

REPORT TO THE TRUST BOARD: PUBLIC

13 MARCH 2019

Title	People Participation Committee
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Purpose of the report

To update the Trust Board on the work done by the People Participation team in relation to the priorities set by the Trust Wide Working Together Group (TWWTG)

Summary of key issues

Work has continued to address the priorities set by the Trust Wide Working Together Group. The report identifies initiatives and improvements in opportunities for people to be involved; in peer support across teams, in opportunities for employment, and in work on transitions. It also identifies areas where further work is required, and indicates the need to continue to work on the development of service user run services.

Strategic priorities this paper supports

Improved population health outcomes	<input checked="" type="checkbox"/>	By delivering what service users and carers are asking for can only support population health outcomes
Improved experience of care	<input checked="" type="checkbox"/>	The priorities highlight areas for improvement
Improved staff experience	<input checked="" type="checkbox"/>	The priorities highlight areas for improvement
Improved value	<input checked="" type="checkbox"/>	The priorities highlight areas for improvement

Committees/meetings where this item has been considered

Date	Committee/Meeting
13 th March	Trust Board

Glossary

Abbreviation	In full
TWWTG	Trust Wide Working Together Group

1.0 Background/Introduction

1.1 Every year, the People Participation team hold a Trust Wide Working Together Group away day. At this event the service users/carers derive a series of priorities for the Trust to work on in the following year.

1.2 This report is the update of the work done to address these priorities.

2.0 Report Content

2.1 The priorities identified for the 2018/19 financial year were:

1. Work towards more people being given the option to get involved via People Participation.
2. Increase Peer Support across all areas.
3. Work towards equity and parity amongst carer support and services across all directorates/boroughs.
4. Transitions- more robust transitions from Inpatient to Community, secondary care to primary care and CAMHS to Adult MH
5. Real support for real employment opportunities.
6. Training for staff on how to identify carers
7. Work towards patient/service user run services (e.g. crisis care)
8. Ward Rounds - review and innovate.
9. Stigma - continue and expand work within ELFT and in our communities

2.2 The body of the report outlines the work done in each directorate to address these priorities in tabular form.

3.0 Action Being Requested

3.1 The Board is asked to receive this update.

PEOPLE PARTICIPATION PRIORITIES UPDATE at 1 February 2019

Priority	Update
<p>1. Work towards more people being given the option to get involved via People Participation</p>	<p>Forensics</p> <ul style="list-style-type: none"> • Community User Involvement group to start in 2019. • Interview panel training embedded in the Recovery College to give everyone an opportunity to train alongside co production courses. • Encouraging all staff to find service users to participate in co-facilitating groups. <p>Bedford</p> <p>The Bedford Borough Working Together Group (WTG) has voted for this to be one of their priorities. It was proposed that a PP magazine that would highlight all the areas that service users and carers might feel inspired to join People participation after reading stories from other service users and carers. The WTG managed to secure funding from the deputy director of Bedfordshire services for 4 issues to be published quarterly. It was also felt that having a magazine on the inpatient wards would be beneficial. The first issue of the PP magazine was very well received by service users, carers and staff alike. We are now working on the second issue, due to be published in early February 2019. We also have an online version of the magazine: https://www.flipsnack.com/PeopleParticipation/people-participation.html</p> <p>This priority also complements priority no.4 as through our Quality Improvement (QI) project we were increasing the knowledge of service users and staff on the male inpatient wards at Oakley Court. For further details, please refer to point number 4.</p> <p>Bedford CHS</p> <ul style="list-style-type: none"> • Links have been established with partners, third sector and voluntary organisations, enabling PPL to attend and promote People Participation and invite and recruit potential candidates for PP work. Meetings and regular attendance now established at following: <ul style="list-style-type: none"> - Healthwatch Central Beds and Bed Borough - Older People Partnership Board (Central Beds Council) - Older Peoples' Network (Central Beds Council) - Disability Forum (Central Beds Council) - ELFT Members Lunches - Bedfordshire - Health watch reference Group (Bedford Borough) - Patient Locality Network (Janine Norman CCG) - PPG Leighton Buzzard - Carer Partnership Meeting (Carers in Beds)

- Adult Social Care (Central Beds) Locality Integrated System Managers Katherine quail and Catherine Jackson – they are identifying potential customers who use both adult social care services and BCHS services, so they can signpost them to BCHS PP to promote joint working opportunities.

- Marketing material now displayed in practices where BCHS services operate from
- Visiting potential patients/carers with mobility issues at their place of residence for PP sign up and initial intro meeting
- Recruitment through Complaints resolution process now established, whereby senior managers that resolve local complaints, will now promote and signpost possible service users and carers to me for PP
- Presented at all service team meetings since August to raise awareness of how teams can signpost and refer patients and carers to me who are interested in getting involved in PP.
- Offering virtual membership and dial in membership of the BCHS Working Together Group for those who have mobility issues, or are unable to attend face to face
- Updating of online membership application form, which now allows Membership team to forward us details of anyone who has used services and is interested in PP (and has consented to be contacted)
- Presenting at events to raise awareness and offer opportunity to “sign up” to PP e.g. Older Peoples Festival.

Tower Hamlets

This wasn't a TH WTG priority

- The PTS welcome group (now no longer running) had representation for people participation and an opt into PP option, resulting in a steady stream of people interested in PP
- Regular promotion of PP via away days, literature mailshots, team meetings to raise profile of PP to staff has taken place
- Launch of PP and involvement event for CLDS
- Begun developing a roadshow by PP people for staff
- Developing an introduction/buddy system
- Discussing updating handouts on PP asking for display space
- Discussion on developing a borough wide @welcome and involvement event
- Work with psychological therapies and other staff to introduce PP earlier in relationships with Staff

Luton

- The participation pack has been developed and is in use in Luton now, this pack is a peer to per piece of literature detailing all people participation opportunities, shares current and recent peoples experience with PP and gives practical information. This has been designed and created by the Luton working together groups service users and carers. (copies and summaries can be provided if needed)
- The pathway project is well underway, expecting to pilot this early 2019. Currently the current experience of participation has been mapped and work towards a form to capture people's individual aspirations to make their participation more meaningful to their individual goals. (copies of all work and summaries available if needed)
- 2018-19 Q4 people participation roadshow being developed early January to revisit all wards and teams across Luton to showcase and give information on people participation, this is a WTG project and our aims are to ensure

	<p>that all “front line” staff have an understanding of PP from the perspective of those that use PP as well as from the team.</p> <p>Newham</p> <ul style="list-style-type: none"> • PPL Maternity Leave cover (10 hours a week) • Limited availability to meet new people • Discussing updating handouts on PP asking for display space • PP poster updated details and re-circulated to all teams since return from Maternity Leave • Reconnecting with teams to remind about PP opportunities • Reconnecting with PP reps and meeting many new potential recruits since return • Working Together Group (WTG) to restart in April a good hub for interested people • Creating and promoting the pathways from PP <p>Corporate</p> <ul style="list-style-type: none"> • Team has expanded, the existing service user involvement worker in Beds/Luton CAMHS has officially joined PP team. Also new post appointed for IAPT/Psychology. Discussions around PPL for Learning Disabilities. • Have been visited by numerous Trusts enquiring about PP process. • Presented nationally and internationally about PP • Worked directly with Sussex to support development of PP team • About to start work with NSFT to support PP development. • Promote PP at all staff inductions • Promote PP as part of all staff training sessions (would like more opportunities to train doctors). • Support the PPL’s to link together (WTG’s visiting each other).
<p>2. Increase Peer Support across all areas</p>	<p>CHS (Newham and Tower Hamlets)</p> <ul style="list-style-type: none"> • Peer support worker (PSW) in Community Health Services. • Tower Hamlets Continence Service • Peer Support Workers will inspire hope and belief that recovery and treatment is possible in others. • The role is to provide formalised peer support and practical assistance to service users in order for them to regain control over their lives and their own unique management process. Within a relationship of mutuality and information sharing, they will promote choice, self-determination and opportunities for the fulfilment of personally valued roles and connection to local community. • The PSW will act as a treatment support champion and an ambassador of Continence promotion for the Trust with external agencies and partner organisations. There is also an expectation that PSWs will be involved in the on-going development of peer roles in the Trust including the Peer Support Training Programme and evaluation. • The recruitment is completed and the Peer Support Worker in place from January 2019. • The Peer Support Worker will work with the team to increase public awareness, fight stigma and provide good information and support to other service users across Tower Hamlets. The PSW will visit Continence across Community Health Services to empower other service users.

- Community Health Services will extend the Peer Support Worker to other teams like Diabetes, Cardiac Rehab in Newham and Foot Health in TH

Forensics

- Currently 3 PSWs employed in the community pilot and 1 at Wolfson House.
- Peer support training for ex forensic service users to commence in 2019.

Bedford

This priority features very high on the WTG priorities list, however, this has not moved forward in Bedford Borough. Between, May 2016 – January 2017 People Participation has worked with the then newly established Bedfordshire Recovery College on co-producing workshops at the Recovery College. From that cohort of service users 6 have become Peer Tutors.

Bedford CHS

- BCHS have not had Peer Support posts as part of the 2018 structure, nor are they planned in the proposed Consultation Structure?
- BCHS WTG are keen for this to be an area of focus for PP priorities 2019, but unsure how we might take this forward currently without knowing BCHS position on Peer Support Worker posts.

Tower Hamlets

This WAS a TH WTG priority

- WTG priority group, put together a joint proposal with Forensics to fund ENRICH based PSW training
- Worked with Sophie and Rachel Eborall (ENRICH) on developing training
- Delivered 10 week training on peer support to 15 experts by experience
- Set up collaborative working group with Staff including Borough director to identify teams and services where PSW are to be recruited. Also to look at organisational and support structures
- New roles to be advertised shortly in Stepney and Wapping CMHT, Home treatment team , THEIS
- Exploring possibility of Crisis line and RAID
- Joint bid with Rachel successful from HEE. All to be developed collaboratively
- Deliver more training
- Develop training workbook
- Get training accredited (RCP hopefully)
- Develop wellness at work plan with a view to this being made available to ALL staff in the future
- Explore career development for PSW
- Deliver ½ day training sessions for current staff on the value of peer support (to include video)

Newham

- Worked with Rachel Eborall (ENRICH) on developing training and delivered PSW training.

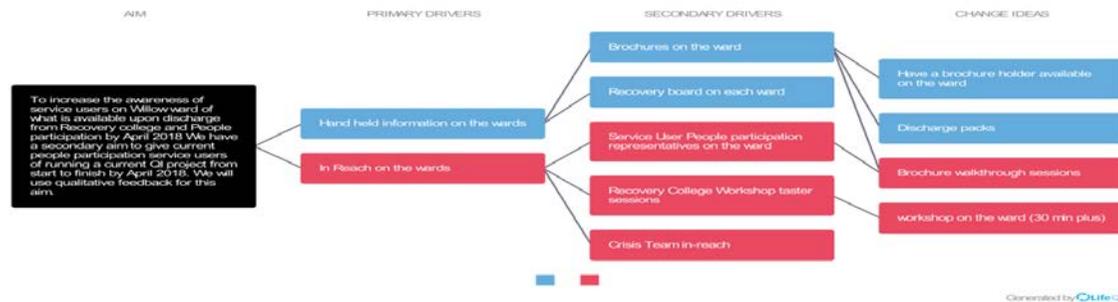
	<ul style="list-style-type: none"> • Delivered 10 week training on peer support to 15 experts by experience • Explore career development for PSW • Regular attendance at Trust wide PSW steering group • Developed supervision process for PSW's • A PSW is employed on the wards and it is hoped that this number will be increased • A PSW will co-deliver Tree of Life training on the wards and this will hopefully be extended to the Community <p>Corporate</p> <ul style="list-style-type: none"> • Associate Director of PP and Deputy Chief Exec/Chief Operating Officer have had discussions with Borough Directors regarding plans to expand Peer Support. • AD of PP chairs the Trust wide Peer Support Steering group.
<p>3. Work towards equity and parity amongst carer support and services across all directorates/boroughs</p>	<ul style="list-style-type: none"> • Forensics <ul style="list-style-type: none"> - Friends & family open days 3 times a year. - Feedback from carers has been extremely positive mostly regarding service user presentations about life inside the unit and sharing stories with other carers. • Bedford <ul style="list-style-type: none"> - We have the Cares handbook available for family members and carers of those on the inpatient wards available in visiting areas, which is updated regularly. We have also worked closely with the Borough Lead Nurse to develop Carers leads for each of the adult inpatient wards so that these members of staff can be linked into the Carers leads forum facilitated regularly by the Associate Director of Social care for Bedfordshire and Luton. • Bedford CHS <ul style="list-style-type: none"> - PPL is networking externally to carer groups and organisations so that they are represented on the Working Together Group – to ensure their voice is heard alongside the voice of service users - BCHS PP article going out in next issue (June) Carers in Bed Magazine. PPL providing this. This will help to raise awareness of opportunity for carers to be involved in BCHS PP activities for ELFT. - No specific BCHS work towards carer support and services in 2018, but could look to work with organisations such as Carers in Bedfordshire to organise a 2019 training program for staff around how best to identify and support carers. - One of the PP Trust wide priorities for 2019 is to implement Triangle of Care – this would therefore be a piece of work in which BCHS would take part. The Self-Assessment step of this process would be a great starting point to identify where our strengths and weaknesses are around carer support. • Tower Hamlets <p>This was a TH WTG priority</p> <ul style="list-style-type: none"> - Two of our WTG members are involved in the Carers Task and Finishing group which brings together

	<p>professionals and carers to look at how the strategy is being implemented. We are hoping to have a summer garden party in the summer to celebrate carers.</p> <ul style="list-style-type: none"> - Carers were also involved in developing the Carers Lead Practitioner role and this position has now been filled. - We did a workshop at the AMM around the importance of carers and the role they play which was well received. - Discussion with the Recovery College, Rethink and the Carers Centre about developing a course entitled Life Beyond Caring. - Proposal put forward by PP member to develop a carer's peer support worker role in some teams. - Care and support group held by Alzheimer's society has closed due to loss of contract working with PP people and carers lead to see if PP can support its' ongoing existence <ul style="list-style-type: none"> • Luton <ul style="list-style-type: none"> - Luton WTG carers' members had a meeting with MB to discuss ideas and issues regarding carers in Luton. - From this meeting the main action was to hold a carers conference in Q4, this would be to bring all carers and organisations in Luton together to build a stronger network and discuss ideas as to how to ensure we fully support carers and share good practice. The agenda for this will be set by the Luton WTG supported by GD • Newham <p>This is complicated by the fact that Newham has a very different relationship with their Local Authority than the other East London ELFT directorates/boroughs and therefore will always have a different offer. Newham's approach to carers is very ELFT carer's policy centric as the London Borough of Newham (LBN) have primary responsibility for supporting MH carer. We do however discuss service user and carer concerns at our Joint Implementation Board and will raise this as an agenda item going forward.</p> • Corporate <p>Corporately addressed via Carers Strategy</p>
<p>4. Transitions - more robust transitions from inpatient to community, Secondary care to primary care and CAMHS to Adult MH</p>	<ul style="list-style-type: none"> • Forensics <p>Community pilot in its initial stages with long-term rehab service users being discharged into the community. Peer support workers recruited to support the transition after many years in medium secure.</p> • Bedford <ul style="list-style-type: none"> - The Bedford Borough WTG have chosen this to be their second priority and developed a QI project: 'Bridging the Bedford Gap' to work on improving the transition between inpatient services and CMHTs. - The working together group decided that they wanted to create their own quality improvement project. Service users that use both ELFT services and MIND BLMK locally were invited to attend an initial meeting to discuss what issues mattered to them and how to then translate that into a quality improvement project. The suggestion that received most votes was to focus on improving service users' knowledge of and hopefully use of the recovery college and people participation. Bedfordshire inpatient wards are long distance from Bedford town and therefore it can pose a challenge after discharge when service users integrate back into the community. Majority

of the service users that attended the initial meeting have participated in local recovery College activities and/or in People Participation and found it beneficial and wanted other service users to enjoy it too.

Purpose and aims of the Project:

- To increase the awareness of service users on Willow and Ash ward of what is available upon discharge from the Recovery College and People Participation by April 2018
- There are a group of People participation involved service users that identified that they believe if service users on the ward would have access to information and experience of what is on offer from the Bedfordshire Recovery college that they may feel more prepared for discharge and likely to access services on discharge. These service users shared that they had previously been inpatients and then post discharge accessed the Recovery College. They shared that they gained real benefit from accessing the college and reflected that it would have been really beneficial if they had been given access to the college whilst they were inpatient.



- We chose to start on one ward, developing to include two wards in the duration of the project.
- Since the beginning of the project we have faced several challenges, such as getting initial approval for the project and communication between team members. Travel in Bedfordshire to and from the inpatient ward takes time both by car and public transport. Also, patients are admitted and discharged, so the continuity is not as good as we would like.
- On the other hand, we have certainly seen some achievements. We have had excellent feedback from the ward patients following the Tea Party Poetry sessions, and also buy-in from ward staff. Satwinder Kaur, the facilitator said "It has been a long journey from losing my identity to mental illness to finding my voice through my passion of Tea Party Poetry. Service users look forward to future sessions".
- In the light of all this, we can now say that being familiarized with the ELFT QI methodology has enabled us to learn about how to communicate within the team and with the outside world (Ward staff etc.) to meet new people and to overcome anxiety. We have also been supported by our QI coach, Anna Smith. She is creative and encourages us to test our ideas. We are certainly feeling much more confident now.
- The project is now closed with our data demonstrating a 24% improvement. This data shows the awareness of service users and staff who are aware of what is available through the recovery college and people participation.
- The Bridging the Bedford Gap project was nominated and awarded the first place in the Quality Improvement (QI) Award at the National Mental Health Awards in Liverpool on October 11, 2018.

	<ul style="list-style-type: none"> ● Bedford CHS <ul style="list-style-type: none"> - Secondary care to primary care – PPL involved in QI project with Beds Hospital to ensure there is SU involvement (intended outcome to reduce length of stay – but dovetailing with BCHS Outcomes Framework indicator around reducing re admissions within 30 days) pilot telephone survey project due to commence in March 2019 - Children’s community services to adult community services – PPL will work closely with CCS counterpart once in post – and will be running a joint working together group, so that there is more joint working around transitions and service integration. - SU representation at recent joint networking event between CCS and BCHS – to ensure patient voice was included around how services will work together ● Tower Hamlets This WAS a TH WTG priority <ul style="list-style-type: none"> - Developing an expert by experience led workshop to be held at the beginning of Feb, as a starting point for collaborating on this priority - Focussing on Adult Mental health (including transitions from CAHMS) - Workshop to include <ul style="list-style-type: none"> ➢ What are the issues with transitions ➢ What would make a better transition ➢ Next steps/plans to take forward ● Newham New crisis pathway development in progress ● Corporate Via the Service User/Carer Research Group, Transitions has been strongly identified as an area for user led research
<p>5. Real support for real employment opportunities.</p>	<ul style="list-style-type: none"> ● Forensics Discussions with Hackney Town Hall about future employment opportunities for forensic service users. ● Bedford We work closely with the Bedfordshire and Luton employment service where service users are actively encouraged to get involved in People Participation by the team and vice versa. ● Bedford CHS Those involved in PP activities are able to build up their confidence and skills, with support from PPL to enable them to progress into other areas including employment – and build community resilience. A good example is people that have undertaken PP activities from the Chronic Fatigue Service, whereby employment has often been an issue and difficulty. PP activity allows them to build up their activity slowly and gain confidence and skills, which would be attractive to potential employers.

ELFT continue to enable opportunities for employment route through PP – these opportunities are cascaded down and advertised to all Service users and Carers involved in PP work in the different localities, through PPLs
PPLs can support SUs and Carers to become peer tutors at the Recovery College – through co production and delivery of sessions
PP maternity cover for BCHS PPL post is being offered to those service users and carers that have undertaken PP activity for ELFT.

- **Tower Hamlets**

This was not a TH priority

- PPL and PP people worked with CCG around commissioning for the employment arm of the recovery and wellbeing service
- Continued building on relationship with the Working Well Trust
- PPL and PP people collaborated with inspire and CCG around employment for the MHPB
- PPL and PPL took part in workshop around expansion of IPS in Tower Hamlets
- Supported development of PSW roles in TH
- Advertised SU Placement in ELFT

- **Luton**

Pathways project has had discussion with employment services. Local PP has a clear focus on progression and this is being actioned. Discussion happening with staff in various services to allow shadowing and mentorship where possible to individuals to build job skills and experience.

- **Newham**

- PPL Maternity Leave cover (10 hours a week)
- The Newham Integrated IPS Employment Service is now available to service users. 6 Employment Specialists are now in role. The service received 200 referrals in its first year of service. The Employment Specialists worked closely with their clinical colleagues to offer unemployed service users a client centred job seeking service. This involved empowering them to identify their aspirations, access advertised and hidden opportunities, prepare for the different stages of the recruitment process and take up their role. They also provided in work support, and continued to be available for regular phone calls and face to face meetings with both the client and - where consent to disclose was provided - the employer. Their clients were able to secure 30 job offers, 25 of which translated in a job start. As part of the process they also built active relationships with the DWP to help address service user's concerns about the impact of earnings on their benefits. Some clients are still in employment; others decided that this first post was not right for them and are now exploring different options, taking into account lessons learnt.

- **Corporate**

- Expanded the number of work placements for service users corporately.
- Admin, Brexit, Complaints and Freedom to Speak Up new roles.

6. Training for staff on how to identify carers

- **CHS (Newham and Tower Hamlets)**

Training and Identifying carers in Newham and Tower Hamlets in line with ELFT Carers Strategy

Newham (CHN):

- QI project on supporting informal carers is still ongoing
- Carers Handbook – useful informal for carers; available on Trust intranet
- Set up the Carers Support Group – meeting every quarter
- Training delivered:
- Lasting Power of Attorney
- Cardio Vascular
- Employment
- Pressure Ulcers
- Working in collaboration with Local authority for staff workshops on how to communicate and identify informal Carers.

Tower Hamlets (TH CHS):

Two key principles selected and discussed as priorities:

- 1) information from DWP/benefits for informal carers
 - 2) Stigma attached to disclosing informal carer status re loss of benefits etc.
- Working in collaboration and partnership with Tower Hamlets Local Authority and Tower Hamlets Carers Centre
 - The Carers Centre and Local authority delivered training to staff and carers on Carers Rights; this will encourage carers come forward and being identified
- Lasting Power of Attorney

- **Forensics**

n/a carers are identified on admission in forensics

- **Bedford**

Please refer to item number 3.

- **Bedford CHS**

- No specific BCHS work around staff training on how to identify carers, but could look to work with organisations such as Carers in Bedfordshire to organise a 2019 training program for staff around how best to identify and support carers.
- PPL organised a similar training program for staff in CPFT with Carers Trust in last post, and could help coordinate a similar program on return from mat leave?

- **Tower Hamlets**

This was not a TH WTG priority

	<ul style="list-style-type: none"> - Carers task and finish group are also in the process of developing a roadshow/training for secondary mental health staff. • Newham <ul style="list-style-type: none"> - PPL Maternity Cover (10 hours a week) - LBN undertake all the carer's assessments in Newham and are responsible for training their staff in this area. We rely on self-identification or service user identification of who the carer is. There is scope however to think about how ELFT staff can better identify carers in the borough so that they can ensure direct support for those who are care coordinated and/or inpatient at the time as well as onward referral to LBN for more specific support. • Corporate No corporate action
<p>7. Work towards patient/service user run services (e.g. crisis care)</p>	<ul style="list-style-type: none"> • Forensics Employing service users to facilitate/manage Bridge Club (community social/football club for discharged/unescorted leave service users) and generate ideas of future events themselves. • Bedford This is a priority that service users and carers in Bedford feel very passionate about but due to work on the other priorities we were not able to pursue. • Bedford CHS No plans for BCHS to undertake this in 2018, and no current plans to work towards this for 2019? • Tower Hamlets This WAS a TH WTG priority <ul style="list-style-type: none"> - Having made little progress the WTG decided to take this off their priority list - Occasionally raise the possibility of a user led Crisis Café type service in - TH – limited progress • Newham No progress • Corporate Have been working with Recovery Colleges to try and open up staff (clinical only) posts to people with lived experience
<p>8. Ward Rounds- review and innovate.</p>	<ul style="list-style-type: none"> • Forensics Ward round audit questions created by 2 service users to commence in February 2019. Feedback to follow. • Tower Hamlets

	<ul style="list-style-type: none"> - This was not a TH WTG priority - Discussed ward rounds in senior managers and clinicians meeting and operational managers meeting, and asked consultants to review the way ward rounds are conducted - Worked with Rosebank on review of ward round standards - Rosebank have introduced Trauma Informed care and no longer have traditional ward rounds - Working with Psychologist to explore how to involve Service users in developing TIC on the ward and developing SU evaluation <ul style="list-style-type: none"> ● Newham <p>Emerald and Topaz wards have been trialling Daily MDT Board Rounds to improve responsiveness of decision making and efficiency of care, and also to reduce reliance on weekly ward rounds. The meetings are brief and action led and brief notes are recorded on RIO. They are manager led and incorporate the Junior Doctor, Shift Coordinator and involve the Matron and admin on an ad-hoc/weekly basis. The pilot will be rolled out to other inpatient wards.</p> <ul style="list-style-type: none"> ● Corporate <p>No corporate action</p>
<p>9. Stigma- continue and expand work within ELFT and in our communities.</p>	<ul style="list-style-type: none"> ● Forensics <p>Reviewing Respect agenda next month and how it should continue in forensics so it is meaningful. Feedback to follow. Community UIG, once started, will reflect stigma in the community and strategies to tackle it.</p> <ul style="list-style-type: none"> ● Bedford <p>We set up the Travelling Quilt project to raise awareness of Mental Health and also People Participation. Collaborative Art, coproduced by ELFT Service Users, Prebend Day Centre, members of the public, ELFT Staff, Bedfordshire Police, Job Centre, and many others from a variety backgrounds, roles and places. The aim was to celebrate togetherness through creation, each quilted square a message, all joined together to make a whole, with an impact bigger than its individual parts. The Quilt was displayed at the World mental Health Day event in Bedford Town Centre and is now at the Bedfordshire Police HQ before moving to Trust HQ.</p> <ul style="list-style-type: none"> ● Bedford CHS <ul style="list-style-type: none"> - Bedford Raising awareness of Chronic Fatigue and dispelling myths – co production training being given to GP Practice Nurses via CCG – co delivered by BCHS ex service user and BCHS CFS Lead Susan Wilkins - Raising awareness to public on Fatigue – issues around managing chronic health conditions – a series of Physical health sessions being delivered at the recovery college and co-produced with Services and Service users (secondary prevention work) - Breaking down barriers around mental health and physical health. PPL works closely with Mental Health PPLs in locality, to ensure cross working and opportunities for joint working with service users that are accessing multiple services and live with both physical health and mental health difficulties. - Newly formed BCHS WTG will now be able to collectively raise issues and concerns around stigma – and draw upon experiences and backgrounds of the different members to work together to address different issues around

	<p>stigma</p> <ul style="list-style-type: none"> ● Tower Hamlet <p>This was not a TH WTG priority</p> <ul style="list-style-type: none"> - Delivered Challenging stigma x 2 at the recovery college - All training delivered by PPI and PP people included challenging stigma - PPL and experts experience commitment in WTG to challenge stigmatising language in meetings and with Staff whenever it occurs; examples <ul style="list-style-type: none"> ➤ Suicide steering group (challenged negative language) ➤ ELBA training ➤ Crisis care concordat challenged stigmatising language <p>Unsuccessfully lobbied the Children's s safeguarding board to change title of a training session from 'Toxic Trio@ TWICE</p> <ul style="list-style-type: none"> ● Luton <p>The Luton "My Story" poster campaign has started, initially with 2 service users in Luton, sharing their stories to contextualise people's journeys and highlight the impact participation has had on them and its benefits. It is a chance to share stories but its focus is to show possibility, and challenge the myth that people with illness cannot achieve great things. (can provide posters if needed)</p> <ul style="list-style-type: none"> ● Newham <ul style="list-style-type: none"> - Interview panel training for Spring scheduled and advertised - All training delivered by PPL's and PP people included challenging stigma - PPL and experts experience commitment in WTG to challenge stigmatising language in meetings and with staff whenever it occurs examples; <ul style="list-style-type: none"> ➤ ELBA training ➤ DLR training ➤ Met Police (2 Newham Carers) <ul style="list-style-type: none"> ● Corporate <ul style="list-style-type: none"> - Continue external training - Met police, Beds/Luton police, East London Business Alliance, University of East London, Queen Mary University, University of Music and Drama, Transport for London and Docklands Light Railway
Additional Work	<ul style="list-style-type: none"> ● Corporate <ul style="list-style-type: none"> - New Accreditation process developed with Quality Assurance team. Will replace Service User Led Standards. - AD of PP – implementation of Dialog plus/CPA

CAMHS PARTICIPATION UPDATE February 2019

City & Hackney CAMHS

The user group have produced a programme of enrichment activities for the coming year. These include cycling and sports projects, Open days for community groups and 3rd sector organisations, and a review of local service information materials.

The Parent/Carers group has an increased membership, many of whom are keen to seek opportunities to support the development of local CAMHS services, and the wider Trust. A programme of interview training has been established to meet demand, taking place from late February to mid-March.

Newham CAMHS

- **CAMHS Induction Workshop (CAMHS – What to Expect)**

I am working with a team of clinicians to develop a workshop to help young people, and parent/carers to gain a better understanding of CAMHS services and how they work to support service users. This is in response to feedback that the period between receiving the initial assessment invite, to meeting with the team, can be anything up to eight weeks. This, for many, is a very anxious period, with unanswered questions and many concerns, including what one can do to support young people during this waiting time. To date, we have hosted two focus groups for young people and parent/carers, to learn from their experiences of being referred to services. Exploring their expectation of CAMHS, the questions and/or concerns they had, and what they believe could be done to improve the experience for others.

This information will be used to help produce workshop material, and will feature patient stories, along with an opportunity for Q&As. We plan to pilot workshops from April.

- **University of East London | Radio Active Podcast Project**

Newham CAMHS have once again teamed up with UEL to work with service users to produce a series of podcasts exploring topics which hold relevance to young people. Supported by a BBC journalist, the group have taken part in journalism workshops to at all aspects of reporting and broadcasting. These range from creating production schedules, understanding 'Fake News' and responsible reporting, to looking at topics and how to conduct research for news items. The aim is to produce a sixty minute show, streamed from UEL's Radio Active 101 website from late spring.

PARTICIPATION WORKER RECRUITMENT

With Yvette Anson leaving the Trust, Newham CAMHS have initiated a recruitment campaign to identify a replacement participation worker. With a high level of response (63 applicants) we have shortlisted six candidates for interview. Over the February half term, we shall train a number of service users and parents/carers to serve on the two-stage panel. Interviews will take place on March 18th.

PAEDIATRIC LIAISON TEAM (TOWER HAMLETS CAMHS)

Tower Hamlets PLT Service Film

The service launched a user group back in January. They have been tasked with developing a short film animation to publicise the service, exploring the types of conditions they help to treat, and how the process of referral works for parents and stakeholders.

The film is being produced in partnership with ELFT Quality Improvement team, who have kindly agreed to train and support Paediatric participation workers to create the animation, by accessing the software package the QI team use to develop their training and promotional material.

TRUST WIDE ACTIVITIES

INTO Film – Schools Mental Health Learning Resource Review

Following on from the success of last summer's film projects with Tower Hamlets and, Luton & Bedfordshire CAMHS, Into Film have produced a teaching resource for secondary schools to explore mental health as, using the numerous films which they produced as a catalyst for conversation.

ELFT CAMHS practitioners were offered an opportunity to review the resource pack material in order to offer clinical feedback on both the accuracy of information used in the teaching, and its suitability as a learning resource. Two members of staff reviewed the pack, with both confirming it to be ideal for teacher to use as a source of information. Although the reviews by ELFT staff cannot be seen as an endorsement of the material, it offers Into Film the confidence that their material meets a standard which enables safe and accurate teaching.

We shall continue to build on the relationship we have with Into Film, and look forward to working joint projects in the future.

The Children's Society - Access to CAMHS Research Interviews

I supported a recruitment drive across Newham, City & Hackney CAMHS, and Children's Eating disorder services, for young people from LGBTQ and BAME backgrounds, to share their experiences of accessing CAMHS service. The findings from the research will be used to help advocate change in national policy. 19 young people took part in the interviews, across all services.

ELFT CAMHS Film Project Proposal: What is CAMHS? Service Explained

Throughout the recent consultations and service user meetings, a common question which has been posed is why East London CAMHS has not produced a film which described the service? User group members have informed us that there are a number of films posted on social media (YouTube /Vimeo) which offer a negative portrayal of CAMHS service.

These films have been made by young people that we expect have had a poor experience of CAMHS. This poses a danger for any young person, or parents/carer seeking to learn about our services, especially for those receiving the initial referral, and researching to find out more.

To this end, I'd like to pull together a working group of young people and parents/carers from East London to create a short film (max 4 mins), giving an overview of CAMHS based on user experiences, and clinical input. We can't control what information is already out there online, but, as an 'Outstanding' Trust, we should at least, be producing a film which offers an honest portrayal of CAMHS and, the experience one can expect to receive

QUALITY IMPROVEMENT

Enuresis Team: Reducing Waiting Times for Initial Assessment

Working with a large caseload of clients, with limited staff numbers, the Enuresis team are using QI to explore how waiting times for initial assessments can be reduced. Not only will this improve the experience for service users, where waiting times can be anything up to 18 weeks, but to improve efficiency and productivity of the limited number of staff, delivering this service.

I shall support the team by facilitating focus groups with service users, looking at introducing pre-assessment questionnaires (completed and returned, before visiting the centre) and, developing an Enuresis Service information pack, with advice and resources for parents and young people. The project is due for launch in spring 2019.

People Participation Report: City & Hackney April 2018 – February 2019

1. Isolation and Loneliness – supporting connection to community
<p>Monthly Working Together Group (WTG), led by the service users, carer and C&H PPL; this is the People Participation forum for C&H service users and carers that facilitates the engagement and activities at the local level and Trust-wide;</p> <ul style="list-style-type: none"> • information sharing on opportunities and activities in C&H and Trust-wide • Links with The Advocacy Project in Hackney and opportunities for service users and carers to get involved in activities in the community – opportunities to get involved in a new projects, e.g. Mental Health Voice, a user group is formed with the local residents with experience of mental health issues to produce a work plan on local priorities and ensure these are put in action as well as peer mentoring service; • Collaboration with Core Arts programme and referrals to Core Arts; • Currently in the process of forming a monthly support group (at the request of service users and carers) for a trial period of six months; this would guide further planning and consideration for a permanent; • guest speakers are invited at the group members' initiative; priorities of PP work arte discussed in this form and decided on; substantial time and effort has been invested into tackling isolation and loneliness and a number work streams have been initiated from WTG;
2. Stigma/Discrimination
<ul style="list-style-type: none"> • Work on improving neighbourhood health involved several focus groups that were organised in Hackney between July 2018 and February 2019 with a number of service users and carers involved; from these forums a large body of information was generated, which includes future planning on fighting stigma in mental health and organising training/education on mental health issues; this work is currently in progress;
Supporting healthier lifestyles
<ul style="list-style-type: none"> • Through the Hackney Recovery College, a regular monthly Food & Mood course is co-delivered with a trained service user; this course teaches the importance of healthy eating on general physical and mental health; people are given simple information on how to make better choices in food, encouraged to read food labels, exercise and develop habits in preparing food at home; • Recovery College provides other activities that involve physical activities, such as “In touch with Nature”, gardening, group walks, sport's activities etc. People are referred to these activities through People Participation
3. People Participation - Coproduction
<ul style="list-style-type: none"> • Service users and carers are involved in recruitment interview panels on regular basis; this part of involvement and coproduction is well established across the services and in the last year service users were present in staff recruitment in over 40 interview panels and 5 new members were given the training in participating in interview panels • Two patient liaison worker have transitioned into employment as bank staff and facilitate weekly Community Meetings on all inpatient wards; regular reports are submitted to PPL and taken up for discussion at DMT meetings; • A service user provides support and facilitates engagement on Bevan Ward, through the use of sound and music recordings; this work is highly regarded by both, patients and ward staff on PICU ward; • Service Users Lead Survey Audit (SULSA) has been redesigned with the input and design of an improved questionnaire, with greater focus on standardised questions relating to the quality of inpatient experience; the new, accredited survey will be re-launched in the Spring and will be

led by a number of trained service users/carers;

- There is ongoing work in Integrated Care programme - this is being done through numerous workshops and focus groups that have been organised and facilitated by People Participation team in Hackney; valuable information was collected that is informing continues work in this area (reports on this work are available at request)
- Quality Improvement (QI) projects in Hackney have a service users/carer involved in every current QI project; new service users have been trained in basic understanding of QI work;
- Involvement of service users with the Safeguarding Adult Board (SAB)
- Service users co-facilitates a regular, weekly support group for service users and carers in the CMHTs (North and South of the Borough)

4. Focus on life skills/education and employment

- Referrals are made to Hackneyworks.gov to provide support and guidance to any service users wishing to look for employment opportunities
- Service users are supported and offered participation in the work of the Recovery College, a number of service users have been trained as peer tutors and co-deliver course;
- PPL provides one to one support to service users wishing to get into training and employment through CV writing skills and application forms;

5. Invest in prevention

- From a number of recently held focus groups on Neighbourhood Health Improvements - there is a planning work in progress to develop hubs in the neighbourhoods that would address issues around isolation, healthier life styles, social inclusion, smoking cessation and education about substance misuse;

6. Carers involvement

- Carers are attending local Working Together Group and participating in focus groups on health improvements in the community;
- There are two Carers Support Workers in North and South CMHTs and there is a substantial support for carers in the form of carers support groups, information for carers and workshops for carers in better understanding of mental health conditions;

7. Increase in peer support

- There is considerable interest by service users in gaining training in peer support and willingness to enter into employment as peer support workers; a number of referrals were made by the People Participation Lead in the past year to the Hackney Peer Support department and this could be an area for further development;