

Engagement event report

Living Well Network Alliance Workshop
18th October 2018, 10am-1pm
Mosaic Clubhouse

Facilitated by Shaff Prabatani, Know Wonder

Aim: To have an open conversation with a new group of people about how to improve/ reimagine community and crisis mental health support and gain their feedback on some of the ideas that are being considered so far.

This report captures the activities, programme, discussions, comments and feedback from Mosaic Clubhouse members, staff and Living Well Network Alliance colleagues who attended the workshop.

The report closes with some reflects and suggestions for follow up with attendees and future activity and potential events.

Programme

1. **Welcome from Neil Robertson, Interim Director of Living Well Network Alliance** – setting the context for the day.
2. **Getting to know each other** – the group shared their hidden talents in pairs and then with the whole group.
3. **Ground rules** – the group agreed these principles for conduct during the workshop:

No 'jargon'

Don't talk over other people

Be aware of others

Phones! On silent or off

Respect each other

Be understanding and attentive

Confidentiality

4. **Imaging our perfect service** – the room was split into small groups and they had to position and 'sculpt' a volunteer member of the group, 'the model' into how they would like the perfect mental health service to be. They models were kind, strong, welcoming, informative and friendly.
5. **Presentation of the 'new, improved' mental health offer in three parts** – Liz Durrant, Director of Mental Health Services at Certitude gave an overview of the Front Door, Focused Support and Crisis Care. Liz talked to three visual posters that were on attendees' tables (see page 4). Attendees had the chance to ask questions. One participant described how they saw the 'offers' as a globe, with the front door as the core.
6. **Performance by spoken word poet** – Benna performed two poems to the group to get them thinking differently and creatively about mental health. One was about growing up and living in Lambeth and a challenge to the room to act to change things. The second was from the point of a view of a family member struggling with becoming a step-father and the pressures of life.

The spoken word performance was positively received by the group who connected to the messages and were inspired by doing things differently and using different ways of having conversations. Benna will create a poem from the workshop and come back to perform.
7. **Open space sessions** – attendees were able to delve into the three areas by choosing a table where discussions on each area were taking place, prompted by five questions (see page 5-8)
8. **Close and evaluation** – the smaller groups came together, and facilitators fed back on three key points that came out of the discussions. Denis O'Rourke, Assistant Director Integrated Commissioning Lambeth CCG closed the workshop explaining that this was just the start of a conversation that the LWNA would like to continue.



9. **Feedback, what did you like, learn and want to change** – attendees were asked to leave feedback about the workshop on post it notes answering what they liked about the workshop, what they learnt and what they would seek to change (see page 9-10)

**WHEN I AM WORRIED
ABOUT MY MENTAL
WELLBEING OR THAT
OF SOMEONE CLOSE
TO ME**

THE 'FRONT DOOR'

THE 'FRONT DOOR'





**WHEN I NEED MORE
SUPPORT TO GET
WELL AGAIN**

- FOCUSED SUPPORT

SOME PEOPLE WILL NEED
SUPPORT TO RECOVER AND STAY
WELL FOR A FOCUSED PERIOD.



**WHEN I
URGENTLY
NEED HELP**

- CRISIS CARE

WE HOPE WE WILL PREVENT PEOPLE BECOMING SO UNWELL OR DISTRESSED THAT THEY REACH CRISIS.

We want to be able to respond quickly in situations where help is needed urgently.

You will have access to a peer support line - a phone number, manned 24/7 by people who understand mental health issues as they have had their own experiences of them.

You will have a face to face response within 24 hours

The 'Front door' – notes from small discussion groups

What do you think/ feel about that element?

Positive to have a physical space

What's the journey between the services for people with changing needs?

How will people be followed up if linked to wider services via the 'front door'?

How do we make it really welcoming? Incl people can come back

How will the front door cope with demand, there are 600 intros a month to the current Living Well Network Hub

Waiting lists! Negative. Give people updates if they are on the waiting list

What's good?

The physical space

Welcoming

Doing something different

- One way in
- One point of contact

Directing people – rather than providing support – t right

Outreach, drop in, non-clinical setting

What's missing?

What will outreach look like?

Personal, trusted supporters – e.g. friends, carers and family, how will we work with them?

How we ensure the experience of the front door, focused support and crisis journey works between different services

What is this place like?

An open, welcoming space & support conversations

Designing the right physical space

- Welcoming
- Confidential – space for this
- Light, comfortable



- People can mix together

Behaviours of staff

Different ways people can contact

- Physical space, vid link?
- Goes out to places people are already

What are you big or small ideas around this?

- Better communication between professionals
- Consistent, professional, empathetic response everywhere
- Staff behaviours & values!
- Professional boundaries, instead of person @ the centre
- Better person records & IT to share info – avoid retelling story
- Person held care plans on paper



Focused Support - notes from small discussion groups

What do you think/ feel about that element?

Peer support is very important

What's good?

Easier to talk about whole self

Need psychologists

The flexibility

Healthcare staff/ support works involvement

Picking who you would work with

What's missing?

Finding the right key person and that you can change

Giving people choice – right staff

Support to get employment

Making notes/ reports available to you

What is this place like?

Very important for staff to be human, **share staff about xxx**

Staff need to be compassionate, listening

Need people to feel for you

What are your big or small ideas around this?

Menu – how will that work? Must look good

Based on what the person's needs are

Person decides the offer, forms the care plan



Crisis Care - notes from small discussion groups

What do you think/ feel about that element?

Good ambition, detail lacking!
Definition of crisis?
Detail – more of it! How long, days?
Options/ menu
Stigma – ‘constrains’

What’s good?

The speed
The menu
Canada ‘HE’ option – ‘crisis’ – support back home

What’s missing?

Describe support better – detail
Peer support – detail
How do I get involved in peer support?
Sanctuary – physical interaction, ‘vs’ digital?
Self-awareness – crisis?
Family/ carer involvement

What is this place like?

Ordinary place
Safe haven?
be around people/ conversation
understand me

- ‘Café’ style?
- ‘read a book’!

‘Befriender’ style? Lovers Café e.g.

What are your big or small ideas around this?

Creative workforce!? Choices at a very early stage
Minimalise ‘police’ presence/ image
De-escalate better “no uniform”?
‘Person’ understands what is going on during ‘process’
Weekend ‘oott’ cover
Tulse Hill, Brixton station ‘eng’.
Information Gap

- BTP
- Fluxx Ltd/ Std?
- Iceland

Social care packages – PBs

Other notes

4 hour response
Crisis – different levels ‘tiers’

- Face to face
- Space
- By phone

Feedback post-it notes

What did you like?

- The spoken word!
- Excellent facilitation by Shaff
- The venue – Mosaic Clubhouse
- I liked when I worked in a group around the table about any issue that needs improving
- Very refreshing to do things differently and have a meeting that was jargon free and accessible!
- Accessible – discussions and the presentations
- The prospect of an organised system. Good constructive conversations
- Challenging the current state of mental health services
- The energy, doing new things
- It was based around conversations, very open
- The discussion part, informal and open
- The first exercise, friendly and understanding
- The poet
- Different ideas

What did you learn?

- Process is easier to understand
- About another service that has an approach that I find interesting
- Flexibility of spoken word poetry
- Everyone is different!
- The law of two feet
- It's important to talk with people
- About the 'front door' and the crisis café idea
- Need to continue thinking about best ways to engage with different groups – evolving creatively
- The definition of peer support
- About the importance of clarity and new ideas around crisis
- That there's lots of work happening to integrate – early stages

What would you change?

- Have the event later in the day
- Let's have this conversation more often
- Have more Mosaic members involved – change the time?
- I would change how mental health will be tackled and the stigma
- More accessible information needed
- More detail on services being changed and may be info about proposals before
- Has emphasis on separate dedicated sessions, more fitting in with schedule of existing groups etc... with long term involvement building trusting relationships

- I felt like my experiences were patronised by LWNA team – not listened to. Better small group facilitation

Suggestions for follow up and potential future events

- Send a thank you email to all attendees, including if anyone has anything to add in terms of comments or feedback (via Mosaic).
- The spoken word poet Benna is creating a poem from the event and is able to perform this to the same group, or similar – when/ how can this take places?
- Consider continuing this conversation on the new 'service offer' at the next Mosaic Young Adults Forum meeting. E.g. representatives of the LWNA to attend and take spoken word poet Benna to perform his poem capturing the workshop.
- Discuss how Benna's poem could be shared with a wider audience and used as a tool to engage others. E.g. we could film him performing the poem and circulate to others. The film could be used at the beginning of future LWNA meetings/ events. A film could easily be produced by Know Wonder as a 'next step' in this ongoing conversation.
- If considering holding similar workshops/ event targeted at young adults, start at a later time of day and retain the creative and informal approach
- Consider developing more detailed materials explaining each service offer area and its development.
- Consider having the next 'engagement' event at places where people are already meeting in groups to maximise attendees and meet people in their own spaces.
- Experiment with having facilitators for group discussions who are outside core LWNA members.
- Hold a 'wash up' meeting with those involved in the LWNA and organising the workshop to think about and plan 'what next'.