

Alternatives to Crisis Programme Individual Service Profile

– The Lighthouses

(Bitterne and Shirley, Southampton)

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1. Introduction

This Individual Service Profile expands on the information provided in the accompanying project report slide set. It looks at each Alternatives to Crisis (A to C) services in more detail, exploring service setup; how the service is staffed; what challenges the service has faced; what has worked well; and what has changed for the service over the lifetime of the evaluation. It also presents activity data for the service for the period 01 April 2022 – 30 June 2023, along with feedback from people who used the service, which was collected via the online and postcard surveys.

2. Methods

Information on each of the A to C services has been collected since July 2021, when scoping for this evaluation began. The evaluation team met with service managers and members of service staff on multiple occasions during the data collection period (01 April 2022 – 30 June 2023), and where appropriate, service visits were also arranged, so that the service could be seen in person.

Service managers and staff were also invited to attend and feedback through the Rapid Insight Events held in June 2022 and April 2023. At the end of the data collection period a follow-up meeting was arranged with each service to reflect on the challenges the services had faced, what had worked well, and how the services have changed during the evaluation period. This meeting also provided an opportunity to check that the evaluation had up-to-date information on the service set-up and staffing structure. Discussion logs were kept for each service meeting.

Feedback from the people who used the services was collected via interviews, online surveys, and data collection postcards. The online surveys were circulated between March 2023 and June 2023. The postcards and ballot boxes were distributed to the services in March 2023 and collected in June 2023. Both the survey and the postcard included short multiple choice style questions and free text questions, where people could provide further comments about their experience of the service. This Individual Service Profile includes the feedback from both the online survey and the data collection postcards. The findings from the interviews are presented separately in Appendix V.

The service meeting discussion logs, the findings from the Rapid Insight events, the feedback from the multiple-choice survey questions, and the quantitative activity data collected through the Standardised Data Collection Tool, has fed into the information presented below.

3. Data reported

The evaluation can only report against the data fields that were provided. Furthermore, if the quality of data submitted was insufficient for analysis to be performed, it was not included. Please see slides 25 - 29 in the Final Report slide set for further information on evaluation challenges and data issues.



4. Service information – The Lighthouses

The Lighthouse Shirley and The Lighthouse Bitterne

147 Shirley Road, Options Wellbeing, The Annexe, Southampton, SO15 3FH, and
432 Bitterne Road, Bitterne Village, Southampton, SO18 5RT



4.1 Service Overview



- **Safe Haven-style service** - for **adults aged 18+** experiencing mental health crisis. The service offers **text support, telephone support, webchat or face-to-face**. Open access, no referral or prior appointment required.



- **Open 16:30 to 23:30 (face-to-face drop-ins between 16:30 and 22:30)**, 7 days a week, **365 days a year**, including bank holidays.



- The service is **staffed by Solent Mind and Southern Health NHS Foundation Trust**.



- Serving the residents of the **city of Southampton**.

4.2 The Lighthouses in more detail

The Lighthouse (Shirley) launched in September 2019. The Bitterne service launched virtually alongside the Shirley branch, however the physical, face-to-face space in Bitterne did not open until April 2023. The Lighthouse is an informal, non-judgmental, out-of-hours mental health service for anyone over the age of 18 who requires short-term support with their mental health. The service can be accessed via 'Attend Anywhere' for virtual or telephone support. People can text Lighthouse to 07789390812 for text support, or they can drop into the service in person between the hours of 16:30 and 22:30.



The service cannot provide medication or therapy but they do offer in-the-moment support. The service can also assist people with finding support from other services, whether it be immediate or urgent care, primary or secondary care or even linking in with services they are already in contact with.

The service offers:

- A comfortable lounge area
- Arts, crafts, games and other activities
- A low stimulus 'sensory' room
- A range of resources such as sensory aids and information
- Facilitated, informal peer support alongside other guests using the service
- Space for making drinks
- Wheelchair-accessible facilities.

Eligibility criteria

The Lighthouse is unable to support people who:

- Need medical attention
- Have been drinking alcohol or using drugs
- Are threatening or show physically aggressive behaviour
- Are under the age of 18
- Live outside the city of Southampton.

Staffing model

- There are at least six members of staff on each shift.
- The shifts run from 16:00 – 00:00.
- Two members of staff on shift at Shirley, two for face-to-face at Bitterne and two on virtual/telephone. Sometimes there are three on virtual/telephone if staffing permits.
- One clinical practitioner coordinating the shift, along with five Peers and Senior Peers.

For the service to open face-to-face there needs to be one clinical practitioner on shift in case of safeguarding concerns or in case someone needs to be escalated for further support or assessment. The service will use bank or agency staff to cover practitioner sickness.

Staff training

Solent Mind cover all the different training for the team of peers, including psychosis training.

4.3 Challenges experienced by The Lighthouses

Demi-Jo Dawson (Team Lead for The Lighthouses) and Tracey Marsh (Crisis Peer Support Service Manager) described several challenges that the service has faced:

- Recruiting clinical practitioners has been difficult.
- Getting cover when a practitioner is off sick, as the service must close if a clinical practitioner is not available.
- *"We also have people inappropriately using the service at times and use us as a befriending service or contacting the service multiple times a day/week when not in crisis."* Demi-Jo Dawson, Team Lead
- On one visit to the Bitterne site Tracey Marsh (Crisis Peer Support Service Manager) highlighted the challenges that had been experienced around setting up the Bitterne service, as the service is not recognised as an NHS service, yet the contract for the building is held by Southern Health. For instance, Solent Mind struggled to get an internet connection set up.

4.4 How have The Lighthouses changed over the evaluation period

- The Bitterne site opened in April 2023.
- The service initially ran with strict postcode criteria to limit who could contact the service; this now appears to have been lifted and Southampton as a whole can now access the service.



5. Service activity data - The Lighthouses

The following data was collected between 01 April 2022 and 30 June 2023 by The Lighthouses via the evaluation's Standardised Data Collection Tool. The service provided NHS numbers for all 414 people who used the service.

Between 01 April 2022 and 30 June 2023:



- The Lighthouses **supported over 414 people, across 4,011 contacts**, with an average of 256 contacts per month and eight per shift.



- The service saw 67 people each month.



- **59% of the contact** with The Lighthouses **was via telephone**, 30% was via text message and the remaining 11% was face-to-face.



- **30 individuals contacted The Lighthouses on more than 25 occasions each.** Nine people contacted the service on more than 100 occasions, with one person contacting the service 433 times.



- **59% (2,360/4,011) of the contact made with The Lighthouses was to prevent escalation into crisis.** 16%, (617/4,011) were contacts from people in crisis. <1% (one person) contacted the service to de-escalate from a crisis. 1% (42/4,011) wanted someone to talk to reduce isolation/ loneliness. 11% (444/4,011) were recorded 'other'. There was no data recorded for the remaining 14% (547/4,011) attendances.

There are two figures on the following page that illustrate monthly activity for the service (figure 1 and figure 2).



Figure 1 shows the number of contacts with The Lighthouses by month over the data collection period. The trendline indicates a decrease in activity over the timeframe. This may relate to service closures due to staff shortages (see section 4.3). Activity can be seen to increase in May 2023, following the opening of the Bitterne face-to-face site.

Figure 1: Number of contacts with The Lighthouses between 01 April 2022 and 30 June 2023, by month

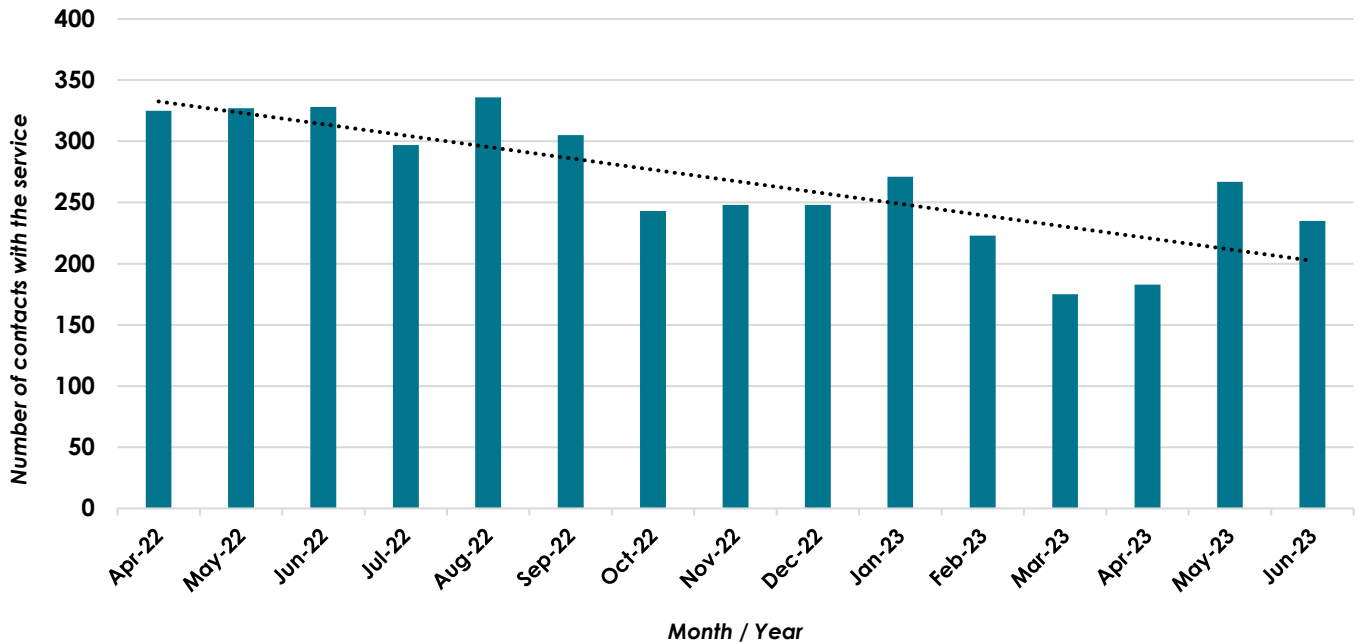
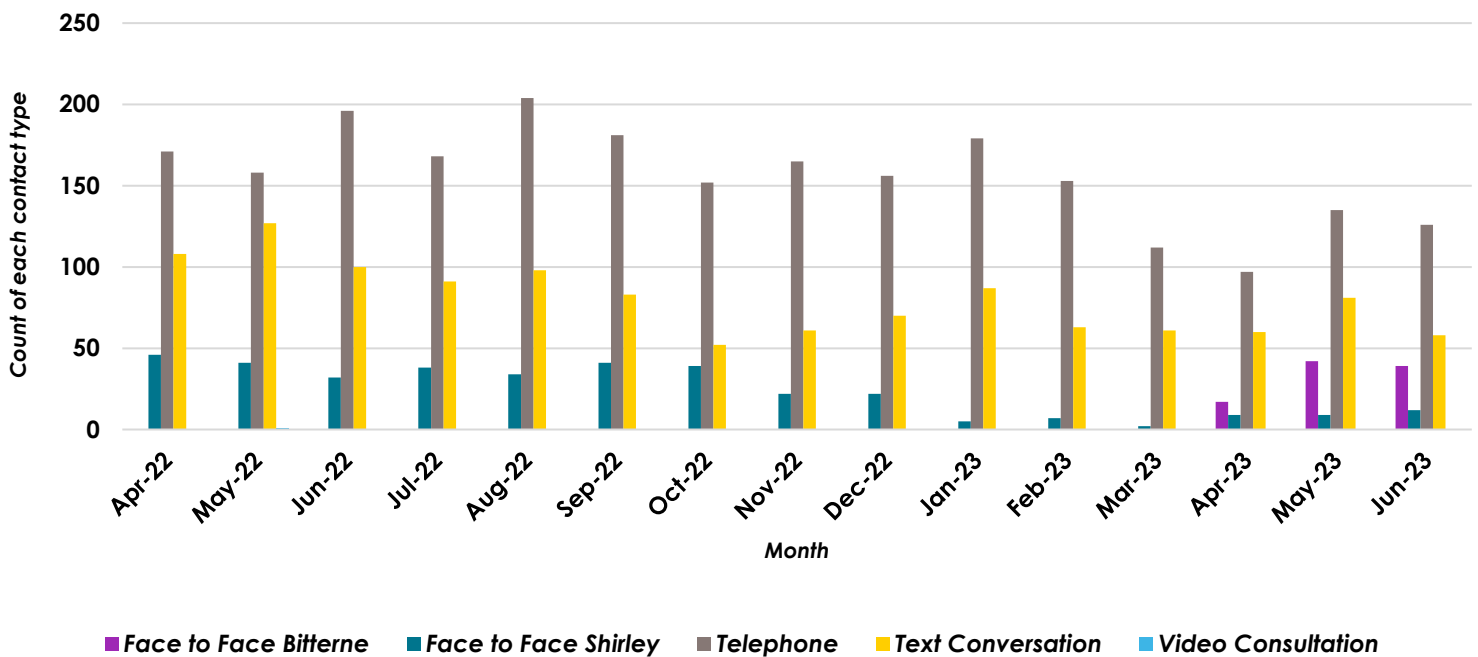


Figure 2 shows the number of contacts with The Lighthouses by month between January 2023 and the end of the data collection period.

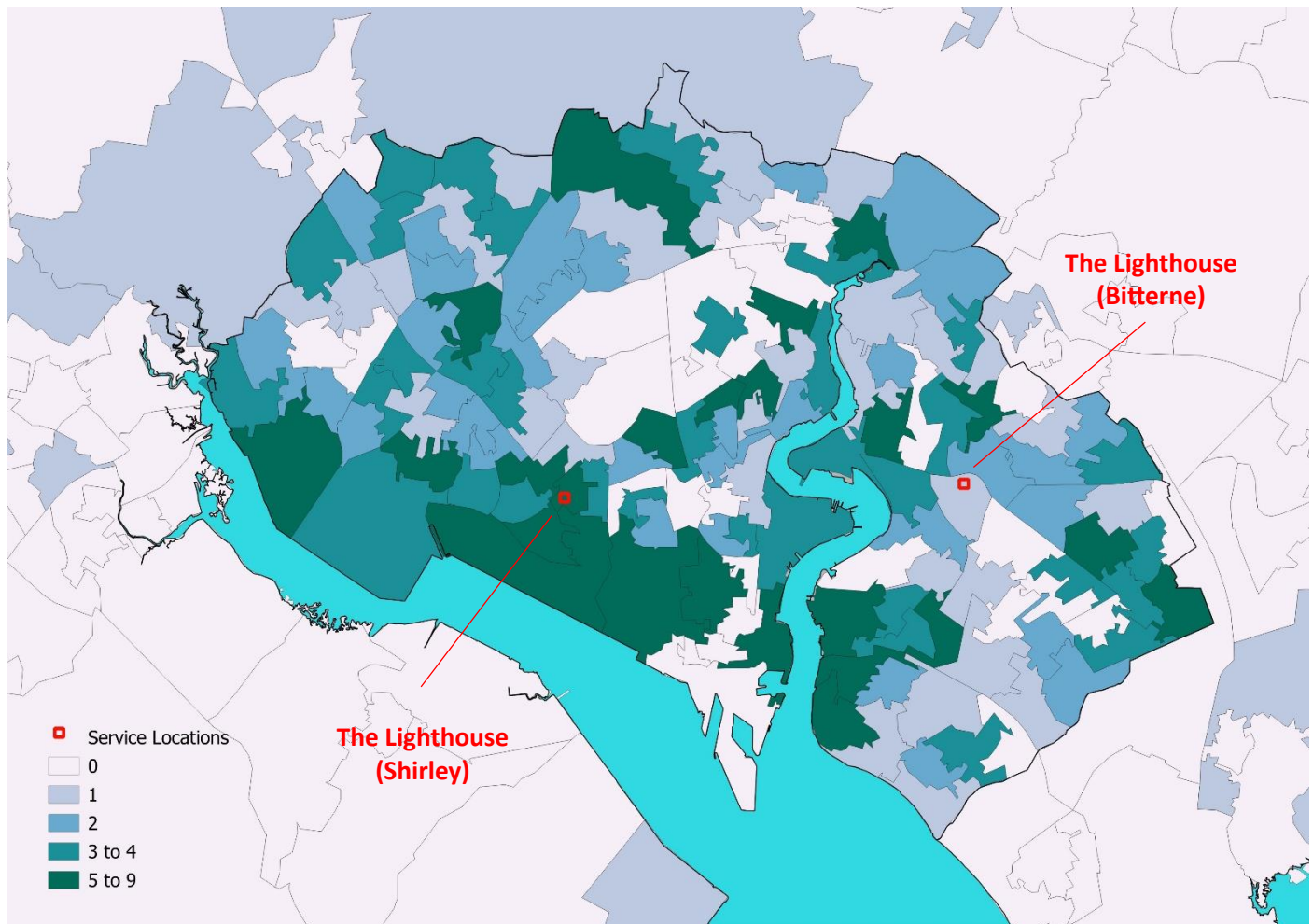
Figure 2: Breakdown of the monthly contacts with The Lighthouses by contact type





For each contact with The Lighthouses the service was able to provide the person's home postcode in the Standardised Data Collection Tool. This was then converted to Lower Super Output Area (LSOA) by the NHS Digital's Data Services for Commissioners Regional Office (DSCRO). Using the LSOAs Health Innovation Wessex has produced the following map (figure 3) to show where people who contact The Lighthouses are from in Southampton.

Figure 3: Shows which areas in Southampton that each person who contacted The Lighthouses is from





6. Personal characteristics data – The Lighthouses

Personal characteristics data is only reported against the fields where there was 50% or more of the data provided through the data collection tool. For instance, disability, sexual orientation and military veteran status were either reported as unknown or captured for only a small handful of individuals.

Out of the 414 people who contacted The Lighthouses between 01 April 2022 and 30 June 2023:

-  ➤ **68%** (282/414) **identified as female.**
-  ➤ **66%** (273/414) **identified as White - British.**
-  ➤ The **average age** was **36 years old.**
-  ➤ **35%** (146/414) **said they had no religious beliefs.** 40% of the data fields under 'religion or belief' were reported as 'unknown'.

The following three figures (figure 4 – figure 6) show visual representations of the personal characteristics data.

Figure 4: Age band by gender identity for the people who contacted The Lighthouses between 01 April 2022 and 30 June 2023

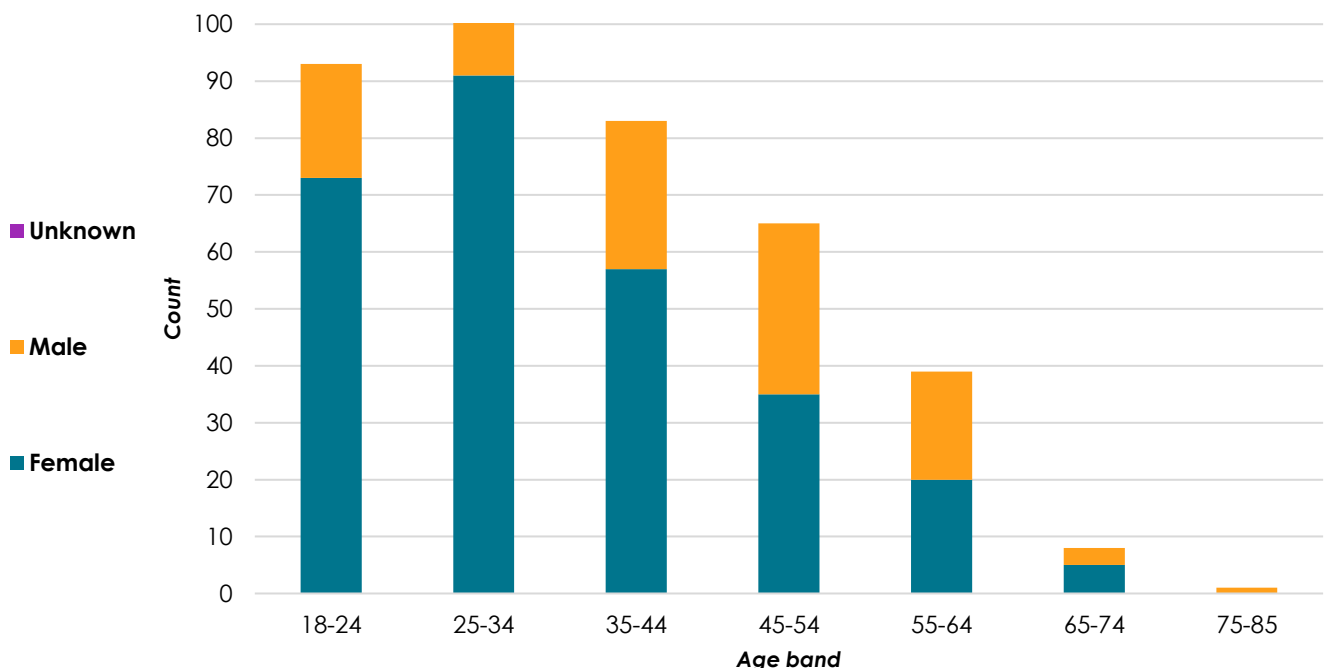


Figure 4 shows that females aged 25 to 34 years made up the largest age group. The largest age group for men was in the age band 45 to 54 years.



Figure 5: Ethnicity breakdown for the people who contacted The Lighthouses between 01 April 2022 and 30 June 2023

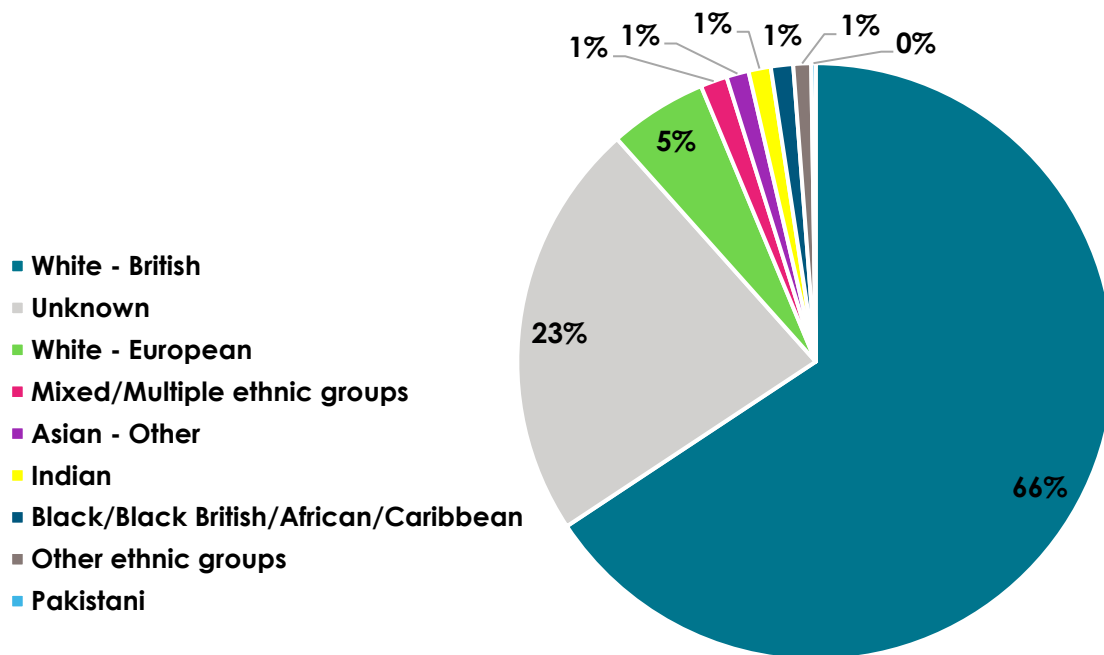
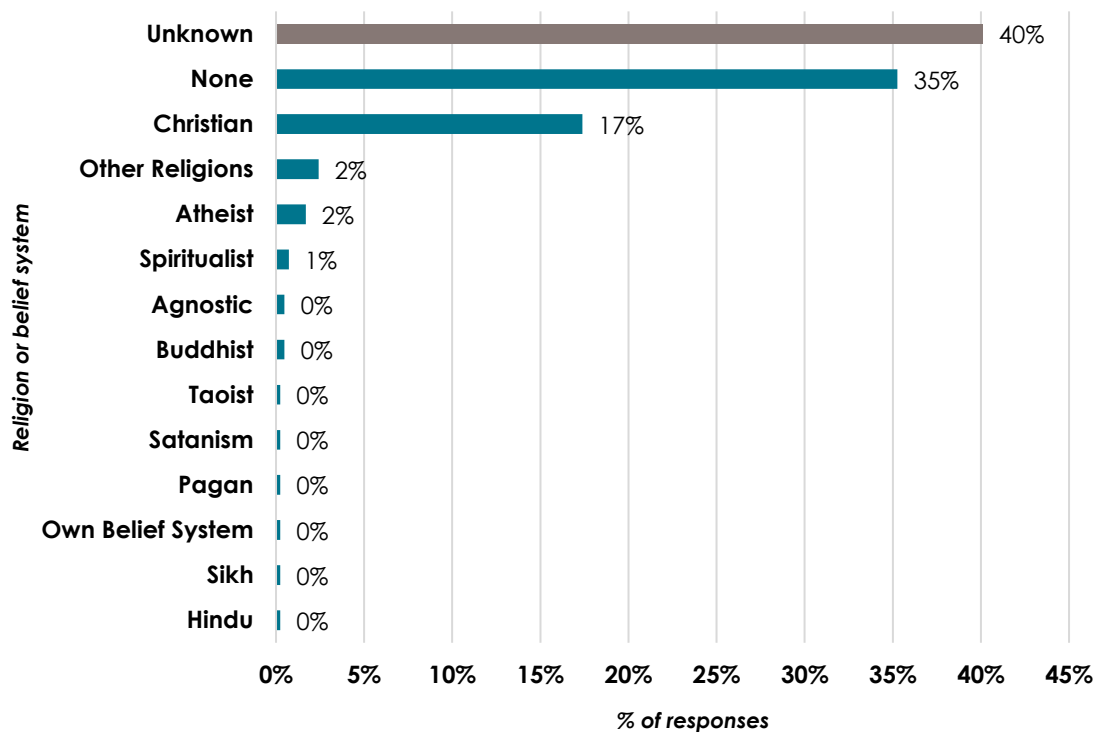


Figure 6: Religious beliefs reported by the people who contacted The Lighthouses between 01 April 2022 and 30 June 2023



7. Impact of the service on the people who use it – The Lighthouses

7.1 Adapted Subjective Units of Distress Scale (SUDS) for The Lighthouses

The Subjective Units of Distress Scale (SUDS) is a 10-point scale that was developed by psychiatrist Joseph Wolpe in 1969 to measure the subjective intensity of distress experienced by an individual. SUDS is measured based on the response given to the following question:

“On a scale of zero to ten, where zero is the best you can feel and ten is the worst, how do you feel right now?”.

Health Innovation Wessex and the Hampshire and Isle of Wight Integrated Care Board Lived Experience Lead adapted the scale, providing a colour coded printable tool with supporting statements to reflect escalation of crisis. Each service was asked to use the scale at the beginning and end of each interaction with a person, as a measure of the service's impact on emotional distress. Please see slides 21 and 22 in the Final Report for more information around why the Adapted SUDS was selected for this evaluation.

Unfortunately, The Lighthouses only collected Adapted SUDS scores for 9/4,011 contacts with the service. The evaluation team spoke to both the service and the lead commissioner to try and encourage engagement with this key metric. The very limited reporting against this metric was escalated through the Hampshire and Isle of Wight Integrated Care System Mental Health Acute and Crisis Transformation and Delivery Board; however, the service team felt uncomfortable collecting the scores, and therefore the data was not collected.

The evaluation team added the Adapted SUDS metric to the online feedback survey to support data collection. However, only 23 responses were captured. Combining the 23 survey responses, with the nine scores collected by the service gave a sample of 32 Adapted SUDS scores, which is representative of only 1% of the total service contacts (32/4,011).

The Adapted SUDS scores reported on departure from the service showed a decrease for 97% of the scores (31/32). The average score on arrival across the 32 reported scores was 9, while the average score on departure was reported as 5. However, the sample size is too small to be considered reliable.

7.2 Feedback from the people who contacted The Lighthouses

Online surveys and data collection postcards were used to collect feedback from people using The Lighthouses. The survey and postcard combined both short answer (multiple choice) questions and longer free text questions. The online surveys were circulated between March 2023 and June 2023. The postcards and ballot boxes were distributed to the services in March 2023 and collected in June 2023. There was one ballot box on site in Shirley and one in Bitterne. The following table (table 1) shows the number of responses that were collected.

Table 1: Number of responses to survey and postcard data collection

Service	Number of postcards completed	Number of online questionnaires submitted	Total
The Lighthouses	5	23	28

Below provides a summary of the findings from the short answer questions:



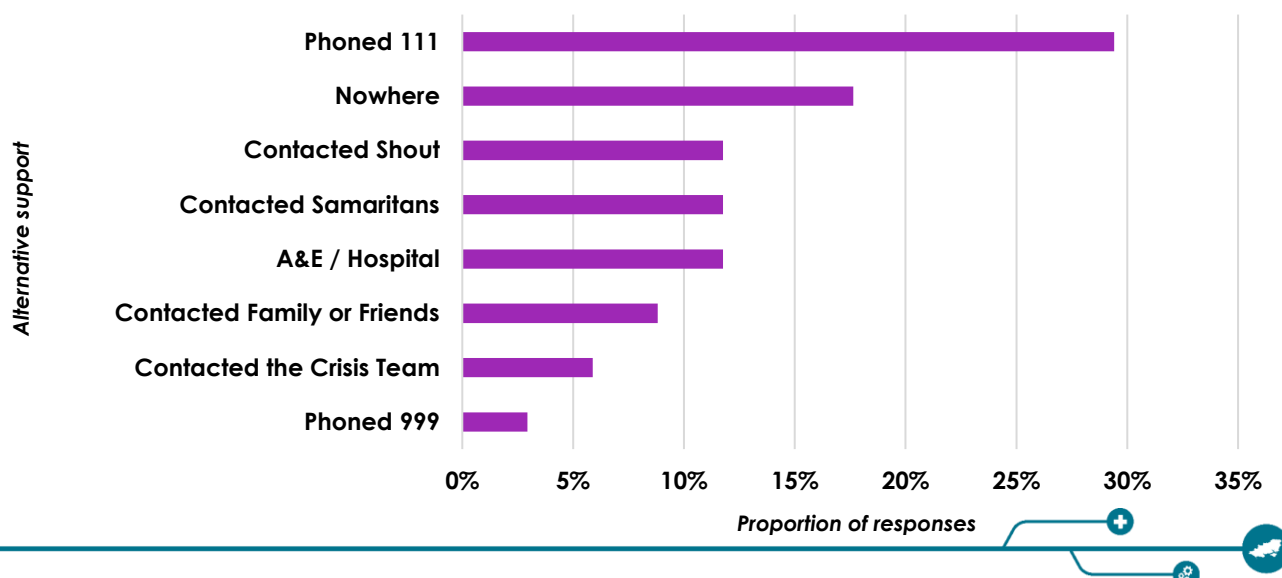
- **100%** (23/23) of respondents who have been in contact with The Lighthouses **said they would be likely or extremely likely to recommend the service to someone else if they needed similar support** (*this question was only included in the longer online survey, not the postcard*)



- **93%** (26/28) respondents who have been in contact with The Lighthouses **rated their experience as good or excellent.**

Both the online and postcard surveys included the question: "If The Lighthouses had not been available, where might you have gone for support?". A list of potential answers was provided, and the respondent could select as many options as they felt appropriate. 28/28 respondents completed this question, their responses are shown in the graph below (figure 7):

Figure 7: Source of support if The Lighthouses had not been available



The following are the longer free text questions from the online and postcard surveys:

- "What difference has accessing the service made to you?"
- "What has the service helped you with the most?"
- "Was the service easily accessible?"
- "What would make the service better for you?"

Free text comments were left by 19 out of 28 individuals. Overall, the comments noted that the service provided a safe environment to talk to staff who listened without judgement and validated the person's feelings and emotions. The staff supported the individuals by showing compassion, helping to regulate thoughts, reflect on their strengths and signposting them to other helpful services. The comments also referred to the Lighthouses as more accessible and quicker to respond compared to other traditional NHS services.

"They are the best mental health service I have used and I'm thankful for that."

"They are the only service out of hours that actually help me want to work with me listen to me properly and actually seem to care."

"It has made a huge difference. Knowing that people understand and have lived experience has been incredibly valuable."

"Before calling the Lighthouse I was incredibly frazzled, panicked and emotional. I spoke to [a member of staff] who listened to me and gave me space to talk through my thoughts and calm myself down. I wasn't sure how I was going to get through this evening and cope but having a phone call with the Lighthouse helped considerably."

"Giving me space to articulate my thought processes and feelings in a safe environment where I was not judged."

"They help me identify what I'm anxious with and help me gain the knowledge to understand why I'm feeling like I am. They also rationalise my irrational thoughts. Therefore defusing situations calmly."

"A big difference it's nice to have someone to talk to who points out my good qualities even if I didn't believe them to start with."

"They helped me connect with Solent Mind too, which I'm truly thankful for."

"It's quick to get a response."

Suggestions for service improvements included the following comments:

"The only thing they could do is have longer sessions but I do understand they are short of staff."

"Not having too many service users at once."

"One thing may be having information on hand/displayed that signposts to other services potentially. e.g. support groups, therapeutic services."

8. Summary – The Lighthouses

The Lighthouses provide an out-of-hours crisis support service that is staffed by peer support workers and a clinical practitioner. The service has seen a reduction in demand over the data collection period, most likely due to service closures when there are staff shortages. The service cannot open unless there is a clinical team member available.

The Lighthouses were unable to collect scores against the Adapted Subjective Units of Distress Scale (SUDS) for over 99% of the service contracts, therefore the evaluation cannot report on the service's ability to reduce emotional distress for the people they support. However, the feedback from people who used the service is very positive.