



RECOVERY & OUTCOMES STEERING GROUP

9th October 2014

Welcome:

Ian welcomed everyone including new members to the meeting and members introduced themselves.

Previous minutes

- East Midlands – presentation was by a Social Worker from Cygnet Derby not Bierley.
- Minutes of the Steering Group are now a standing item on the High & Medium and Low Secure CRGs.
- Smoking cessation study documentation has been circulated.
- 15 Steps Quality Walk Round Documentation has been circulated..
- Regional Leads are requested to submit reflections on the regional meetings for inclusion in the annual report.

UPDATES

London

There was an increase in attendance of both service staff and service users at the recent meeting. There was a presentation on their 'Oscars' award ceremony that had been held to recognise both staff and service users. The awards were for projects, contributions by individuals and artwork. A presentation was given about outreach work with carers and also family work. A restricted item and collaborative risk assessment workshop was also completed. There was NHS England commissioner support within the meeting.

South West

Feedback that the South West meeting had been 'very exciting'. A service user from South Wales gave a presentation on an initiative called 'Connections'. This is run in a group format, service users bring good things and negative things that have been happening on the ward. The output of the



group has included the development of a series of 'behavioural expectations' for both staff and service users. A discussion group followed in 'Question Time' format. The questions were Recovery focussed (and quite controversial) and were compiled by an OT from the University of West of England. The ensuing discussion was fantastic. There was no NHS England commissioner support at the meeting.

ACTION: Ian to circulate questions. If you use please reference the university.

East of England

A Specialist Registrar in Forensic Psychiatry, currently undertaking a research project for the Royal College of Psychiatrists Quality Network looking at access to restricted items delivered a presentation describing the work. The presentation was extremely interesting, one slide in particular which suggested a process for services to use when making decisions about access to certain items was very well received by the group. It was felt that this presented a 'common sense' rather than blanket approach to managing risk. A workshop was then facilitated looking at what are the most frustrating items that are restricted and how the control of restricted items could be improved. The 'top ten' included mouth wash, energy drinks, hot food, mobile phones and internet access. The Steering group discussed this item in detail; it was felt that the dialogue between service users and staff and the underlying attitude and mutual respect were the most important aspects in managing this sensitive area. There was no NHS England commissioner support at the meeting.

ACTION: Ian to circulate slides. If you use please reference project.

Yorkshire & Humber

Feedback on work being done to support the CQUIN indicators in Yorkshire and Humber. This included presentations about a co-delivered training package to support the Collaborative Risk Assessment CQUIN, and presentations about carer support groups and projects to involve service users in recruitment of staff. A number of supplementary groups to support Recovery and Outcomes work have been developed by the two Regional Involvement Leads and learning from these groups is captured in a newsletter which is shared with all services. Presentation of information about a Recovery Fun Day, which involved a bouncy castle and staff in stocks and a number of other fun activities. The day was opened up to the whole hospital and mixed mental health and learning disability wards together. The whole event was regarded as a major success.



There were presentations by individual service users about their recovery journey and feedback from a presentation given by the Healthcare Recovery College. The NHS England Commissioning Team was represented at the meeting.

West Midlands

A presentation was given about Safety Planning Workshops. A workshop was completed looking at collaborative risk assessment and how this could be undertaken. Ideas put forward included peer mentoring and using different assessment tools. The My Shared Pathway Key Messages document was reviewed and feedback given. A presentation was given by members of the Service Users Events Team about this year's National Service User Awards. West Midlands would like to raise their nomination profile! A separate workshop was completed looking at management of restricted items. The main items that frustrated service users were caffeinated drinks and mouthwash. The group also discussed consistency of management of restricted items and common sense approach i.e. one service user was not allowed to bring his own sellotape onto a ward but was provided with ward sellotape to use. The group also discussed changes to procedures to improve access i.e. can cutlery be available at certain times in the kitchen to make a sandwich even though it is normally restricted. It was agreed that 'contraband lists' would be reviewed in Recovery Groups in units with service user input. There was NHS England commissioner support within the meeting.

East Midlands

The group was preceded by an impromptu picnic as they were unable to access the venue on arrival; fortunately they were rescued by one of the local population who had an 'emergency key'. There was a presentation about some of the work they have been doing around restricted items access, including internet access. This initiative is called 'Trust and Truth' – the presentation was illustrated by service user stories and was felt to be very inspiring.

A Clinical Psychologist shared a training package that has been co-developed with service users around collaborative risk assessment. This was interesting as it also explored service users views towards collaborative risk assessment and attitudes towards involvement in this process, some service users wanted to be fully involved in the process, others didn't.



Service User Team Members provided a presentation on the Service User Awards. Two service users from the East Midlands were successful in gaining a Service User Judging Panel post and were congratulated by the group.

Workshops were completed around collaborative risk in the second half of the meeting. There was no NHS England commissioner representation at the meeting.

North West

A workshop was facilitated looking at the Collaborative Risk Assessment CQUIN. A presentation was completed providing feedback on the National Transitional Recovery Conference. A presentation on 'Trim Down, Shape Up' a training programme led by an external agency ABL and the Practice Nurse, the sessions include weigh in and education about healthy choices and fun exercise. A presentation was also given by advocates from Rethink Mental Illness about the role of the Independent Mental Health Advocate. There was no NHS England commissioner representation at the meeting.

South East Coast

A presentation was provided by service users and staff showing the work they have been doing on Safety Planning Workshops. An NHS Trust also completed a presentation on Safety Planning and how this work is supported by a peer worker employed by the Trust. This was followed by a lively discussion about risk and safety and lots of ideas were fed back. A Restricted Items workshop was also facilitated. There was no NHS England commissioner input at the meeting.

South Central

There were a number of service user led presentations, including a really interesting video, describing their recovery journey and how being treated with respect improves this journey, this included presentation of a filming project undertaken by one of the service users. A Collaborative Risk Assessment workshop supporting the CQUIN indicator was also run in the meeting. There was no NHS England commissioner representation in the meeting.

Possible Agenda Items for Next Meetings

The Steering Group discussed potential themes for the next round of meetings. There had been a very animated discussion about the use of language in services during the previous discussions about



management of controlled items in secure services. It was felt that discussions at the next round of meetings could focus on the use of language in services to identify themes or trends in language which were felt to be unhelpful by service users. St Andrew's have developed a video featuring service users which describes their experience of being on the receiving end of some unhelpful interaction with staff.

Sex and Relationships was the other theme the Steering Group thought might benefit from further discussion at the next round of meetings. Ian has been approached by the London Recovery and Outcomes Group specifically asking for this topic to be discussed. Service users felt this aspect of their lives was often overlooked by services and that staff were reluctant to talk about these issues.

[Future Funding](#)

The money put aside to organise the Recovery and Outcomes Groups in 2012 has almost been exhausted. Fortunately funding for the groups has been obtained from NHS England via the Patient and Public Voice Directorate.

[Annual Report](#)

Suggested production of an annual report to feed into the annual commissioning cycle. This would be a summary of activity so far, plans for next year and would be illustrated with quotes from group participants.

The North West Group have written up a reflection after each meeting. If each group could submit similar pieces to Ian/Mick to help build up the report that would be very helpful.

[Recovery and Outcomes Website](#)

Cygnnet Healthcare has agreed to sponsor the development of a Recovery and Outcomes website. The Cygnnet 'webmaster' has agreed to develop the site using the template of the National Service User Awards website. All start-up costs have been covered. We now require assistance from the group to populate the website.



Evaluation

Mick and Ian have had a discussion with UCLan to advise us on production of a proposal to evaluate MSP and the Recovery and Outcomes Groups. This item cannot be progressed until funding for the evaluation is identified.

SUB GROUPS

Ministry of Justice

Ian now has a contact name and will invite representatives from the MOJ to attend Regional Meetings.

Looking After My Future

People from the group have put their names forward for this. Ian will hold a telephone conference with those people to take this forward initially. Some of this is contingent on Ian having appropriate admin support, which will hopefully happen when the NHS England money is transferred.

Key Messages Document

Feedback has been received from all the regional groups and the document is now on one double sided paper. The document was signed off by the group. The document is to be sent out through Commissioning and Regional Groups to request that services display and disseminate to staff and service users.

National Recovery and Outcomes Conference

Paul gave feedback on National Conference. The ClickaPad voting pads were particularly popular. The singing and dancing and dancing section also proved particularly popular. Feedback from service users were that the service user presentations were the highlight of the event. The outputs from the afternoon interactive workshop have fed directly into the work of the Quality and Outcomes Task & Finish Group, who have adopted the top three patient experience outcomes and the top outcome area into their Pricing & Currency work.



Quality and Outcomes Task & Finish Group

Ian updated the Steering Group on how the outputs from the conference would be used with the Quality and Outcomes Task & Finish Group. The priorities identified by the conference will be factored into the payment framework for services going forward.

Service Users Awards

Nominations now open. Judges will sit in November and the event will be on 11th March next year at Silverstone. There will be a website supporting the event this year www.nsua.org

Secure Recovery Transitional Project

There is to be the first meeting of the Secure Transitional Recovery Group on 15th October looking at transition in recovery. There are almost 100 people from 23 organisations attending. The purpose is for people who are working on the shop floor to share what the issues are and how we can help each other by sharing good practice. It is proposed that the work will continue quarterly at different units.