

Annual Report for 2015/16

Yorkshire and Humber Involvement Leads

Jo Harris and Holly Alix

This annual report outlines the work that has taken place in the 2015 - 16 year, as well as
outlining our work plan for the coming year 2016 - 17

The Benchmarking Tool

The Benchmarking tool was a product that started out in the Reviewing Involvement Structures project group. This had input from many different groups and covers a lot of CQUINs from previous years, ensuring that the good work that went into meeting these targets doesn't get lost. It covers 10 key areas (including areas that were initially identified as priorities for services) and has standards for each one.



The Benchmarking Tool Research Project

We wanted to pilot the Benchmarking Tool and make steps towards getting the tool validated with a view to it potentially becoming a CQUIN in the future. We are really pleased that we have started working with Manchester University to look at this and a student on the Forensic Masters program at the University of Manchester called Ann Holvey is now in the process of doing a research project for her dissertation on the Benchmarking Tool. She will be doing a literature review and creating a database for everyone's data to be collected as well as doing some thematic analysis of the data. The project will initially focus on 5 of the 10 areas—Risk, Carers, MDT, CPA and Recovery, and we will be asking services to concentrate on those areas as a priority for getting information back to us. We are excited about this project and where it could lead in the future.

Each service has nominated an individual who will act as a point of contact for the research department and send in data each month, and we would like to take this opportunity to thank you all for your support with this. We hope to have some initial findings to share with you all at the Yorkshire and Humber network Conference in May!

Benchmarking Tool

Reviewing Involvement Structures



Service In-Reach

We attend each services community/involvement meeting on a quarterly basis as identified in the work plan. Some services have put us on their mailing list to send us regular minutes for meetings that we don't attend so we can still keep up to speed with any particular issues that we might be able to support with. We don't come with anything on our agenda apart from to offer support or advice on any issues that may arise, and to be able to put services in touch with each other where this may be helpful. We let everyone know that there are meetings held in Wakefield at Sandal around specific topics and also that if anyone would like to contribute towards the newsletters then they are very welcome. Sometimes specific pieces of work arise from these meetings that may lead to some service specific workshops that we are asked to support with.

The Benchmarking Tool is another area that we support services with and have been to a number of services to do specific workshops on areas of the benchmarking tool.



Yorkshire and Humber Involvement Groups

There are a number of regional groups that we facilitate within the Yorkshire and Humber Network. This year we have been focusing mainly on the CQUIN groups and the Yorkshire and Humber Network meeting. This was the second year of this CQUIN meeting group and at the beginning of the year we saw attendance at some of the CQUIN groups drop.

There were still a fair few services represented but sometimes only 1 member of staff from each service and very few service users. We put some thought into why this might be. We knew from asking about everyone's priorities that the CQUIN groups were high up on peoples list, and that everyone was keen for them to continue; however this didn't seem to be translating into attendance at the groups. There were 3 CQUIN groups this year and only 2 the year before when attendance had been better and we thought maybe we were having them too often for people to be able to get to in terms of capacity and work load. We consulted a number of services about whether to combine the topics into 1 longer meeting, to reduce the frequency, or change the time or format.

The consensus seemed to be that it wouldn't work to combine them as different staff and service users often would lead on a particular area and if they were all in one meeting then that would make things difficult. The time didn't seem to be a problem either so we decided to change the frequency of the meetings to once a quarter rather than every 2 months. The CQUIN's are reported on quarterly as well so then they would fit with the schedule better. This proved to be the right decision as attendance improved

from both staff and service users. These meetings are still generally smaller than the Network Group with around 20 – 30 people attending, however there is good representation from the majority of the 16 services in the network.

Supporting Carer Involvement CQUIN Group

The second year of this CQUIN group went well and the bulletins are still used to send out all the information to services so that they can share this amongst the service users and staff. We looked at developing evaluation tools, how to support carers on a regional level and used a Snakes and Ladders approach to ask everyone what barriers (snakes) they have been coming up against and what they have achieved (ladders) over the course of the CQUIN.

Some of the issues we looked at were around: How to share information regarding confidentiality with carers, how to improve carer involvement in governance, how to improve attendance at carer events and how to open up wards to carers. Information from all of the group work can be found in more detail in the Carers Bulletins.

We heard about the Humber Centre's Carers Forum, and Cheswold Park's Carers meal and the Carers and wellbeing day at Bradley Woodlands, as well as examples of other services of tools they have developed such as the evaluation tool that Waterloo Manor were developing for their Carers Forum. All of this information was added to the Carers Bulletins. The last Carer's CQUIN we asked everyone to do some group work around the journey they have made over the course of the 2 year CQUIN and how culture has shifted using an exercise we called from Land's End to John O'Groats. We also had a presentation from TEWV about the changes they have made over the course of the CQUIN and heard from one of their carers about her experience which was really interesting and everyone found this useful.

Issue 6 July 2015

Yorkshire and Humber Involvement Network

Carers Involvement and Support Bulletin

Supporting Carer Involvement CQUIN Group

Last meeting summary 4th June 2015

At the last meeting we started off by getting some feedback from the services present about how they were evaluating their carer involvement initiatives and what their evaluation tools were. This can be found on pages 2,3 and 4.

We then went on to discuss the quarter 4 requirements to check that everyone was aware of what these were and to think about how they could be achieved, including how to support carers on a regional level and link in with other services to do this. Info on page 5.

We also had a brief discussion about inviting carers to the Carer CQUIN meetings and the logistics of this.

On page 6 you can find information from the Humber Centre's Carers Forum.

The date of the next meeting is now the 3rd September NOT the 24th August as originally advertised.

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evaluation

questionnaires
interviews
effectiveness
e-learning
analysis
carers
development
informal
primary
secondary
surveys
data
collection
processes
resources
tools
templates
tools
templates
tools
templates

Developed by Holly Alix and Jo Harris on behalf of the Yorkshire and Humber Secure Services

Issue 7 October 2015

Yorkshire and Humber Involvement Network

Carers Involvement and Support Bulletin 7

Supporting Carer Involvement CQUIN Group

Last meeting summary 3rd September

At the last meeting of the Carers CQUIN meeting we decided to do the regular service update in a more creative way using Snakes and Ladders. We asked services to write down their journey so far—with all their achievements over the course of the CQUIN in the form of ladders and any barriers encountered in the form of snakes. These can be found on pages 2 and 3.

We then used all the barriers that people had identified to do some creative thinking using the 6 Thinking Hats to come up with some collective solutions to these. This can be found on pages 4 to 7.

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Service update-Snakes and ladders	2, 3
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Snakes & Ladders

developed by Holly Alix and Jo Harris on behalf of the Yorkshire and Humber Secure Services

Issue 8 March 2016

Yorkshire and Humber Involvement Network

Carers Involvement and Support Bulletin 8

Supporting Carer Involvement CQUIN Group

Last meeting summary 18th February 2016

This was the last meeting of the Carer Involvement CQUIN group as the CQUIN comes to an end later this month.

We had a presentation from TEWV about the carers initiatives that they have introduced over the last 2 years which was really useful and informative. The slides from the presentation can be found on pages 2 and 3. We also heard from a carer who has a son who is currently in Ridgeway and it was great to get a different perspective and to hear her story.

We then did some group work around the journey that people had taken in their services over the course of the 2 year CQUIN and barriers and solutions along the way. We finished off by looking briefly at how services can ensure that they don't lose sight of carer involvement and really embed it into practice long term. The group work can all be found on pages 4 and 5.

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Group work-Lands end to John O'Groats	4, 5
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Supporting Carer Involvement CQUIN Agenda

18th February 2016 14.00 – 16.00

1. Welcome and introductions
2. Presentation – Sarah Clayton TEWV
3. Group work – From Land's End to John O'Groats
 - Implementing a culture shift – road works and rest stops
4. Group work continued
5. Discussion – The future of Carer Involvement – what next?

Developed by Holly Alix and Jo Harris on behalf of the Yorkshire and Humber Secure Services

Collaborative Risk Assessment CQUIN Group

The Risk Assessment CQUIN group was also into its second year. We started by breaking down the CQUIN requirements as some found this confusing. We did some work around how to evidence that risk assessments have been done in collaboration, and how to really make this meaningful for service users. We looked at audit and evaluation tools that different services were using or developing. We used the 6 Thinking Hats Model to come up with some solutions to the barriers that people were coming up against and this was useful to think about a range of different issues and support services to share learning and ideas with each other. We used the Snakes and Ladders exercise to identify barriers and achievements, and also the From Land's End to John O'Groats exercise to look at each services journey over the course of the 2 year CQUIN and to look at how culture has changed over that time.

All of this information was captured over the year in the Risk Bulletins that are sent out to ensure that everyone can benefit from the information and work that has taken place in the CQUIN Groups. We also had some group work facilitated by Moorlands View looking at "how to measure service user involvement in risk assessment" which was great to have another service facilitate a section of the meeting and something we are keen to encourage other services to do in the future as well as giving presentations.

Edition 4–April 2015 Yorkshire and Humber Network

Collaborative Risk Assessment Bulletin 4

Yorkshire & Humber CQUIN Group
Collaborative Risk Assessment
Next meeting:
26th May 2015
Sandal Rugby Club
2–4

At the last Collaborative Risk Assessment CQUIN Group we had a presentation from Sarah Jenkins, Stacey Hayton and Adrian Smith, South West Yorkshire Partnership Foundation NHS Trust.

We then looked at the 5 W's model that they are using. There were a lot of services present at the meeting and the presentation provoked a lot of discussion amongst the group which everyone found this really useful and interesting. You can find the slides from the presentation that they did on Page 2 and 3.

The next part of the meeting we asked everyone to discuss and write down their Top Tips for engaging and involving people in the collaborative risk assessment process. You can find this on Page 5.

At the end of the meeting, we looked at the Benchmarking Tool standards for the Risk Assessment section. You can find this on Page 5.

Extra! New CQUIN Information for 2015/16 - See page 6!

Currently very few users of forensic services are involved in their risk assessment and development of their risk management plan. The Department of Health Best Practice in Managing Risk Guidelines 2007 advises that a collaborative approach involving service users should be used in the risk assessment process. My service user's care and treatment. Furthermore, CQUIN promotes collaborative approaches to a service user's care and treatment. Recovery approaches and risk management should be built on the recognition of the service user's strengths and should emphasise recovery, and this is more likely to be achieved using a collaborative approach.

A CQUIN target for 2014-2015 was the development of an education training package for patients and qualified staff around collaborative risk assessment and management. This CQUIN takes forward the practical application of the training.

TOP TIPS

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Developed by Holly Alix and Jo Harris on behalf of all the Yorkshire and Humber Secure Services and the Collaborative Risk Assessment CQUIN Group

Edition 5–August 2015 Yorkshire and Humber Network

Collaborative Risk Assessment Bulletin 5

Yorkshire & Humber CQUIN Group
Collaborative Risk Assessment
Next meeting:
8th September 2015
Sandal Rugby Club
2–4

We hope you find this bulletin useful. If anyone would like to be involved in presenting at any of the Risk CQUIN groups about the work that is happening in your service, then please get in touch with: Holly-holly.alix@nhs.net Jo-jo.harris@nhs.net

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Creative Thinking	6 & 7
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At the last Risk CQUIN meeting on the 9th July we asked everyone to bring examples of what is happening in their service to Update everyone. This can be found on page 2. We then looked at Benefits/what was going well on page 3 and Barriers/what could go better on page 4. After the break we picked one of the barriers—"How to find evidence of Collaboration"—and used a creative thinking technique to look for some ideas and solutions. These discussions can be found on pages 6 and 7.

We use a creative thinking technique called the 6 Thinking Hats by Edward de Bono to help us to get the groups thinking in a creative way and to help frame the discussions which is really useful. You will see the use of the hats in this bulletin but you do not have to know about, remember or learn any of the hats to take part in the discussions or to read and enjoy this bulletin!

Six Thinking Hats

Developed by Holly Alix and Jo Harris on behalf of all the Yorkshire and Humber Secure Services and the Collaborative Risk Assessment CQUIN Group

Edition 6–October 2015 Yorkshire and Humber Network

Collaborative Risk Assessment Bulletin 6

Yorkshire & Humber CQUIN Group
Collaborative Risk Assessment
Next meeting:
9th February 2016
Sandal Rugby Club
2–4

We hope you find this bulletin useful. If anyone would like to be involved in presenting at any of the CQUIN groups about the work that is happening in your service, then please get in touch with us on: Holly-holly.alix@nhs.net Jo-jo.harris@nhs.net

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Risk CQUIN group on the 5th September

At the last Risk CQUIN group we asked services to give an update of their journey so far with the Risk CQUIN using Snakes and Ladders to identify achievements and barriers. This can be found on pages 2–3. We then looked at the barriers as a whole group to come up with some solutions. This is on pages 4–7.

Developed by Holly Alix and Jo Harris on behalf of all the Yorkshire and Humber Secure Services and the Collaborative Risk Assessment CQUIN Group

Issue 7 March 2016 Yorkshire and Humber Network

Collaborative Risk Assessment Bulletin 7

Risk CQUIN group on the 9th February 2016

This was the last meeting of the Collaborative risk assessment CQUIN group as it will no longer be a CQUIN after the end of this month.

We looked at the journey that services have taken over the last 2 years in terms of collaborating with service users on risk assessments, including the training—we did the group work in terms of a journey from Lands End to John O'Groats—each table chose their own journey. This is on page 2.

We then looked at how we could all ensure that the hard work people have put in to this CQUIN doesn't get wasted and that this way of working is embedded into practice long term. This is on page 3.

We then had Mick Poulter from Moorlands View facilitate a discussion with the group around how to measure if someone is involved in their risk assessment. This can all be found on pages 4 and 5.

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Collaborative Risk Assessment CQUIN Agenda
9th February 2016 14.00–16.00

- Welcome and introductions
- Group work—From Land's End to John O'Groats
Journey of culture change—road works and rest stops
- Discussion—How do you measure if someone is involved in their own risk assessment? Mick Poulter
- The Future of Collaborative Risk Assessment—what's next?

Developed by Holly Alix and Jo Harris on behalf of all the Yorkshire and Humber Secure Services and the Collaborative Risk Assessment CQUIN Group

Smoking Cessation CQUIN Group

The Smoking Cessation CQUIN was a new one for this year and one that has been very difficult for many people; both staff and service users within services, and also for people who have attended the CQUIN meetings. This is a CQUIN that has affected many people and where most see the CQUIN's as improving things for the better in terms of what service users want; this was viewed by many as very restrictive, removing choice, and as being imposed on them. Also all the services who attended the meetings were at different stages as they had different dates for when they were going smoke free. In some ways this was a good thing as there was an opportunity for services to learn from others who were further ahead, however it also at times served to highlight the feeling of unfairness in some respects. Saying that a lot of really good and productive work came out of these meetings and people started to pull together and support each other in a really helpful way.

We had a presentation from Amber Lodge about how they have approached it, and they brought along some smoking cessation tools. We also did some group work around developing person centred care plans that were led by service users and that were really personal to them around their plan and the support they would require when stopping smoking.

We also looked at a number of different issues that services were coming up against such as: how to overcome/reduce staff and service user anxiety, how to manage transitions between smoking/non-smoking services, how to manage Section 17, how to prevent boredom and occupy time and how to increase motivation. We used the 6 Thinking Hats model to think collaboratively and creatively about these issues and this can all be found in the Smoking Cessation Bulletins that were sent out throughout the year.

October 2015 Yorkshire and Humber Involvement Network

Smoking Cessation CQUIN Bulletin

Smoking Cessation CQUIN

This was the second meeting of the Smoking Cessation CQUIN group. This is an interesting group as there is a lot of variation with services at different stages of implementing this CQUIN. Most services have different dates in place to aim for in terms of when they are going smoke free and some services have not yet got any date to work towards. Understandably there are anxieties around this from both service users and staff, and confusion also around some areas. As each service is on a different stage of their journey we thought it would be useful to document this and we asked each service to do this creatively using Snakes and Ladders—you can find more information about this on pages 2 and 3.

We then asked everyone to identify their main barriers and there were some common themes. We looked at these barriers using the 6 Thinking Hats in order to come up with some creative solutions together. This is on pages 4 and 5.

Next meeting on Thursday 22nd October Sandal Rugby Club 2-4

Six Thinking Hats

- Blue Hat - Process
- White Hat - Facts
- Red Hat - Feelings
- Green Hat - Creativity
- Yellow Hat - Benefits
- Black Hat - Cautions

Developed by Holly Alix and Jo Harris on behalf of the Yorkshire and Humber Secure Services

December 2015 Yorkshire and Humber Involvement Network

Smoking Cessation CQUIN Bulletin 2

Smoking Cessation CQUIN Group

At the last meeting of the Smoking Cessation CQUIN group on the 22nd October we were supposed to be joined by Matt Day who wrote the CQUIN in order that he could answer some questions and give some guidance around the implementation of this CQUIN. Unfortunately he couldn't join us but we are hopeful that he will be at the next meeting in January.

We had a presentation from Amber Lodge about going smoke free and they brought along some props. Many services are at different stages of implementation and have got different dates that they are working towards going smoke free. More services will have reached that milestone by the next meeting in January and it will be useful to get some feedback from everyone about how this has gone.

Part of the CQUIN required services to provide some information about: the benefits of stopping smoking to service users, staff and family and friends. This should be available in easy read documentation where possible and we did some group work around this.

Another element of the CQUIN is for each service user to have a care plan to support them stopping smoking and we did some work to see what everyone thought should be included.

Next meeting on Thursday 14th January 2016 Sandal Rugby Club 2-4

Six Thinking Hats

- Blue Hat - Process
- White Hat - Facts
- Red Hat - Feelings
- Green Hat - Creativity
- Yellow Hat - Benefits
- Black Hat - Cautions

Developed by Holly Alix and Jo Harris on behalf of the Yorkshire and Humber Secure Services

March 2016 Yorkshire and Humber Involvement Network

Smoking Cessation CQUIN Bulletin 3

Summary of the last meeting on the 14th January 2016

At the last meeting of the smoking cessation CQUIN group we had a presentation from staff and patients at Newton Lodge about how they managed to stop smoking in their hospital. It was really interesting to hear how they approached it and especially useful for services that have not yet stopped to get some advice and ideas. Their presentation is on pages 2 and 3.

We then did some group work looking at where everyone is up to so far. This can be found on pages 4 and 5.

We then had a discussion with Matt Day from Public Health England who wrote the CQUIN and information can be found on page 6.

Introduction and summary of meeting 1

Presentation—Newton Lodge 2,3

Group Work—where are we up to? 4,5

Discussion with Matt Day 6

Smoking Cessation CQUIN Guidance 7

14th January 2016 14.00 – 16.00

1. Welcome and Introductions
2. Presentation from Newton Lodge
3. Group work - Where is everyone up to?
4. Discussion - Key messages for discussion with Matt Day (public health England)
5. The future of smoking cessation

Developed by Holly Alix and Jo Harris on behalf of the Yorkshire and Humber Secure Services

Yorkshire and Humber Network Meeting

The focus of the Yorkshire and Humber Network as a whole is for all

the services in the region to support each other, to share best practice and information, to work collaboratively on projects and to ensure that work is not unnecessarily duplicated. Therefore the main focus of the quarterly Yorkshire and Humber Network meeting is for services to come and share best practice through presentations and workshop style groups.

The Yorkshire and Humber Network continues to meet quarterly. There is now a regular agenda that consists of a number of presentations that have a particular theme each time from an area of the Benchmarking Tool. These are followed by some group work, and then the meeting finishes with the Round Robin over lunch with commissioners also giving an update. There is often a lot to fit into these meetings and we discussed at the last meeting extending it and changing the time so that we can get more onto the agenda. This was agreed - so for the year ahead the meetings will now be from 11 – 3.



Y & H Network Round Robin

A permanent feature of the Yorkshire and Humber Network meetings is the Round Robin. Towards the end of the meeting everyone gets their lunch and the we go round and get a quick update from all the services about the things they have been up to since the last meeting. This is a good way to share information, best practice, to shout about the things that you are proud of and to ask for any information or support with anything you are working on. Also a great way for everyone to get ideas and suggestions for future presentations too! We thought it would be great to put all this information in this newsletter, to share all the great work that is happening in Yorkshire and Humber.

Patients getting involved in interviews for all disciplines
Involvement in outdoor space (smoke free area)
Choices given in pathway
Introduction of mobile phones
- policy and care plan
Halloween party Patient led and organised with staff support / carer initiatives
Sports day
Stoptober—some success stories

Stockton Hall

We have re-established our Service User group – this now meets monthly and is open to anyone. It has identified a number of project groups which report back into the meeting. The Hospital Director attends the group as do a number of other senior managers.

We have had a number of events which have been planned and organised by the social reps group –these have included a hospital wide BBQ to celebrate 30 years for Partnerships in Care; we also had a Macmillan's coffee morning where we raised £203; we had a production of Oliver with the patients being involved in painting the scenery as well as taking on a number of challenging roles.

We continue to work collaboratively with patients around risk assessments and patients are now starting to get involved in the completion of the HCRD risk assessments.

We have a weekly 'Stub it Out' smoking cessation group to encourage and support both staff and patients to give up smoking. We are actively following Stoptober.

Garroby House

Forest Lodge

Clifton House

Well established Out and About groups with opportunities to access a variety of community locations
Full time Healthy Living Advisor has opened up opportunities to access more physical health activities.
Re-established links with community services as part of the vocational pathway
Raised £85 at our Macmillan coffee morning
Increased Psychology input across the unit
Patient council has been running for a year
World Mental Health Day activity this week
Started carer support/involvement meetings with a "Big breakfast" morning
IT room is up and running

Cygnets

Amber Lodge

Newhaven

Cheswold Park

Party for World Mental Health day
Update pre-admission information
Feedback on no force first
Unity Café—volunteer based job in hospital
£348 for Macmillan coffee morning

Newton Lodge

Humber Centre

Walking Group
Patient experience workshops. To work around the hospital (phones, painting, decorating, maintenance, Portering, woodwork—32 interviews
Aliment—produce used in hospital kitchen
Courtyard garden designed and worked on by service users
Summer fairs/Christmas fairs
Cares and service user coffee mornings
Macmillan coffee morning £223.01
Service user involvement and empowerment monthly meetings
Includes domestic and catering rep
Monthly service user magazine—patients photos and poems
Football team—Football training weekly
Have a mobile phone policy—service users in low secure unit have them
Working to obtain a visiting dentist

Newsam Centre

World Mental Health day
Baking stalls, workforce leads attended, cloth cat music
Strong links with community agencies
Vocational/employment links
Going smoke free—lots of info, smoking breaks reduced, groups education, support
Large importance placed on service users' opinions/views—improving your views meetings
New dietician starting
Permanent Psychiatrists now in place

Bradley Woodlands

Macmillan coffee morning
Mobile phone policy—consultation stage
Eid celebration
Family event
Smoke free date postponed

Alpha Sheffield

Permanent doctor instead of locum
Working on Halloween day—(baking, fancy dress etc.)
Doing 'Stoptober' people have managed to cut down on smoking or not smoke
Inter-ward Macmillan fundraiser—coffee morning and cake sale
Regular staff consistently—very little use of agency due to several recruitment days
Groups improved—DBT better, introduction of new groups such as swimming
Least restrictive practice means areas of the ward can be more accessible such as the quiet room
Weekly walking groups to promote exercise

Bretton Centre

Careers day—medication leaflets produced with service users perspective shown to trust board.
Macmillan coffee morning
"Journey man" service users performances given to carers (service users returned to take part)
More nursing led groups at weekends
Joint risk assessment—completed
Training delivered to new staff with service users
Courtyards update—abstract art
Benchmarking tool has begun
Smoke free by the 1st December
More staff trained for the gym—got our staff member back
AC appointed – interviewed by service users

Waterloo Manor

WISH fundraiser £542—afternoon tea and sponsored walk
Ceremony for handing over WISH—had opportunity to hear where it would go
Donkey sanctuary visited!
Made sock donkeys and crafts to sell on a stall
Started smoking countdown 1, smoke break per week until February 1st will be removed.
New cycle of Well woman—staying safe began
Upcoming: Halloween movie day and disco organised by events committee

Cygnets

Service User Involvement in planning induction training day
Presentations at Universities and colleges
Ward expectations – collaborative effort
Service user awards
New format service user evaluation strategy
Joint Christmas concert (between 3 hospitals)
Charity events
Music festival
Pop up shops (ASDA)
Visitors local procedure
Community project – work with community centre
Time to Talk event
Fundraising, coffee mornings, tuck shops etc.
Presenting at Conferences
Allotments

Moorlands View

Spirituality group led by consultant
Bingo and quiz's on the ward
Service user jobs – librarian, stock keeping, car valeting, kitchen
Service user interview panels – equal say as professional panel
Community Groups – badminton, walking groups, gym, swimming, cycling
Meals out
Collaborative risk assessments
Mind your Mind
Psychology groups
College courses
More discharge input
ILA – Demonstrate independence skills

Wathwood

Horticulture project and farm shop
The Lodges – medium secure step down – self catering unit, 3 levels
Recovery College – Nottinghamshire Trust – various sites throughout the trust, different courses. Attended by patients, staff and carers
Regular theme nights – patients choose the theme

Newton Lodge

We have a professional dance teacher teaching Zumba on a Monday afternoon
The Koestler Trust
Service User involvement in interviews
College access courses
We have a plot to grow veg & fruit
Macmillan coffee morning
Outings with Women's group
LodgeFest – BBQ, games, sales, tournaments, music etc.
We have a cottage in Whitby
We have sports for all when the men and women get together to play volleyball.
I am looking into creative writing courses to further my talents
We are setting up a drama group
I have written stories for my friends that they star in as the lead roles
I wrote a play for the Christmas concert

Amber Lodge

Breakfast club – cooking breakfast
Work experience – "ship/boat hand"
Nativity play
Fundraising events – lots of different ones for a new TV. Nearly made £500

Newhaven

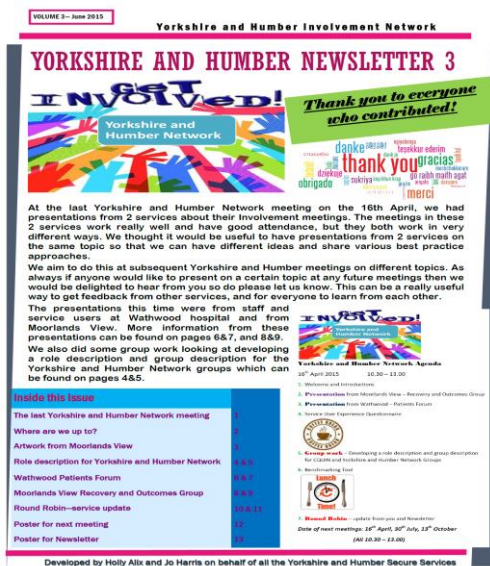
Service users involved in interviews
Football leave
Mobile phones
Leave to go to college
Activity trips, Whitby, airport, Royal Armouries

This year we have had a number of different themes. We had a meeting with the theme of Involvement Meetings where we heard from Moorlands View about their patients Recovery and Outcomes meetings within the hospital, and also from Wathwood about their Patients Forum.

We had another meeting looking at The Whole Dining Experience where we heard from Wathwood about their Section 17 restaurant and also from Newton Lodge about benchmarking their dining experience.

We had another meeting looking at Risk Assessment where we heard from Waterloo Manor about their “Risky Business” group and also from Cheswold Park about how they have used the Benchmarking Tool to look at Collaborative Risk Assessment.

The latest meeting had the theme of Meaningful Activity and we heard from Humber Centre about their apprenticeship scheme within the hospital, as well as from Cheswold Park about some of their activities such as Cheswold’s got Talent. We also heard from Amber Lodge about their mobile phone policy and how service users now have access to mobile phones on the unit.



Yorkshire and Humber Newsletter

We need you!

Do you like...
Writing articles?
Poetry?
Creative Writing?
Artwork?

Please note we will say in the newsletter who sent it in, (first name and service) so if you would rather it was put in anonymously then please let us know.

We would love to hear from you! We are Holly and Jo, we work as Involvement Leads across all the secure services in Yorkshire and Humber and we want to produce a newsletter so that everyone can share these things with each other.

It will be a great way to find out about what is happening in other hospitals, as well as sharing your work with others.

You can ask a member of staff to send things to us, or you can send them direct if you have access to email on

holly.alix@nhs.net

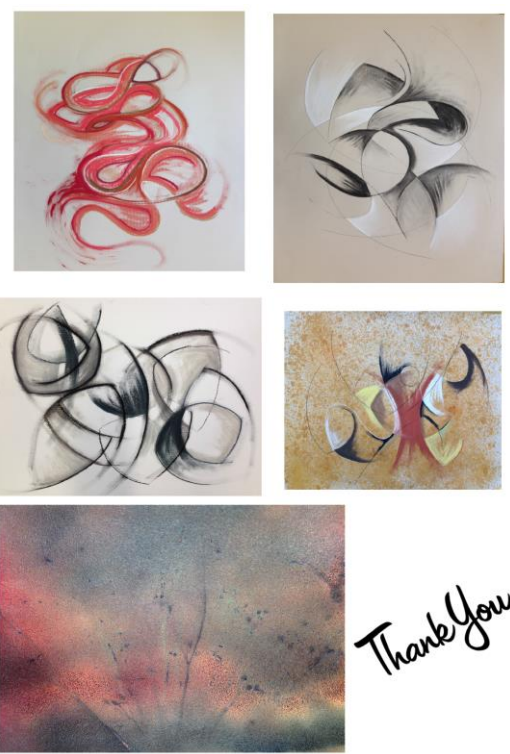
Yorkshire and Humber Newsletters

We send out a Newsletter following each of the Network meetings with all the group work information, the presentations and also anything that we get sent from service users or staff in terms of articles, poetry, art work, or anything else that people want to share in the Newsletter. Here are some examples of the wonderful things we have been sent over the last year.

ARTWORK FROM A SERVICE USER AT MOORLANDS VIEW



Artwork from Mark Clifton House



Thank You

Motivation and Inspiration Corner



PLEASE SEND US THINGS
THAT INSPIRE YOU!



POETRY FROM RICHARD FOREST LODGE

The Sea of Myself
A treacherous sea throws me
This way and that
Pitched and tossed on waves of anxiety
Carried on currents of stress
Awash with nervous tension
Pounded onto the shore
A personality broken and bruised
Clawing my way slowly up the beach
Tired, fatigued, exhausted
Then still, then still
Then my eyes open
A nightmarish dream
And as I look around
Reality takes hold
The day begins
And I start to drown
In the sea of myself

Mellow
Autumn, autumn,
When you feel that first chill,
And the wind is still.
The leaves are falling.
There's a robin calling
Colours, burnt orange
Red Russet, Green Gold
To yellow.
The sun shines and all is
Softly merging mellow.
The mist and the murk.
A years growing yields it's work.
The season comes in
Nonchalantly, subtly, the atmosphere,
The ambience, the air pervades
A tangible difference,
Without a care.
The rich aroma,
Sweet scent of decay.
Fungi mushrooms in all shades and sizes and colour
Is Autumn's way
The creeping up of night.
Berries ripened all beautiful
To our sight.
Horse chestnuts new
Shiny rich brown
Like polished wood.
All is wonder as the year turns to slumber.
All is good All is good
And thank God because we should!



They go past your lips
Straight to your hips
Like a sea full of ships
And your clothes get full of rips
And end up on some tips
Or thrown in skips
And your pants give you nips
So your need to get to grips
And stop eating too many chips.

POEM FROM CHRIS AMBER LODGE

THANK YOU



AMBER LODGE - MOBILE PHONES

I am the patient representative for the Rehabilitation and Recovery Unit at Amber Lodge.

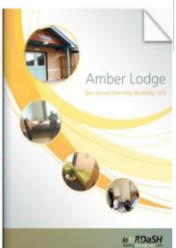
About a year ago at our Community Meeting, the other patients and I decided that we would like to be given the opportunity to have a mobile phone.

To get the ball rolling, I attended numerous meetings, including the Forensic Business Division Meeting and a meeting in Rotherham to find out how other services managed mobile phones in a secure environment. These meetings went on for quite a long time, it was quite a slow process.

About a month ago, we were given the all clear at the Business Division Meeting to have mobile phones and the MDT (Multi-Disciplinary meeting) discussed with each individual patient and if they would be allowed to have a mobile phone.

Each patient had to have a care plan surrounding the use of the phone and had to sign a contract to ensure the phone is looked after and used appropriately. These were presented to the MDT meeting and each was individually signed off.

Three weeks later, we are all enjoying the use of our mobile phone, the opportunity to be able to contact our family and friends without waiting for the unit payphone to be free and at this time it is going well.



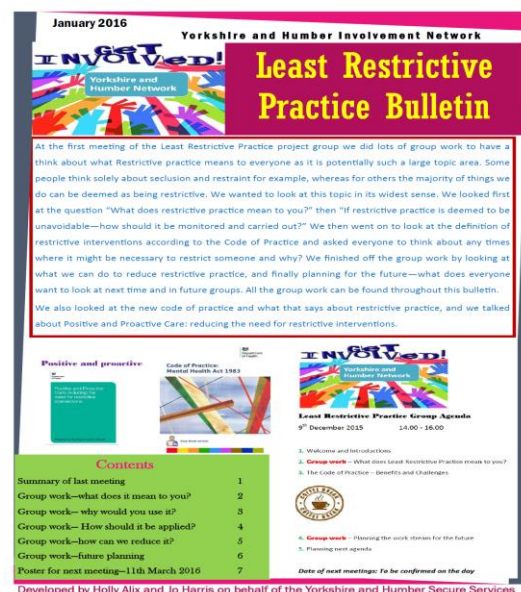
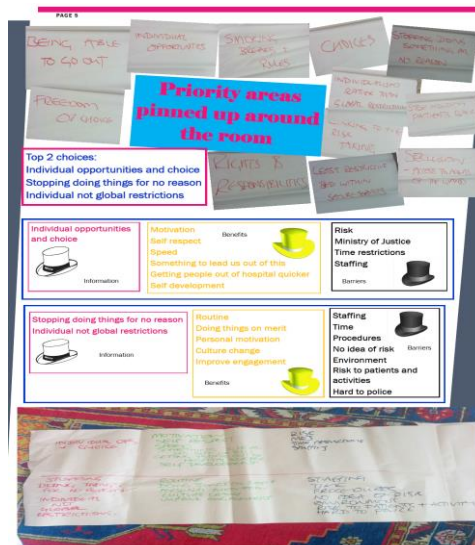
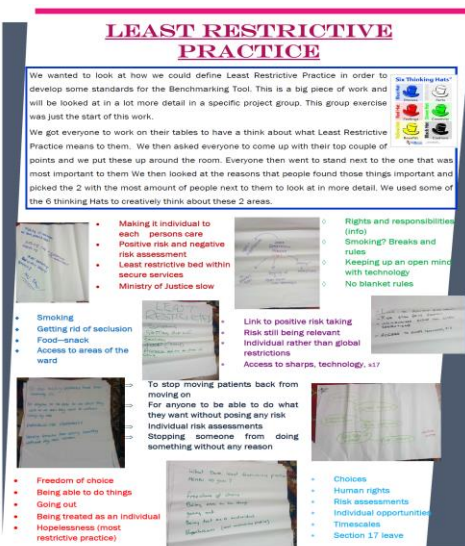
suit service user's needs, goals and treatment interventions.
A goal identified by one of our service users was to build his vocational skills and increase his social integration back into the community. St Nicks on the Fields was identified as a place that could potentially meet these needs. The nature reserve is a former landfill site and is a charity which provides opportunities to volunteer and join Eco therapy groups. The centre is open to members of the public to enjoy throughout the year.
Volunteers take part in a range of conservation activities. The Eco-therapy groups run on a referral system. Within the sessions, mindfulness is utilised and one to one support is offered. The aims are to promote good physical and mental wellbeing with the main focus being around nature. The benefits of Eco therapy include reduction in stress levels, improved self-esteem, increased levels of physical activity, enhanced social interaction, confidence in learning new skills and happiness in contributing positively towards the environment. All sessions are free which makes the facility accessible to a wide range of people.
Initially volunteering was instigated with a service user to integrate him into groups before progressing to an Eco therapy group independently. Our service user perceived this as a positive aspect of his Recovery pathway. He identified being there had 'worked out beautifully' and going there was a 'supportive introduction back into community life'. A brief narrative of his time there included 'I leave Stockton Hall, walk out of the car park, hop on a bus, walk a mile or so and spend 2 to 2 1/2 hours with people who are sharing the same collective experience.' He also reported 'no one wanted to push me' with regard to going there by himself and 'I don't have any regrets about going. Other benefits from the group included, e.g. finding a role, 'I identified with being a helper and helping someone'. This was in reference to supporting other people, for example helping a gentleman in a wheelchair with sawing wood - these are transferrable skills which can be applied in his future pathway.
A risk assessment was completed however the leader of the Eco therapy group was highly supportive and receptive to people with criminogenic backgrounds being involved, and this was supported by the other volunteers on the project. Our service user reported the people there were 'accepting of where people are in their recovery and wanted to get me involved'. The workers there were also 'enthusiastic' and 'supportive' and the work 'helps me to develop as a human being'. Our service user reported being there allowed him to 'work outside of a secure perimeter'. He stated he experienced occupational enrichment through the demands of physical exercise and engaging in a different range of occupations to those provided within the secure unit.
Recovery pathways need to be innovative and increase pro-social opportunities both within and out with the secure environment. Accessing community facilities such as St Nicks can partially meet this need alongside social integration and inclusion into the local community.



Thank You!

Least Restrictive Practice

We recently held our first meeting around Least Restrictive Practice as it was identified by everyone as an area where they would like to do some more focussed work in Yorkshire and Humber. We looked at it briefly at one of the Yorkshire and Humber Network meetings and it was felt that it needed a dedicated meeting on its own to look at it in more detail. The initial meeting looked at defining Restrictive Practice, at how it should be used if at all and how we can reduce the use of it. This group will continue to meet once a quarter. All the information from the meeting can be found in the Bulletin. This group will continue to meet quarterly and support the CQUIN over the coming year.



Events

We presented a Symposium at the International Association of Forensic Mental Health Services (IAFMHS) Conference in Manchester in June 2015 on Yorkshire and Humber work past and present.



Regional Involvement work in Yorkshire & Humber

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Bringing it all together

- The Benchmarking Tool
- Aim of the tool
- Process
- Collaboration and involvement
- Celebrating good practice
- Interactive and fun



Involvement Lead Roles

- 2 in Yorkshire and Humber – job share
- Role since 2006 – initially based in commissioning team
- 2014 started in current roles – funded by services
- Benefits of the role
- Groups
- The spirit of involvement



Involvement in Practice

- Co-production
- Relational aspects
- Venue
- Decision making - yes
- Trust in the process
- Sharing best practice
- Innovation and creativity
- "It's the talk!"
- "Bringing it back home"



Yorkshire and Humber Conference.

We have been keen to hold a conference in Yorkshire and Humber for a couple of years now – many conferences take place in the midlands or down south and this makes it difficult for many service users to attend due to the amount of travelling time that this involves. Yorkshire and Humber have also been at the forefront of Involvement in secure services with many initiatives originating in this region that have subsequently become national CQUIN's. We wanted to hold a conference to celebrate all of this great work and to enable as many service users from this region to attend.

We were very lucky to have Alpha hospitals offer to fund this conference last year and we started planning the conference for May 2016. Alpha hospitals in the meantime were taken over by Cygnet hospitals and again we were very lucky that Cygnet were happy to continue to fund this conference. It will take place on the 24th May and will celebrate a decade of Involvement in secure services in Yorkshire and Humber, and will be open to all the services in the Yorkshire and Humber Network. Everyone will be invited to contribute and share best practice at the event.

Yorkshire and Humber Involvement Network Present a Conference Celebrating a Decade of Involvement



Where and When?

Date: Tuesday 24th May 2016
Venue: National Coal Mining Museum, Caphouse Colliery, New Road, Overton, West Yorkshire WF4 4RH
www.ncm.org.uk

This unusual and exciting venue, one of the few remaining accessible coal mines in England, along with the presentations and workshops that will fill the day, will ensure that the conference stands out in the memory of the delegates. This venue is central for all of the secure services in Yorkshire and Humber and is accessible for people around the country by rail and road, with ample parking.

Map to NCM



Why?

This conference is to celebrate a decade of regional involvement in secure services. The Yorkshire and Humber Network brings together service users and staff from 16 services that includes both NHS and private organisations providing low and medium secure care. The Network is about sharing best practice and collaborative working to improve the experience and quality of support that people receive.

Key Points of the Day

Keynote speaker - Dr Amanda Bertram
Benchmarking Research Tool
Music
Workshops
Ian Callaghan, Rethink Mental Illness
Celebrations and fun!

Contributions Welcome

There will be no market stall due to limited space - however all services in the Yorkshire and Humber Network are invited to contribute in the following ways;

- Information about initiatives from your service you would like to share; this will be added to goody bags for attendees.
- Contributions towards a music CD to be played over lunch.
- Any artwork that people would like to be shown over lunch (on a screen).

Deadline for submission of any contributions - 18th March 2016 via email to: events@cygnethealth.co.uk



Agenda



9.00 Arrival/Registration and Refreshments	
Morning Session	
10.00	Laughter Yoga
10.10	Conference Introduction and Opening Holly Alix and Jo Harris Yorkshire & Humber Involvement Leads
10.30	Key Note Speaker Dr Amanda Bertram Psychological Skills Mentor, Chimp Management
11.15 Refreshment Break	
11.30	Update on Benchmarking Research Tool Anne Holvey University of Manchester
12.15	Choir Performance Moorlands View
12.30 Lunch Break	
Afternoon Session	
13.30	Workshop 1 - delegates to choose from; 1. Laughology, Humber Centre 2. Music Improvisation, Moorlands View and Cygnet Health Care 3. Relaxation Sessions, Cygnet Health Care 4. Underground Coalmining Tour, National Coal Mining Museum
14.30	Workshop 2 - delegates to choose from; 1. Laughology, Humber Centre 2. Music Improvisation, Moorlands View and Cygnet Health Care 3. Relaxation Sessions, Cygnet Health Care 4. Underground Coalmining Tour, National Coal Mining Museum
15.30	Ian Callaghan Recovery and Outcomes Manager, Rethink Mental Illness
16.00	Balloon Activity
16.30 Closing Remarks and Conference Close	

For details on how to register for places please visit:
www.cygnethealth.co.uk

Alternatively you can email:
events@cygnethealth.co.uk
Please include details of your preferred workshop choices

or call
0114 2793353



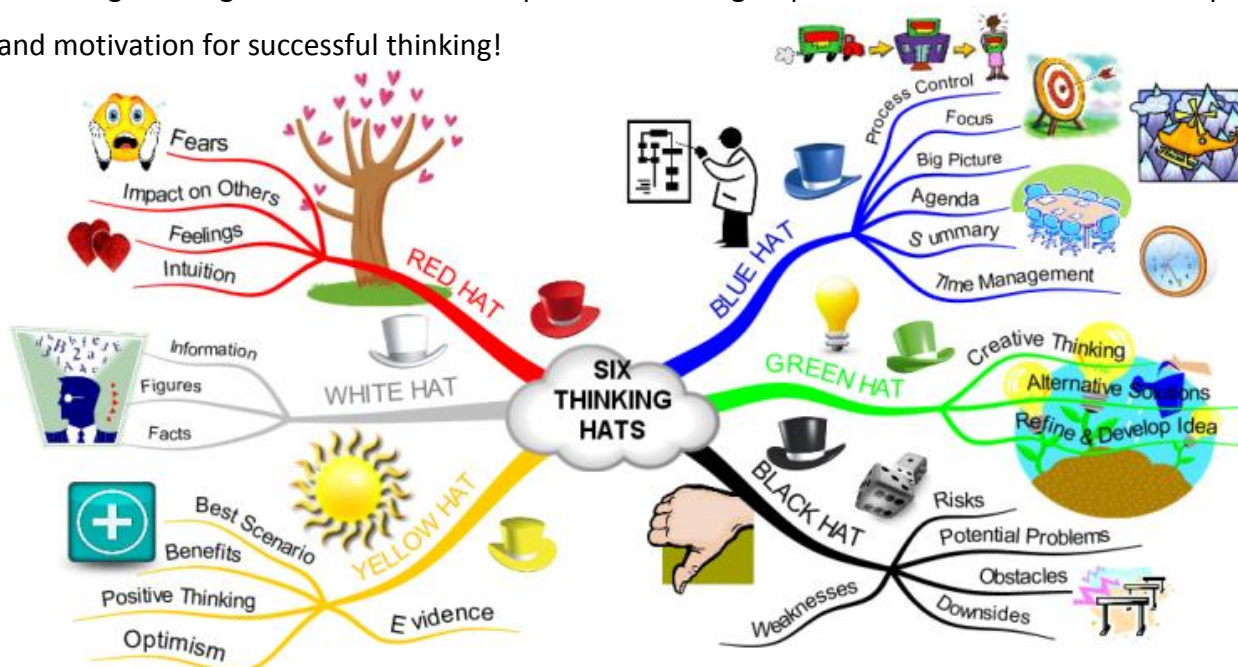
Recovery and Outcomes Groups

We attend and support Ian Callaghan with the Yorkshire and Humber Recovery and Outcomes group and anything that arises from this – and ensure that any information from Yorkshire and Humber is fed into this process and the Recovery and Outcomes steering group.



Personal Professional Development

We attended some training last year on Edward de Bono's 6 Thinking Hats. We found this really useful and informative as a way of thinking differently and creatively within the groups that we facilitate. This has helped us to work slightly differently within the groups and think more creatively together around problem solving and planning. We also recently attended another Edward de Bono course in Lateral Thinking that we plan to use in future groups. Jo also recently attended a course on Laughter Yoga that enables her to lead Laughter Yoga sessions and she hopes to use it in groups and at the Conference to inspire creativity and motivation for successful thinking!



Six Thinking Hats®			
Blue Hat		White Hat	
	Process		Facts
Red Hat		Green Hat	
	Feelings		Creativity
Yellow Hat		Black Hat	
	Benefits		Cautions

deBono®
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We have started to use a new creative thinking technique called the 6 Thinking Hats by Edward de Bono to help us to get the groups thinking in a creative way and frame the discussions.

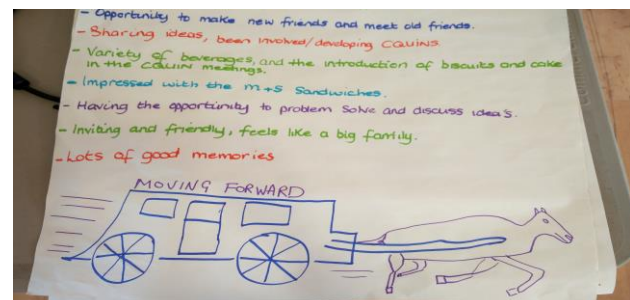
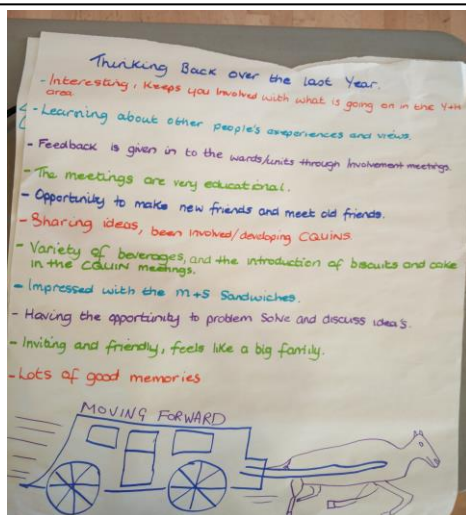
Annual Report Group Work

At the last Yorkshire and Humber Network meeting we asked everyone to do some group work and write down all the things that they have found useful over the year so that we could add everyone's thoughts into this annual report. Here are some of the things that everyone wanted to share:

Yumber in review – Carer Involvement, Least Restrictive Practice – why? Benchmarking tool, Smoking Cessation, Collaborative Risk Assessment, Networking, Good laugh and fun ☺ Clarity, Supporting each other, sharing ideas, sandwiches, MDT standards, meeting new people, Retro Biscuits, Best Practice.



Interesting, keeps you informed about what is going on in the area. Learning about other people's experiences and views. Feedback is given in to wards/units through involvement meetings. The meetings are educational. Opportunity to make new friends and meet old faces. Sharing ideas, being involved/ developing CQUIN's. Variety of beverages, and the introduction of biscuits and cake in the CQUIN meetings. Impressed with the Marks and Spencer sandwiches. Having the opportunity to problem solve and discuss ideas. Inviting and friendly, feels like a big family. Lots of good memories. Moving forward.



Sharing ideas. Working collaboratively, meeting with other services. Friendly atmosphere. Learning new things. Putting things into perspective, making improvements. Patient's success stories. Feeling supported. A chance to be heard. Nice to see Holly and Jo for other service users to meet them during community meetings. Nice to be part of it, to see positive ideas develop and continue to improve. Up to date information on CQUIN's so we know what to work towards. Know where we stand as a service. Learnt something about Recovery Colleges.

Sharing good practice, chance to be passionate about making hospitals better, positive things happening at the hospital, planning together with other services, patients having choices, helping making decisions about how hospitals run, visiting other services, feeling involved and valued, sharing individual experiences patients and staff, building and maintaining relationships "haven't met patient for 8 years", making our services more open, sharing good points, smoking/sharing policy, can do approach, patients doing presentations, building confidence and presentation skills.

Yorkshire and Humber Involvement Lead Work Plan 2016-17

Objective	Action	Timescale
Service In - reach	To offer to attend Involvement Groups quarterly in each service	March 2017
	To support with individual service projects where identified and requested by the service	March 2017
	Benchmarking Tool – Support services to keep to schedule with the benchmarking tool project	March 2017
	Support services to use the benchmarking tool to evaluate and monitor their involvement processes.	March 2017
	Identify priority areas and support services with development and improvement in those areas.	Ongoing
	To join services to work on shared priorities if required throughout Yorkshire and Humber	March 2017
	Develop learning packages with services doing well for services that might need some inspiration.	March 2017
	Promote good practice in services.	Ongoing
Yorkshire and Humber Involvement Groups	Yorkshire and Humber Network Quarterly to share best practice within the region	Quarterly
	CQUIN groups monthly to support services with implementing the CQUIN requirements. (Quarterly)	Quarterly
	Project Groups – New developments as required	Ongoing
	To develop Posters with description of different groups, roles and dates of meetings to advertise and promote informed attendance at groups.	Ongoing
Recovery and Outcomes	To attend Yorkshire and Humber Recovery and Outcomes Groups – support Ian Callaghan.	Quarterly
	To get involved in national groups that arise through the Recovery and Outcomes agenda	Ongoing
Benchmarking tool	To work with student Anne Holvey and University of Manchester to work towards validating the benchmarking tool	July 2017
	To work with Manchester University to look at stage 2 of the validation process	March 2017

Yorkshire and Humber Conference	<p>To plan, organise and deliver a conference in Yorkshire and Humber showcasing work from the region, by:</p> <p>Facilitate a conference planning group to plan and agree the format of the day</p> <p>To work with Cygnet healthcare to agree budget and stick to that, as well as communicating plans of the planning group</p> <p>To communicate with speakers booked for the day to ensure they have everything they need</p> <p>To support and facilitate on the day</p> <p>Remember to celebrate and have fun!</p>	<p>May 24th 2016</p> <p>May 2016</p> <p>May 2016</p> <p>May 2016</p> <p>May 24th 2016</p> <p>May 24th 2016</p>
To work with Specialised commissioning in NHSE on the Transforming Care agenda	<p>To sit on the Y&H Transforming Care Partnerships Specialised Commissioning Sub Group which oversees the 6 TCP's looking at transforming care in LD services across Y&H and any work that may arise from that.</p> <p>Work with them to plan and facilitate an event for service users and carers in September</p> <p>Ask service users at the next Yorkshire and Humber Network meeting feedback from on a few areas and attend a TCP arranged event in May to feedback.</p>	<p>Ongoing</p> <p>September 2016</p> <p>8th April 2016</p> <p>May 2016</p>
Newsletters and Bulletins	<p>To produce minutes and information around the CQUIN groups and requirements in the form of regular Bulletins.</p> <p>To produce Yorkshire and Humber Network Newsletters in order to share best practice, information, and creative works from service users and staff.</p> <p>Continue to advertise the opportunity to get involved and contribute to the Newsletters to service users</p>	<p>Quarterly</p> <p>Quarterly</p> <p>Ongoing</p>
Personal Professional Development	<p>To identify and attend appropriate training and development opportunities</p> <p>To attend mandatory training</p> <p>To use facilitation and creative thinking techniques gained through training to further develop Yorkshire and Humber groups.</p>	<p>March 2017</p> <p>Ongoing</p> <p>Ongoing</p>
Krazy ideas	Use innovative and creative ways to bring together and	Ongoing
	show the spirit of involvement as we believe it – all inclusive, no rank, culture of mutual respect and trust and quality e.g. Singing, drumming, laughter workshops etc.	
Communication tools from this century ...	Look at using social media and video links to bring events and regional activities into services in real time e.g. twitter	March 2017
Annual report	Use newsletter format and benchmarking tool as basis for this	March 2017

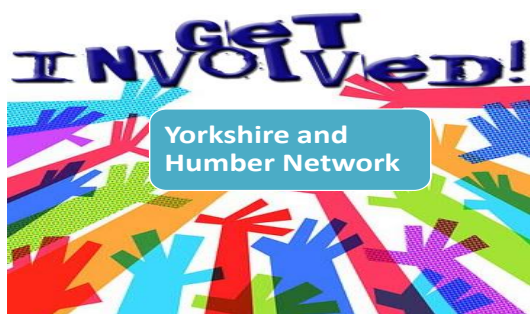
Thank you

We hope you have enjoyed reading our annual report and that it accurately summarises our work so far.

We would welcome any feedback on our work plan for the coming year and if anything seems to be missing then we can add things as necessary.

As discussed the benchmarking tool can be expanded and developed as appropriate and we see this as a continuing piece of work with scope for future development including future CQUIN areas. We hope that services will find it a useful place to continue to think about some of the involvement structures within their services, and it could be useful to form the basis for individual services involvement strategies. We are keen to support services to celebrate their hard work and achievements, of which there are many, and for services to learn from each other in the process.

We welcome your input and suggestions on any aspect of our work so far and plans going forward and look forward to continuing to work with you all in Yorkshire and Humber.



Holly and Jo

Yorkshire and Humber Involvement Leads

March 2016