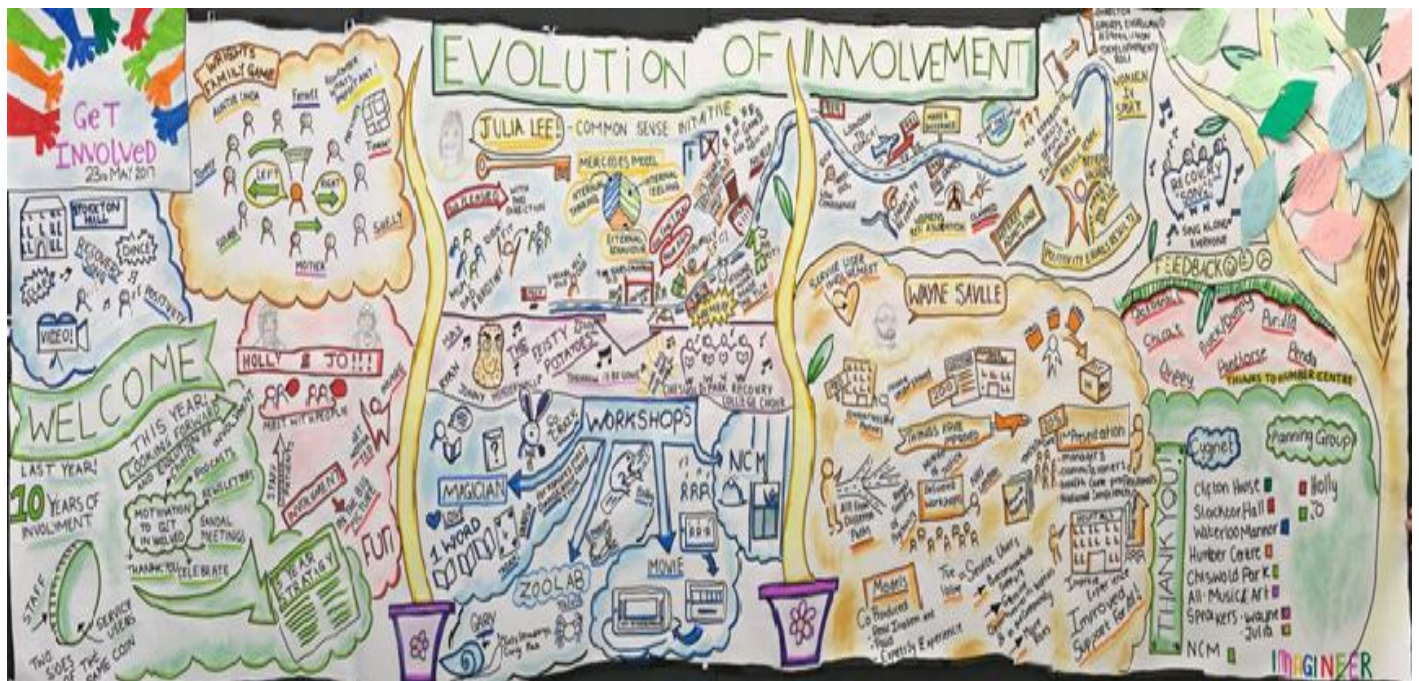




# Annual Report for 2017/18



## Yorkshire and Humber Involvement Leads

**Holly Alix and Jo Harris**

This annual report outlines the work that has taken place in the 2017 - 18 year, as well as a brief summary of The Yorkshire and Humber Involvement Strategy – “From Functional to Fabulous” coming shortly.

## **Developing the Yorkshire and Humber Involvement Strategy**

From 'functional to fabulous' will include the work and final values of the network which were developed at an externally facilitated meeting. The acronym for the values was happily and consequently arranged as **CHEERS and Fun**, which in itself is a core theme we aim to introduce into each intervention we make. 'CHEERS' stands for **Collaborative, Hopeful, Encouraging, Engaging, Respectful and Supportive**.

The strategy has been developed using various consultancy methods as we hope that our personal and professional training as internal/external consultants will support the work in the network and in services. We met with all stakeholders throughout the year at different events and meetings to gather information which we then used to drill down and the main headings we will look on over the next five years are around Engagement, Motivation, Support required to deliver successful outcomes and Culture within the wider network. Under each of these headings are some general actions we hope will improve each of these areas across the region. Where places are doing particularly well we hope to encourage buddying up with others who are struggling using an action learning set approach which we can facilitate within project groups, CQUIN workshops and the network meetings or internally within services. We hope that through the network and the service review work everyone is happy to share learning which has been both positive and less helpful to encourage a culture of openness, sharing and transparency.

The strategy will also include sections around our involvement and engagement with each service and the commissioning team. That way we can plan interventions and activity which result in the outcomes which are desired and progress these within services. We hope that this will make it easier to capture and evaluate the effectiveness of involvement as a concept and as an action through the strategy aims above.

After understanding the needs of developing the strategy further we have managed to access some admin time from the Humber centre team. This will enhance and improve the effectiveness of meetings at Sandal, the bulletins and other admin support duties which have taken up involvement lead time in the past.

## **Service In-Reach**

We continue to link in to each service on an individual basis at least quarterly, and type of input varies per service depending on our engagement plan with them. These include attending community/involvement meetings, facilitating workshops, staff training/inductions, attending celebration events such as Recovery College graduations, carer events among many others. These more individualised work plans with services have been taking place over the last year and will be more formally included in the Yorkshire and Humber Strategy when it is finished. The engagement plan with each service will be revisited on an annual basis to ensure that we are providing the most useful service in-reach for every service at all times.

## **Yorkshire and Humber Involvement Groups**

We facilitate a number of regional groups within the Yorkshire and Humber Network alongside service users, staff and commissioners. This year we have been focusing mainly on the 2 CQUIN groups (Reducing Restrictive Practice and Recovery College) and the Yorkshire and Humber Network meetings. We have continued involvement from services taking part in the planning for each CQUIN group and this has been very useful to get fresh ideas and helped to make the meetings more accessible.



## Yorkshire and Humber Network Meetings

The quarterly Yorkshire and Humber Network meetings are for services to 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 looks something like this, with the group work and presentations changing each time:

The Strategy will look at a plan to get services more involved in delivering the group work elements of the meeting as well as ensuring presentations have more service user involvement and are accessible to everyone who attends. Group work slots are a great opportunity for services to get involved in a different way to gain rich information from the group about any initiative they may be working on. It is also another way for service users to get involved in delivering the agenda without having to present. More services are now taking advantage of this opportunity which has been working really well.

The team building agenda item continues to run and is a fun way for services to get involved in delivering the agenda, as well as getting everyone working together to achieve the task set. These are often a highlight of the meeting and really help to ensure the energy keeps high in the room and people remain focussed and engaged.

Imagineer have been coming to the Network meetings for a year now! They are regular attendees at the annual conferences as well as the Network meetings. They are a real asset to the meetings providing a clear visual summary of each element of the meeting that people can then take away with them at the end as well as to use in the Newsletters.

Our latest introduction to the Network meeting has been the Just Vote Pads – these will enable us to get anonymous feedback in a fun and interactive way about a variety of issues and get results in real time.

This year's meetings have seen a variety of presentations from services as well as group work. These include presentations from: Moorlands View film "I'm a Service User Get me Out of Here". Cygnet Bierley film – "An End to Stigma". Motivational talk from Trans2 Performance, Chapel House consulting "The Values of the Network". Completed Service User Guide to Occupational Therapy film. LYPFT "Sharing Lived Experience". Just Vote – "trying out the new Klikka Pads".

Team Building from: Newton Lodge, Garrow House, Humber Centre, Bradley Woodlands, Waterloo Manor  
Group Work about: Service User Guide to OT, Service Review Work Streams – update and group work for the 5 work Streams, Access assessments, CPA Standards, Medium to Low secure Step Down Protocol.

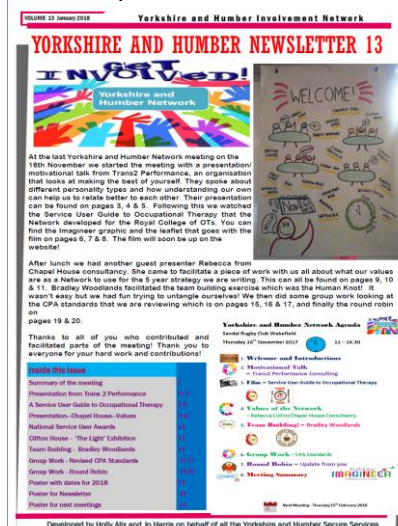
## Yorkshire and Humber Network Agenda

Sandal Rugby Club Wakefield

Thursday 15<sup>th</sup> February 2018

11 – 14.30

- 1. Welcome and Introductions**
- 2. Presentation – LYPFT**  
- Sharing Lived Experience
- 3. Group Work – CPA Standards Revised**
- 4. Commissioning Team Update**
- 5. Group Work – Step Down Protocol**
- 6. Team Building! – Waterloo Manor**
- 7. Just Vote! – Trying out the new Klikka Pads!**
- 8. Round Robin – Update from you**
- 9. Meeting Summary**



## Service User Guide to Occupational Therapy

There have been a few projects to come out of the Network meetings over the last year. One of these has been the Service User Guide to Occupational Therapy. This was sent out from the Royal College of OT – RCOT to develop a service user friendly version of the new Occupational Therapy Guidelines. The Network put in a bid to develop these and we were successful. We developed a leaflet as well as a short film using graphics from Imagineer to illustrate examples of the standards to make them accessible. These can be found on the RCOT website.

**1. OTs need to take into account my needs based on who I am - including my gender.**

**16. OTs will understand the role my friends and family have in my recovery.**

**19. As an OT I will run groups that I am trained and skilled to do.**

**2. OTs should get to know what was going on with me before I came into hospital - what was working and what wasn't. My story.**

**17. OTs will think about the impact that living in hospital will have on my quality of life, and how I take part in things.**

**20. As an OT I will help service users and the Multi Disciplinary Team to understand my role.**

**3. As part of my OT assessment I will be asked what I am good at and what I think I am having difficulties with.**

**18. OTs need to know what is out there in my community that will help me.**

**Developed by:**

**On behalf of...**

## CPA Standards

Another project that came out of the Network meeting is the Revised CPA Standards. Many people felt that these needed to be reviewed as they were developed a number of years ago. Stockton Hall and Newton Lodge took a lead on this with us and we met as a group with service users and staff from these services a number of times to review these standards with particular attention paid to the language used and thinking about making it accessible and not too wordy. The new standards include a Checklist and a Questionnaire to ensure the standards are met. We brought them in draft form to different Network meetings as well as sending them out to the wider Network for further consultation before signing them off at the last Network meeting in February.

### CPA Checklist



#### Revised CPA Standards



**Definition** – this is your meeting about your care and treatment and your future recovery goals. It will involve you and your clinical team and take place every 6 months

#### Before

1. If there are any changes to your CPA meeting you will be informed
2. You can discuss and agree a plan for your meeting with a member of your team using the checklist provided, including who might attend.
3. You will be given the choice to have an advocate at your CPA meeting
4. You will see your reports before your meeting and have a chance to comment
5. You will have the support to present your own views how you want to
6. You can chair your own meeting or choose someone from your team

#### On the Day

7. People who write the reports or their representatives will be at your meeting
8. People will summarise their reports, talk directly to you and use straight forward language
9. You will be involved in developing your CPA care plan - this will be agreed at your CPA meeting
10. You have the choice to be involved in all of your CPA meeting. You matter

#### After

11. You will be given a copy of your CPA care plan
12. Your CPA care plan will be shared with people involved in your care. You can choose who else you would like to share this with.

Timescale	Please ensure the following checklist is completed before the CPA	Yes / No	Reason if not completed
If this is a CPA for a Transforming Care service user where there is also a CTR taking place then please refer to CTR and CPA pack instead			
2 months before	Discussion with service user about who might attend. Send invites		
2 months before	Ensure service user is aware of the choice to have Advocacy support on the day – invite as necessary		
1 week before	Discuss and agree a plan for the meeting with service user using this checklist: <ul style="list-style-type: none"> <li>- Choice of room where possible</li> <li>- Agree agenda for the meeting</li> <li>- List of attendees</li> <li>- Order refreshments</li> <li>- Discuss support required</li> <li>- Support service user to prepare own views how they want to</li> </ul>		
1 week before	The service user should be given copy of reports and have chance to comment		
1 week before	The service user to have the opportunity to speak with the responsible clinician about the CPA meeting		
1 day before	Service user to visit the room to check it is ok.		
1 day before	Give service user option to chair own CPA or choose someone from their team		
On the day	Service user is able to arrive at the CPA early to welcome people		
On the day	Discuss and agree the CPA care plan in the meeting with the service user, including who they would like their report to be shared with		
On the day / Revisit if needed	Someone from the service user's team to complete Questionnaire with service user to ensure that the standards are being met.		
Within 2 weeks	The completed CPA care plan is shared with the service user within 2 weeks of the CPA, in a way that they can understand.		
MDT meetings	Ensure goals and actions are followed up at these meetings over the 6 month period		

### CPA Standards Questionnaire



Standard to be achieved	Yes / No / Comment
1. If there were any changes to my meeting I was informed.	
2. I was able to make a plan for the meeting with a member of my team using the checklist provided.	
3. I was offered the support from an advocate for my CPA meeting	
4. I was able to see the reports before the meeting and given a chance to comment	
5. I was supported to present my own views how I wanted to	
6. I was given the choice about who chaired my meeting	
7. People who wrote the reports (or their representatives) were at my meeting	
8. People summarised their reports, talked directly to me and used straight forward language	
9. I was involved in developing my CPA care plan - this was agreed at my CPA meeting	
10. I was involved in all of my CPA meeting	
11. I was given a choice about who I wanted my CPA care plan shared with other than my care team	
12. I have been given a copy of my CPA care plan	



## Recovery College CQUIN Group

The Recovery College CQUIN group has been continuing through its second year. Newton Lodge and Waterloo Manor have continued to be involved in the planning and delivery of these CQUIN groups. The bulletins are used to send out all the information to services in an accessible format so that they can share this amongst the service users and staff.

Some of the issues we have been looking at this year are around: Co-production and participation, Outcome measures, Planning the Recovery College Showcase, Updates and sharing best practice, Feedback and fun, Learning from last term, what is new this term? Catalogue of ideas, Goals, values and outcomes, Sustainability and what's next. We heard from the commissioning team about new ways of reporting for CQUIN's and a requirement for all services to present annually at one of the CQUIN meetings.

Presentations for this CQUIN came from Stockton Hall, Waterloo Manor, Cheswold Park, Forensic BDU, Moorlands View, Forest Lodge, Cygnet Sheffield and Wathwood. Information from all of the meetings can be found in more detail in the Recovery College Bulletins.



### 11.00 Arrival and Refreshments

- **Keynote speaker** - Making your Recovery College Work  
Mark Chandley Recovery College Lead, Mersey Care
- **Group work**—Motivation to be Involved with your College  
Mark Chandley Recovery College Lead, Mersey Care

### 12.00 LUNCH

#### 12.30 Workshop round 1

1. Hand Washing Amber Lodge
2. Diabetes Awareness Stockton Hall
3. Clay Making 'Pinch Pots' Waterloo Manor
4. Recovery College "The Game" TEWV
5. Card Making South West Yorkshire BDU
6. Managing Self Harm Presentation Humber Centre

13.00 Short break to move between workshops and setting up time

#### 13.15 Workshop round 2

7. Co-production Moorlands View
8. Behavioural Activation Board Game LYPFT
9. Cookery College Cygnet Bierley
10. Simple Shabby Chic Cheswold Park
11. Flower Arranging South West Yorkshire BDU
12. DIY Skills Experiential Session Humber Centre

### 13.45 BREAK

- **14.00 Group Work**  
Lesson Planning and Sharing Resources  
Stockton Hall
- **Bringing it all together**  
Jo and Holly

### 15.00 Event Close

**Friday 28th July  
11-3 at Sandal!**



**SHOWCASE**

We also held a Recovery College Showcase event in the summer which was a great success. We had Mark Chandley from Mersey Care opening the session and we then had taster sessions from a number of different services including Amber Lodge, Stockton Hall, Waterloo Manor, TEWV, SWYT BDU, Humber Centre, Moorlands View, LYPFT, Cygnet Bierley and Cheswold Park as can be seen on the agenda.

**"You have a really energetic group there. They seem to have a dynamism that is bigger than the group. I also thought they were very welcoming and I really enjoyed talking. There were loads of questions after wards and people seemed to be really enthusiastic."**  
Mark Chandley



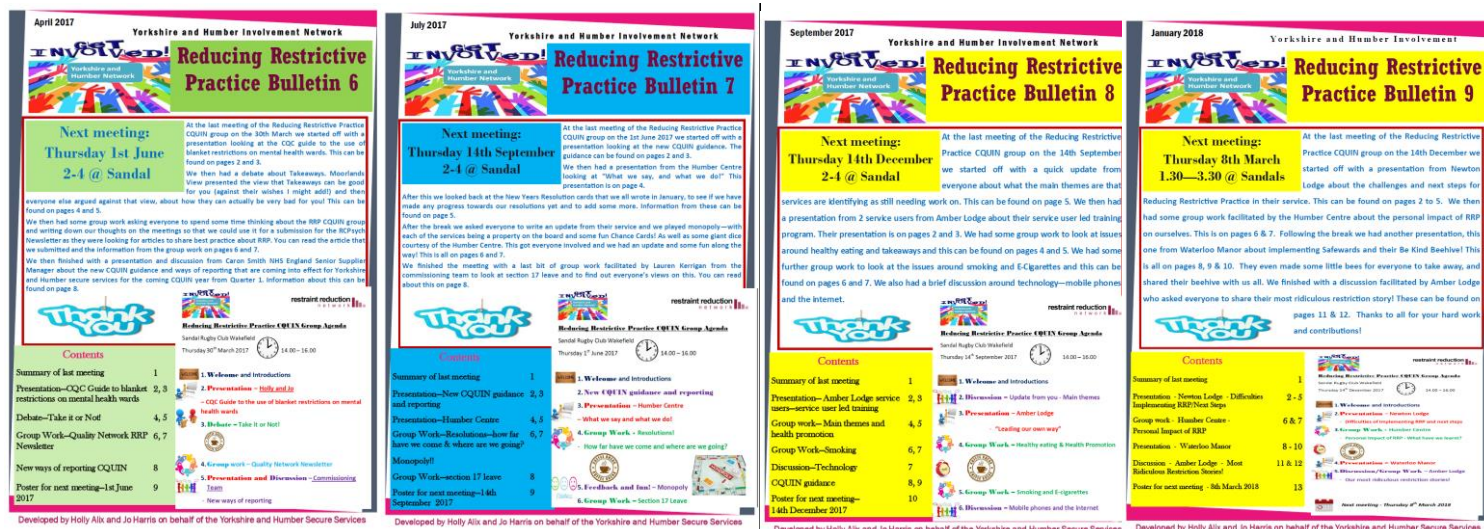
## Reducing Restrictive Practice CQUIN Group

The Reducing Restrictive Practice CQUIN group has been continuing through its second year. Amber Lodge, Moorlands View and the Humber Centre have continued to be involved in the planning and delivery of these CQUIN groups. The bulletins are used to send out all the information to services in an accessible format so that they can share this amongst the service users and staff.

Some of the issues we have been looking at this year are around: CQC guide to the use of blanket restrictions, debating takeaways! Quality Network Newsletter article, Resolutions – how far have we come? Feedback and fun, section 17 leave, update and themes, Healthy eating and health promotion, smoking and e-cigarettes, mobile phones and the internet, Personal impact of RRP, Our most ridiculous restrictions stories!

We heard from the commissioning team about new ways of reporting for CQUIN's and a requirement for all services to present annually at one of the CQUIN meetings. Presentations for this CQUIN came from the Humber Centre, Amber Lodge, Newton Lodge, Waterloo Manor, Bradley Woodlands, LYPFT. Information from all of the meetings can be found in more detail in the Recovery College Bulletins.

The CQUIN finishes at the end of March so there is only 1 more group to run. The planning group would like a follow up group on Reducing Restrictive Practice to take place in 6 months' time.



## Other Projects

**Forensic Outreach Liaison Service (FOLS)** - We have been sitting on the steering group for the development of the Forensic Outreach Liaison service and also ran a Network workshop for all of the services in the Network that have LD/ASD wards to attend and ensure their views were captured as part of the process in a Newsletter to feed into the wider work.

**Personality Disorder Strategy** - We also sit on the steering group for the development of the Personality Disorder Strategy. We aim to hold a Network workshop in April for all of the services with PD wards to attend and ensure their views are captured as part of this process and that they can be involved in driving this work as part of a wider service evaluation.

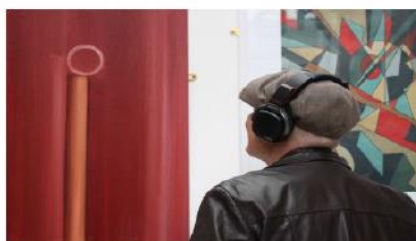


## Podcasts

We launched Podcasts as another way to make the information from the meetings more accessible. At the end of the meetings 1 or 2 services will stay behind and record a short 5 minute segment that can then be emailed out and will provide an audio summary of the meeting for anyone to listen to. We attempted to do this after each Network meeting, but for a number of reasons this didn't work as well as we had hoped. The plan for the coming year is to do this following each of the CQUIN meetings as we feel this will work much better.

## 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 a couple of examples of the wonderful things we have been sent over the last year.



*A selection of the work displayed at 'The Light' by Service User's from Clifton House*





## **Service Review**

We have been supporting with the service review work that has been taking place within Yorkshire and Humber. This has involved supporting service users to get involved through the Network meetings, supporting with disseminating information to service users in the newsletter/bulletin style format to make it accessible. We will also be continuing to support the 5 work streams and taking anything from these to the Network for comment to ensure their continued involvement with these too.

## **Peer Support**

We have been offering quarterly peer support/supervision sessions to the Involvement posts within the services that have these. There are currently 5 of these posts within the Network. These have been taking place on a quarterly basis. The group drives the agenda for the Yorkshire and Humber meetings as well as discussing issues that come up for individuals in the group. The supervision rotates around participating services to minimise the need for extra travel for these individuals.

## **The Benchmarking Tool**

The Involvement Benchmarking tool is a tool that started out in the Reviewing Involvement Structures project group. It currently covers 10 key areas for involvement (including many of the old CQUIN areas) and has standards for each one that are measured by both service users and staff.

Manchester University were supporting us with a pilot and review of the tool however their involvement with the project has now finished.

The University of Central Lancashire have now agreed to support us to further develop the tool over this coming year. We will use the findings from the Pilot and testing that was done with Manchester University as a base for this and we intend the tool to be fully functional and ready to roll out by March 2019. The input from UCLAN will consist of support to carry out a number of focus groups and qualitative interviews with members of the Yorkshire and Humber Network, to further inform the Benchmarking areas and to refine the tool.

Some Speech and Language Therapy input will be required to ensure the tool is accessible. The Humber Centre has offered this input. We will continue to oversee and manage the project regionally and locally and liaise with UCLAN and the sponsoring service.

## **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.

## **Yorkshire and Humber Involvement Conference**

On the 23<sup>rd</sup> May 2017 we held the second Yorkshire and Humber Network Conference – The Evolution of Involvement. This was held at the National Coal Mining Museum. The Conference was fully funded and sponsored by Cygnet. We had a very full agenda and a full write up of the day can be found in the



Conference edition of the Newsletter.

Waterloo Manor, Stockton Hall and Clifton House supported the planning and delivery of the conference. All 3 services did so much to help with the Conference it could not have happened without them. The Humber Centre also supported by making all of the table names and centre pieces for the day. We had contributions from different services in the way of art work to show over lunch as well as a CD from Stockton Hall of service users singing that we played over the lunch hour. Some of the art work can be seen here and it is all captured in the Conference Newsletter.

Our speakers were Julia Lee and Wayne Saville. Julia is from the CommonSense Initiative and she was Rugby Leagues first ever woman referee. Wayne is from ExE Consultant service, he is an ex service user who now works as an expert by experience. Both presentations were really engaging and inspiring and really tied into our theme of how things have evolved within secure services and in wider society.



**Yorksire and Humber Involvement Network presents**  
**The Evolution of Involvement Conference 2017**

**Where and When?**  
 Date: Tuesday 23rd May 2017  
 Venue: National Coal Mining Museum, Capthorne Colliery, New Road, Overton, West Yorkshire, WF48H

**Why?**  
 The conference is to celebrate the evolution and progress of involvement in Secure Services in Yorkshire and Humber. The Yorkshire and Humber Network brings together service users and staff from 16 different hospitals that include 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.

**Contributions welcome**  
 All of the services in the Network are invited to contribute in the following ways:  
 • A Recovery song has been recorded and everyone is invited to contribute to the music video - please send us any footage or photos from your service with a recovery theme and this will be incorporated into a montage for the music video.  
 • Contributions towards a music CD to be played over lunch. Please record and send in for the CD.  
 • Any artwork that people would like to be shown over lunch on a screen. Please photograph and send in.  
 • 1 page information leaflet about your service created by patients and staff to form part of the delegate pack.  
 Deadline for submissions of any contributions: Friday 28th April 2017 - all email to: hollyd@hynet

**Key Points of Day**  
 Keynote Speaker: Julia Lee  
 Music: songs, choir, band, performance  
 Theatrical performance  
 Workshops  
 Wayne Saville  
 Celebrations and fun!

**The Evolution of Involvement Conference 2017**



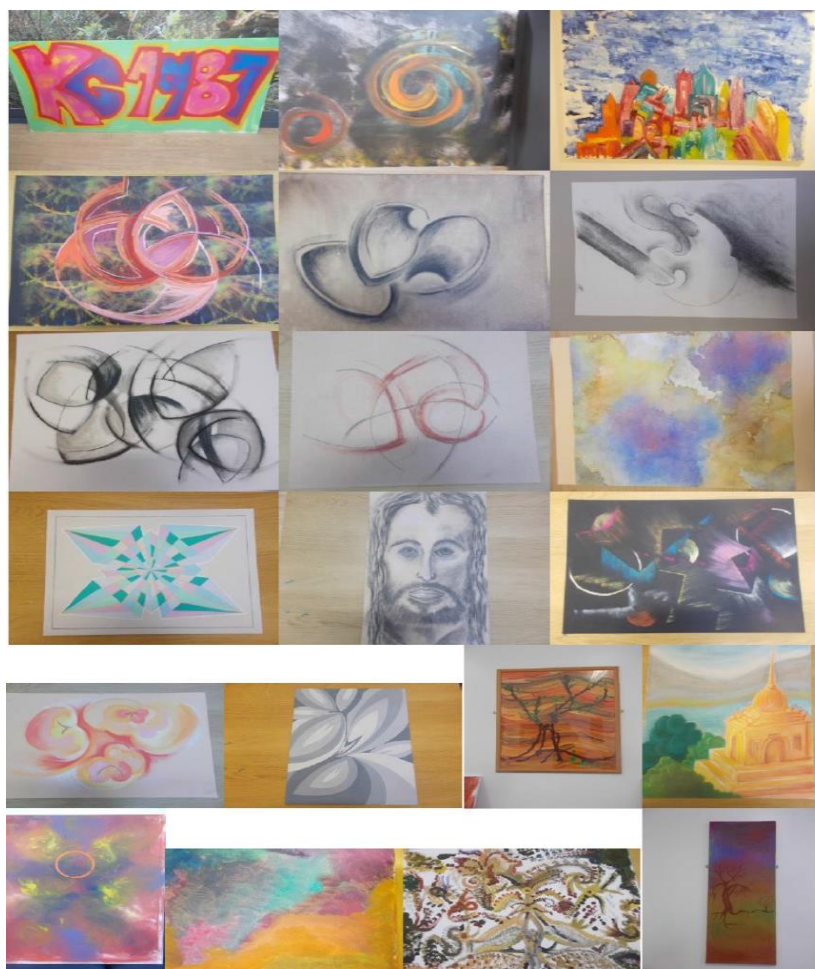
09:00 - 10:00	Arrival, registration and refreshments
10:00 - 10:30	Getting in the spirit: Fun and Games
10:30 - 10:45	Stockton Hall Recovery song and Hynet Network music video
10:45 - 11:30	Conference Introduction and Opening: Holly Alix and Jo Harris - Yorkshire and Humber Involvement Leads
11:30 - 11:45	Keynote speaker: Julia Lee - Common Sense Initiative
11:45 - 12:00	Refreshment break
12:00 - 12:30	Cheswold Park Band - The Feisty Potatoes
12:30 - 13:00	SNIT - Involvement Evolution - The Poet
13:00 - 13:15	Lunch Break
13:15 - 14:15	Workshops Round One - Magician or Workshop choice: Magician - Interactive Performance by Craig Stephenson; Workshop 1 - Zoolab: Jungle Room (live animal handling workshop); Workshop 2 - Trailer Trash! - An Imovie Workshop (make your own movie); Workshop 3 - Underground Tour of the Coal Mine
14:30 - 15:15	Workshops Round Two - Magician or Workshop choice: Magician - Interactive Performance by Craig Stephenson; Workshop 1 - Zoolab: Jungle Room (live animal handling workshop); Workshop 2 - Trailer Trash! - An Imovie Workshop (make your own movie); Workshop 3 - Underground Tour of the Coal Mine
15:15	Refreshment Break
15:30 - 15:50	Cheswold Park Recovery College Choir
15:50 - 16:20	Final speaker - The Evolution of Secure Services: Wayne Saville - ExE Consultant Services
16:20 - 16:30	Stockton Hall Recovery song and Hynet Network music video
16:30	Conference close

**Event sponsored by Cygnet Health Care**

**Inside this Issue**

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



We had fun and games and lots of music – from Cheswold Park we had their Band (The Feisty Potatoes) and their Choir (Melodee and the Majors)! We also had the wonderful Recovery Song that was recorded by Stockton Hall service users and staff especially for the conference and many people from different services in the Network starred in the music video!

For the Workshops we had Stockton Hall doing their Trailer Trash Imovie workshop! We had Craig Stephenson a Magician! We had Zoolab a live animal workshop and of course not forgetting the Underground Tour! Imagineer were also there, capturing it all in a giant graphic representation that is doing the tour of services so they can display it. We are already looking forward to the next conference which is on the 22<sup>nd</sup> September this year!

### **Personal Professional Development**

Over the last year we have both completed all mandatory training. On top of this we have both completed Resilience training alongside the commissioning team. The main focus on training for the past year for us both has been to attend the Chapel House group CMI Level 7 Qualification in Professional Consulting. This is now complete apart from submitting our written work which is focussed around developing the Strategy. We are currently completing OD Organisation Development modules with the NHS Leadership Academy.

### **Thank you**

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

**Yorkshire and Humber Involvement Leads**

**March 2018**

