



Mersey Care
NHS Foundation Trust

Community and Mental Health Services



Six years of The Life Rooms





Speaking with an advisor really helped me get on track with using support other services.

The way I was feeling at the time I doubt I would have made a self referral to Talk Liverpool. The adviser kindly made this referral for me.

Primary Care Network client



**The Life Rooms
Walton opened**

**Nov
2016**

Liverpool IPS employment service became part of the Life Rooms

**May
2017**

The Life Rooms Southport opened

**Dec
2018**

The Life Rooms Bootle opened, in partnership with Hugh Baird Further Education College

**April
2019**

Commissioned to deliver IPS employment services in Warrington, Halton and the Wirral

**Sept
2019**

Commissioned to expand services peripatetically across Liverpool

**Dec
2019**

The Community Inclusion Team joined The Life Rooms family, supporting outreach to diverse communities across Liverpool

**April
2020**

Commissioned by LCCG to deliver its Digital Enablement Service (DES)

**Oct
2020**

The Life Rooms online launched

**Nov
2020**

The Life Rooms telephone support service launched to proactively reach out to secondary mental health service users

**April
2021**

Social prescribing service launched in the iGPC network

**May
2021**

The Life Rooms was commissioned through community mental health transformation funding to further address health inequalities

**Jan
2022**

The Life Rooms expands across Liverpool's One Stop Shops, libraries and children's centres

**April
2022**

Launch of micro-commissioning programme with VCSE organisations

**May
2022**

Launch of The Life Rooms @ Lee Valley Millennium Centre in South Liverpool
Healthy Knowsley service join The Life Rooms family

**June
2022**

Launch of a pilot expansion across St Helens, Knowsley, Warrington and Halton



Walton Life Rooms

The first Life Rooms opened in Walton on 9 May 2016. This year, we are celebrating six years of service provision.

The past six years have seen The Life Rooms offer an open door, community based approach, supporting prevention and population health. The Life Rooms has evolved to provide a range of services across a number of locations and communities.



Excellent service and good to see a pandemic hasn't stopped it delivering such amazing content

Life Rooms service user



The Life Rooms Social Model of Health

Community is the central focus for The Life Rooms. The Life Rooms Social Model of Health is designed to improve population health and address social inequality through activation and system-change. All activity within The Life Rooms is delivered through a three-pillar model:

- **Learning:**

Delivering a wide range of evidence-based learning opportunities designed to improve population health.

Our creative and inclusive curriculum works alongside the lived experience of individuals and communities to support positive life outcomes.

- **Social Prescribing:**

Enabling individuals to connect with their wider community through the co-creation of a personalised pathway.

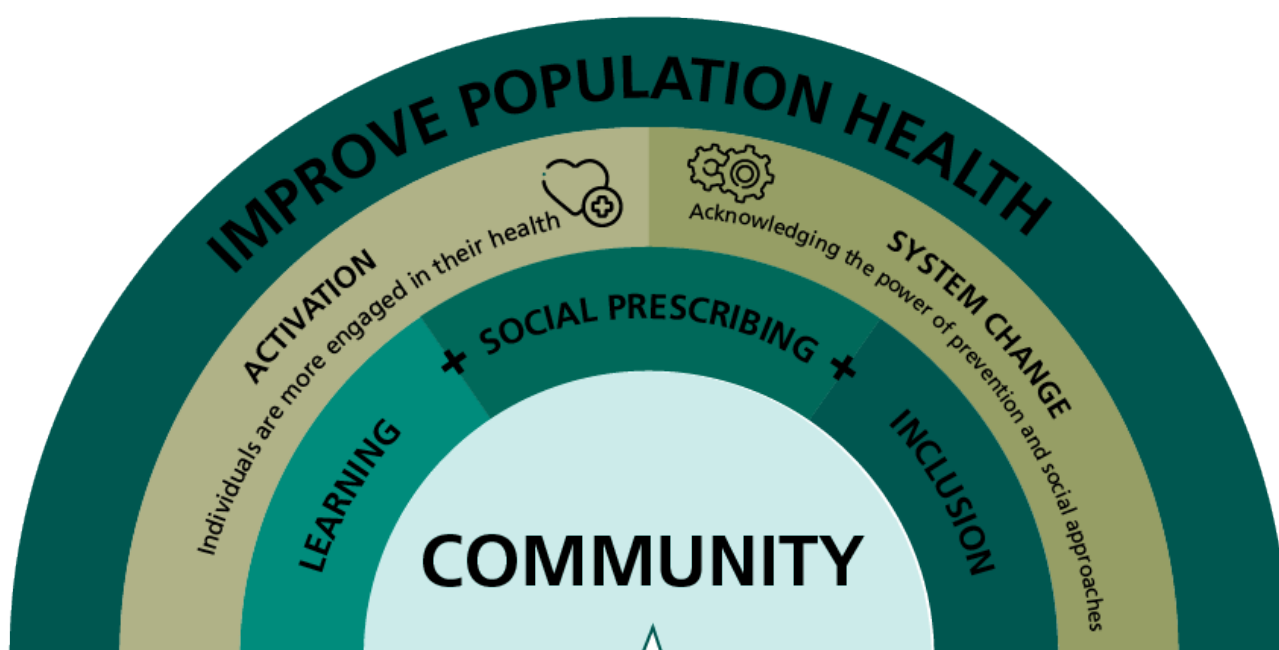
Together with voluntary and community sector partners, we offer practical one-to-one support around social issues such as loneliness, finance and housing.

- **Inclusion:**

Listening to communities to understand need and aspiration.

We work together with individuals and communities to co-design and embed culturally informed approaches to improve life and health outcomes.

The three pillar model enables people to become more activated in their own health; it operates within a social approach that focuses on prevention and the enabling of community and community assets to acknowledge the role that social factors play in health and to encourage system change. Through health activation and system change, population health is improved and pressure on clinical services is reduced.



Community is the starting point for all Life Rooms activity. The Life Rooms approach supports opportunities for collaborative working with communities to inform service design.



Side by side

The Life Rooms aims to design, develop and evaluate services together with those who access and deliver them. This means the service is shaped by everyone in The Life Rooms community, including; people who access, work and volunteer within the service, as well as partners and the wider community.

Working 'side by side' means The Life Rooms continuously changes according to the needs and experiences of stakeholders; whilst the fundamentals of the model remain static, how this manifests is flexible. This flexibility allows for a truly responsive service with population health at its core.



Community partners

The Life Rooms partners with over 100 voluntary and community sector organisations. The Life Rooms could not deliver the model described without effective collaborative working with the voluntary and community sector.

The non-clinical approach provides integration of public, private, voluntary and community sector services through the facilitation of existing and developing community based assets. As such, the end user does not have to navigate the complexities of a heterogeneous system but rather experiences a seamless pathway of advice, support and care. Cross system support offers have been enhanced by the use of Elemental, which allows for the management of referrals across clinical and voluntary services.



Life Rooms activity

The last two years has seen significant activity within the Life Rooms service. It has also been a period of change and development due to the COVID-19 pandemic.

The Life Rooms were able to develop online and telephone services to increase accessibility whilst the buildings were closed. Since October 2021 we have resumed face to face delivery alongside remote provision.

Between April 2020 and March 2022:

- Our online platform allows people to access online Life Rooms learning content at their leisure, and interactive learning courses were moved online with classes delivered via Zoom, thereby supporting health activation and self management

1,105 Zoom learning sessions were delivered and over 30,440 views of online learning content

- Our learning facilitators delivered a range of face to face learning courses focused around mental wellbeing, physical health and creativity.

6,147 people attended 1,044 sessions across Liverpool and Sefton.

- Pathways Advisors offered social prescribing support in person and via telephone, meaning people could be linked to community support, or guided to clinical support routes where appropriate.

11,395 contacts took place with Pathways Advisors which led to 13,103 social prescriptions

- Mersey Care service users were contacted to link them into Life Rooms support or raise need with clinical teams.

3,789 CMHT service users were proactively supported by the Life Rooms Support Team



Life Rooms Activity

April 2020 to March 2022

11,022



visits to Life Rooms sites since reopening for face to face learning and pathways appointments in October 2021

11,395

CONTACTS took place with pathways advisors, which led to...

13,103 SOCIAL PRESCRIPTIONS



1,105

ZOOM sessions delivered



4,006

PEOPLE ATTENDED

728 face-to-face learning sessions in Sefton

2,141

PEOPLE ATTENDED

316 face-to-face learning sessions in Liverpool

3,789



successful proactive contacts were made with Mersey Care service users by the Wellbeing Support Team

30,440

VIEWS on The Life Rooms online learning videos since March 2020.



862

people signed up to The Life Rooms online learning platform (launched October 2020)



As soon as I started accessing groups, life started getting a lot better... **Life is a lot better than it was** because of The Life Rooms

I will definitely **recommend this service** to others in the future

Research and recognition

Links to some research and evaluation work related to The Life Rooms can be found below:

- Early publication about the development of The Life Rooms approach - [read here](#)
- Paper published on the value of social prescribing at The Life Rooms for people with mental health needs - [read here](#)
- Case studies collected by the innovation agency on the impact of The Life Rooms - [read here](#)
- The Life Rooms Annual report 2020 - [read here](#)

The Life Rooms has also achieved award success at a regional and national level:

- **Winner 2018:**
Innovation in Community Mental Health
(National Positive Practice in mental Health Collaboration)
- **Winner 2018:**
Partnerships in Innovation
(North West Coast Research and Innovation Award)
- **North West Winner 2019:**
Excellence in Mental Health
(NHS Parliamentary Award)
- **Winner 2019:**
Outstanding contribution to patient and public involvement (PPI) in research
(North West Coast Research and Innovation Awards)
- **Shortlisted 2019:**
Mental Health Innovation of the Year
(Health Service Journal Award)
- **North West Winner 2020:**
Excellence in Mental Health
(NHS Parliamentary Award)
- **National Winner 2021:**
Excellence in Mental Health
(NHS Parliamentary Award)
- **Winner 2021:**
Innovation in Mental Health Award
(NHS Business Awards)
- **Winner 2022:**
Best Larger Social Prescribing Project
(Social Prescribing Network Awards)





A Royal Visit

On 14 September 2017, His Royal Highness the Duke of Cambridge officially opened The Life Rooms Walton.

During the visit His Royal Highness was given a tour of The Life Rooms and an explanation of the services on offer at the former Walton Library.



Testimonials

Sean's story

Sean came to Walton Life Rooms in 2018. Following the death of his grandfather, for whom he was a carer, Sean was suffering with depression and anxiety.

After referral to a mental health clinic he was also diagnosed with Asperger's syndrome:

"I felt angry a lot and frustrated. I came to The Life Rooms while still being assessed. It was like a crossroads really, waiting to see what happened. When I got my diagnosis I was already here doing courses with the Recovery College. I realised I needed to stop feeling sorry for myself.

"The Life Rooms isn't far from where I live. I don't need to mess around getting buses and trains, it's a five minute walk. They were doing things that interested me and kept me occupied. I did creative writing, a stand up comedy course, and I learned about depression and anxiety."



Through the Recovery College I gained a sense of achievement. I started to feel better about myself.

I could say I've come to a class today, I've sat through it, I've learned something. The stand up course was great. I've always enjoyed comedy and then I was doing it. I got to the point where I was co-facilitating the class, then in the last three months I've been going into town and doing gigs.

After I'd been here a few months one of the facilitators asked if I wanted to be a volunteer. I signed up to do it, and I haven't looked back since. It's an amazing place, it's probably saved my life.



Molly's story

21 year old Molly heard about Bootle Life Rooms through her community psychiatric nurse while receiving treatment for Emotionally Unstable Personality Disorder (EUPD):

“At first I was a bit nervous, but I started with doing arts and crafts and I made a good few friends from that. I went on to do courses like understanding anxiety, understanding depression, understanding psychosis.

They've helped me understand more about symptoms, coping strategies – it's helped me so much ...Before The Life Rooms I couldn't even go to the shops. It's got me out, it's got me on buses which I never thought I'd be doing.”



I'm starting a beauty therapy course at Hugh Baird College soon which I'm excited about.

I found the course through the pathways advisor here. I'm still receiving treatment but I've seen a change, and I think my psychiatric nurse has as well. It's been amazing coming here, it's changed me a lot.

Without The Life Rooms I think I'd still be in the same place I was. It's a calm atmosphere, everyone's understanding. I call it my safe place.”



Sean and Molly's stories were documented through case study collection work undertaken by The Innovation Agency (The academic Health Science Network for the North West) to evidence innovative approaches to health within the region: https://www.innovationagencynwc.nhs.uk/media/Case%20Studies/25784_Innovation_Agency_Case_Study-The_Life_Rooms-WEB.pdf

