](#), or our newsletter. (if you would like to be on our newsletter mail out, please get in contact with us)

#### **6. I'm on the waiting list and worried about my mental health.**

Whilst we understand the wind down trajectory can cause added stress, we want to reassure you that if you are currently on waiting lists for either assessment or therapy or are receiving active therapy at the moment – no changes will take place. You will still be seen as normal.

The CMRH team will be routinely contacting everyone under our service for a check in over the next few weeks. If you require a wellbeing call sooner than this, please contact us via email and let us know. If you require urgent or immediate mental health support, please contact:

Mersey Care footprint: freephone number **0800 145 6570**

Halton /Knowsley / St Helens/ Warrington **0800 051 1508**

Wigan: **0800 051 3253**

Cheshire and Wirral footprint: **0800 145 6485**

Lancashire and South Cumbria: **0800 953 0110**

#### **7. Will the website still be available after June 26<sup>th</sup>?**

Yes. The CMRH [website](#) will be available until 31<sup>st</sup> March 2024.

It is full to the brim of resources that you can take away and learn at your own pace. Offers like workshops, online engagement, groups and pathway/pastoral advice will still continue as normal and all this information can be found on [our website](#).

Our [YouTube channel](#) also has a range of insightful information too on different playlists – from podcasts to voxpops breaking down mental health barriers.

#### **8. How can I stay informed about the wind down and any related updates?**

The team at CMRH are aiming to make the transition as smooth as possible for all clients and key stakeholders.

We will be updating our [website](#) continuously with a range of information relevant to the wind down trajectory.

We will be ensuring that our monthly newsletter has a focus on this – if you don't receive the newsletter currently and wish to be on the mailing list, please [contact us](#) to let us know.

You can stay up to date on our [twitter channel](#) – which is updated 4 times a day.

If you have further queries or questions – you can [contact the hub](#) directly and the team will be happy to help