

REPORT TO THE TRUST BOARD: PUBLIC
27 April 2017

Title	People Participation Update
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Purpose of the Report:

This report is an annual update of the People Participation Activity as identified by the trust working together group. These activities are part of the People Participation Strategy and Carers Strategy.

The board will be updated on the People Participation Strategy and Carers Strategy after it has been agreed in the People Participation Committee in June 2017.

Summary of Key Issues:

In November 2016 The Trust Working Together group identified 9 priorities that will be the focus of people participation and Directorates. Update of People Participation Activity matched to Trust Wide Working Together Group priorities.

The working together group identified the following as priorities:

1. Increasing the availability of Peer Support Workers across all settings.
2. Continuing the culture/process change for a true recovery focused service
3. Carers Mentoring Programme- training existing carers to support new carers in their roles
4. Training and process update on the identification of new carers (in particular young carers across all services).
5. Increasing service user and carer options to link to community
6. More emphasis on physical health in relation to mental health. Continue and increase work to challenge stigma
7. To make transitions between services more effective, informed and fluid (e.g. CAMHS to adult services)
8. Ward Rounds

Strategic priorities this paper supports (Please check box including brief statement)

Improving service user satisfaction	<input checked="" type="checkbox"/>	Identified priorities would improve service user involvement in services in the Trust that would promote recovery and improve the quality of care delivered.
Improving staff satisfaction	<input checked="" type="checkbox"/>	
Maintaining financial viability	<input type="checkbox"/>	

Committees/Meetings where this item has been considered:

Date	Committee/Meeting
November 2016	Working together away day

Implications:

Equality Analysis	None
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Risk and Assurance	None
Service User/Carer/Staff	Bringing people together.
Financial	None
Quality	All People Participation activity is about improving quality

Glossary

Abbreviation In full

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PP	People Participation
PPL	People Participation Lead
CMHTS	Community Mental Health Teams
TH	Tower Hamlets
UEL	University of East London
ELBA	East London Business alliance
DLR	Docklands Light Railway
PSW	Peer support Workers
CAMHS	Child and Adolescent Mental Health Services
AMHS	Adult Mental Health Service
QI	Quality Improvement

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1.0 Introduction

- 1.1 Each directorate has a working together group that includes People Participation Leads, service users and carers. These group feed into the Trust wide working together group.
- 1.2 This update is in regards to the priorities identified at the Trust wide annual working together group away day held in November 2016. They are now the focus of the People Participation Team and the work in the directorates.
- 1.3 These priorities will be included in People Participation Strategy and Carers Strategy.

2.0 Identified priorities

- 2.1 Trust Wide Working Together Group had an Away day in November 2016 and they identified 9 priorities for 2017/18:

2.2 Increasing the availability of Peer Support Workers across all settings.

- a) Head of People Participation has standardised PSW recruitment and it now fits in line with all NHS recruitment.
- b) Peer Support Mapping across all boroughs to show gaps and areas of progress.
- c) Head of People Participation to set up trust wide peer support steering group.
- d) Working with Training and Development/HR to see how ELFT can utilise the Apprenticeship Levy in regards to Peer Support Standards and future training.

2.3 Continuing the culture for a true recovery focused service.

- a) 11 service users and carers are part of the Care Plan training teams rolling out new process.
- b) Increasing input into staff training regarding how care plans should look
- c) Service users and carers part of co-produced Newham recovery Group Programme launched in March.
- d) Increasing input into recruitment. Hiring the right staff with the right recovery mind set.
- e) New consultant psychiatrist informal panels working very well (informal panel of 3 to 5 service users/carers before main formal panel)
- f) Review process for young people to input into recruitment (times of panels etc)
- g) South Recovery Team (Hackney) is doing a QI project on making Care Plans more recovery focused. Service users were involved in identifying the areas to improve on
- h) PP people were involved in all the recent recovery planning days for the CMHTs in TH
- i) People Participation Lead is a member of the recovery focussed steering group

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- j) PP people are also involved in the TH therapies collaboration which is very much recovery oriented.
- k) PP people in TH are involved with the Hopewall at Barts Hospital with a focus on hope and recovery
- l) TH have formed MDT and specialist Psychology services active participation working group exploring user involvement in psychology services to support recovery and hopes to have an event in the near future
- m) PTS service user forum QI and people participation are working on involvement as a tool in becoming more recovery focussed including a welcome group with a view to promoting recovery values
- n) PP is heavily involved in the Recovery College in TH. (PPL is part of steering group and mobilisation) People participation has and continues to play a huge role in the development on the Recovery College in areas such as outcomes, the student charter and the recovery and wellness plan for tutors
- o) PP promotes the recovery college to staff and service users alike in order to normalise a culture of recovery
- p) Service users co-delivered preceptorship training for newly qualified nurses

2.4 Carers Mentoring Programme

- a) Develop a steering group of carers to determine what is needed and how we provide.
- b) Carer is helping with staff induction with a remit to support new carers to input into induction, learning from her experience.

2.5 Training and process update on the identification of new carers (in particular young carers across all services).

- a) Carers Strategy is in the process of being updated, will be going to People Participation Committee in July prior to coming to Trust Board.
- b) Work due to start in August (wanted to prioritise new CPA process first)
- c) Partnership with Hackney Carers Centre. PPL attends the mental health carers group in the Carers Centre.
- d) QI project with the psychological therapies services with service user involvement has a focus on links to community as part of recovery
- e) PP involvement with INSPIRE the new recovery and wellbeing service

2.6 Increasing service user and carer options to link to community as part of care planning.

- a) Plan and deliver a Trust-wide careers event for young people aged 15 – 25
- b) Working with Job Centre Plus regarding staff awareness of mental/physical health.
- c) Working with UEL, Newham College of Further Education, University of Music and Drama and City University
- d) Develop more work placements to give people the opportunity to try work and get more experience, build routines etc.

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- e) Close links with third sector organisations such as Carers Centre, Hackney College and Mind etc.
- f) Planning to start a recovery college (Hackney) where service users are going to be trained as peer trainers.

2.7 **Emphasis on physical health in relation to mental health.**

Organising the Well Being games.

- a) In partnership with Health and Wellbeing Coordinator we are training more service users to deliver physical health activities, eg Pilates, basketball and circuit training.
- b) EQUIP (Hackney) service user focus group on how to promote better physical health wellbeing
- c) Service user working with Sports therapist and Health Development Coordinator in designing physical health workshops (Hackney)
- d) Service users and carers and PPL involved in Tower Hamlets Together stakeholder and user workstream and the upcoming stakeholder council.

2.8 **Continue and increase work to challenge stigma.**

- a) Meet on a monthly basis at the 'Stigma and What Are We Going to Do about It' meeting
- b) Have trained Job Centre Staff regarding stigma.
- c) Planning for World Mental Health Day Oct 10th event, focussed on Stigma.
- d) Raising stigma as a topic into current staff training.
- e) Break the Stigma (Luton and Beds) continues to raise awareness and conversations across communities.
- f. People participation and service user co produce and deliver Challenging Stigma course for the recovery college
- g. Co-delivered mental health awareness and stigma training to operators on the DLR
- h. Mental health awareness training and challenging stigma training delivered to ELBA

2.9 **Transitions between services**

- a) Consultation with service users/parents about transitions between CAMHS and AMHS.
- b) Linked CAMHS PPL with service community leads in Hackney to map put transition pathways
- c) Service users involved in recovery planning days and the PTS user involvement forum have flagged this as an area they would like to work on.

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2.10 Ward Rounds

- a) Have initially identified a potential ward to run ward round free project scheduled for second part of the year.
- b) Patient Liaison workers pass information about ward round standards. Also make referrals to Mind Advocacy if necessary (Hackney)
- c) PPL raised with the Senior managers and clinicians and this was also discussed at the therapies collaboration away day.
- d) Clinical psychologist from Rosebank has forwarded PPL their user focussed ward round protocols to feed into the central work by head of PP.
- e) Service users to be involved in Rosebank ward's staff induction including Ward round standards

3.0 Additional People Participation Projects/Activity

- a) First People Participation Committee focused on young people held on the 16th March 2017. Great success and attendance.
- b) First People Participation Awards event in June 2016- massive success. Second awards event planned for June 2017.
- c) Back On Track- Docklands Light Railway- going very well. Won a National Rail Award.
- d) 360 appraisals- Continuing working with Royal College of Psychiatrist to develop 360 appraisal programme for clinical staff. Have completed East London community care coordinators, now started Luton and Beds community care coordinators.
- e) PRIDE research project- academic research project regarding impact of People Participation on recovery. Led by 3 service user researchers. Completion by Sept 2017.
- f) Befriending- Volunteer Coordinator- working with Academic Unit to transition research project regarding befriending into community services.

4.0 Monitoring

- 4.1 Monitoring of the progress of each priority will be part via local directorate working together group.
- 4.2 Further monitoring will be in the Trust People Participation committee.

5 Recommendations

- 5.1 Recommendations will be included in the People Participation Strategy.

6 Action being requested

- 6.1 The Board is asked to **RECEIVE** and **NOTE** the report for information.

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