



RECOVERY AND OUTCOMES GROUP
LONDON REGION
18th November 2014

Meeting Facilitator:

Ian Callaghan, National Service User Lead, My Shared Pathway ianmcallaghan@me.com

Regional Lead:

Rachel Kitten, Senior Occupational Therapist, Cygnet Hospital Beckton
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Welcome and Introduction

Ian welcomed everyone to the meeting and everyone introduced themselves.

Minutes from Last Meeting:

These were reviewed and there were no questions.

National Updates:

Feedback from the Steering Group

The Recovery and Outcomes Steering Group meets every quarter in Birmingham following the nine Recovery and Outcomes Groups around the country. The meeting is attended by all the Regional Leads together with some service users. The Regional Lead for London is Rachel Kitten rachelkitten@cygnethealth.co.uk. We'd very much like to have a service user representative for the Steering Group, so do let us know if you might be interested.

As well as reviewing the regional Groups and planning for future ones, there are several sub-groups.

Main Messages and DVD

The 'Main Messages' sub-group, led by Sally Gendle and supported by Cygnet Healthcare, has just produced a 'Main Messages about My Shared Pathway' document, which aims to introduce the principles of My Shared Pathway and how it might be incorporated into Care Planning and CPA processes. The document may be downloaded at:

<http://www.cygnethealth.co.uk/service-users/my-shared-pathway.html>

We have also produced a 'Key Messages about My Shared Pathway' leaflet and poster.



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In addition, Cygnet have sponsored the production of a second My Shared Pathway DVD introducing the main elements of My Shared Pathway. It is 30 minutes long and can be viewed in the same place on the Cygnet website or viewed and downloaded at:

<http://vimeo.com/cygnethealthcare/mysharedpathway>

Please do feel free to download and copy both the Main Messages document and the DVD as many times as you would like.

Other sub-groups

Another sub-group called 'Looking After My Future', aims to bring together people interested in developing resources for service users moving out of hospital.

Action: If you are interested in joining the 'Looking After My Future' group, please let me know.

The next meeting of the Steering Group takes place on Thursday 22nd January – please do let us know if you would like to add anything to the agenda.

Clinical Reference Groups and Commissioning

There are 3 Clinical Reference Groups (High/Medium Secure, Low Secure and the Forensic Pathway Group). These groups advise NHS England on what services to commission and consist of clinicians, commissioners and Patient and Public Engagement (PPE) representatives. Ian and two other service users from other regions are PPE reps on the High/Medium and Low Secure CRGs.

The Recovery and Outcomes Groups are always on the agenda for the High/Medium CRG and are a stakeholder, so our views are well represented.

The CRG listened to the feedback from the Recovery and Outcomes Groups about what service users would like to see as next years CQUINs (the Commissioning for Quality and Innovation quality improvement scheme) and two of our suggestions have been included. These are 'Collaborative Risk Assessment' and 'Supporting Carer Involvement'.

Some of the other CQUINs include improving Physical Healthcare, the Friends and Family Test, Quality Dashboard and Pre-admission formulation, i.e. improving communication with service users prior to admission.

Action: Please let Ian know if there are any issues you would like raising at the CRG or with commissioners.



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Ministry of Justice

We have recently had a very productive meeting with the Deputy Head of the Mental Health Casework Section about two areas of work:

- Correspondence with service users. Following a questionnaire survey 18 months ago, where around 60% of service users and 60% of RCs said they thought direct correspondence between the MoJ and service users was a good idea, it has been agreed to look at ways of taking this forward. It has been suggested that RCs are asked when corresponding with the MoJ whether a discussion has taken place with the clinical team and the service user, if appropriate, about whether sending letters directly to the service user is a good idea.
- Use of outcomes plans. Service users have said they would like to be able to contribute to the decision making processes of the MoJ and one way of doing this may be to forward to the MoJ the My Shared Pathway outcomes plan after every CPA that would include service user views. As this might require some changes to the way services and the MoJ work, it has been suggested that there might be a pilot scheme with volunteer services. Further discussions will take place about this.

Quality and Outcomes Group

There is a national group looking at more clearly defining outcomes and outcome measures and how they might be linked to care packages and their cost. This has links with My Shared Pathway and the electronic outcomes tool being developed by Partnerships in Care. The outputs from the afternoon interactive workshop at the National Recovery and Outcomes Conference will be fed directly into this work.

National Service User Awards 2015

The next National Service User Awards take place on Wednesday 11th March 2015 and the finalists will be notified in December.

Further details about the Awards can be found on the new Awards website at:

www.nsua.org

Presentations:

Rethink Mental Illness



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A Senior Policy Officer from Rethink Mental Illness gave a really good overview of the work of the national mental health charity Rethink Mental Illness. This included details of the Innovation Network, which aims to evaluate some new ways of working, including in secure care. Four providers of secure care are improving the way they do their care planning, CPAs and risk and safety planning and one provider is introducing peer support. There is to be an evaluation of these interventions and the results will be shared widely.

Rethink Mental Illness are also planning a big piece of work in secure care that aims to give service users a better voice in improving services by collecting life stories from service users. The Head of Campaigns, Lara Carmona, recently sent this message to all the Recovery and Outcomes Groups:

“Rethink Mental Illness is preparing a massive piece of work to transform secure care. We know that not enough is being done to improve the voice of people using services in secure care settings. We want to change that.

We are very interested in your involvement in our project and we would like to know how we might best work with you.”

We will be hearing more about this work at future meetings.

If you would like any more information about the work of Rethink Mental Illness, please do visit their website at: www.rethink.org

‘Safety Planning leaflet’ – presentation by Sally Gendle, Cygnet Health Care

Sally presented the new Safety Planning leaflet that Cygnet Health Care have developed for service users to introduce the ideas of risk, safety, risk assessment and safety planning. Everyone discussed the leaflet and fed back their comments and suggestions to Sally. The leaflet was very well received indeed and many people made some very useful suggestions to improve it further.

Action: Ian to circulate the final version of the leaflet with the minutes.

Discussion groups: Right Relationships

One of the topics for discussion that the Steering Group has suggested to be considered by the Recovery and Outcomes Groups is the theme of relationships, both with people in services and with people outside. It is hoped that the outputs from these discussions will form some recommendations or guidance to help services and service users support good relationships.



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Small groups considered the following questions: What does 'relationship' mean in a secure setting? What are the barriers and difficulties for making and maintaining these relationships? What could help foster developing good relationships in secure settings? The feedback from these discussions included:

What does 'relationship' mean in a secure setting?

- Trust
- Openness and mutual respect
- Having common ground
- Being polite
- Working with staff – no physical contact
- Being in touch with family and friends
- Connections and bonds
- Peer support
- Understanding/trust/respect
- Social inclusion
- Social relationships (being backed up)

What are the barriers and difficulties for making and maintaining these relationships?

- Lack of time
- Rules, being told off
- Xenophobia and LGBT issues
- Stigma
- Personality clashes
- 'Taboo areas'
- Safeguarding issues
- Distance/expense for families and friends
- Actually being in hospital
- Lack of understanding from peers, staff, family and friends
- Breakdown or lack of trust
- Family not being involved in care

What could help foster developing good relationships in secure settings?

- Speaking to staff/developing rapport/good boundaries



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- Openness
- Keeping your word and not making empty promises
- Social networks – internet, phone, groups
- Group outings and other activities
- Communication with service users, families and staff and more information
- Supporting carers, helping them to understand the implications of section 17
- Professional support
- User forums
- Peer groups and peer support
- Developing social skills
- Community integration

Date of Next Meetings:

Tuesday 24th February 2015

Tuesday 26th May 2015

Thank You:

We would like to thank our host and his team for organising the meeting and the catering team for a superb lunch!

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