



RECOVERY AND OUTCOMES GROUP
SOUTH EAST COAST
26th September 2014

Meeting Facilitator:

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

Regional Lead:

Kate Law katelaw@priorygroup.com

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 South East Coast is Kate Law katelaw@priorygroup.com. We would very much like to have service users from all the Regions.

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 aimed more at service users and these are attached with these minutes.

Action: Ian to circulate the leaflet and poster with the minutes.



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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.

We are still hoping to restart the work with the MoJ and explore doing an evaluation of My Shared Pathway but this is currently on hold.

The next meeting of the Steering Group is on Thursday 22nd January 2015.

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.



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

Rethink Mental Illness

Rethink Mental Illness are now undertaking the secure care work of the Innovation Network, which include improving care planning and CPA, collaborative risk assessment and management, and peer support. These interventions will all be evaluated over the course of the next two years and there will be updates during that time.

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.

Action: Please let Ian know if you would like to be involved in the Rethink Mental Illness campaign.

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 nominations close on 31st October 2014.

Nomination forms can be downloaded and all the details about the Awards can be found on the new Awards website at:



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www.nsua.org

We had one winner of the Awards from South East Coast this year and it would be great to have even more from this area next year!

National Recovery and Outcomes Conference – 16th July 2014

The first National Recovery and Outcomes Conference took place on 16th July at the National Motorcycle Museum in Birmingham and was a great success! With over 100 service users from around the country and 300 delegates altogether, there's already been great feedback. We used electronic voting pads to get instant feedback throughout the day from the service users and this proved very popular!

We were delighted to have been able to have support from Partnerships in Care and NHS England, whose Head of Public Voice, Olivia Butterworth co-hosted the morning session with Ian Callaghan. We had great presentations by Geraldine Strathdee, the National Clinical Director for Mental Health, who is a very inspiring supporter of secure care. We also heard from Geoff Shepherd, the Recovery Lead from the Centre for Mental Health and ImROC about their project looking at recovery in secure care.

We also had two inspiring presentations by winners of this year's National Service User Awards: one from Cygnet Kewstoke about the MAAP: My Awareness and Action Plan that has been developed to improve the understanding of patients and where they are in their recovery; and the other from Millfields Unit in East London about their innovative Personality Disorder Training Course. Many people said these really were the highlight of the day!

In the afternoon, following a warm up session dancing to 'Happy', there was an interactive workshop about how to make outcomes and outcome measures more relevant and meaningful for service users. Feedback from the day will help inform the national Quality and Outcomes work currently being undertaken by the Care Pathways and Packages Project, who very kindly provided the funding for the conference.

Following a great presentation from Quazi Haque and Liz Allen about 'PathNav' the Pathway Navigation System being developed by Partnerships in Care, we had the results from the afternoon's interactive workshops. These will all soon be available in a report about the conference that will also have all the results from all the voting pad sessions, together with feedback and evaluations from the day.

National Service User Conference – 12th November 2014



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Priory Secure Services National Service User Conference in Milton Keynes takes place on Wednesday 12th November 2014. The theme of the Conference is 'Bridging the Gap – Our Path to Independence' and it is free for all service users and escorting staff.

Presentations:

'Restricted Items Project'

Ian informed everyone of the 'Restricted Items Project' that is being carried out by a trainee forensic psychiatrist from East London Trust, who is drawing up some guidelines for better ways to assess potentially 'restricted' items and is keen to hear the views of service users and staff. She was unable to attend the meeting today, but her presentation is attached with these minutes.

Action: Ian to circulate the presentation with the minutes.

'Priory Safety Planning'

We had an inspiring presentation from a service user supported by staff members who had been instrumental in developing the safety planning groups at Priory. We heard about the content of the groups, the involvement of service users and the positive effects the work has had on risk assessment and safety planning at the service.

'Sussex Safety Planning' – presentation by Morna Bridges and Debbie Alred from Sussex Partnership

Morna and Debbie told us about the approaches they are taking in Sussex to involve service users in safety planning. This led on to a discussion about risk assessment and safety planning in small groups.

Discussion Groups – 'Collaborative Risk Assessment'

As part of this year's CQUIN (Commissioning for Quality and Innovation) scheme, services are being asked to improve the involvement of service users in their risk assessment and safety management. This theme was discussed in small groups in answer to the questions: 'Why should service users be involved in their risk assessments?', 'What is difficult about doing this?', 'How can these difficulties be overcome?'

One of the psychology students very kindly wrote up all the feedback from each of the groups.

Group 1



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1. Why should service users be involved in their risk assessments?
 - We should assume involvement.
 - Never be a patient that isn't involved in some way
 - Inclusion from the start
 - Support plans to involve/empower clients
 - Share risk
 - A culture change and clear objective

2. What is difficult about doing this?
 - Shame, discussing vulnerable areas
 - Motivation
 - Shared attitude
 - Move from professional "control" to patient

3. How can these difficulties be overcome?
 - Change culture
 - Education of staff at all levels
 - Language from all staff
 - Transparency
 - Ethos of service
 - Drawing on strengths

Group 2

Why?

- It involves and empowers users
- It's about them
- To help service users to move on and learn new skills
- Transparent work
- Ownership
- Self-worth
- Informing treatment

What?

- Differences in opinion
- Too much focus/emphasis on historical risk levels



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- Stuck in the old ways of working
- Fear of disclosing information
- No time (staff) and fear of the consequences

How?

- Building trust
- Making time
- Risk taking
- Talk to each other
- Trying to be more honest and open
- Education/training
- Shared learning

Group 3

1.

- Gives you a say over things
- Empowering
- Gives insight
- Don't see rules/guideline as punishment
- Involvement hopefully leads to understanding
- Involvement in future planning
- Participation
- Central to care process
- Choice in process limited so this part can be active
- Service user makes informed decision

2.

- Implementation
- Fear
- Difficulty in awareness
- Motivation
- Denial
- Acceptance of responsibility/accountability
- Taking account MH and where they are historically
- Power taken away



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- Why get involved now?
- Lack of faith in things changing
- Practitioners' attitudes

3.

- Information sharing
- Lack of jargon (KISS it – 'Keep it simple')
- Personal experience
- Staff training
- Service user awareness
- Build rapport
- Champion service users
- Showing it can make a difference
- Sharing from service users and staff
- Don't look at what can't, look at what can.

Group 4

Why?

- Knowledge and learning
- Future;
 - Self-awareness
 - Relapse prevention
 - Moving on
 - Re-evaluating change/reflection
 - Recovery
- Sharing experiences
- Participating;
 - Perspectives > input > evaluation
- Safety planning

Difficulties

- Insight
- Time-consuming
- Openness and honesty
- Acceptance



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- Denial
- Undermining risk
- Acknowledging differences
- Compromise
- Planning
- No boundaries
- Working relationship
- Mutual respect

Dates of Next Meetings:

Tuesday 17th March

Thank You:

We would like to thank Kate and her colleagues for being such welcoming hosts and the catering team for a great lunch!

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