



RECOVERY AND OUTCOMES GROUP
WEST MIDLANDS REGION
27th November 2014

Meeting Facilitator:

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

Regional Lead:

Jane Clark, Consultant Occupational Therapist, BSMHFT Jane.Clark@bsmhft.nhs.uk

Welcome and Introduction

Ian welcomed everyone to the meeting and everyone introduced themselves.

Minutes of the last meeting

These were reviewed and there were no questions.

Please ensure copies are printed off and given to service users who do not have their own email address.

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 West Midlands is Jane Clark Jane.Clark@bsmhft.nhs.uk

Would like to have a service user representative for the West Midlands area.

Please let Ian or Jane know if you are interested. Next meeting 9th October in Birmingham.

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:



RECOVERY AND OUTCOMES GROUP
WEST MIDLANDS REGION
27th November 2014

<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>

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



RECOVERY AND OUTCOMES GROUP
WEST MIDLANDS REGION
27th November 2014

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.

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.

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. South Staffordshire and Shropshire are participating in the Network.

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:



RECOVERY AND OUTCOMES GROUP
WEST MIDLANDS REGION
27th November 2014

“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 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:

‘Reaside Rights’ – presentation by service users

Some service users gave some readings of really inspirational poetry from their new collection of poetry called ‘Reaside Rights’. They told us about how the project was developed, how they had raised a lot of money for charity and what their plans are for the future of the project.

‘Service user involvement and communication’– audio from DVD

We kindly received permission for us to listen to part of the audio from a new DVD has been made about service users experiences of coming to hospital and their time there. We listened particularly



RECOVERY AND OUTCOMES GROUP
WEST MIDLANDS REGION
27th November 2014

to the parts of the recording relating to communication with staff and this helped to set the scene for our discussions.

Discussion groups: Effective Communication

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 what makes for effective communication in secure services, 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 communication.

Small groups considered the following questions: What does 'effective communication' mean in a secure setting? What are the barriers and difficulties for maintaining 'effective communication'? and What could help develop better communication in secure settings? Jane Clark kindly collated all the feedback, which included:

Group 1

• ***What does 'good communication' mean in a secure setting?***

When staff take service users' feelings into account

Staff give time and are patient and service users feel listened to

Providing appropriate time

The right approach – "how you go about things"

Opportunity to prepare and prioritise – in particular for clinical meetings and CPA

Prioritise communication within the health care setting

Opportunity to have a one to one with your Doctor if this is your preference

Respect for service users and an understanding that people don't always want to talk

Consistency of the way staff work

Recognition that different service users prefer different levels of formality



RECOVERY AND OUTCOMES GROUP
WEST MIDLANDS REGION
27th November 2014

Good communication is when people feel comfortable, able to tell jokes, express themselves

- ***What are the difficulties for maintaining 'good communication'?***

Lack of empathy

Bad attitude

When things take an unreasonable amount of time to sort

- ***What could help develop better communication in secure settings?***

Use of a prompt sheet in health care – support for the ward round

Training for staff use of 1:1 sessions

Group 2

- ***What does 'good communication' mean in a secure setting?***

Getting your thoughts across

When a service user has gained something from a conversation

Listening properly to everybody and then confirming what you have heard

Cultural understanding (can be different meanings in different cultures)

Important that everyone is treated with due respect

Problem with lack of time need to be clear when not enough time to have a proper conversation

- ***What are the difficulties for maintaining 'good communication'?***

Conversations are analysed in secure hospitals – can result in these not being natural



RECOVERY AND OUTCOMES GROUP
WEST MIDLANDS REGION
27th November 2014

Conversations can be taken out of context especially if a person is “venting”.

A feeling that staff write something down when really there is nothing to write (to make the staff seem busy)

The way conversations are written down and can be misinterpreted - “Chinese whispers”

Lack of time

- ***What could help develop better communication in secure settings?***

“Staff who know you should write in our notes”

Clarify and check out if a person is “venting” is it a risk or understandable behaviour?

Induction for staff should include basic communication, and the impact of your expression

Patients to be involved in staff induction

Ensure there are robust systems of communication

Date of Next Meetings:

Tuesday 3rd March 2015

Thursday 4th June 2015

Thank You:

We would like to thank Jane Clark and the team for organising the meeting and the catering team for a superb lunch!

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www.networks.nhs.uk/nhs-networks/my-shared-pathway/



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WEST MIDLANDS REGION

27th November 2014

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