

BRIEFING FOR PROVIDERS
Manchester Resilience Hub
September 2017

**Manchester
Resilience Hub**

The Manchester Resilience Hub has been established by the NHS and wider statutory partners in response to the Manchester Arena attack. It has been set up to coordinate the mental and emotional health support for children, young people and adults who were affected by the attack, wherever they live.

The Hub is staffed by mental health professionals seconded from Greater Manchester NHS trusts, pathway managers and a support team. It is hosted by Pennine Care NHS Foundation Trust.

The Hub has two purposes:

1. To co-ordinate the care and support for people whose mental health and emotional wellbeing has been affected by the attack

The Hub offers phone-based support including information, advice and sign posting. When individuals are describing mental health difficulties and an onward referral is indicated, staff will direct service users towards appropriate mental health services.

Hub staff are supporting people by liaising with services and in some cases making referrals on their behalf. For adults with mild to moderate needs, NHS Choices is used to identify appropriate psychological therapies services. For children and young people, lists of CAMHS providers are being collated.

The Hub has received referrals for people who have been identified as presenting with high levels of unmet need but we are also outreaching to the wider group of those affected by the Arena attack, including first responders. Currently 1:1 interventions have not been commissioned.

2. Advice and consultation to professionals from all sectors who are offering support to those affected

Please contact The Hub if you have any queries about how to best support your service users or colleagues.

The Hub is also offering advice and update training on working with trauma. Some organisations have already accessed training from recognised providers, but there has also been training provided that lacks an evidence base.

We are keen to hear about training you and your teams have been offered and opportunities that have been taken to share best practice and learning across our services.



Workshops at The Hub

We are delivering monthly workshops as an opportunity for statutory partners from across the country to come and meet some of the operational and clinical staff at The Hub and discuss ways to support those affected by the Manchester Arena attack.

The workshop will include but not be limited to:

- Overview of the incident and immediate response
- Overview of roles and responsibility of the Manchester Resilience Hub
- Introduction to working with adults and young people affected by trauma

You can book your place via Eventbrite

[27th September 1-3:30pm](#)

[18th October 1-3:30pm](#)

[22th November 1-3:30pm](#)

[13th December 1-3:30pm](#)

Managing Any Service Pressures

40% of those hospitalised following the attack were from Greater Manchester and 60% from outside GM. At this stage we have little data about the geographical spread of all the concert attendees, however the location of the families and communities bereaved by the attack are known.

We suggest that your service keeps a note of any increase in activity (both in terms of demand and complexity of presentations) following the arena attack. If the increased demand on your service creates pressures please raise this within your organisation and with your local commissioners who can consider what contingency arrangements can be put in place to support delivery of the services victims of the attack need. Issues, both clinical and in relation to capacity, arising from the attack can also be discussed with your local Strategic Clinical Network.

All GM mental health providers are represented on weekly SitRep calls with the GM Health and Social Care Partnership, and the Mental Health Lead for NHS England, and it's important that services share information about impact on their services through these channels.

You can contact the Hub by:

- Email: GM.help@nhs.net
- Phone: 03330 095 071 opening times are Monday – Friday 9am -5pm.
- Website: www.penninecare.nhs.uk/mcrhub
- For those affected by the attack who are not already in contact with the Hub online screening can be accessed via:
www.penninecare.nhs.uk/wellbeingscreen

If we are unable to answer your call immediately, you will have the option of leaving a message and we will call you back as soon as possible. You can also leave a message outside of our opening hours on this number.