



**Insights from Croydon's BME
community about wellness
and services to support this**

September 2019

In association with



Findings in brief

One in four felt they had
nowhere to go.

Of those that did have
somewhere to go
friends, family
and church
were important.

Wellness =
relationship between
physical and mental
health seen as
very important.

Some want training
on about how to care
for themselves, while
others want a
listening space.

Support should be in
the heart of the
community but away
from medical
locations.

Central Croydon
location seen as good
but also consider
places in heart of
BME communities.

Recommendations in brief

Wellness centre a good idea- people need a place to go without referral.

Apply the five principles of wellbeing to scope range of activities.

The centre needs to be easily accessible but discreet, safe and not too public.

Understand each person's needs at the time and offer a range of services.

Well trained and trustworthy staff are need- but they do not need to be medically trained.

Central location works for 75% but what about the other 25% who want services near them.

Executive Summary

In July 2018, Healthwatch Croydon hosted an event entitled ‘Meet the Changemakers - Adult Mental Health’ of which over 60 people attended. While many areas were discussed across self-management, primary care and acute care, there was a distinct theme around Black and Minority Ethnic (BME) communities not taking up access to services compared with other ethnic groups and in particular early access services such as talking therapies.

In response to this, Healthwatch Croydon committed to a project to explore this area. In discussion with Croydon’s BME Forum, they identified an issue for exploration in the development of early intervention services around wellbeing, i.e. before people approach the GP asking for support.

It was agreed that we would explore this area looking at the following:

- Have you had an occasion when you, or a family member or friends, have not felt right?
- Where would you like to go?
- What support would you like to receive?
- What is your understanding of wellness?
- What makes you feel good?
- What would you like to learn about wellness?
- Where would you like to go for support and advice in maintaining wellness?
- What support would you like to receive?
- Who should deliver this service?
- Location of the new centre.

We received 91 responses to the survey as well as submissions from community focus groups reflecting the views of a further 76 people, bringing the total to 167.

These are our findings:

Where do you go when you need help?

- **Nowhere to go:** One in four survey responses said they had nowhere to go.
- **GPs scored highly:** When they did have somewhere to go the going to the doctors (GP) scored highly at over 1 in 3. GPs are there primarily to propose medical interventions. Depending on the assessment of the GP they may consider a medical pathway or referral and then it is no longer an early intervention.
- **Friends and family are very important:** Friends scored highly at 31% and family at 30% respectively, but this is reliant on having a strong support network, for those that don't it could be more challenging.
- **Wider community groups can also have a role:** Nearly 19% suggesting the church could play a beneficial role, this could be a useful community location or network for providing this service, but this is limited in that religious belief or observance is needed to access this support. It also is more informal and is unlikely to use trained staff in mental health issues although this opens an opportunity to do so.

What does Wellness and feeling good mean to you?

- **Wellness is seen as a balance between mental and physical health:** Asking about wellness, it is seen way beyond issues of mental health. The relationship between that and physical health was very important, as well as self-perception, balance and resilience.
- **Feeling good:** Activities such as music and art featured strongly as did feel connected. Other aspects went beyond personal activity such as ensuring they had work and that they had financial security. Helping others and being helped with a sense of achievement and feeling in control.
- **Learning about wellness:** People say that they want to take control of their own care. They want practical care and advice on how to live more

healthily. Having access to local community groups and services will support this and overcome the main factor that is social isolation.

- **The setting is important:** People say that they like the community setting away from places associated with medicine such as GPs and hospitals. However, GPs were seen as safe and accessible. Community spaces such as parks and schools were seen as good, but there is a need for some discretion and privacy - libraries, for example, were seen by some as too open.
- **Role of the wellness centre:** Over 50% wanted training and learning out of the proposed wellness centre, while 45% wanted a listening space, perhaps reflecting the different stages in each person's particular journey. One-to-one support was valued by 40% and group support by 37% suggesting that any service needs to look at each individual and reflect varying needs.
- **Trustworthy staff are key:** Trust is central. Well, trained mental health professionals were preferred, including psychologists. Few wanted medically trained professionals, such as GPs, psychiatrists or nurses, while 20% say that their religious leader had a role, which may work as an access point for some communities.
- **Place of centre:** It was suggested in the survey that a location in the Whitgift might be proposed. Over 75% welcomed a location within the Whitgift, mainly due to location and ease of access and that is maybe easier for the younger generation to access it. However, one in four did not feel it was the right place, for similar reasons in that it was in central Croydon away from established communities and people would need to travel. There is also a concern that the environment may not be suitable and that a shopping centre might not be a suitably calm location.

Here are our recommendations:

- **It is a good idea to have a wellness space:** The idea of having a wellness space without a referral is a strong idea, many people need a neutral space to go outside the medical pathways.

- **Many of the suggestions align with the five principles of wellbeing:** Focus interventions on the five principles of resilience supporting people to connect, be active, take notice, keep learning and give. Through this, people feel they have a sense of control and able to contribute.
- **Practical care and advice in the heart of communities are important:** While focusing on a single location at the Whitgift would be welcomed, some consideration of having the service in a few established locations within communities makes it even more accessible. These areas need to be discreet, safe, calm and not too public.
- **Reflect the needs of the individual:** Offer a palette of services to meet each person's need. This could range from creating a listening space to providing training opportunities to manage themselves. Some people would want one-to-one and others want services via groups. Location may also be a consideration.
- **Ensure the service is supported by trustworthy staff, well trained in mental health issues, but not medically trained:** While it is clear that most people would prefer support from a non-medic (ie doctor, psychiatrist) there is still the issue of trust and training. The professionals need to be well-trained to support varying needs but in a more informal, less medical environment.
- **Whitgift may well be a good location, but it may be worth developing this service at different parts of the borough with known community settings:** There are definite benefits of a location at Whitgift, but many other areas are considered good as well and maybe closer to where BME communities live. This includes community halls, churches and even public parks may be worth considering.

1 Background

1.1 Context

About Healthwatch Croydon


Healthwatch Croydon works to get the best out of local health and social care services responding to the voice of local people. From improving services today to helping shape better ones for tomorrow, we listen to people's views and experiences and then influence decision-making. We have several legal functions, under the 2012 Health and Social Care Act.

Context

There has been much research undertaken on why BME communities do not take up services, particularly early intervention services. The Greater London Authority produced a report in 2015, entitled *Healthy minds, healthy Londoners: improving access to mental health services for London's young and black, Asian and minority ethnic population*¹. This report called for early intervention and prevention, particularly among young people and those from a black and minority ethnic (BME) background. The report states that mental ill-health is a bigger issue in London than elsewhere in the country; £26 billion is lost from London's economy each year as a result of mental ill-health through reduced productivity, and people of African or Caribbean descent are overrepresented at each level in the psychiatric process, they are more likely to be treated as in-patients and sectioned under the Mental Health Act.

In this report wellbeing is mentioned as a key theme, starting with a definition of wellbeing as “mental health as a state of wellbeing in which the individual realises

¹ Sahota, Onkar, Chair Greater London Authority. London Assembly. Health Committee Healthy minds, healthy Londoners : improving access to mental health services for London's young and black, Asian and minority ethnic population. London : GLA, 2015 Web publication



his or her own potential, can cope with the normal stresses of life, work productively, and make a contribution to his or her community.” (p.7). It showed that London performed badly to the rest of the UK against all four measures of general wellbeing - anxiety, happiness, satisfaction and worthwhileness - that exist regardless of clinical diagnosis.

There was also mistrust and stigma around mental health issues, with the Croydon BME Forum being quoted in the report as stating the following:

“Some BME and young people are reluctant to engage with the statutory mental health system because they don’t trust mental health professionals and providers. This was one of the key findings of the Black Health and Wellbeing Commission in Lambeth and is supported by the evidence we received from MIND, Public Health England and other stakeholders.

We heard evidence from the Croydon BME Forum that People do not even want to associate themselves with statutory organisations such as psychiatric hospitals. We see situations where people will cross the road so that their neighbours do not see them. The ongoing stigma around mental ill-health can also put people off seeking help. The Croydon BME Forum told us that the stigma associated with being labelled as “mad” or “possessed” has created a barrier for many BME individuals who find it challenging to engage with mental health services.” (page 11)

The conclusion of the report suggested:

“Mental health must be a priority for the government and the health sector. Stakeholders told us that many young and BME people in London are not receiving good quality mental health care. The Mayor has a role to play in promoting good mental health in London, and in reducing the inequalities that exist for young and BME service users. The London Health Board - which the Mayor chairs - needs to explicitly prioritise mental health and wellbeing.” (page 22).

Local context

As a London borough with a significantly high number of BME residents, these issues have been of prime relevance to all providers and commissioners of services for some time.

As a result of a discussion on the recommissioning and restructuring of Adult Mental Health Services by NHS Croydon Clinical Commissioning Group, Healthwatch Croydon hosted an event entitled Meet the Changemakers Adult Mental Health of which over 60 people attended. While many areas were discussed across self-management, primary care and acute care, there was a distinct theme around Black and Minority Ethnic (BME) communities not taking up access to services compared with other ethnic groups and in particular early access services such as talking therapies. View the discussions at www.healthwatchcroydon.co.uk/learn-more/our-reports/

In response to this, Healthwatch Croydon committed to a project to explore this area. In discussion with Croydon's BME Forum, they identified an issue for exploration around the development of early intervention services around wellbeing, i.e. before people approach the GP asking for support.

Wellbeing

There has been much discussion around what wellbeing is and principles of how to support people to maintain good mental health. Mind in its report *Building Resilient Communities (2013)*² suggested the following principles based on the New Economics Foundation research which will help collate types of activities under broad themes. In planning future wellness and wellbeing services, it is a useful model to plan a range of service. It works on the following principles:

² Mind (2013) *Building Resilient Communities* https://www.mind.org.uk/media/343928/Report_-_Building_resilient_communities.pdf

Connect

With the people around you. With family, friends, colleagues and neighbours. At home, work, school or in your local community. Think of these as the cornerstones of your life and invest time in developing them. Building these connections will support and enrich you every day.

Be active

Go for a walk or run. Step outside. Cycle. Play a game. Garden. Dance. Exercising makes you feel good. Most importantly, discover a physical activity you enjoy and that suits your level of mobility and fitness.

Take notice

Be curious. Catch sight of the beautiful. Remark on the unusual. Notice the changing seasons. Savour the moment, whether you are walking to work, eating lunch or talking to friends. Be aware of the world around you and what you are feeling. Reflecting on your experiences will help you appreciate what matters to you.

Keep learning

Try something new. Rediscover an old interest. Sign up for that course. Take on a different responsibility at work. Fix a bike. Learn to play an instrument or how to cook your favourite food. Set a challenge you will enjoy achieving. Learning new things will make you more confident as well as being fun.

Give

Do something nice for a friend, or a stranger. Thank someone. Smile. Volunteer your time. Join a community group. Look out, as well as in. Seeing yourself, and your happiness, linked to the wider community can be incredibly rewarding and creates connections with the people around you.

Figure 1: From Mind (2013) Building Resilient Communities (p22)

1.2 Rationale and Methodology

It was agreed that we would explore this area looking at the following:

- Have you had an occasion when you, or a family member or friends, have not felt right?
- Where would you like to go?

- What support would you like to receive?
- What is your understanding of wellness?
- What makes you feel good?
- What would you like to learn about wellness?
- Where would you like to go for support and advice in maintaining wellness?
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- Location of the new centre.

We received 91 responses to the survey as well as submissions from community group focus groups reflecting the views of a further 76 people.

1.3 Method

A survey was published on the website and widely promoted. We also undertook a number of outreach sessions in the community at Croydon College, Croydon Library, BME Mental Health event and other occasions.

The BME Forum organised six focus groups and met with service users from Diabetes UK (Croydon Branch), Sister's Own Coffee Morning, Coming Together Project, and Mrs Ahmed's Group. The vast majority of people at our focus groups had not been previously engaged with the forum. Coming Together, Sister's Own, Mrs Ahmed's Group were all groups exclusively for BAME women. Mrs Ahmed's group supports primarily older South Asian women.

Many thanks to all those who gave their views and to Naciza Masikini, Community Development Worker BME Mental Health (Working Age Group), who worked alongside Healthwatch Croydon to design and promote the research project, and coordinate and organise six focus groups and report on the participant's feedback.



Limits of the research

For this method of research 91 survey responses is considered a reasonable measure. A majority of respondents were female 58% with 38% male and the remaining 3% not confirming. While this leans toward women over men, the latter are still well-represented.

Over 59% are single, 28% married and 11% divorced and separated which may reflect aspects of social isolation.

96% of respondents live or work in Croydon, of the two that didn't they live nearby in Lambeth or use Croydon services.

There was good representation across the borough, Thornton Heath and Central Croydon had the highest number reflecting communities there. New Addington had one response, so more research may be needed to understand the needs of BME communities there.

On religious background, 38% identified as Christian, which may reflect a number of references about the church. Muslim (4%), Hindu (6.4%) and Buddhist (1%) Sikh (1%). This is not totally reflective of the religious communities and further work may be needed to understand the needs of non-Christian BME communities.

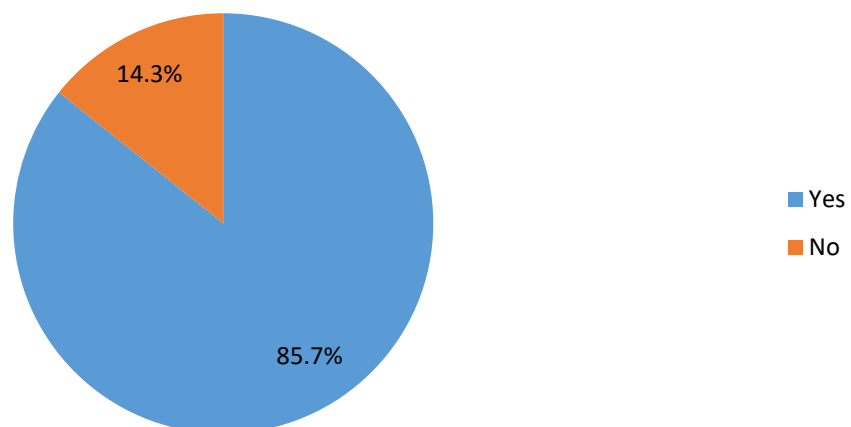
The focus groups gave a good representation of community groups but we do not know the full characteristics of each group. Two of the groups we heard from were exclusively women and this may bias some responses. The diabetes group may also favour the older resident in their views.

2 Insight results

These are the responses we received from the survey:

2.1 Respondents indication of feeling low, and or experiencing emotional unrest?

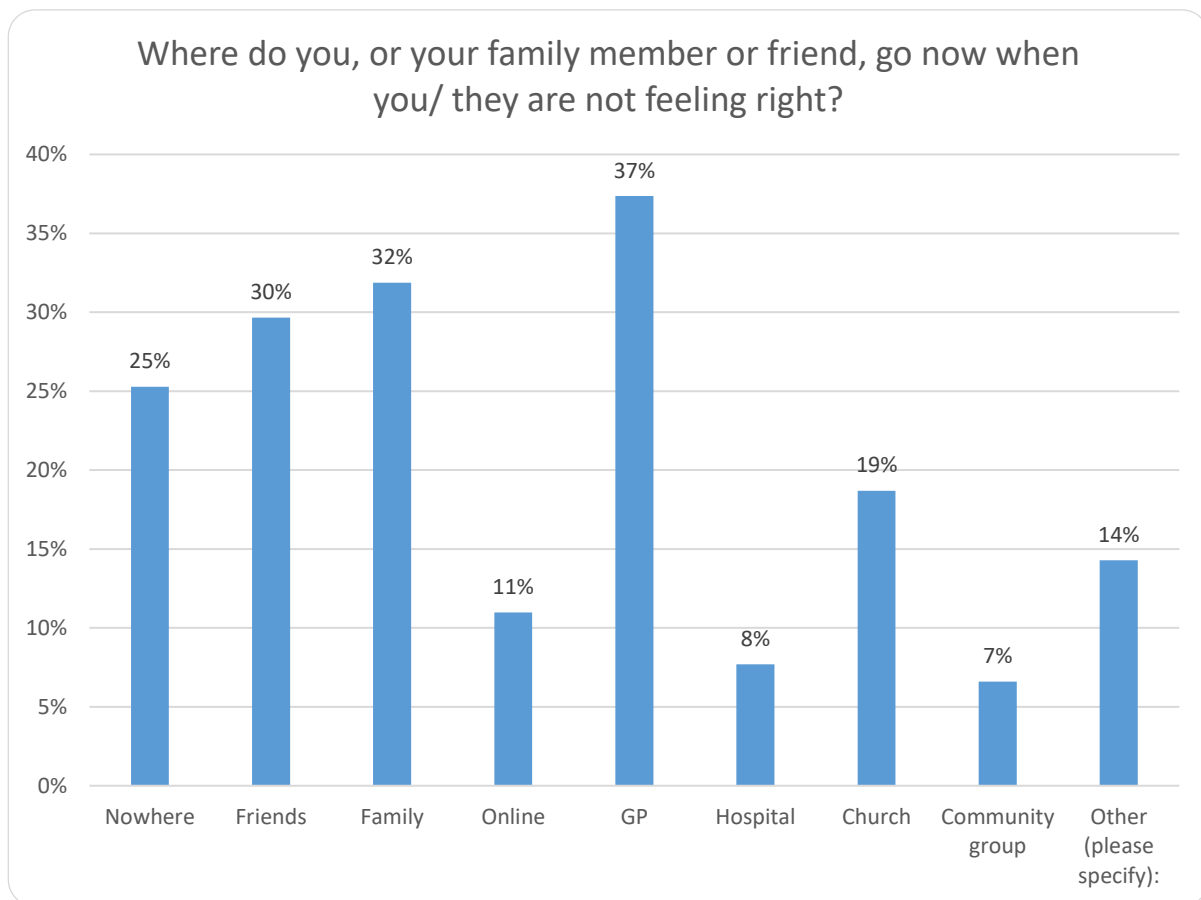
Have you had an occasion when you, or a family member or friends, have not felt right?
Definition of not feeling right can include:
anxious, low, trouble sleeping, stressed,
bereaved, lonely, isolated, angry.



Total=91

- Over 5 in 6 have had an occasion when they or a family or friend had not felt right: This reflects that at some point, people have had moments of not feeling right which has affected the quality of their life.

2.2 Where did you go?



Total=91(multiple responses offered)

- **1 in 4 felt they had nowhere to go:** This shows the impact that social isolation can have, or a sense of isolation even in friends and family networks.
- **When they did have somewhere to go the GP scored highly at over 1 in 3 (37%):** GPs are there primarily to propose medical interventions. Depending on the assessment of the GP they may consider a medical pathway or referral and then it is no longer an early intervention.
- **Family and friends are sources of support at 31% and 30% respectively:** This is reliant on having a strong support network, for those that don't it could be more challenging.
- **Wider community groups and organisations also can have a role:** Nearly 19% suggesting the church. This could be a useful community location or network for providing service, but is limited in that religious belief or

observance is needed to access this support. It also is more informal and is unlikely to use trained staff in mental health issues although this opens an opportunity to do so.

- **Of the alternative locations, three suggested pub or nightclub:** Maybe taking services to these more informal locations may enable people to access services in a different way – chill-out room, quiet side of the pub.
- **Some used private counsellors, respite care of spiritual directors.** These suggested using financial resources to get support – could these be provided in the community?

A selection from 88 responses:

A healthy state of mind to be available in the present and feeling active and alert.
Rounded overall wellbeing.

A sort of project run by trained people who can give educational and medical advice.

A state of feeling well in all areas - physically, mentally, spiritually, emotionally.
Ability to live well.

Able to function and cope with everyday stresses of life.

Balance of life.

Being able to feel in control of how you react to yourself and environment in a healthy way.

Being fully functional and fit to take the challenges in life.

Being happy & content in both mental wellbeing and being well physically.

Being in a state of physical, mental and social wellbeing.

Being in good health in mind and body.

Being in the right state of mind- both physically and mentally.

Being mentally and physically in good health.

Being mentally physically and emotionally fit and well.

Being OK for the kids.

Being physically and emotionally able to deal with day to day life and its ups and downs.

Body / mind / soul balance.

Body, Mind & Spirit + Religion, feeling in good health.

Body, mind, soul, ok.

Feeling comfortable with myself.

Feeling fit.

Feeling fit physically. Feeling in control of ones emotions. Being able to manage how you feel and understanding what causes you to feel a certain type of way, e.g. happy, sad, confused, disappointed.

Feeling good in every area of my life especially mentally and physically.

Feeling good. Being active, social eating well. Not feeling lonely. Being happy, keeping fit, ie Croydon walks for health.

Feeling healthy and confident and connected to the community.

Feeling physically well.

Feeling right.

Feeling right within yourself.

Feeling safe and secured physically and emotionally in the environment you are in.

For you as a person to be feeling good and healthy about yourself.

Good health as a very experienced patient.

Good health - Independence.

Good health mental and physical.

Good health, eating well, exercise regularly.

Good health, mentally, physically, emotionally, and spiritually.

Good physical and mental health.

Happiness, healthy mind and body. Having good health able to deal with daily stress

How one feels within and without.

I think it means holistic health which includes mental and physical health including what you are eating as well.

Is about being able to look after yourself and having the support & tools within your community.

Is when you are feeling well to live, work and inform daily activities at the best of your abilities.

It is ok not to be ok. Finding ways to move forward, when you feel stuck.

It's especially the status of your health.

Looking after yourself.

Mental and physical aspects of existence are in balance.

Mental and physical wellbeing, managing difficult thoughts, feelings, behaviours, positive coping strategies and good actions forward for positive wellbeing.

Mind and body are in good shape and no illness.

Mind, body, spirit, in synch.

My understanding is to eat a healthy meal exercise, walking and socialising.

More self awareness of what my body is telling me examples are arthritis and some disability can hinder my ability.

No strain of any kind.

Not having to stress about the basics.

Real happiness is helping others.

Sound mind - activities, interests, healthy, occupation achieving.

Sound well being whereby you have a good hormonal and mental equilibrium resulting in "relative" peace of mind.

A selection of from 88 responses:

A good party socialising and when I attend The Albert Hall and getting involved in communities is when I can see a difference to people's life I enjoy working with young people I have done a project involving Intergeneration work.

I am a people's person caring for the young and the old I also Carries out PLACE Assessment at CUH. I have been doing this for over nine years involved in CCG. These things mentioned keeping my brain active.

Ability to talk and not hold problems inside.

Able to work.

Achieving my targets.

Alcohol, craft beer (all in moderation of course).

Being able to spend time for myself.

Being able to take care of my family, sleep properly and generally maintain a balanced daily routine. This includes socialising and finding time for the odd joke and a few beers.

Being active.

Being with family and friends.

Being an active member of my community and having the ability to effect change. Really and genuinely encouraged to be a participating activist with a voice.

Being at service.

Being connected to people. Financially secure.

Being debt free, and feeling well.

Being sociable, being outside in nature - living without fear.

Being useful.

Being well, being able to offer hospitality to others.

Being well, walking sharing family and friends time.

Being with other people like me. Not in violent, threatening Croydon.

Coming out of the house, meeting people.

Communication.

Eagles wining, and the kids smiles.

Feeling fit.

Family Work Community.

Family, friends, being grateful.

Family, friends, love, lots of laughter.

Friend, family - making a difference to someone's life.

Good health - mind & physical.

Getting out about.

Going for walks in green spaces - reading - seeing friends and family - discussing problems.

I feel good when I am happy and good environment.

I feel good when I am playing sports, football and basketball and socialising with friends.

Laying in bed, travelling, listening to music, being in good company.

Social activity.

Traveling and experiencing other cultures.

Reaching goals Relaxing.

Swimming at a nice beach.

Spending time with the people I love.

A selection of responses from 84 responses:

All aspects, both physical and mental, as well as where to go to access forums and steering groups that welcome lay advocates.

All the attributes that contribute to keeping healthy into old age.

Any awareness training is helpful refresher very good.

As much as possible.

CBT.

Everything, how to cope with the stresses of life, how to relax and feel contented.

Fitness and keeping a clear mind.

GP and Hospital.

Health and nutrition courses.

How best to create and maintain wellness for myself and others.

How challenges will not affect my behaviour.

How do BME groups access services to support wellness.

How do services ensure they are accessible at the grassroots level.

How I can deliver and be paid for it, well-being practitioners definitely need to pay bills too.

How I can get it.

How it affects people.

How it works.

How to avoid anxiousness.

How to be happy in situations which are not the way we thought.

How to create and maintain it.

How to create it.

How to deal with feeling of loneliness?

How to deal with people with different views and outlook?

How to not feel overwhelmed on days I am all on my own with my child.

How to develop better exercise and eating habits.

How to get there and when I am.

How to help others feel good.

How to help people.

How to improve it- help others

How to keep well.

How to maintain it in the best way.

How to spot the signs of someone who isn't well.

How to maintain peace of mind and self-satisfaction.

How to manage negative emotions without becoming excessively overwhelmed.

How to overcome challenges to pursuing wellness.

How to speak to others about what I am feeling.

How to stay well.

How to take care of yourself more than I do now.

I am a Croydon Health Champion and keep learning to improve my wellbeing.

I am satisfied with what I know.

I want the borough to support us in our quest to get correct support hence this will help wellness.

Mindfulness training.

A selection of from 91 responses:

Community centres, doctors

A community group of like-minded people

A phone call or casual costa coffee/ Starbucks meeting

A service that provides support and advice

A specific organisation

A very safe place- not the libraries. GPS would be a safe place. Or a school-when open. Or a great idea-each others place of worship! = Win Win Win!

Advice centre or Doctor

An online website for resources

Anywhere accessible to home

BME FORUM

Church bishop

Community based counsellor

Community centre

Community organisation

Community setting or somewhere friendly

Community setting, park, parent cafe not GP's who dont take us seriously

Counselling

Do you mean an ideal location? I guess the Carers Information Centre is oversubscribed for space. Maybe Cherry Orchard (recently refurbished) on St James Rd

GP

I do not mind but within easy distance from my house

I would enjoy access to people of similar mindset. Being able to meet for a walk in a park or for a tea with my LO

I would go to a training centre, or a coffee drop in session

I'd like to do it at home

In a private setting where a group of people in my age group could meet up together to share our views experiences and offer each other advice

In local community projects that are struggling rather than opening a new project that will take money away from existing delivery

In work support groups

Local GP

Local area

Local community group

Local Hub, community advisor or mind. Anywhere really that is easily accessible

Online or community groups, same age

Safe place

Somewhere in the centre

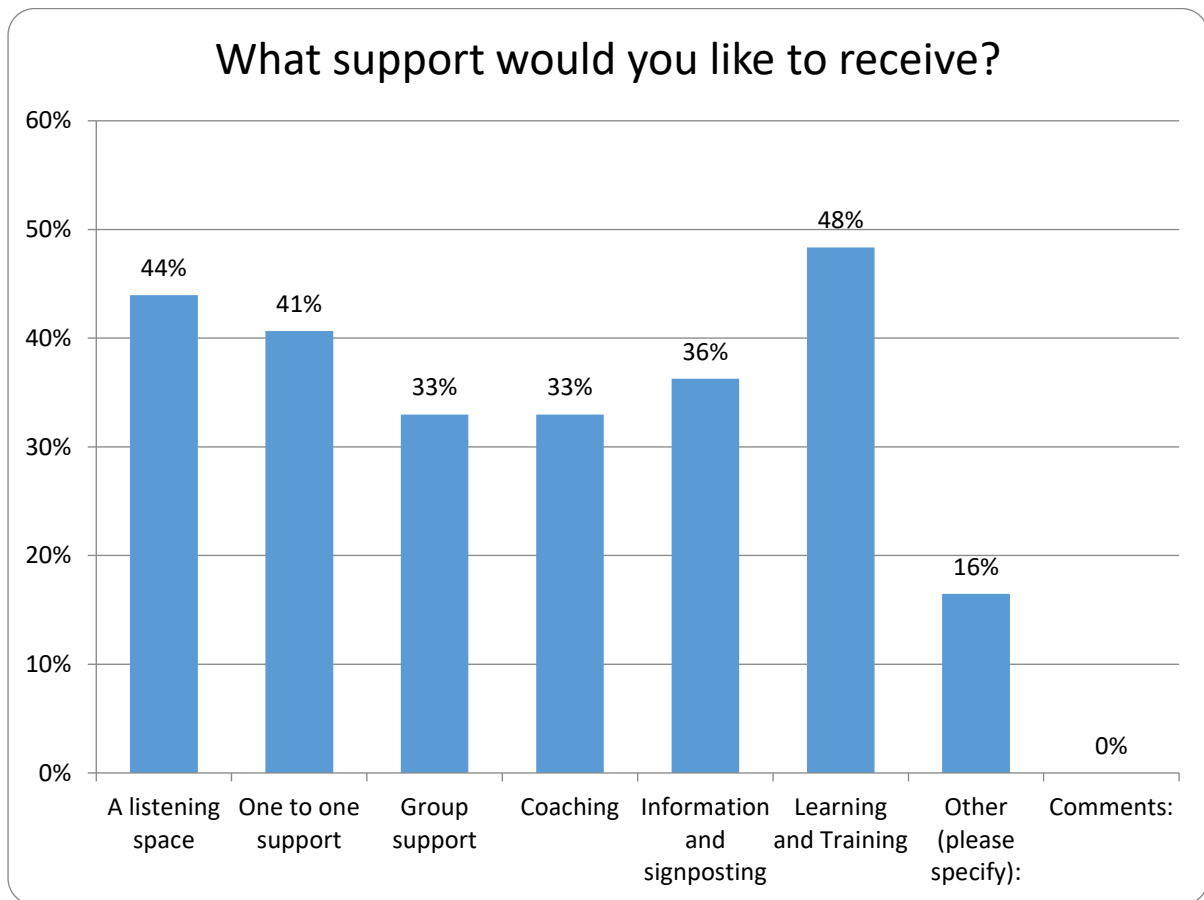
somewhere informal with knowledgeable people

somewhere other than the GP

somewhere private

Usual laws in the community that make it the norm and reduce the stigma and social taboos that prevent people from accessing support. The carers information service/support is very much needed by this user group of diverse local residents, cafes in department stores, and also in green spaces so that the environment fits the concept and its intended outcome

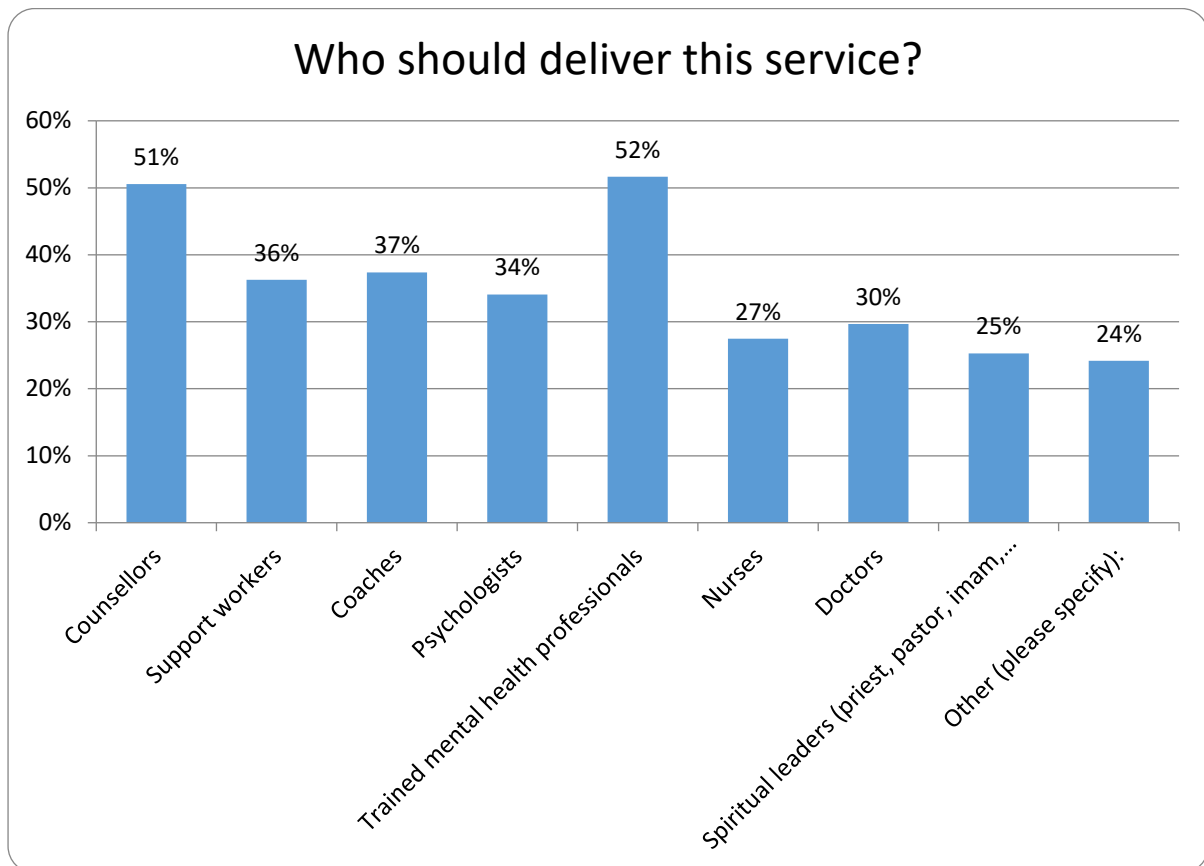
2.7 What support would you like to receive?



Total=91(multiple responses given)

- Balancing between learning and training and providing a listening space:** Nearly 50% wanted learning and training but 45% wanted a listening space, suggesting that people are on different stages of the journey and need services to meet their needs, One to one support was highly valued by 40% perhaps to get people on their way to wellness and be the link between listening and learning and training. Coaching and group support were also considered important measures of support by nearly 1 in 3. More effective information and signposting were supported by nearly 37% as well.
- Other comments included:** healthy cooking class; mentoring/friend; a community space to meet; therapy; “so I can talk freely”, “feeling nice when I join the group meeting”; Meeting groups who have similar interests.

2.8 Who should deliver this service?



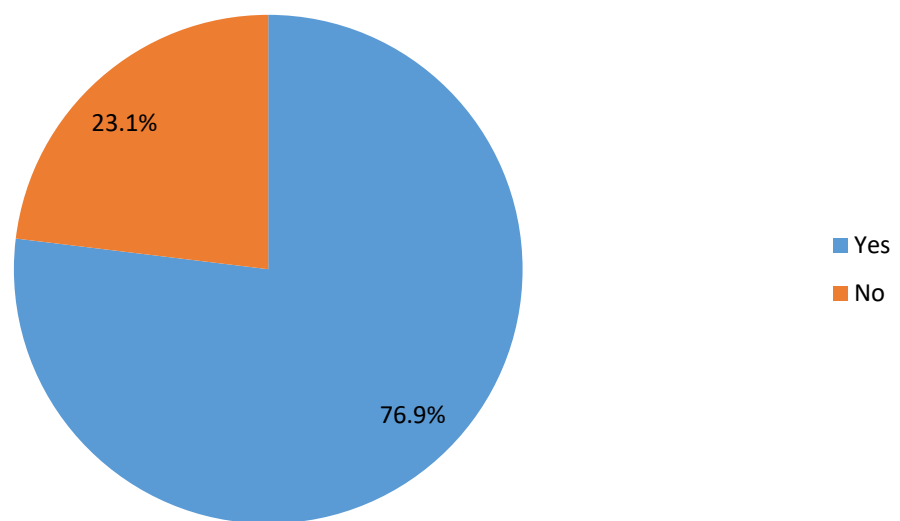
Total=91 (multiple choices offered)

- Trustworthy and well-trained staff wanted:** Despite the informality of location and information needs more than half of those wanted trained mental health professionals and counsellors. Support workers and psychologists also were seen as equally important. Just under a third in each case wanted specifically medical professionals such as doctors and nurses. Interestingly about 1 in 4 saw their religious leader as important which means an arrangement with local religious institutions may be a way into certain communities although not a solution for all.
- Other comments included:** “GPs; genuine people with an interest in being a listening ear; peers; Wellbeing Practitioners; None of the above as there are different agendas; Croydon council; All of the above; “We can lead it ourselves,

if you co-ord the venues”; qualified; “Does not matter as long as they have the required skills.”; experienced and qualified tutors; jobcentre.”

2.9 Using the Whitgift Centre as a possible location for a wellness centre?

There is a plan to create a place you can go in the Whitgift Centre in central Croydon. Do you think this is a good location for this?



Total=91

- **One central location or in the community?** A central location is welcome by 77% but it might be better to consider a number of smaller more accessible locations rather than one

A selection of responses:

Accessible

Aski (live in Lambeth, use services in Croydon)

Bit open, especially if you are known place is known

Central, well known

Dot them all over Croydon

Great idea

Here in the library where it is quiet

I am really not sure where would be the best place as the Whitgift centre is a start

I think its good if young teenagers can have a space to go to

I would be happy to go to this location

If it feels welcoming and safe

If it is an oasis of calm and does not lead to stigmatisation

In principle, a space would be great for the community however, I am unsure as to the extent to which it is fully accessible for the community e.g. free parking for those that may need to be transported to the premises; also the cost of using the centre will need to be affordable

"Is it a private area . ? I would not attended if it open . And large windows people can see in

Not sure this is a good location

It would be good to offer this services in local communities such as Addington, North & South Croydon etc

It's a busy place where lots of people shop, meet up or socialise...most people know where it is and it's accessible by public transport

It's too busy - if I'm feeling anxious I don't want to walk into the hubbub of Croydon surrounded by so much energy. I'd prefer somewhere discreet and calming

It's a bit open and exposed

Local venues are preferable

Maybe. It seems to always be busy in there so I expect it may be good

Need a safe place!

Somewhere discreet

Sounds good

There is not enough space for such a facility, and an ideal place would emphasize calmness and not be around a place that is busy

They will be rebuilding there

This is a centrally located area, it is easy to reach

Too central

Too formal, should be community centre, local venue

Very central

We do not go to Croydon town centre due to the violence

Whitgift Centre is 3 parts empty. Croydon central library perhaps?

Why would anyone think this was a good space, needs a calm quiet space

Yes and no. Would it be permanent, if so what happens when regeneration of shopping area ie Westfield. It is a very busy place where most people hardly slow down

Yes, as its central and well connected. One of the most common place we go to. It's too busy - if I'm feeling anxious I don't want to walk into the hubbub of Croydon. surrounded by so much energy. I'd prefer somewhere discreet and calming

2.10 Focus group feedback

Alongside the main survey, the BME Forum led in some focus groups from a selection of community groups in their network. We gain views of 76 attendees. Their findings are below. It is interesting to see that many of the responses take a similar theme and further support the insight gained from the more individual responses of the survey.

Diabetes UK (9 Participants)

- Many had an occasion when they or a family member or friend had not felt right and regularly supported family and friends with known mental health difficulties. They visited family and friends, doctors and grief groups when they needed support.
- Wellness definition: Being aligned internally and externally, connecting to yourself, those around you and the world and forces around you.
- Meditation, dance, pottery and writing made them feel good.
- Whitgift was seen as a suitable location because it was easy to get to.

BME Forum 1 (3 participants)

- All had an occasion when they or a family member or friend had not felt right: "It's a natural part of life." They visited the gym, family and friends, doctors and carer/supporter.
- Wellness definition: Mind and body health.
- Cultural language classes, Bookclubs, Dance, Boxing, Self-defence, Meditation, Tai chi made them feel good.
- Whitgift was seen as a suitable location.

BME Forum 2 (5 participants)

- All had an occasion when they or a family member or friend had not felt right: “Everyone either has someone who has gone through something or gone through it themselves. Participants went to family and friends, or no one.
- Wellness definition: Not really sure but think it has to do with health and like feeling good.
- Music, learning new skills, business skills development, learn to draw, learn to make at home products like lotions made them feel good.
- Whitgift was seen as a suitable location.

Sister’s Own (6 participants)

- All had an occasion when they or a family member or friend had not felt right. People went to peer, support groups, Some friends/ family and charities.
- Wellness definition: being healthy in the mind and body feeling good.
- Singing groups, Yoga, Meditation, Dance, Movies and mindfulness made them feel good.
- Whitgift was seen as a suitable location.
-

Come Together (16 participants)

All had an occasion when they or a family member or friend had not felt right. The group also discussed the negative impact domestic abuse has had. Some went to no one at first, 10% had symptoms that were affecting life (exclusively lack of sleep), 100% go to groups, Post situation 40% go to family and friends.

Wellness definition: Being healthy. However, it was seen as an unrealistic goal at times and luxury when focused on surviving.

Being with friends, more peer groups with women who have been through domestic abuse or sexual abuse, painting lessons, pottery lessons, space to talk and eat, dance and learning to get back into the workforce made them feel good.

Whitgift was seen as a suitable location.

Mrs Ahmed (37 participants)

A majority had an occasion when they or a family member or friend had not felt right. 50% described it as something they are currently going through. They often feel isolated and find attending groups as this one helped. The majority of participants cited loneliness (feeling or not wanting to feel lonely as a motivator for joining the group). Grief was also a prominent feature in this group.

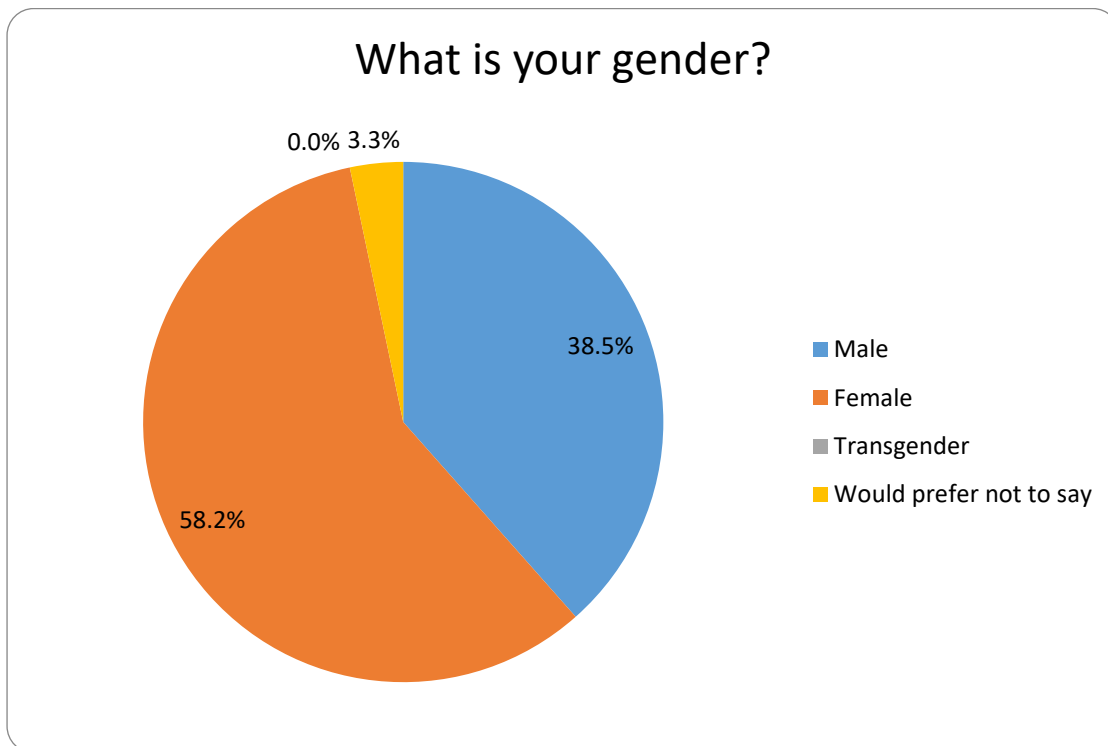
They sought support from friends and family – everyone, 40% sought counsel from a religious leader, 60% looked to religious source and ten people have gone to the doctor.

Wellness definition: Taking care of yourself- mind and body and feeling good and happy.

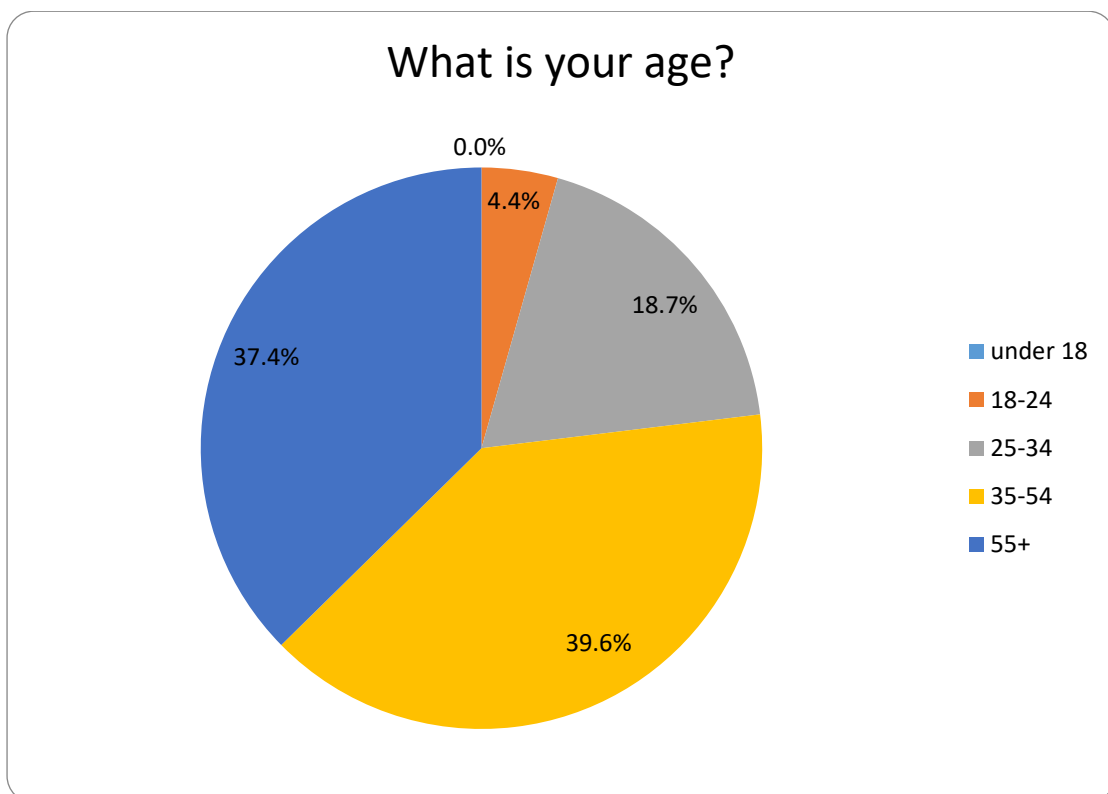
Visiting religious institutions of other faiths, cultural film nights, sewing group, crochet groups, dance classes but for people over 50/55, computer classes, technology classes, walking groups, being in nature, yoga/ meditation, self-defence but light exercise, educational, learning to improve English and art classes made them feel good.

Whitgift was seen as a suitable location as it's very central and everyone has great transport links, with around 30% do their shopping there.

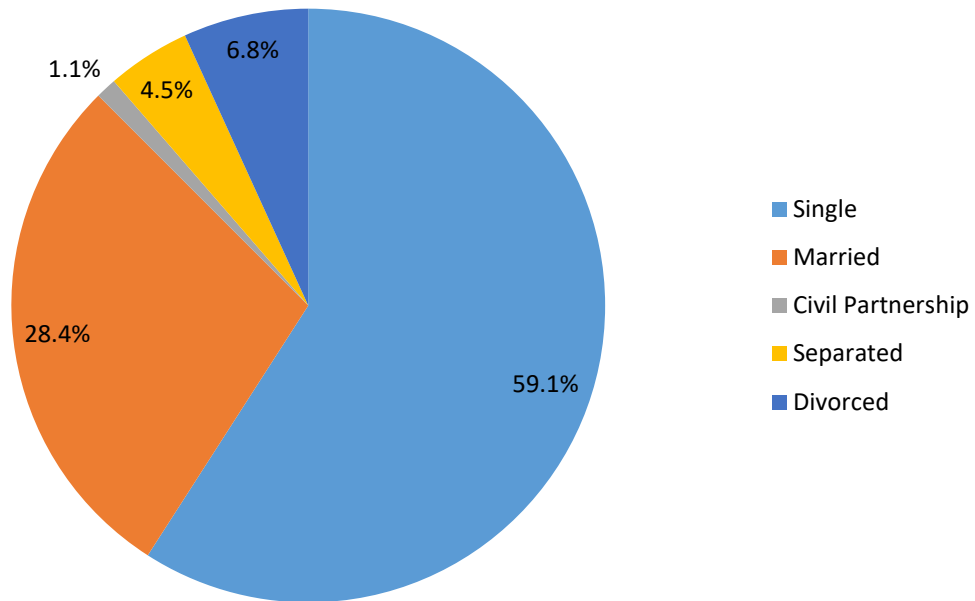
2.11 Demographics and protected characteristics of the sample



Total=91 for both

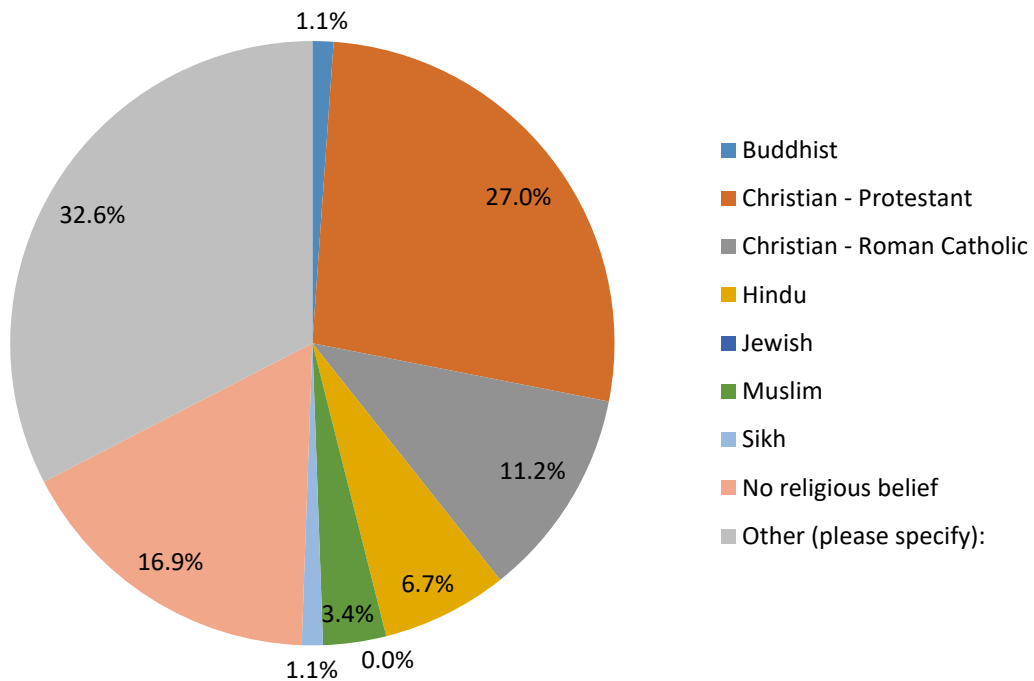


What is your marital status?

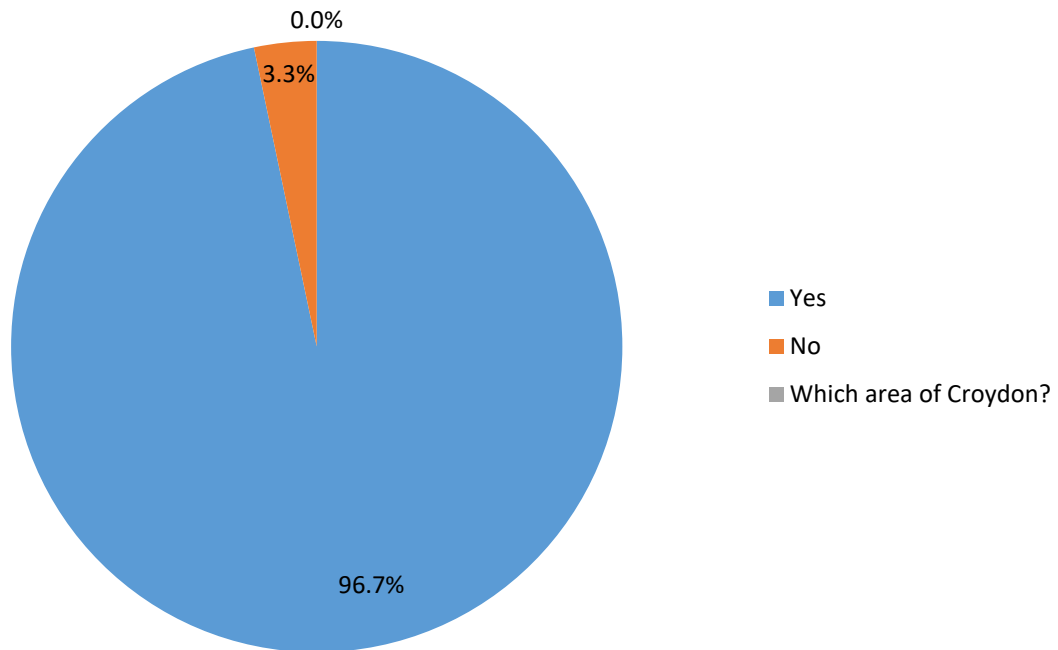


Total=88 above, 89 below.

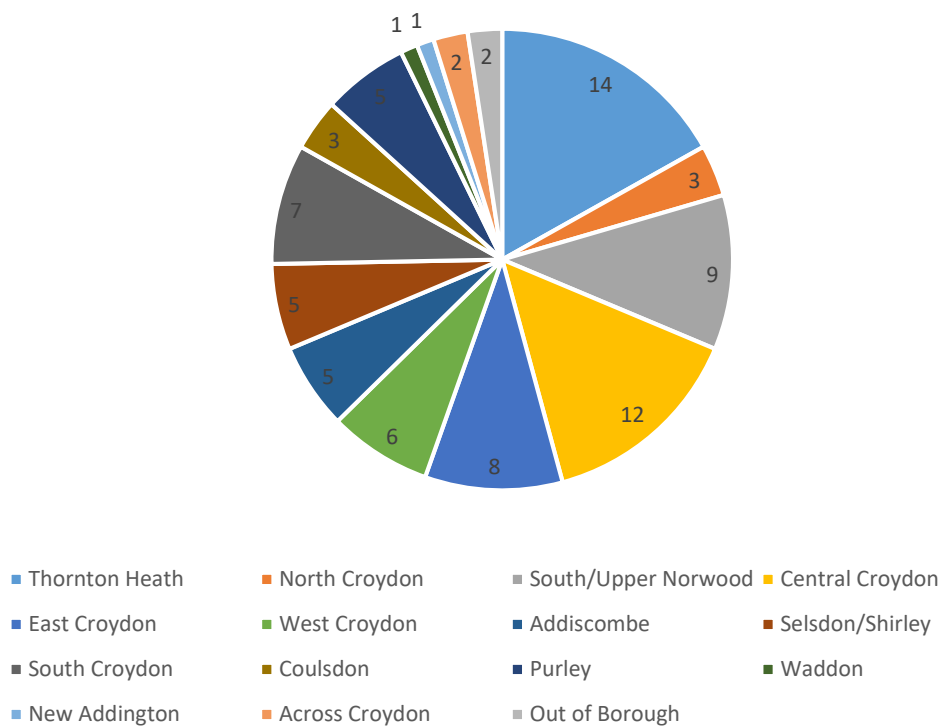
What is your religious belief?



Do you live or work in Croydon?



Where do you live or work in Croydon?



Total=91 for both

3 Responses to our research

Croydon BME Forum

The Croydon BME Forum was excited to collaborate with Healthwatch Croydon on this research project. This research project was needed due to the over-representation of the BME community members in crisis and acute mental health settings. In 2018, South London and Maudsley NHS Foundation Trust reported that BME population in Croydon made up 56.1% of their caseload on acute awards. The rate at which the BME is presenting and being represented in crisis mental health settings is an issue that has concerned us and the community for some time. We wanted to explore how do we best support the BME community in their wellbeing before they present to services and reach the point of crisis. Before collaborating with Healthwatch Croydon, we had several conversations with the BME Community and there is a real desire in the community for there to be a service that attends to the wellbeing of adults. The feedback from this research project is being used so that we can deliver a BME wellness centre that supports the adult community in attending to and learning about their wellbeing so that they are better able

Hilary Williams, Acting Service Director, Croydon Directorate, South London and Maudsley NHS foundation Trust said:

“The Trust is pleased to have developed such good relationships with Healthwatch Croydon and Croydon BME Forum over the years and welcome this report. We are happy to act as a sounding board for Croydon BME Forum through our Trust-wide Independent Advisory Groups (IAGs) and Partnership Group (PG). We have been developing ideas to meet the needs of our diverse local population for some time and this report will add insight to that existing, ongoing work.

“We are also keen to continue the development of our partnership working through our joint local Healthwatch (in Croydon, Southwark, Lambeth and Lewisham) quarterly meetings where we learn about community engagement work such as this.”

4 Quality assurance

Does the research ask questions that:

Are pertinent? The insight asks specifically residents about their health experiences, support networks, perceptions of wellness and ideas about new provision.

Increase knowledge about health and social care service delivery? Yes, this will help commissioners and providers deliver a new service in response to people's needs.

Is the research design appropriate for the question being asked?

a) Proportionate: Yes, we focus on receiving views only from BME people in Croydon, all but two responses were from people living here, the other two had a relationship with the borough


b) Appropriate sample size: Has any potential bias been addressed? The same was reasonable for this type of survey a focus group. Potential biases have been referred to in the Limits of Research section.

Have ethical considerations been assessed and addressed appropriately?

Beyond the usual standards of anonymity, here were no further ethical considerations required for this insight.

Has risk been assessed where relevant and does it include?

- a) **Risk to well-being:** None.
- b) **Reputational risk:** That the data published is incorrect and not of a high-quality standard. All data comes from Smart Survey and write-ups of focus groups undertaken by Community Development Worker at the BME Forum
- c) **Legal risk:** Have appropriate resources been accessed and used to conduct the research? There was no need to refer to legal resources for this research.



Where relevant have all contractual and funding arrangements been adhered to? This was part of our standard commissioned work contract, with a priority to work with those who are seldom-heard and hard to reach

Data Collection and Retention

Is the collection, analysis and management of data clearly articulated within the research design? Yes.

Has good practice guidance been followed? Yes.

Has data retention and security been addressed appropriately? Yes.

Have the GDPR and FOIA been considered and requirements met? Yes.

Have all relevant legal requirements been adhered to ensure that the well-being of participants has been accounted for? ie the Mental Capacity Act. None required for this research.

Has appropriate care and consideration been given to the dignity, rights and safety of participants? Yes, all surveys were anonymous. Likewise, write ups of focus groups.

Were participants clearly informed of how their information would be used and assurances made regarding confidentiality/anonymity? Yes.

Collaborative Working

Where work is being undertaken in collaboration with other organisations have protocols and policies been clearly understood and agreed, including the development of a clear contractual agreement prior to commencement? We worked with the BME Forum on this, but we lead and developed on the project. They delivered the focus groups.

Have any potential issues or risks that could arise been mitigated? These are shown below:

Risk factors	Level of risk	Contingency
Cannot access key people to research	Low	We invited people from Thornton Heath through our lists and that of our partners and network.
Groups let you down	Low	Use social media.
Question set does not work with group	Low	Co-written with BME Forum and tested
Data is seen as being out of date	Low	Report to be completed within a month of insight undertaken.
Not enough respondents	Medium	There is not the opportunity to run the event again, but any findings can contribute to future engagement.

Has Healthwatch independence been maintained? Yes, this research is shared with partner organisations before publication for their comment, but only factual inaccuracy would be reviewed. This does not affect the comments of experiences we receive.

Quality Controls

Has a quality assurance process been incorporated into the design? There was a proper process of scoping with the BME Forum.

Has quality assurance occurred prior to publication? Data collection was checked and re-checked.

Has peer review been undertaken? No peer review was undertaken. It was not required for this research project.

Conflicts of Interest

Have any conflicts of interest been accounted for? This was part of our standard commissioned work contract, with a priority to work with those who are seldom-heard and hard to reach. The BME Forum are delivering the project and we worked

with them to discuss the insights they need to deliver a new service. We delivered the report independent of other decision-making on this project.

Does the research consider intellectual property rights, authorship and acknowledgements as per organisational requirements? The research is owned by Healthwatch Croydon, who are managed by Help and Care. Other organisations support has been recognised and suitably referenced.

Is the research accessible to the general public? It appears on our website as of 12 September 2019.

Are the research findings clearly articulated and accurate? To the best of our knowledge, we believe they are.

5 References

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To find out more about the Croydon BME Forum and their events please visit www.cbmeforum.org

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