

WEST YORKSHIRE PROVIDER COLLABORATIVE

NEWSLETTER 9 March 2023



**West Yorkshire
Provider
Collaborative
Engagement Event**

**Microsoft
Teams**



**Wednesday
22nd March**

**1.30 to
3.30pm**



**Interactive
session**



	Welcome to the West Yorkshire PC Event
	<u>Presentations</u> Services to Present on their SeQuIn Tool Action Plans and Progress
	<u>West Yorkshire SeQuIn Summary & New Schedule</u>
	<u>Technology Workshop...</u> What do we mean by Technology?
	Art Work Winner Announced
	WY Quality Hub Update
	Involvement Update
	Next Steps ...

SeQuIn Tool Action Plan



Welcome to the Newsletter from the latest West Yorkshire Event held on Teams in March.

Thank you for all your presentations and contributions. It was a very interactive meeting.

We heard from services about their SeQuIn Tool action plans and progress in a round robin.

We heard about how the SeQuIn Tool data and narrative is also used by the Yorkshire and Humber Involvement Network and the West Yorkshire Provider Collaborative to make improvements.

We asked you your views on Technology and shared ideas for a project.

We were able to view some amazing artwork and announce the competition winner!

Contact Charlotte, Jo or Holly for more information:

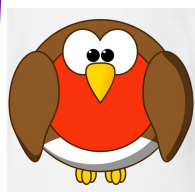
Hnf-tr.involvement.network@nhs.net

www.yorkshireandhumberinvolvementnetwork.nhs.uk

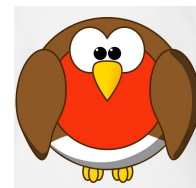


Newton Lodge
Bretton Centre
Newhaven
Cygnet Bierley
Moorlands View
Waterloo Manor
Newsam Centre
& All guests

West Yorkshire and Harrogate
Health and Care Partnership



SeQuIn Tool Action Plan



Newsam Centre



Involvement	Meaningful Activity	Recruitment
Regular involvement meetings where the agenda is agreed by all involved.	Different ward-based activities and resources available that are pathway stage appropriate.	Policy or procedure in place that supports service users involvement in recruitment.
Involvement meetings are attended by different staff including someone who can make decisions/come up with a plan.	Activities and therapy are planned over seven days and not limited to normal working hours.	Service users are involved in staff induction.
Action	Action	Action
Rotas for Your Views and Service user council ensure there is representation from different disciplines.	Ward timetables have been reviewed with service users.	Service users involvement in the forensic induction for newly recruited staff (video testimonials).
A template for feedback from service user involvement meetings into service wide clinical governance.	More skill based groups have been developed – i.e community skills, money management, lifestyle/DIY skills.	Ongoing actions: Develop a poster/leaflet to outline how service users can be involved in recruitment.
	A review of how we manage group escorts - the staff/service ratios- to improve access to community based activities.	Create a feedback letter/certificate template to recognise service user involvement in the recruitment process.
	Reporting process for if groups do not take place due to staffing – feedback forms/incidents reports.	

Collaboration. Hope. Encouragement. Empowerment. Respect. Support. Fun

MOORLANDS VIEW THINGS TO PAY ATTENTION TO!

Very Poor (1)

Poor (2)

OK (3)

Good (4)


Excellent (5)


- Vocational skills and opportunities to build skills are encouraged and promoted to service users
- Everyone has an individual **meaningful activity** plan that has opportunity for social activities, hobbies, and interests.
- Service users **have a voice** in how activity budgets are spent.
- Service users can do **activities with family and friends in the hospital** or community
- There are activities designed and planned around **transition** to make moving on smoother


VOICE/INFLUENCE
Thornton started own newspaper project

TRANSITION
Therapy and Transition meetings to improve continuity of transition planning.
Though some external factors influencing transition

-VOCATION/EDUCATION
relinked with cellar trust courses to be bought in house

 **VOICE/INFLUENCE**
-community meetings enable voice in relation to meaningful activity on the wards.

 **VOCATION/EDUCATION**
-pop up café!

 **VOCATION/EDUCATION**
Link made with The Shannon trust : resources

TRANSITION + INCLUSION

-improved provision of activities and resources.
-looking at pathways for how family and friends can join activities in house.



-VOCATION/EDUCATION
capitalising on skills of staff and su's

Meaningful Activity: Moving Forward



Policies and procedures

Improvements can be made on involvement of carers at local level
Improvements can be made on access
-New Carers board: leading staff member off

Involvement lead

Named person but not a separate role

Involvement

solutions

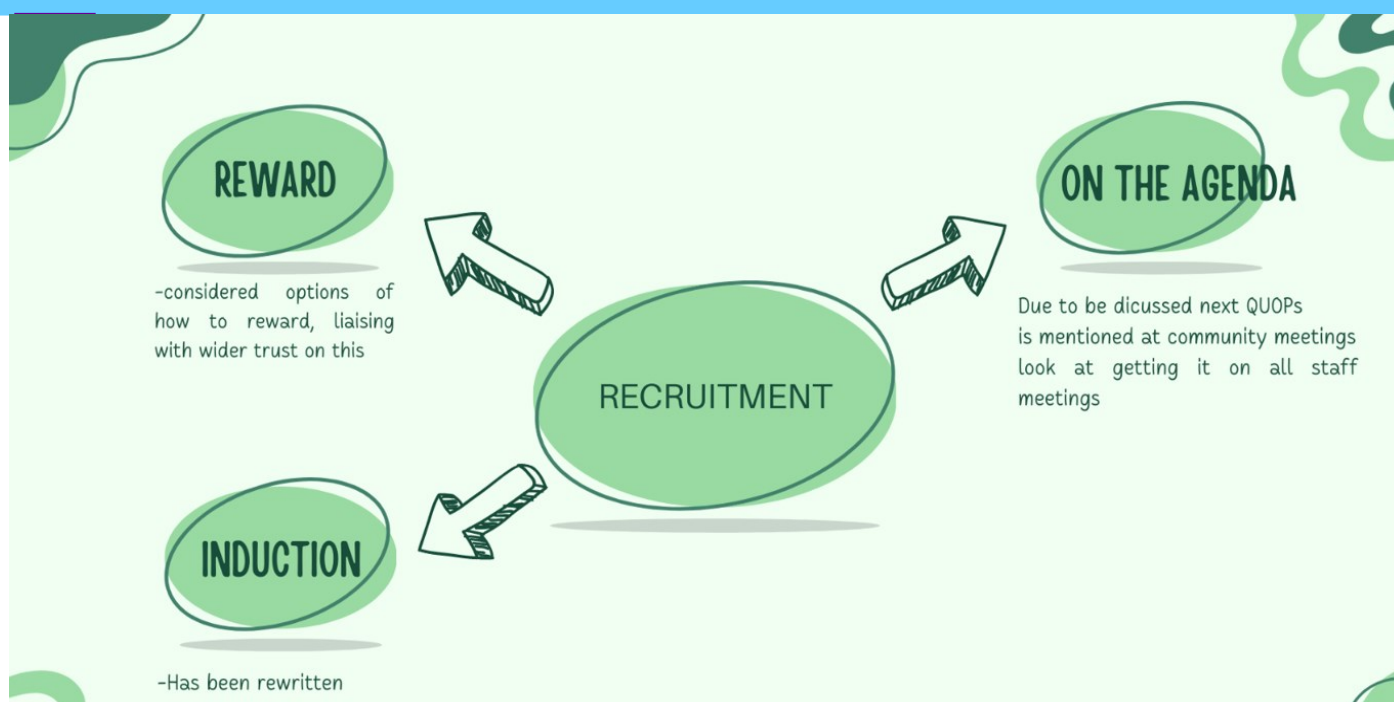
Feedback

Friends and Family test is used but we think there might be a better way

we more often get informal feedback directly to staff

wish list

-To have more than a named lead
-restart service user council etc



Moorlands View have also set up a music and poetry group in the café supported by a music therapist.

Meaningful activity has improved since covid, some restrictions are still in place and limited mixing, which means meaningful activity can improve further yet.

SeQuIn Tool Actions – Cygnet Hospital Bierley

Recruitment Champion

Job Description

Job Purpose

The recruitment champion supports with hospital recruitment

Duration

One off agreement

Payment

£? per interview

Main Responsibilities

- To support in the recruitment process for the hospital
- To conduct interviews alongside an identified member of staff
- To undergo identified in-house training support with developing self confidence

Commitments

- You must be dressed in smart attire
- You must stay for the duration of the interview/s
- Reading and writing desirable.

What Kind of Person are we looking for?

- Someone who is motivated
- Someone who is confident to speak in meetings
- Someone who is honest and will provide constructive feedback
- Someone who is able to work with others in a team and listens to people's opinions before making decisions
- Someone who can safely access pens and paper

Which Recovery Courses would support this role?

- Effective communication course
- Data Protection Online Training Course

How can you become involved?



Become a Recruitment Champion.

There is a job description that explains what this is.



Fill in an application form. Staff can support you with this if needed.



Attend an interview

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**Cygnnet Hospital Bierley
Carer Support Group and
Christmas Market**

We warmly invite you to the launch of the Carer Support Group and to join in with the festivities at the hospital's Christmas market. This group is open to all carers, family and friends to talk about their caring role, meet and chat with other carers and access information and support from the team here at Cygnnet Hospital Bierley. Lunch and refreshments will be provided. Please book a place (and advise of any dietary requirements) using the contact details below.

Date Wednesday 21st December 2022
Time 11am – 2pm
Location Cygnnet Hospital Bierley

Contact Details:
Name: Tara Hirst
Email: tarahirst@cygnnethealth.co.uk
Call: 01274 686767

Cygnnet
Health Care



Involvement &
Recruitment

Cygnnet Bierley are also focusing on the Friends, Family and Carers SeQuIn and have reintroduced events post covid and look forward to sharing and working with the wider network on this topic.

**WATERLOO'S
PROGRESS SO
FAR...**

Benchmarking using the SeQuIn Tool (Q1, Q2 and Q3)

Involvement Network:
WY Engagement
Event
22nd March 2023

INVOLVEMENT STANDARDS

Our action plan:

- ❑ Develop ways service users can be more involved with the production of policies – explore at word reps meetings. (Standard 2)
- ❑ Update the involvement strategy and include service users and carers. (Standard 4)

Our progress:

- ❑ Conversations started with the previous hospital director around this but it needs to be explored further.
- ❑ Strategy last updated with service users at the beginning of 2022 but there has since been changes across the hospital. This could be a task for the new involvement lead with a target to be done by the end of 2023.

MEANINGFUL ACTIVITY STANDARDS

Our action plan:

- ❑ Explore options to improve activities in the evenings and on weekends. Introduce more bingo. (Standard 9)
- ❑ Continue to organise more events which family member could attend and purchase toys/ games for visits. (Standard 8)

Our progress:

- ❑ Activity boxes are now on the wards during evening and weekends. The boxes are rotated regularly. Activity planning sessions are run by the OT department and encourage and offer service users support to run sessions for their peers on evenings and weekends.
- ❑ Following the success of the summer fest last year, there are already plans and discussions for this years events. We have a carers morning coming up on Saturday 1st April. New

RECRUITMENT STANDARDS

Our action plan:

- ❑ Suggest staff having an induction period to get to know everyone, how the different wards work and to see if they are suited to the role. (Standard 5)

Our progress:

- ❑ Newly developed induction pack & process which includes a 2 week induction period where new staff will not be included in staffing numbers. This two week period will provide time to meet the team, get to know the service users, complete mandatory and specialised training and will allow staff to get a real feel for the role.

Wakefield Low Secure Services Q4 and Beyond



Develop an improved process for service user and carer involvement to review local/service operational procedures

UPDATE: Service User Co-production meeting for the forensic care group



**South West
Yorkshire Partnership**
NHS Foundation Trust



Highlight the need for an Involvement Lead with the senior management team/Trust

UPDATE: A role for the forensic care group is being considered



Improve information and communication about Advocacy provision in the service



UPDATE: Cloverleaf leaflets and posters available on all ward areas.

Advocacy offered to all service users on admission and during their admission.

Advocacy service attend the ward areas regularly to speak with service users

Ensure ward based activities are discussed at community meetings and routinely offered on evenings and weekends

Development of Moving on Group in collaboration with forensic community teams (Bretton Centre)

UPDATE: First group commenced in February.



**MEANINGFUL
ACTIVITY**



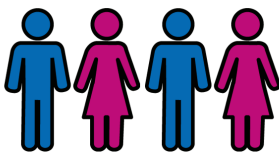


Establish regular service user involvement in recruitment



UPDATE: Service user workshops in preparation for OT and Psychology recruitment
Service users on recent OT and Psychology interview panels

To liaise with Trust communications team regarding service user led “welcome to the service film” for new starters



UPDATE: Initial contact made



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Newton Lodge

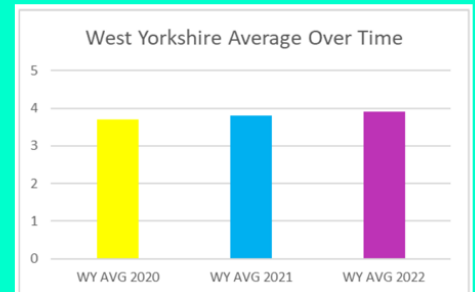
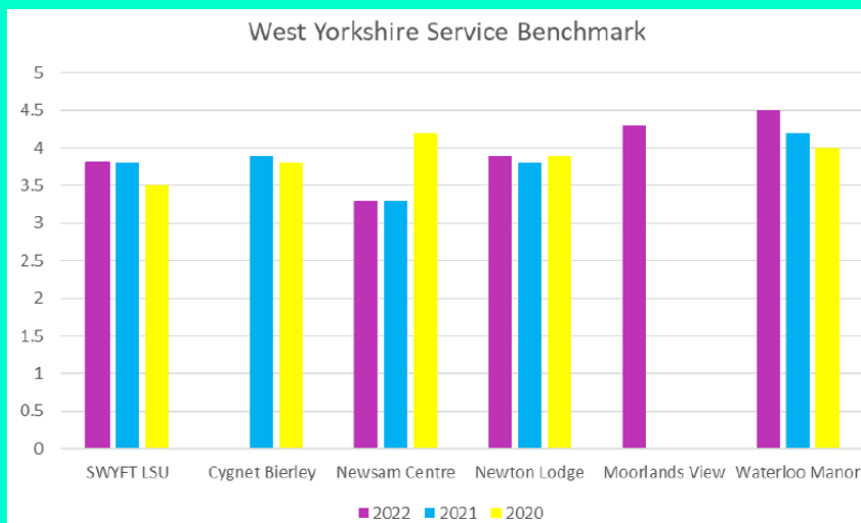
Newton Lodge played a film at the West Yorkshire event that captured voice over from the One Voice reps and staff who were part of the action planning for SeQuIn.

This was a very visual and clear and creative way of feeding back about their progress.



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West Yorkshire SeQuIn Tool Summary- Involvement



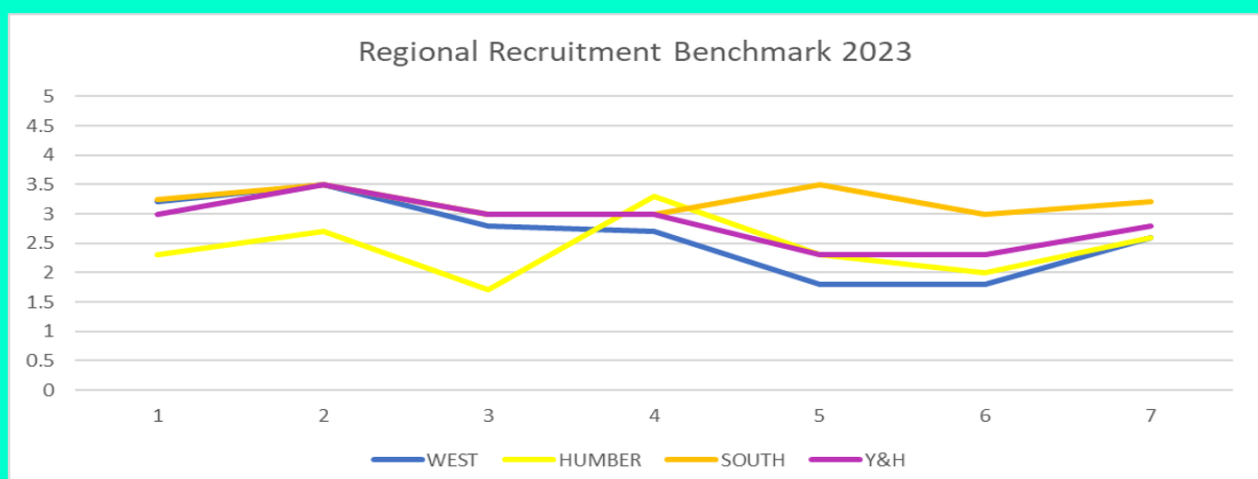
West Yorkshire SeQuIn Tool Summary- Meaningful Activity

West Yorkshire Summary

- All services submitted meaningful activity data in Q2
- All services had a green average RAG rating for meaningful activity
- Waterloo Manor had the highest average score within WY at 4.4 out of 5
- The lowest score of 3.3 was shared by four service areas
- Four services have submitted action plans around meaningful activity
- Standard 9 highlights that activities are limited to a typical working week, further opportunities are needed on evenings and weekends
- Activity with family, friends and carers will be added to the action plan of the newly created role in West Yorkshire with an outcome to support services to increase opportunities.

SWYFT LSU	3.7
Cygnets Bierley	3.3
Newsam Centre	3.3
Newton Lodge	3.3
Moorlands View	3.3
Waterloo Manor	4.4
West Yorks	3.6

West Yorkshire SeQuIn Tool Summary- Recruitment



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The Yorkshire and Humber Involvement Network write a summary report for each set of standards completed, including data and information we hear from all services in West Yorkshire and present it to the Provider Collaborative.

We can compare services using charts like for involvement– what we see is that over the last 3 years there has been a steady improvement with involvement overall in West Yorkshire, some services have had ups and downs.

We can compare numbers like we have in meaningful activity—we see that all services have scored above 3 or green which is great, no concerns, although we know there are improvements still to be made after covid restrictions.

We can also compare against our neighbouring provider collaboratives like with Recruitment and benchmark against them.

We can see areas for improvement, support services, share good practice across West Yorkshire, make recommendations to the PC or do some group work and find solutions!

Your contributions are really valuable in improving quality of your own service and West Yorkshire services.

These summaries can be found on our website. Please have a look.

You can also join the SeQuIn Tool Committee who work to keep the standards up to date and easy to understand (again recommended from your feedback)

West Yorkshire SeQuIn Tool Summary- How does the data help?

Carer Engagement & Experience Role

- We had lots of conversations around Friend Family and Carer involvement- the narrative we hear is that there are differences.
- We saw inconsistencies across services in the numbers- this gave support to the conversation
- The PC are trying to offer an equitable experience
- With the narrative you provide alongside the SeQuIn Tool data we were able to 'bid' for money to create a new role, creatively fill a gap, and offer more resource that will benefit WY services and help try and share positive ideas and reduce inconsistencies around the region.

Technology

- We know technology is an important issue to you all from our inequalities project
- We listened to the ward reps at Newton Lodge at One Voice and heard their requests
- We have information from Quality Reviews around WY
- We also have support from the SeQuIn Tool data from last schedule that shows there is room for improvement!
- All this together has enabled us to make a project plan for this year to look deeper into 'what technology means to WY' and how as a collaborative, working together, we can potentially make some meaningful changes
- The Quality Hub are in full support.

West Yorkshire SeQuIn Tool 2023/2024 Schedule

- **Involvement Standards-** due in by end of June
- **Reducing Restrictive Practice Standards-** due in by end of September
- **Technology Standards-** due in by end of December
- **Review of Action Plans-** due March 2024

WHAT DO WE MEAN BY TECHNOLOGY?

- Mobile phones and Smart phones
- Accessing Mental Health Apps
- Some service users are care planned to have phones
- We have problems with internet across the trust. some service users find it dysregulating. Especially if they have cognitive issues
- Service users have to pay for their own technology- digital poverty?
- Computer access is a big issues for us also! Again think this comes down to budget on a service
- How to safely learn about the internet/ ID fraud/ passwords etc.
- We had a media suite with multiple computers but this was shut over a year due to building work has massively impacted what we can offer in terms of technology based sessions/interventions - have limited laptops etc we can use with SUs
- Computers tend to be accessed in staff areas
- Streaming Netflix
- Its hard to keep up to date with changes in tech....staff are not always up to date and hard to future proof procedures

- 'Training packages' for service users and staff?
- We have had issues with the environment and where service users can use private devices comfortably (for college courses etc). Bedrooms have no desk space- something we are currently trying to problem solve!
- We have 'smart device' contracts for service users and a condition of this contract is that online safety and safeguarding training is completed

We will be looking into Technology a bit more over the next 12 months following up these ideas... we may ask for more support and will keep you informed of progress through these meetings.

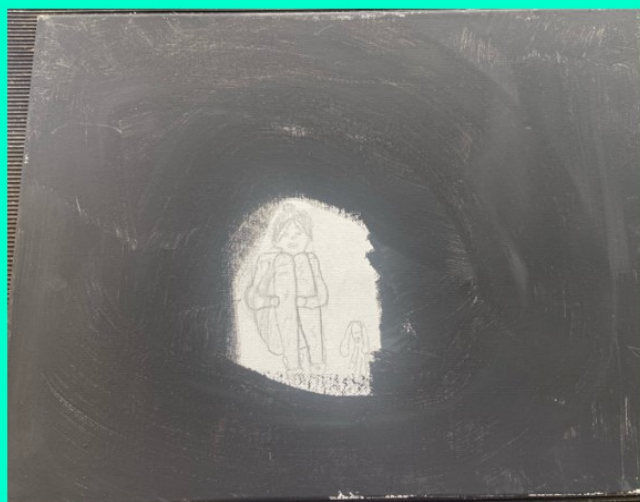
Art Work Winner Reveal...



Well done to the
Newsam Centre



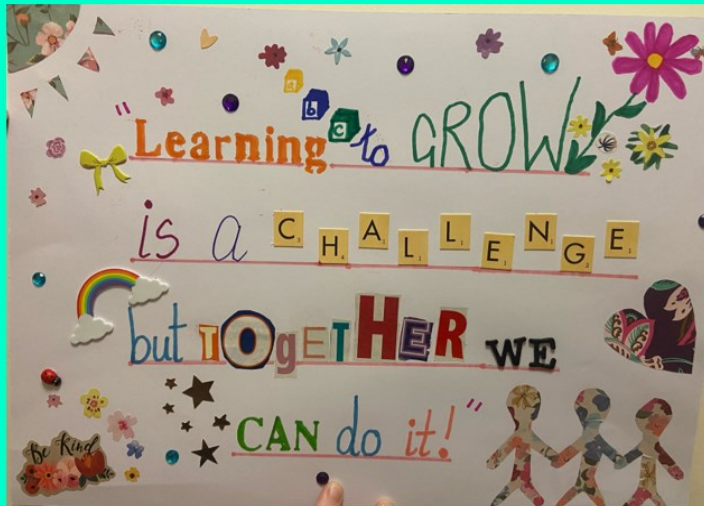
Thank you to all other entries...



Feeling trapped and all alone,
and in a big hole of darkness.

Everyone has challenges and struggles
throughout life but they can get through
it.

It's about working together to
get through things and growing as
a person.



Involvement Update...



- Experience and outcome measure workshop- 29th March
- Roadshows are on their way
- Carer Experience and Engagement Coordinator Role
- Involvement and Engagement Coordinator Role

Next Steps...



- West Yorkshire Provider Collaborative are welcome to join us at our next 'Big Event' in the summer, all will be revealed soon!
- Meet back for this event on the **26th September**



If you would like to answer any of the questions below or in this newsletter please send them to the Network email below, contact us through our website [Yorkshire And Humber Involvement Network – Welcome](#) or ask a member of staff to email us your responses! We can also pass on queries to the West Yorkshire Provider Collaborative too.



**Feedback
March
2023**

West Yorkshire
Health and Care Partnership



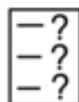
What has gone well today and why?



What could have gone better and why?



What does technology mean to you?



What technology should we focus on in our Project Group?



Have you enjoyed it today and will you come again?



THANK YOU :)



Collaboration. Hope. Encouragement. Empowerment. Respect. Support. Fun