

MENTAL HEALTH MOTORBIKE SUPPORT

The Mental Health Motorbike bike offers a unique combination of support to its members, the primary aim is to ensure they aren't left alone or behind in dealing with a difficult mental health situation.

We use a traffic light colour system to indicate the level of severity.

Red is high risk of harm (crisis level) - reactive one to one support/intervention needed

Orange is medium risk of situation escalating (medium support) - reactive/proactive group intervention

Green is low risk (low support) - more general proactive group wellbeing activities

So how does this work in practice?



HIGH RISK



HIGH RISK

When one of our members is deemed high risk we will work to get them to use the 1-1 chat button on the website (www.mhmotorbike.com). This will be picked up by a team of experts experienced in dealing with this type of call. Members will be supported via our SLACK support app. And offered a support bubble.

MEDIUM RISK

When a person presents as medium risk our aim is to get them onto the peer support group as soon as possible in order to get them involved group and member activities, whether this is asking for help or joining our online workshops, discussions and events. Key at this stage is to remove social isolation and feelings of being alone.



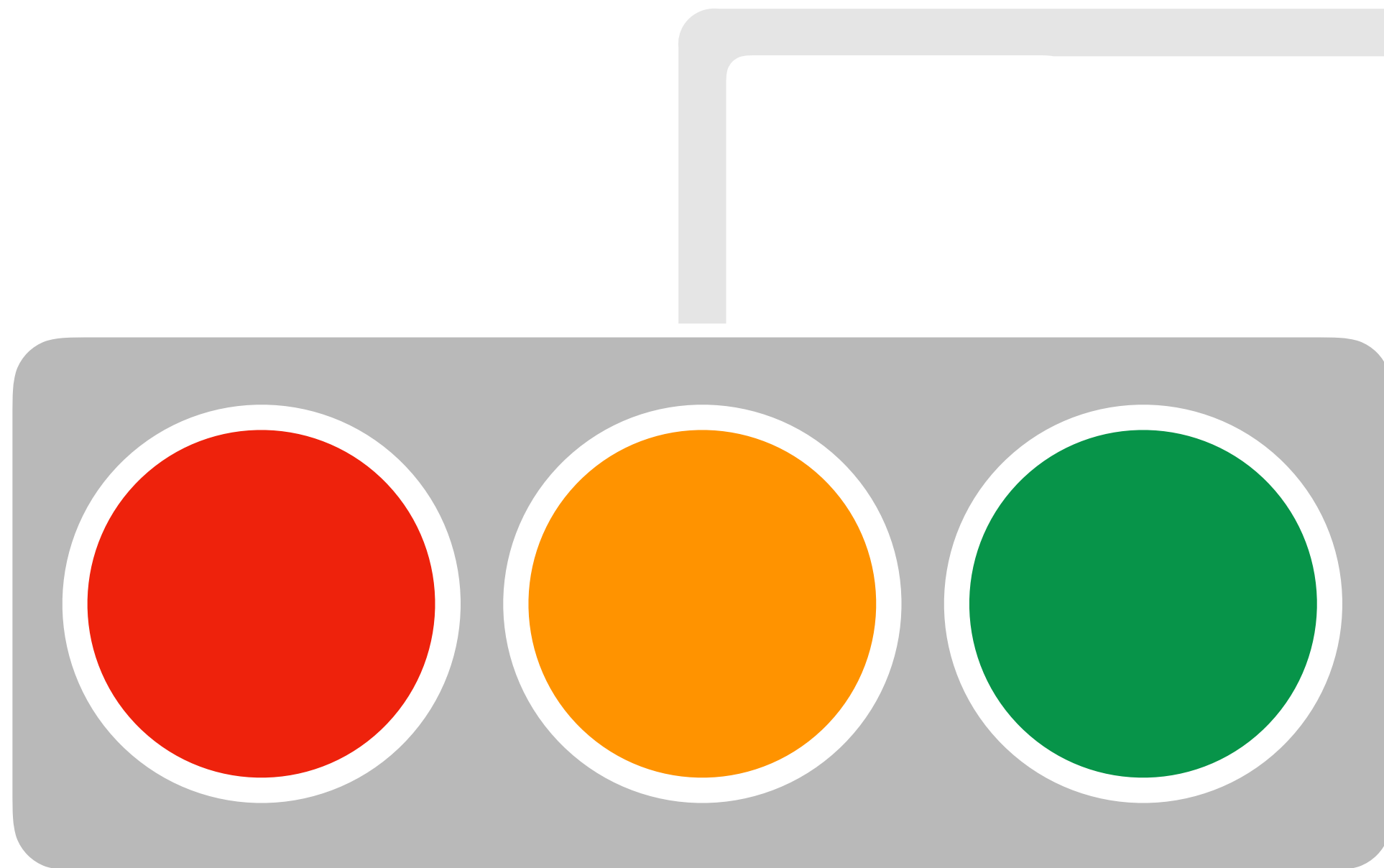
MEDIUM RISK

LOW RISK

This is when our members have got themselves into a better place mentally and they access the MHM activities aimed at improving their long term wellbeing in order to prevent them slipping backwards into a worse place with their mental health. The activities aim to give our members coping strategies to deal with the negative stuff. But most importantly it is about showing them there is a group that cares and is willing to invest in them.

LOW RISK





HOW DOES MHM OFFER SUCH EFFECTIVE SUPPORT?

Mental Health Motorbike has developed a culture of trust from its members by not promising too much but also being there when they need support. Over time we have worked out there needs to be three levels of interaction (1) reactive - for those in crisis (2) reactive/proactive (3) proactive for those who are starting to find themselves in a better place but need to develop longer term coping strategies so they don't slip backwards.

We are able to draw on our national network of trained mental health first aiders who sign up as volunteers to give online support to members in need. Our 1-1 support platform offers confidential bubbles of support to those in crisis but it also mean the MHFA's are given some welfare support as well. Safeguarding vulnerable members is very important so the platform allows us to manage people's chat's in a safe and secure way.

Many of the members giving the support have themselves experienced mental health issues so they have a level of empathy for those they are supporting and it also is part of their longer term recovery supporting others. Being part of the MHM Family can be very empowering for the team members as it as it helps build self confidence and self esteem through training and active involvement.

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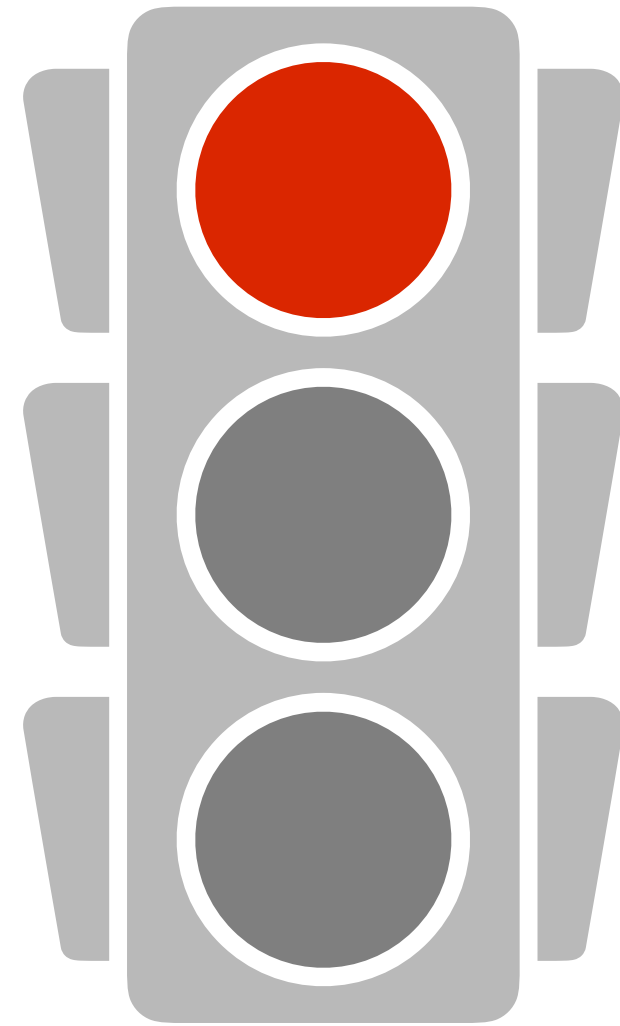


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DIFFERENT STAGES OF SUPPORT

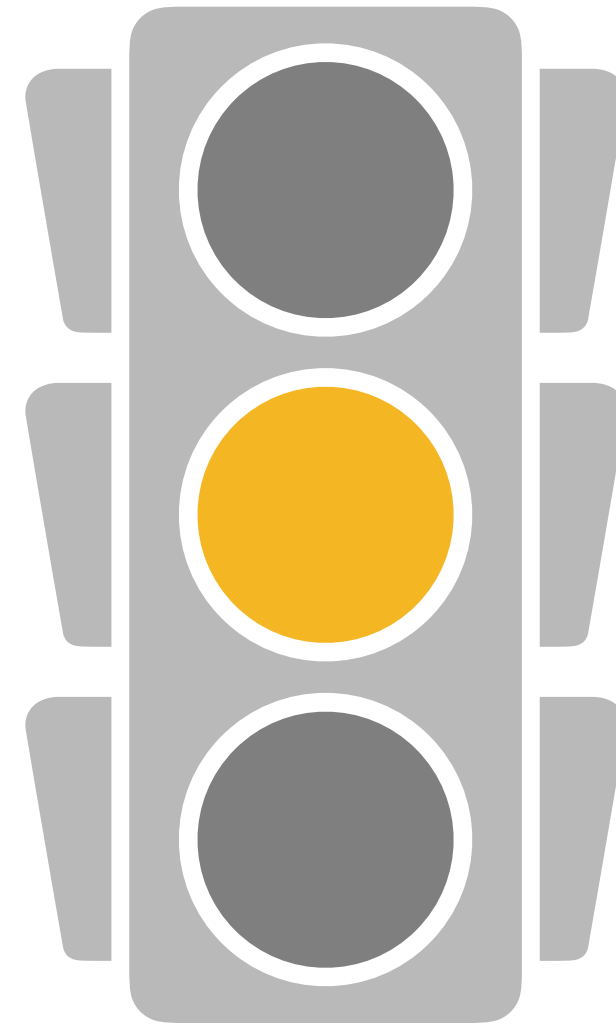


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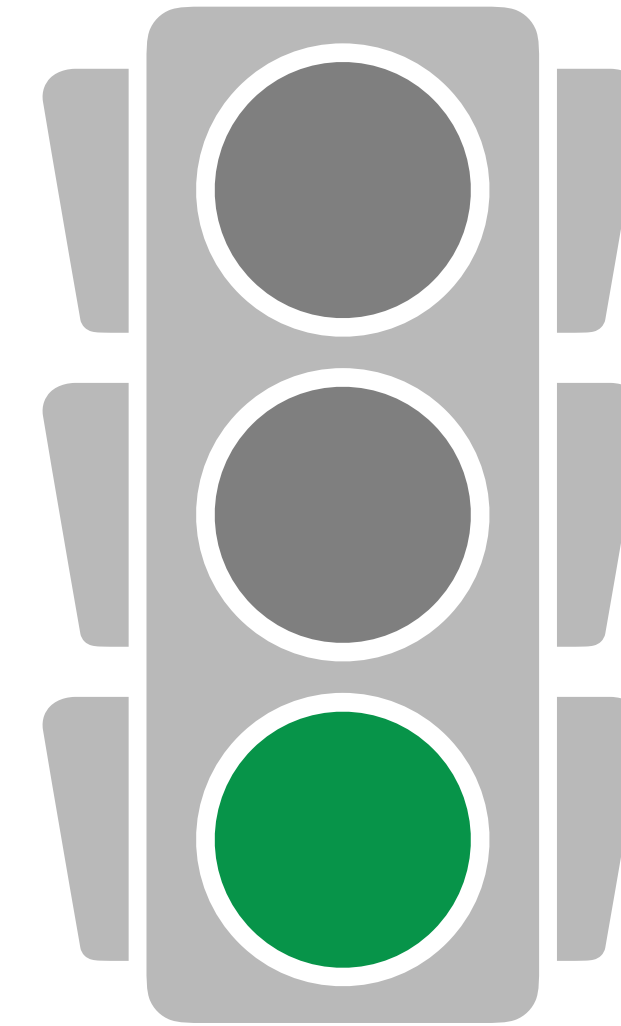
RED LIGHT

If someone presents themselves in crisis we want to get them stabilised and into some quality support as soon as possible so they don't harm themselves. By clicking the chat button a automated bot gets them registered on the MHM support group and then links them through to team online - The team can then put out a call the the MHM mental health first aider's who can respond up offer their services. It is quick and very responsive meaning a support bubble can be put in-place almost immediately.



ORANGE LIGHT

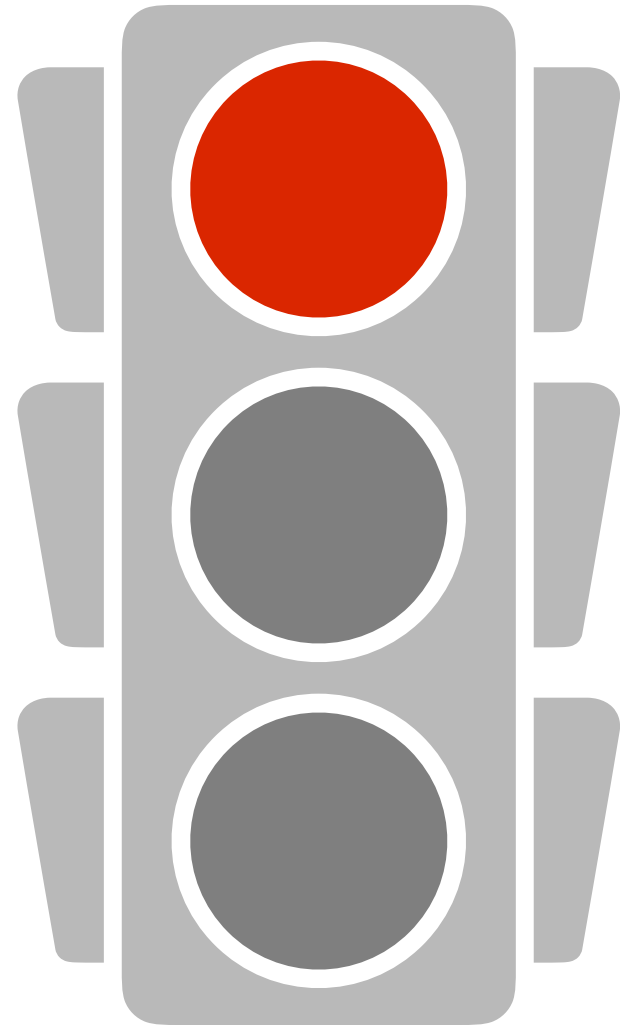
When people arrive at the online group many will sit, read and observe discussions before engaging directly themselves. The moderators work hard to make new members relaxed and welcomed. They are also monitoring content and looking out for keyword alerts, inappropriate posts and advertising. Our aim is to keep it focussed on mental health support and not the typical biker distractions



GREEN LIGHT

Being part of an effective long term support group enables members to feel secure, safe and it breaks down social isolation which can be a big part of people's mental health problems. By offering a programme of online activities and events mean our members can get more involved as volunteers promoting the MHM and being part of the wider MHM family.

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THE CHAT BUTTON

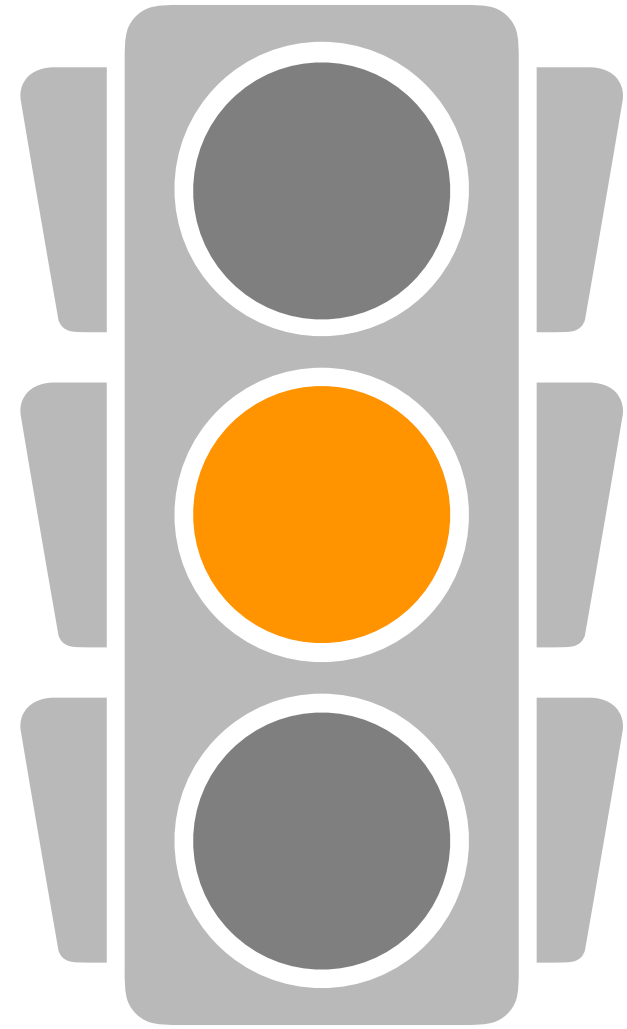
The chat button is found on the bottom left of the Mental Health Motorbike website. This is the process when someone clicks on this button

1. You will be asked to enter a short message
2. You are then asked for your email and your name
3. A member of the team will pick this up, establish some basic info and determine whether the person needs a Slack Support Bubble setting up or whether they are better served on the peer support group
4. Instructions are given as to what happens next.

THE SUPPORT BUBBLE

The support bubbles are setup using a private channel on the SLACK platform. Each bubble comprises of a lead MHFA'r, a 2nd person to oversee and support the MHFA'r (these are a MHM Admin) and a medical nurse practitioner who has an oversight on anything medical. They are only called upon when needed but can see the chat log. When someone is offered a support bubble this is the process:

1. An explanation is given of how the bubble works (i.e. 3 people in them plus the client)
2. The client is sent a link to join their support bubble on the Slack MHM-Support platform
3. Once they arrive in the channel support team introduce themselves and explain reinforce this is a confidential space and nothing will be shared outside of this without their permission
4. The lead MHFA takes over and facilitates the support. The 2 worker only offers support to the MHFA'r via the private messaging function in SLACK
5. The aim is to offer enough support to get the person into professional medical help and then back into the peer support group.



THE PEER SUPPORT GROUP

The peer support group is a carefully moderated Facebook group (currently 13 moderators) it is a space which has been kept free of advertisements, inappropriate comments and posts, there are no religious or political discussions etc. The sole purpose is to create a space safe for members to share how they are feeling and then get some group support for their mental health issues.

Over the last 12 months a strong community has been formed (many are now moderators) and they have really valued having a safe, non-judgemental space where accurate information and support can be given. This group is now nearly at 1000 members.

The group moderators get key word alerts if people talk about medications, suicide, end of life etc. and this is quickly taken to an effective WhatsApp group where decisive action is agreed. Because of speed, people's work patterns and the fluid nature of some chats we have a rule that if 4 or more moderators agree, then a decision can be made and actioned.

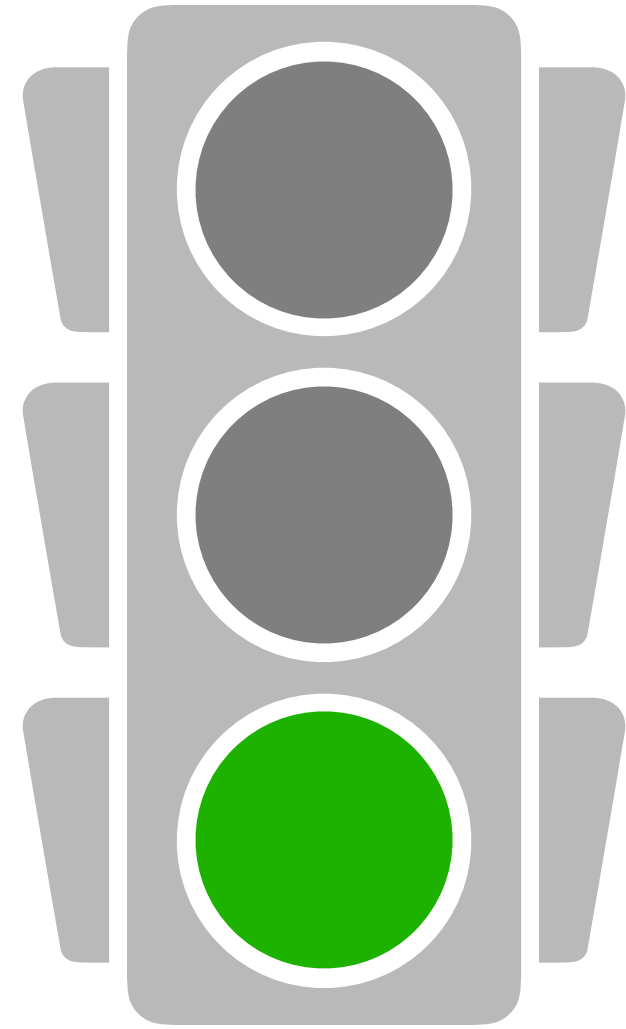
There has been incredible feedback from group members about the effectiveness of this space, for some it has been life saving, transformational, incredibly important, the only contact with people I have, my new family.

The challenge for the team is to prevent it imploding in on itself as it grows bigger and bigger. A strategic decision was taken not to stop new members and let it grow organically but recognise that as it grows people will know each other so it becomes less intimate and more functional. So this means the team have to get creative in how smaller workers, training sessions, discussion groups can take place. New technologies like Zoom open up exciting possibilities here.



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LONGER TERM OPPORTUNITIES

The support is a huge component of our strategic vision but so is longer term wellbeing activities. Once people get to a good place they feel they want to give something back, so it is really important we harness this as for some members MHM has become like a family, with new friendships and opportunities opening up to them. Some of these opportunities include:

- Becoming a mental health first aider and supporting others through the national MHM network
- Helping out at events and activities as a MHFA'r, running the merchandise shop, promotion of our work, creating a greater awareness of mental health issues
- Becoming a Mental Health Motorbike Ambassador
- Being part of a regional hub/garage
- Fundraising
- Project managing activities
- Working and delivering training sessions

There are so many opportunities open to members to continue their long term journey with us and with such a vibrant foundation of volunteers it means the organisational running costs can be kept low. As we grow we would love to be in a position to employ clients and volunteers in paid work.

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