



RECOVERY AND OUTCOMES GROUP
SOUTH WEST
9th December 2014

Welcome and Introduction

Ian welcomed everyone to the meeting and everyone introduced themselves.

Meeting Facilitator:

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

Regional Lead:

Lindi Masilela lindimasilela@cygnethealth.co.uk

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 West is Lindi Masilela lindimasilela@cygnethealth.co.uk.

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.

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>



RECOVERY AND OUTCOMES GROUP
SOUTH WEST
9th December 2014

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 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 – 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.



RECOVERY AND OUTCOMES GROUP
SOUTH WEST
9th December 2014

Ministry of Justice

We have recently had a very productive meeting with the Deputy Head of the Mental Health Casework Section, who was at the meeting to do a presentation about the work of the MoJ, 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.

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.”



RECOVERY AND OUTCOMES GROUP
SOUTH WEST
9th December 2014

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 finalists will be announced in December.

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

www.nsua.org

Presentations:

‘Our Catering Project’ – service user and staff

We heard from a member of staff and one of the service users about their great initiative Café Oasis and the way it has made a real difference to life at their Hospital. The service user told us about how much working there as a chef had meant to him and his recovery. Our lunch today was provided by the café and it was excellent! Thank you very much!

‘Animation Therapy’ – presentation of animation films created by service users

We watched several fantastic animation films created by service users from the Hospital – by one service user in particular who unfortunately couldn’t be with us at the meeting. There were some very humorous, but also very moving films, some of which featured other patients wearing masks. Ken finished off by showing us a Christmas-themed film...!

Discussion groups – ‘Right Relationships – how do we support service users’ sexual health needs?’

Lindi Masilela introduced the topic of relationships and brought along some scenarios for people to consider in small groups. As well as being a subject that can be very difficult to talk about, the



RECOVERY AND OUTCOMES GROUP
SOUTH WEST
9th December 2014

Steering Group is keen for us to find out people's views. There were some very good discussions in small groups, with each selecting one or more of the scenarios to consider. These discussions were then fed back to the whole group.

Action: I've attached the questions to these minutes along with some background information.

Feedback from all the small groups will be circulated shortly.

Dates of Next Meetings:

Thursday 26th March 2015

Thursday 2nd July 2015

Thank You:

We would like to thank our host for arranging the meeting and for being such welcoming hosts and to the catering team for a great lunch!

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