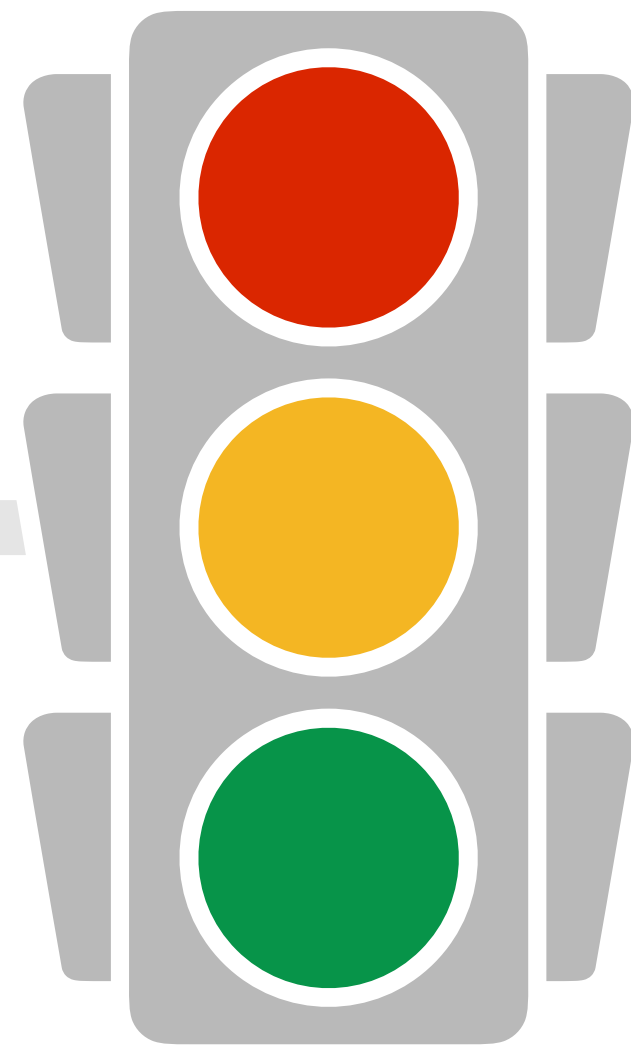




**SUPPORT
AHEAD**



MENTAL HEALTH MOTORBIKE SUPPORT

Mental Health Motorbike offers a unique combination of support to its members and the wider motorbike community, the primary aim is to ensure no biker is left alone or behind when experiencing poor mental health or minimum mental wellbeing.

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 and intervention needed

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

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

So how does this work in practice?



HIGH RISK



HIGH RISK

When one of our members is deemed high risk (in crisis) we will work to get them into a 1-1 support bubble. This can be accessed via the peer support group, social media or the chat button on the website (www.mhmotorbike.com). When a request is received it will be picked up our team, assessed and the support put in place. We use the SLACK platform to offer this support.

MEDIUM RISK

When a person presents as medium risk our aim is to get them onto the members only peer support group as soon as possible in order to get them involved in 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 with a mental health issue.



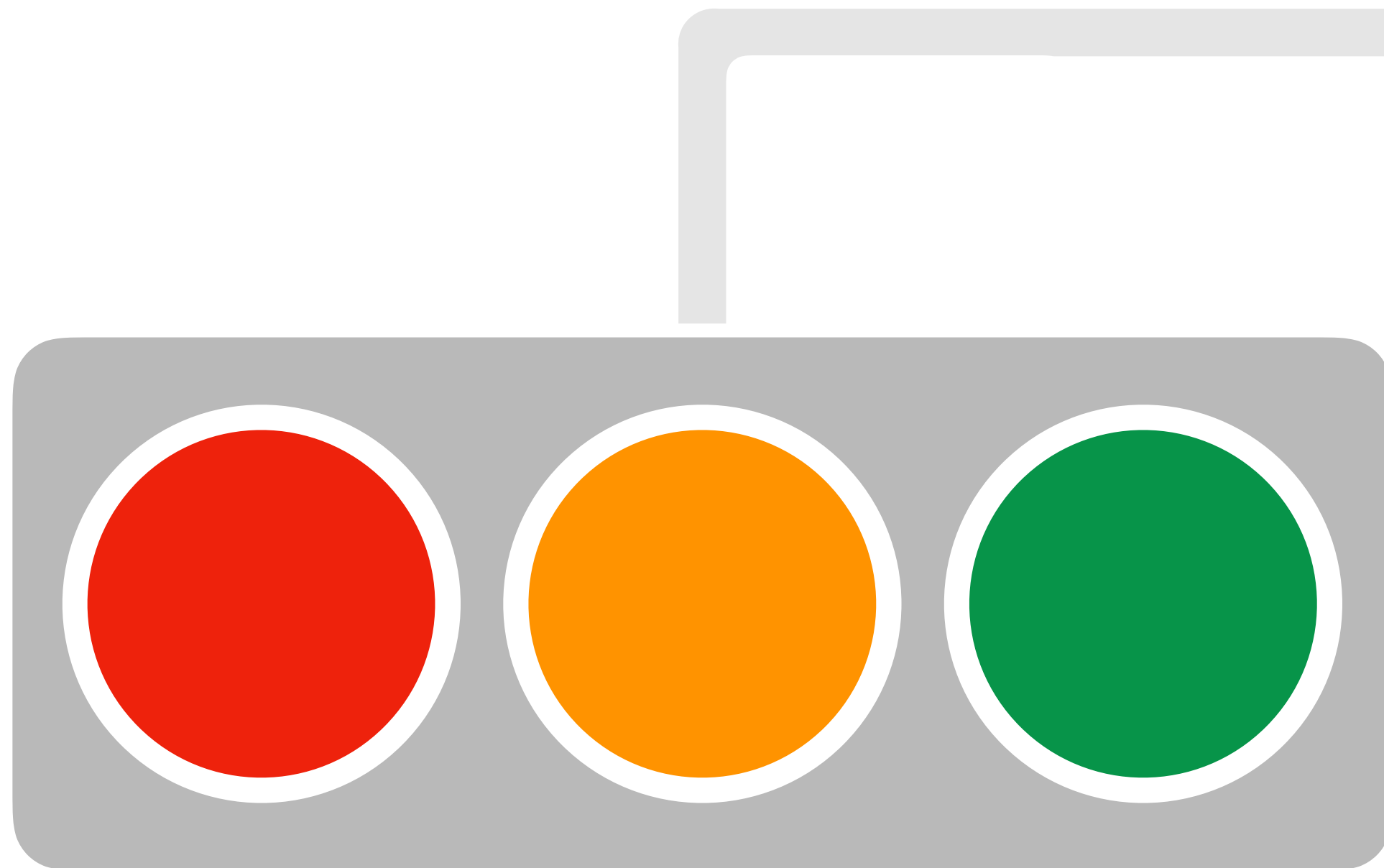
MEDIUM RISK

LOW RISK



LOW RISK

This is when our members have got themselves into a better place mentally and they can now access the Mental Health Motorbike activities aimed at improving their long term wellbeing. Our aim is to prevent a person slipping backwards into a worse place with their mental health. The activities aim to give bikers 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 longer term. They can volunteer at events, participate in specialist training or workshops, become a Mental Health Motorbike Ambassador or even become a mental health first aider.



HOW DOES MENTAL HEALTH MOTORBIKE 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) a reactive/proactive mix (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 support 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 Mental Health Motorbike Family can be very empowering for team members as it helps build self confidence and self esteem through training and active involvement. From August 2021 all members offering crisis support go through safeguarding training, must have an up to date DBS/police check and have received internal training.

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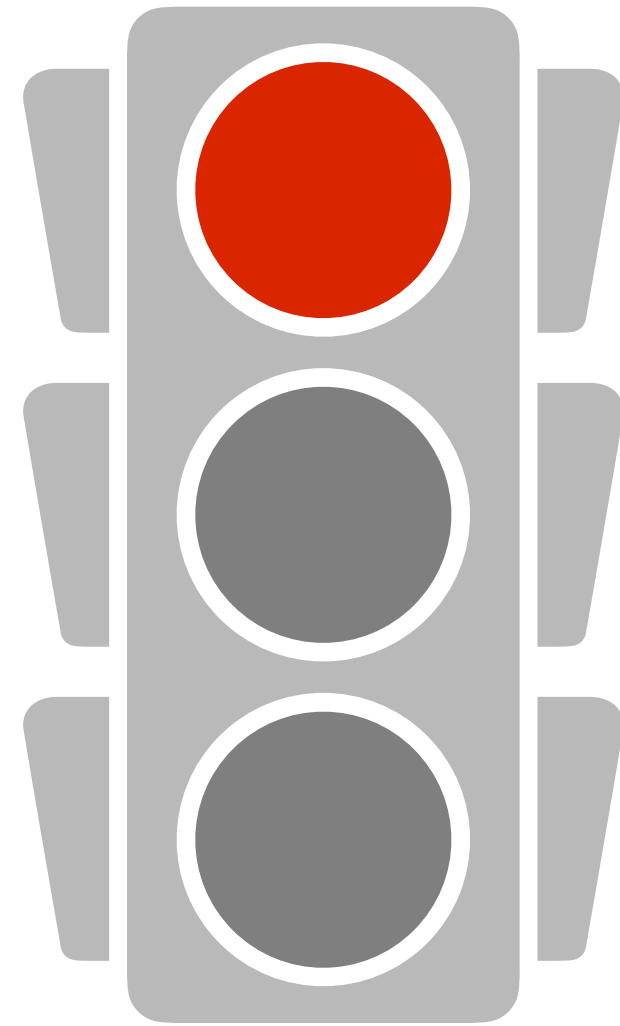


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DIFFERENT STAGES OF SUPPORT

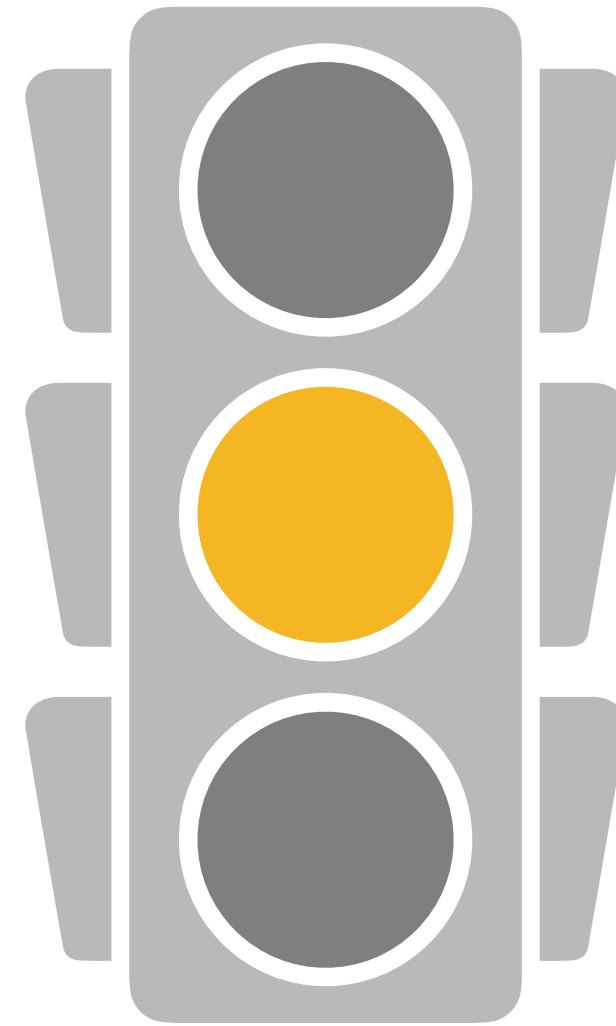


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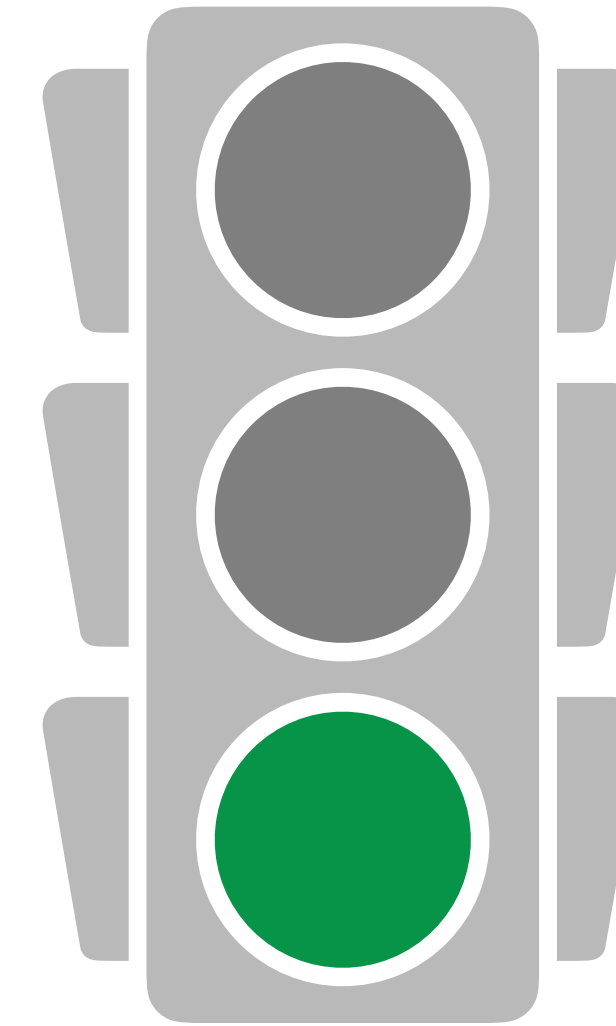
RED LIGHT

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 we can get a person onto the Mental Health Motorbike support group and talking to one of our team online - The team can then put out a call the the Mental Health Motorbike mental health first aider's who can respond with 1-1 support. It is quick and very responsive meaning a support bubble can be put in-place almost immediately.



ORANGE LIGHT

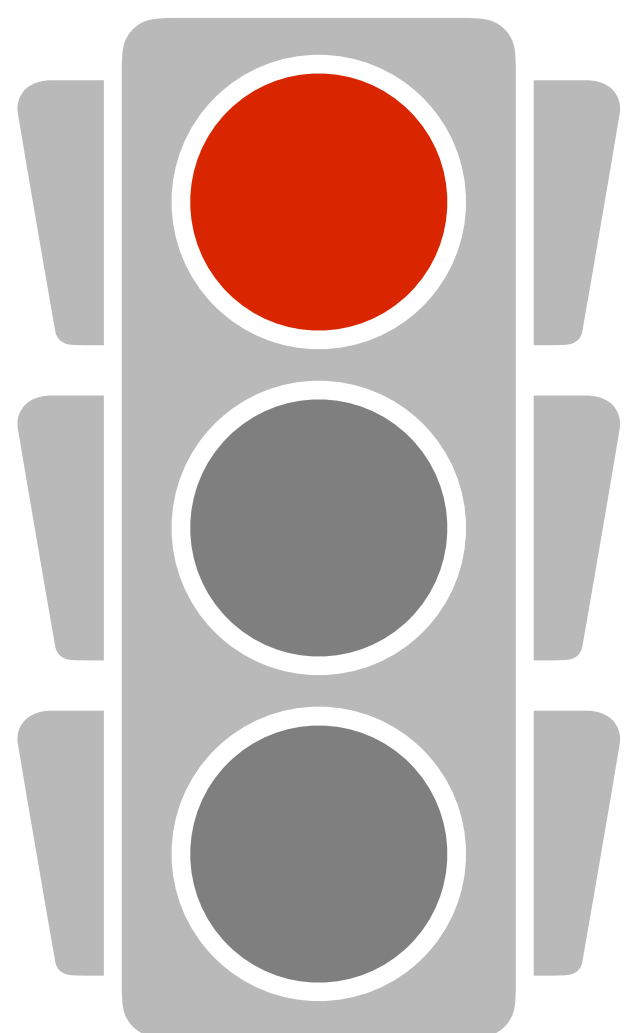
When people arrive at the online members only peer support group many will sit, read and observe discussions before engaging directly themselves. The moderator team work hard to make new members relaxed and welcome. They are also monitoring content and looking out for keyword alerts, inappropriate posts and advertising. Our aim is to keep it focussed on mental health support and not the typical biker distractions. Since March 2020 we have created a very safe, trusting and inclusive space for members.



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 issues. By offering a programme of online activities and events mean our members can get more involved as volunteers promoting the Mental Health Motorbike and being part of the wider Mental Health Motorbike family and biker community.

MENTAL HEALTH MOTORBIKE
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THE CHAT BUTTON

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

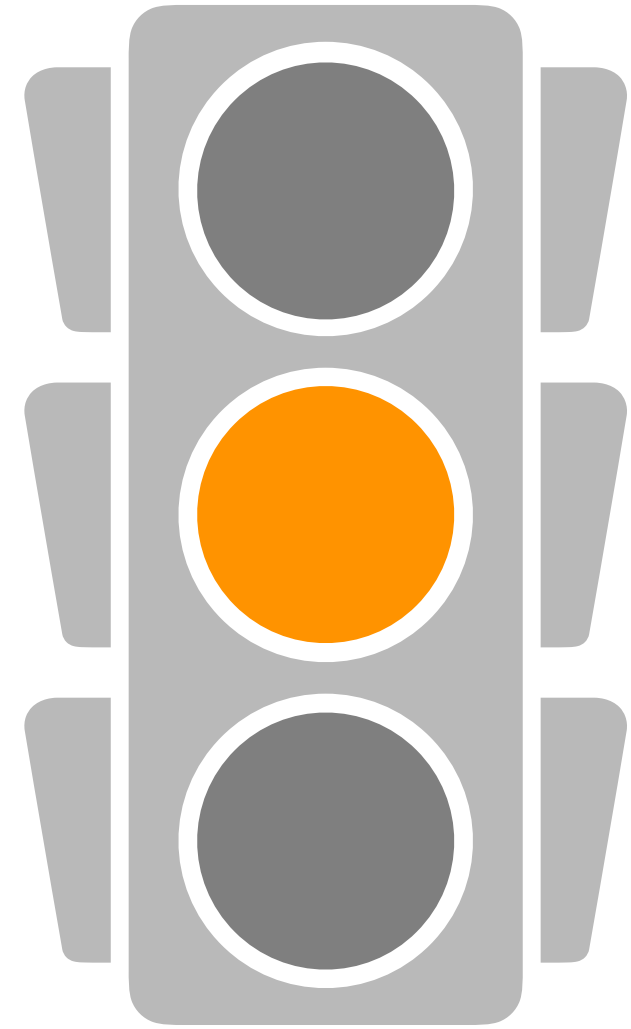
The support bubbles are setup using a private channel on the SLACK platform. Each bubble comprises of a lead Mental Health First Aider, a 2nd person to oversee and support the MHFA discussion and strategy (these are typically a more experienced Mental Health First Aider). The final person in the bubble is a medical nurse practitioner who has an oversight on anything medical. They are only called upon when needed but can see the overall discussion. 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 Mental Health Motorbike - Support platform
3. Once they arrive in the channel support team introduce themselves and explain this is a confidential space and nothing will be shared outside of this without their permission unless they pose a risk to themselves or others
4. The lead MHFA takes over and facilitates the support. The second worker only offers support in the absence of the lead person, they also can communicate with the rest of the team via direct messages.
5. The aim is to offer enough support to encourage the person to appropriate professional support and then back onto the peer support group.



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THE PEER SUPPORT GROUP

The peer support group is a carefully moderated Facebook group (currently 18 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.

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 at 1200+ members.

The group moderators get key word alerts if people talk about medications, suicide, end of life etc. and action is quickly taken to engage with this and a team strategy 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.

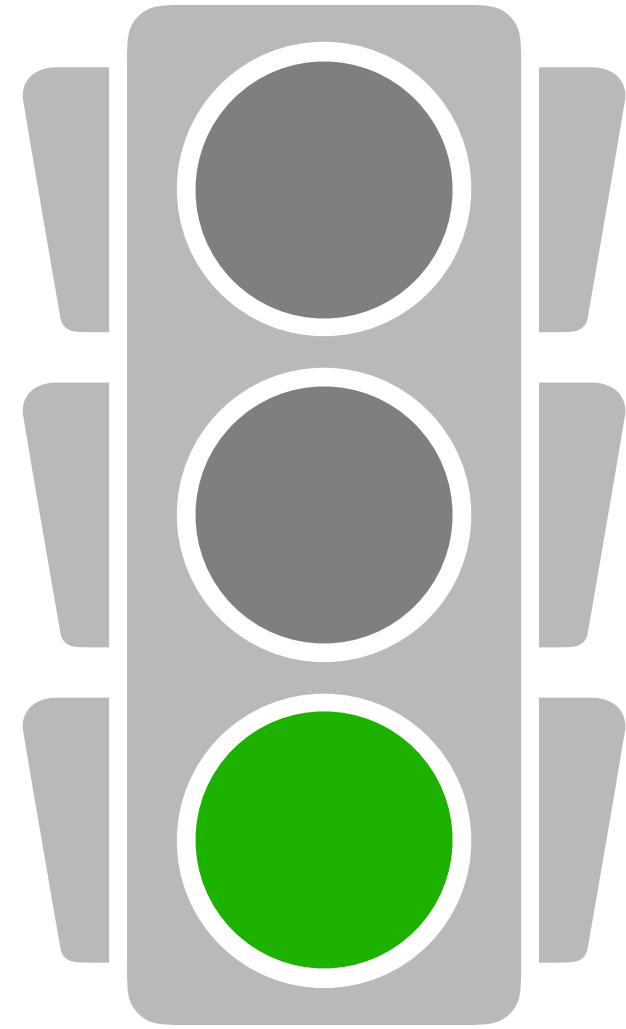
There has been lots of positive feedback from group members about the effectiveness of this space, for some it has been life saving, transformational and incredibly important.

The challenge for the team is to prevent it imploding in on itself as it grows bigger. A strategic decision was taken not to stop new members joining but to 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 they engage members, deliver training sessions and ensure how smaller more intimate group discussion groups can take place. New technologies like Zoom and online tools open up exciting possibilities here.



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LONGER TERM OPPORTUNITIES

The peer 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 Mental Health Motorbike has become like a family, with new friendships and opportunities opening up to them. Some of these opportunities include:

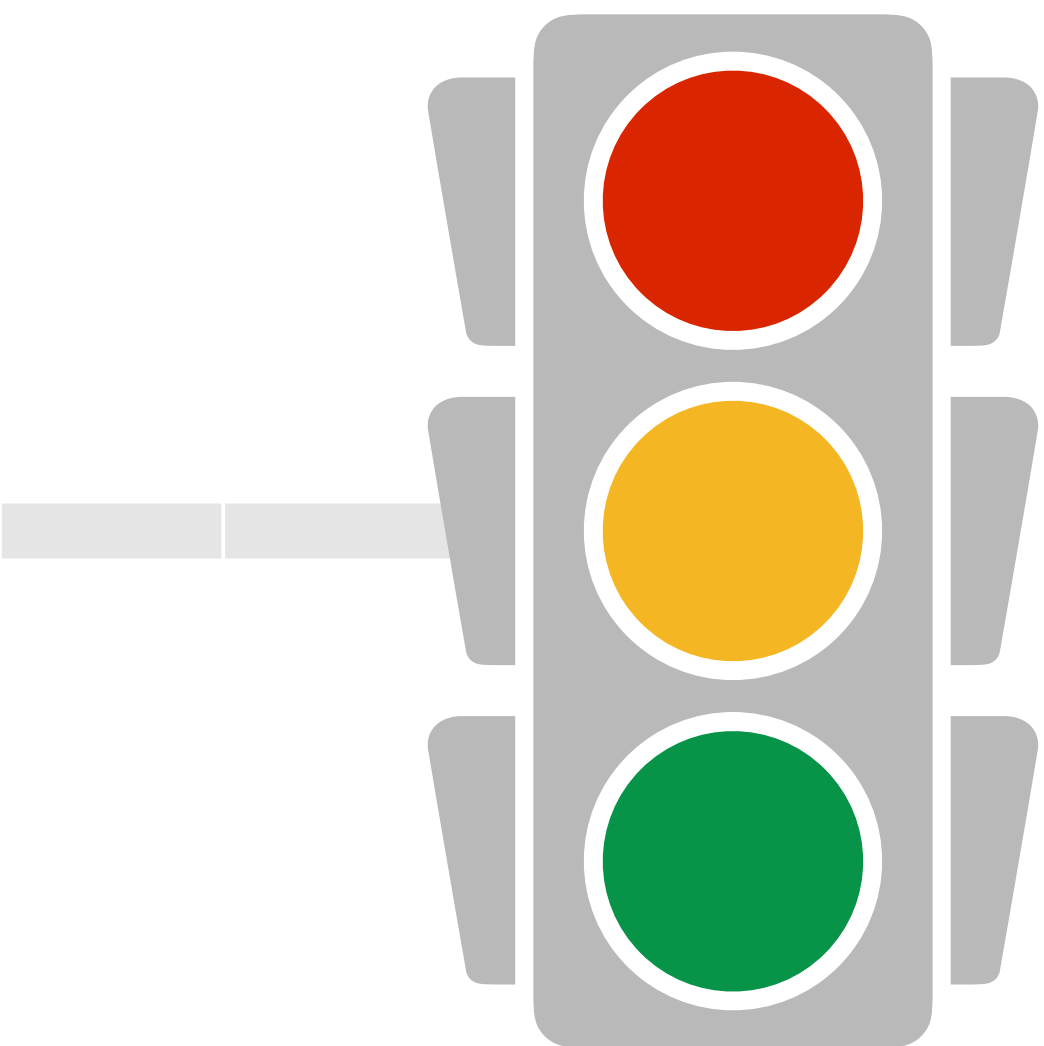
- Becoming a mental health first aider and supporting others through the national Mental Health Motorbike network
- Helping out at events and activities as a mental health first aider, running the merchandise shop, promotion of our work, creating a greater awareness of mental health issues
- Becoming 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. Our plan for the future is to grow the staff team and setup regional hubs of Mental Health Motorbike.

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FOR MORE INFORMATION
CONTACT



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