

# Social Inclusion Annual Report

1<sup>st</sup> April 2014 – 31<sup>st</sup> March 2015

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# Social Inclusion Annual Report 2014-2015

## 1. INTRODUCTION

A core value of Together NHS Foundation Trust is to undertake inclusive practice. The Trust is committed to bold, strategic leadership and routine practice activity to ensure a socially inclusive, recovery-orientated approach to the delivery of care.

### 1.1 NATIONAL CONTEXT

The Mental Health Strategy for England<sup>1</sup> recognises the need to tackle mental health stigma for and with people in local communities in order that mental health care can achieve the greatest recovery impact. The NHS Constitution<sup>2</sup> reminds us of our individual and collective duty to respect the human rights of individuals and to pay particular attention where improvements in health and life expectancy for some sections of the population are not keeping pace. A focus on social inclusion is important to support evolution in these areas.

### 1.2 LOCAL CONTEXT

The Trust Strategic Plan 2014-19 now in operation has a strong emphasis on partnerships and prioritises service co-development and delivery in collaboration with service users and carers, communities and care delivery partners. This year Experts by Experience were involved alongside other stakeholder groups in engagement events to further develop the plan: their vision for future priorities even beyond the life of the current Trust plan was sought in response to further external requirements to delineate Trust strategy. Having a network of relationships to ensure the inclusion of such valued and relevant perspectives in forward planning can be accessed has been invaluable: developing further opportunities for listening, inclusion and participation remains a key element of the local context.

The Trust also continues to play an active role in both counties in the strategic development and implementation of community wide measures to support mental health and wellbeing<sup>(3,4)</sup>. This has been an active and community-inclusive workstream in both counties over the reporting period, giving clear indications of the priorities to come. Common themes include inclusive, comprehensive and seamless access to help across the lifespan and irrespective of type of condition; inviting feedback and the involvement in planning and delivery of services; combating stigma and discrimination and multiagency development, all key facets of social inclusion activity within the Trust. Coherent support for Carers is also identified as an area for development.

### 1.3 PURPOSE OF THIS DOCUMENT

The Social Inclusion Annual Report for 2014-15 will provide assurance that dedicated activity has been facilitated to include people who use Trust services in the design and delivery of their care, to work with local communities to facilitate connectivity, to develop understanding of mental health, and to lead the way in tackling mental health stigma.

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<sup>1</sup> <https://www.gov.uk/government/publications/the-mental-health-strategy-for-england>

<sup>2</sup> Department of Health (2013) *The NHS Constitution*. London

[https://www.gov.uk/government/uploads/system/uploads/attachment\\_data/file/170656/NHS\\_Constitution.pdf](https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/170656/NHS_Constitution.pdf)

<sup>3</sup> <http://www.gloucestershireccq.nhs.uk/your-services/mental-health-services/>

<sup>4</sup> [www.herefordshireccq.nhs.uk/mhna](http://www.herefordshireccq.nhs.uk/mhna)

## 2. HIGHLIGHTS OF 2GETHER'S SOCIAL INCLUSION PRACTICE DEVELOPMENT

Social Inclusion practice development activity has featured across all Trust services during 2014-15. This section provides some examples of the work that has been undertaken both by corporate and clinical teams using the broad headings of:

- Inclusion of people who use 2gether's services
- Carer inclusion
- Community involvement and development
- Reasonable adjustment
- Tackling stigma and negative discrimination
- 2gether volunteer activity
- Recovery focused practice
- Employment championship
- Physical wellbeing for inclusion
- Arts and culture

### 2.1 INCLUSION OF PEOPLE WHO USE 2GETHER'S SERVICES

#### 2.1.1 PATIENT STORIES AT TRUST BOARD MEETINGS

The Trust has committed to listening to and learning from the stories of individuals' personal experience of our service, and this year introduced and agreed a protocol to prepare and support individuals who share their story as well as maximising opportunities for subsequent learning and action. Including Patient Stories helps build a culture of understanding and empathy, develops additional understanding of how the Trust can improve on different aspects of patient care and delivery and serves as a powerful reminder to leaders about the impact on the lives of service users and families the quality of care can have. Some of the many moving and informative presentations this year have included creative drama by Dramatic Change aimed at increasing understanding of challenging behaviour, and a carer presentation about the experience of end of life support for someone with complex needs. Carer stories were also presented to the board at the launch of Triangle of Care in March 2015.

#### 2.1.2 GREENLIGHT FOR MENTAL HEALTH

A new method of assessing access to mainstream mental health services for people with learning disabilities has had a pilot in the Trust this year. Building on the 15 Steps Challenge work carried out last year the project has involved a site visit by an Expert by Experience to assess the environment and resources available and talk about reasonable adjustments to teams, followed by an action plan to make any changes required to improve accessibility.

#### 2.1.3 THINKING AHEAD EVENTS

This year has seen the development and implementation of a number of events designed to engage and incorporate Expert by Experience perspectives on some key Trust activity. Early in the year the focus was on the Trust long term development plan required for Monitor, one of the national organisations that oversee how the Trust works. Thinking

Ahead Expert by Experience sessions focused on priorities in a changing economic climate. The feedback from the event from attendees from both counties was incorporated into our Monitor submission. Later in the year workshops sought to gain Expert by Experience views on plans for new ways of working, gaining feedback and living valued lives. The Trust has valued the activity as one way to connect with those who have lived experience and engage in lively discussion about implementation of future developments.



***Thinking Ahead at Cityworks***

#### **2.1.4 EXPERTS BY EXPERIENCE**

Experts by Experience bring a unique perspective of lived experience which is invaluable to developing and monitoring services Trust wide. They may be people with lived experience as service users or as carers and may have other aspects of lived experience through a protected characteristic that can inform how services can be tailored to be more responsive to individual need.

The Trust currently has 158 Experts by Experience registered as active with the Social Inclusion Team. Of those, 65 were actively involved in this role at a level that received an honorarium during the reporting period (ie contributing to Trust business in a leadership or decision making capacity), an increase of 17 on last year’s activity. Others have participated in activity to ensure Expert by Experience perspectives are included or used their lived experience to inform the public and challenge stigma at events, advise or inspire staff, service users and carers. Table 1 shows the most frequent types of involvement recorded through the Social Inclusion Team and the number of people engaged in this role.

**Table 1 Number of recorded Experts by Experience involved in Trust activities**

<b>Type of Involvement Activity</b>	<b>Number of Experts involved</b>	<b>Number of sessions</b>
Recruitment and Interviewing	25	59
Training and Education	27	66
Steering and Reference groups	27	108
Sharing Experience to inspire others	15	16
Project Work	19	31

This year Social Inclusion Team have reviewed the Experts by Experience database and the pathway and process for recruiting and supporting Experts by Experience. To ensure better communication Experts by Experience are now allocated to a dedicated locality mentor

responsible for supporting individuals to fulfil their role. In addition a draft policy and pathway is in development to offer further assurance of a robust governance process and there is ongoing improvement work around administration and data collecting within the team.

The Social Inclusion Team/Human Resources programme of recruitment training for Experts by Experience has increased the number of Experts by Experience available to participate in recruitment by 20 and there has been a corresponding upturn in requests for involvement in 2014-15. The training has become more locality based – for example 9 Experts attended a 4 hour training session in South Locality, which included role play and “interviewing” a member of staff. The group were able to practice scoring candidates in line with the Trusts values that would be used in a real interview.

There has been a more consistent approach to involvement of Experts by Experience across staff grades this year with involvement in recruitment for Band 3 Health Care assistants and Band 5 Nursing staff, as well as Non-Executive Directors, Executives, Heads of Profession and senior clinical staff.

*“How positive it has been to have service users contributing to our interview and selection process. It particularly strengthens the aspect of selection around attitudes and skills of the candidates in their relationships with service users. It also makes the emphasis on values much more meaningful and tangible to the candidates”*  
Recruiting Psychologist, Hereford

### 2.1.5 DEVELOPING PEER SUPPORT

An area of development in Trust services this year has been the development of lived experience roles in training and learning to peers. In Gloucestershire Locality (south) the long standing Emotional Skills group won a ROSCA award for involving people with lived experience in the learning, and in an addition to our Recovery College this year (generously funded by Charitable Funds), 8 places were made available for graduates across both counties to take up level 3 Education and Training places through Gloucestershire Adult Education. Participants of that course have since gone on to co-deliver to current students through involvement with the Recovery College sessions as well as attain a training qualification. Experts by Experience also continue to be involved in occasional sessions to bring lived experience to other group therapeutic approaches, for example the Bipolar group facilitated by Psychological Services in Gloucestershire Locality (west) teams.

*“It reminded me to keep to professional standards and helped with the planning aspect, so that I could provide a wider variety of activities at a suitable level for the students. It has also really helped to boost my confidence as it's been so long since I've done any teaching.”*

*“Doing the course and working to facilitating Wellbeing day have been immeasurable for me in their restorative powers of self belief, and you put trust and belief in me.”*  
Level 3 course graduate

Peers have also gone on to form their own networks following involvement in Trust activity. In Herefordshire the self organising Brightsparks group (formed originally from the cohort of

summer term Recovery College graduates building on their goals) is now a thriving social network and continues to be a welcome resource to other graduate students.

Just Right! Just what's needed as an open invitation

Fabulous chance to continue and keep in touch

Never knew it existed, so was very useful, gave me hope to meet new people



*Peer led Recovery Space Day in Hereford*

### **2.1.6 PATIENT ENVIRONMENT ACTION TEAM**

These groups of Experts by Experience, corporate and clinical staff meet together regularly in the Trust to develop and monitor standards in a programme of continuous improvement in In-patient settings. Cleanliness, facilities in patient areas, food and infection control are all areas for action and support the Trust to meet the requirements and expectations of those who use services and external assessors.

### **2.1.7 SERVICE EXPERIENCE COMMITTEE**

A Service Experience Committee is held on a quarterly basis and membership is drawn from people who use services, carers, partner organisations and senior members of operational staff. The committee enables a structured way to monitor the way in which people who use services are included in service development and delivery.

### **2.1.8 CO-PRODUCTION AND CO- DELIVERY**



*Dom Slowie's visit to Charlton Lane*

The Severn and Wye Recovery College also established a cross county co-production group which took charge of developing Pathways to Recovering and a follow up course for those who wanted to hone their recovery skills, meeting to look at content, format and delivery of courses.

In July the Trust hosted a visit from Dom Slowie lead for learning disability from NHS England. The session showcased services for people with learning disability and was ably co-facilitated by an Expert by Experience and a member of staff.



## 2.1.9 FOR ME ABOUT ME

The Trust's For Me About Me Learning Disability reference group have advised the Trust on policies, projects and the development of accessible information throughout the year. The work is invaluable in helping <sup>2</sup>gether see things from the point of view of a person with a learning disability.

Developing accessible information this year has included contributions towards health information on falls, hip replacements, resuscitation choices, discharge from hospital and going to the dentist. The group has also been involved in helping the communication team design accessible areas of the internet and ensure that people with a learning disability are easily able to apply to become Experts by Experience and nominate people and services for the ROSCAs.

There has also been work this year to support setting up of a similar group in Herefordshire. A working group has been established to develop terms of reference and role description for Experts by Experience.

## 2.1.10 CHILDREN AND YOUNG PEOPLE

The Severn and Wye Recovery College has seen a number of co-production activities across both counties this year, including an innovative project to adapt the adult Recovery College course content to a course designed for younger people. Called Discovery College and funded by Charitable Funds the work has been co-produced by younger graduates of the Recovery College, staff and volunteers to produce a six week evening course run at Hereford Sixth Form College and Gloucestershire University. Aimed at equipping young people 16-25 to lead in their own recovery and pursue maintain their hopes and aspirations for the future the course uses practical and creative techniques designed to engage and develop skills and networks. Work is now in train with a production company to make a film in partnership with the Health Foundation including Discovery College students.



In November 2014 Two young people from Gloucestershire's CYPS participation Group met at the Houses of Parliament with MP and actress Glenda Jackson to discuss national mental health service development for children and young people. Access to services and stigma were discussed as well as an innovative local initiative to inform local pupils of issues to do with mental health, which the MP has since followed up

## 2.2 CARER INCLUSION

### 2.2.1 CARER ENGAGEMENT

The Children and Adolescents Mental Health Service Learning Disability Team (CAMHS LD) held a successful participation event on 30<sup>th</sup> of October 2014 at Saxon Hall Herefordshire

whereby all children and families were invited to give their feedback on the service. Families were invited to drop in within the three hour allocated slot on the day. Children and their parents made their way around eight interactive 'zones' and engaged in conversation about the service.

Questions ranged from: learning about experiences around how easy it was to speak with a member of the team, or gain an appointment, to seeking opinions on things that the team do well as well as what needs to be done differently. The day was also about having fun and interspersed with activities, including, amongst others crafts, games and face painting.

Feedback from the event has been collated and shared with families, as well as service managers, with the aim of making the experience of being supported within the CAMHS LD Team more person centred.



*"the methods used to gain feedback not only made the event more enjoyable, it also enabled children to work independently should they chose to do so."*  
Parent feedback

### **Engagement through creativity**

In February 2015 the Early Intervention Service in Herefordshire in collaboration with Herefordshire Carers Support ran a highly successful evening engagement event for family and carers of those using the service. Information about psychosis, best practice regarding clinical management and the support available to Carers from both the Early Intervention Service and HCS were topics for discussion as well as informal discussion about Carer questions, feedback and experience. A follow up session is now planned for summer 2015.

### **2.2.2 CARERS ASSESSMENT**

Multiagency work has taken place in Gloucestershire this year to simplify the process for carers to gain access to a Carers Assessment no matter which agency they are connected with. This has involved developing a shared Carers Assessment for all agencies and also also has provided opportunities to review content, modernise some of the links in the assessment and take more account of the impact of caring on Carers. Within the Trust this has meant developing guidance for practioners, working with the RiO team to develop help on how to upload the information and to develop and deliver training to teams that informs them of the changes but also works in partnership to present the role of Carers Gloucestershire in provision for carers. To date One Step Teams, Gloucestershire Recovery in Psychosis and the Accommodation teams have participated as well as Montpellier Unit and Gloucester Crisis Team, with more booked for 2015-16.

### 2.2.3 YOUNG CARERS

Building on the success of last year's collaborative in-patient project between Gloucestershire Young Carers (GYC) and the Trust, further funding was secured from the Carer's Trust Making a Step Change: Integrated Interventions programme to launch the InterAct project. Working with clinical teams the project aims to improve recognition of and response to the impact of parental mental illness on the whole family. The GYC based specialist worker has already linked up with families and teams and a dedicated worker within the Social Inclusion Teams is helping promote the Interact Service within in 2gether NHS Trust.

'Taking a whole family approach to supporting young carers' was the theme of a workshop run by three young Experts by Experience at Gloucestershire Young Carers' Twilight Event in November 2014. Two of the young carers also sit on the Steering Group of 'InterAct'. The demand for places on the workshop by Trust staff was impressively high, if a little daunting for the young carers who had to rise to the challenge of delivering their workshop to a packed and eager room – and rise they did! Participants feedback included:

'I can feedback information to team members to increase awareness of other family members who may be affected by an adult's mental health issues and how to support a parent, for example to talk more openly and involve their children' *workshop participant feedback*

### 2.2.4 WORKING WITH CARERS OF PEOPLE WITH DEMENTIA

Herefordshire Memory Service have been involved with several county events running in the community at the Courtyard over the past year including the annual "Remember Me" Event. The Trust stall was themed around Person Centred Care and the importance of remembering the person. This was very visual and very well received by the public with lots of personal photographs depicting life's milestones.

In addition Dementia training has been provided throughout the county in all settings including community groups and clubs. Staff remain active with the Memory Café's and attend and present frequently.

In Gloucestershire the Managing Memory 2gether Information and Education Service reported a 19% increase in referrals this year, a total of 1083 places. The majority of referrals come directly through the Memory Assessment Service, followed by self-referrals. There has been an increase in referrals from the Community Dementia Nurses in 2014 and a decrease in referrals from consultant psychiatrist's and GP's

Average waiting time is 32 days (based on first 6mths of 2014) Within 5 days of receipt of referral to the service (apart from self-referrals) people are sent a letter advising that we expect to contact them within 4-6 or 6-8 weeks (depends on length of waiting list) information about the sessions and a leaflet. People are invited to call us sooner if they need to.

## 2.2.5 CARERS WELCOME EVENTS

A tea party was held at Charlton Lane for people with dementia and their carers in December 2014. Organised by Managing Memory 2gether, the event was for those who have attended their education and information sessions. Guest speaker Roger Hare of Carers Gloucestershire spoke about the Carer peer support groups in the area, and Dance and Dementia and Singing for the Brain sessions were also included.

In-patient units have also hosted events for patients and carers.

Willow Ward at Charlton Lane Hospital, organised a tea party for patients, carers families and staff to celebrate St George's Day in April 2014. As part of the therapeutic approach Willow Ward team are motivated to mark special events throughout the year and involve families and carers in enhancing the environment and opportunities for engagement for all patients being nursed on Willow Ward. The tea party was a great success with positive comments from patients and their families including "this is fantastic" and "what a lovely thought".



***St Georges Day at Willow Ward***



***Easter at Jenny Lind Ward***

Jenny Lind Ward at the Stonebow Unit in Hereford held an Easter afternoon tea at the Stonebow Unit. Patients and staff contributed to making the Easter decorations, colouring and painting Easter eggs and producing posters advertising the event. The event was attended by patients from all of the wards and many relatives and carers attended as well. The afternoon was a great success and everyone enjoyed the lovely cakes and savouries, and to be able to spend quality time with their relatives over the bank holiday weekend.

## 2.2.6 TRIANGLE OF CARE

December 2014 saw the 2gether sign up as members of the Carers Trust Triangle of Care: Carers Included scheme. The Trust has been involved in an unofficial capacity for some time but following an inspirational visit in the summer by Ruth Hannan, national leader of the



scheme the Board felt it was time to formalise the relationship in pursuit of good practice with Carers. Following a pilot period in spring 2015 the launch to the rest of the organisation took place at March's Executive Board Meeting. Carers attended to speak about their own experiences and the event was also supported by representatives from partner

Carer organisations Herefordshire Carer Support, Carers Gloucestershire and Gloucestershire Young Carers.

***Shaun Clee Trust Chief Executive, Carers and Carers organisational representatives***

## **2.3 COMMUNITY ENGAGEMENT AND INVOLVEMENT**

### **2.3.1 HEREFORDSHIRE TIME TO CHANGE EVENT**

In autumn 2014 the Trust supported Herefordshire MIND in their Time To Change Event at the Herefordshire Running Festival. Time to Change volunteers challenged stereotypes of mental illness by talking to the public about their lived experiences of mental health problems. The aims of the festival were to promote wellbeing and resilience in our communities, workplaces, schools and homes as well as increasing awareness of mental health issues to help challenge the stigma and discrimination that surrounds poor mental health.



The Time to Change Village at St George Playing Field in Hereford was aimed at getting the people of Herefordshire talking about mental health. There were 2gether Lets Talk professionals present along with people with lived experience of mental health issues, alongside an impressive pop up village comprising a cinema with short MH awareness movies, post office tent, village shop and clinic tent.

***Time to Change Pop Up Village***

### **2.3.2 FRESHERS FAIR GLOUCESTERSHIRE COLLEGE 2014**

The Social Inclusion Team and Gloucestershire Recovery in Psychosis (GRIP) attended Fresher's Fayres at each of the Gloucestershire College campuses at the start of the academic term. This generated a number of enquiries regarding help and support for mental health problems as well as enquiries around volunteering and Careers in the NHS.

### 2.3.3 CRUCIAL CREW DEVELOPMENTS ACROSS THE TRUST

Year 6 children from across Herefordshire learnt important information about staying safe and happy in a two-week long event held at Hereford United Football Club in June 2014.



**Preparing for the next group**

The 'Crucial Crew' event is held annually to educate primary school children on health and safety issues including road, water and fire safety, first aid and emotional wellbeing. Agencies involved in Crucial Crew included Hereford and Worcester Fire and Rescue Service, West Mercia Police, the British Red Cross, 2gether NHS Foundation Trust, Herefordshire Council, and Western Power. For our Trust session this year we were joined by partners from Herefordshire MIND.

The Social Inclusion team developed a game based on five ways to wellbeing and key messages around connect, give, take notice, keep learning and be active. More than 1,600 children from 68 schools attended across Herefordshire. During those 2 weeks we again

had an opportunity to offer an intern placement for thanks to University of Gloucester partnership working.

In Gloucestershire a working group initiated by the Trust is underway to develop a scenario for the Skill Zone. The Skill Zone is an interactive learning environment for young people where they can engage with activities that have a message around safety and looking after themselves. Skill Zone staff, Action for Children, Brandon Trust, Gloucestershire Young Carers, Children and Young Person's Services and the Social Inclusion Team are all part of the group. The aim is to develop and deliver a 15 minute scenario as part of schools' day long visit to the Skill Zone.

Good interaction with the children and excellent questioning.

Made us think about ourselves and listen to our inner self

A nice interactive game with everyone involved *session feedback*

### 2.3.4 TIME TO TALK DAY GLOUCESTERSHIRE AND HEREFORDSHIRE 2015

On the 5<sup>th</sup> February Lets Talk and Social Inclusion Development Workers took part in Time to Talk which is a national campaign from the Time to Change organisation. The stand in Stroud College was run with the Independence Trust. The aim of the day was to talk to students and staff about mental health, reduce the stigma around mental health and make people aware of services that they can use locally.

There were two events in Herefordshire for Time to Talk day. One was in Plough Lane Council Offices directed at Herefordshire Council Employees. Lets Talk and Social Inclusion workers manned a stand with information on mental health and the promotion of 2gether Trust's Let's Talk service. The second event was a public one in Hereford High Town with

Herefordshire MIND. Trained volunteers started conversations with members of the public around mental health with the aim of normalising mental health problems and tackling the stigma attached. Information about volunteering was provided and some self referrals to the Let's Talk service were made.

There was also media interest on the day including an interview by BBC Radio Herefordshire and Worcestershire. This allowed us to voice the significance of Time to Talk day as well as raising awareness of our Let's Talk service.



**Hereford High Town**



**Stroud College with Independence Trust**

### **2.3.5 HEREFORDSHIRE DISABILITY UNITED**

In March 2015 The Social Inclusion Team delivered a presentation on the role of the Social Inclusion team in 2gether Trust in order to raise awareness to members of public at Herefordshire Disability United event. Herefordshire Disability United is a voice for disabled people and provides an opportunity to speak out on local and national disability issues. 100 people attended the event and there was also a chance to promote the work of Lets Talk and positive feedback was received. Other guest speakers at the event were, The Samaritans, Ategi and Herefordshire Council.

### **2.3.6 EQUALITY AND DIVERSITY IN HEREFORDSHIRE AND GLOUCESTERSHIRE**

Ensuring cultural competency in the organisation continues to be important development and inclusion activity. In 2014-15 279 new starters received Equality and Diversity training and 89 2gether staff in Gloucestershire completed a more intensive day course – Hoople are responsible for this training provision in Herefordshire. In addition, support to raise awareness outside the organisation is ongoing, Equality and Diversity also delivered through bespoke sessions to Action for Children in the CYPS service (1 session), 16 Mental Health Act Managers (1 session), 45 BME dementia link workers (2 sessions) and 7 Your Lifestyle employees at Gloucestershire College (1 session). with 137 paid carers receiving some Equality and Diversity training as part of the Reducing Health Inequalities programme co-ordinated by the Trust.

*“one of the most informative sessions I have been on and it has really challenged my way of thinking”*

*“I will change the way I work with people from minority communities to make sure they receive a better quality of service” Participant feedback*

*“this has really made me take a step back and think about my practice. Thank you”*

The Trust Spirituality Steering Group drafted a 'Due Regard' statement this year which accompanies recently developed Spirituality Practice Guidance. Supporting this is an action plan to make considered and proportionate effort in order to achieve meaningful change for service users, staff and carers wishing to explore spirituality. Best practice includes reviewing and improving data collection to improve person centred experiences of patients by taking more account of religious beliefs and spiritual needs and consideration given to making 'reasonable adjustments' to enable people to articulate what needs they have.

Following a review of the Crisis Care Pathway members of the Social Inclusion team contributed to service development of equality standards to support Gloucestershire Crisis Teams in developing a pathway and referral process to support clients from a BME background. This interface arrangement offers BME service users in Crisis teams the opportunity to engage back into their communities through volunteering in community led projects. A goal for next year is to deliver Cultural Competency training to 80 members of staff working in Crisis Teams.

In partnership with Alzheimer's Society, Managing Memory Services, GCC Community Development Support Team, Dementia Education Outreach Team, Carers Gloucestershire and the Social Inclusion Team a workshop was delivered to paid and unpaid, formal and informal carers from the BME community in Gloucestershire. This was part of a continued engagement plan within the 2gether Trusts BME Dementia Network Action Plan.

### **2.3.7 WORKING WITH THE ARMED FORCES**

Mental Health First Aid for the Armed Forces is a nationally recognised program developed by Mental Health First Aid England in partnership with SSAFFA and the Royal British Legion. The purpose of the program is to provide education to the Armed forces community, including serving personnel, families, and civilians working in military communities about mental health. The program equips attendees with basic knowledge about mental health conditions, the culture in the Armed forces and the skills to support a person who maybe experiencing mental ill health in a 'First Aid' capacity.

In 2014 the program was delivered in partnership with the Army Welfare team at 29 Regiment, Royal Logistics Corps at South Cerney Barracks, Gloucestershire. 57 people attend the program over a number of sessions including serving personal and the wider armed forces community.

*'Although things are improving, mental illness is still a 'taboo' subject in the Army, people don't talk about it and often don't ask for help until it is too late. This course has helped me to understand more about it and I would now feel able to ask someone if they were ok'. (course participant feedback, June 2014)*



### **2.3.8 CIRENCESTER HOSPITAL HEALTH MARKET PLACE**

Cirencester Hospital has developed a space to have a community style hub. This “market place” will have information if all the different support agencies in Cirencester, including information about the 2gether Trust services. One of our Experts by Experience has been involved with the planning of the layout and furniture that will go in the space to make it comfortable friendly and welcoming. This is an ongoing project and the market place is hoping to be open in May 2015.

## **2.4 REASONABLE ADJUSTMENT**

### **2.4.1 JUSTICE FOR ALL**



***Conference delegates and leaders***

A conference was held in June 2014 organised by the Learning Disabilities and Criminal Justice Group which is chaired by Jonathan Thomas, from 2gether NHS Foundation Trust. It was aimed at raising awareness of the issues faced by people with learning disabilities who are going through the criminal justice system. The event, entitled ‘Justice for All’, attracted more than 130 people to Police Headquarters at Waterwells, Quedgeley.

The Mental Capacity Act, Autism and communication difficulties were all discussed, and attendees also heard from an ex-offender about his experience of going through custody, the courts and a prison term. Approximately 30% of the prison population have some form of learning disability and are at significant risk of disadvantage at all stages in the criminal justice system because of this. The group, which also includes members from Gloucestershire Police, Tascor, Independence Trust, the Probation Service, Mencap and Guideposts, are all working to make sure their needs are met locally by addressing practice and making a range of reasonable adjustments.

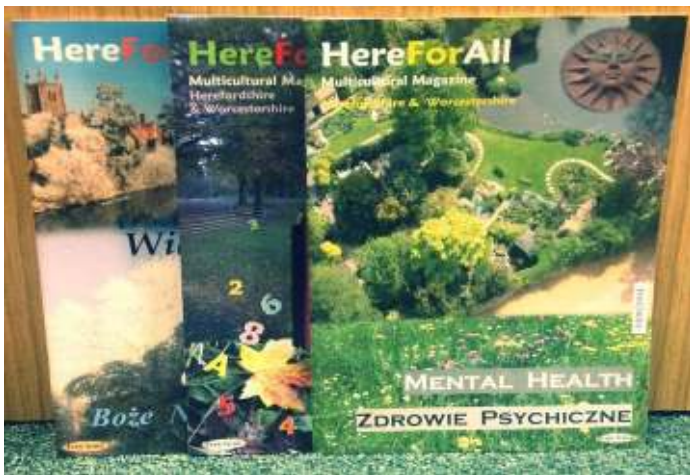
### **2.4.2 THE 6<sup>TH</sup> BIG HEALTH CHECK DAY 2014**

The sixth annual Big Health Check Day took place at Wall’s Club, in Barnwood, Gloucester, on May 13. The theme for the day was ‘keeping healthy’. More than 380 people attended in total, with a whole host of stands, activities, workshops and entertainment to be enjoyed. The event was organised by a multiagency group led by the the Trust Strategic Health Facilitator, who said “We can now continue to build on a number of health targets over the next year with the Learning Disability Partnership Board and hopefully be a continued lever for change for our vulnerable clients in accessing mainstream support services. I also believe we can continue to provide them as well as their support workers and carers more choice and direction by reducing Health Inequalities and preventing unnecessary admissions to hospital.” Planning for the 7<sup>th</sup> annual Big Health Check Day is now underway.



**Archery for all at Big Health Check Day Dramatic Change performance**

### 2.4.3 INCLUSIVE COMMUNITY WORKING



The Social Inclusion Team was involved and supported Herefordshire MIND in terms of a new community projects – the main aim was to develop plans for future work around mental health needs assessment. The Eastern European project generated useful knowledge and experience, and a result we have regular input into the multi-cultural magazine Here For All on mental health matters. Both Let’s Talk and Recovery College been widely promoted this way and more than 3,000 copies are distributed to Community places in 5 languages.

### 2.4.4 DEVELOPING EASY READ CAPACITY AND RESOURCES

The year has seen a repetition of the Easy Read course led by the Trust professional lead for speech and language therapy Lauren Wardman Davies. Members of the adult and children’s Learning Disability services in Hereford participated this time and now have access to two of our Easy Read licences, in which there has been more investment this year. The Communications team have been working with the Health Action Group and For Me About Me to develop more accessible areas of the Trust Internet site and the Social Inclusion Team have developed an accessible application form to become an Expert by Experience.

## 2.5 TACKLING STIGMA AND NEGATIVE DISCRIMINATION

### 2.5.1 WORLD MENTAL HEALTH DAY 2014

Herefordshire based Governors invited Trust members, service users and carers families and friends to a Listening event at the Kindle Centre to mark World Mental Health Day in October. There were opportunities to engage with Executives and the Chair of the Trust, ask questions, express views and hear about Trust service developments as well as some partnership working with Envirobility, a local vocational support organisation.

In Gloucestershire an opportunity to support Time to Change work with employers was taken at the Trust Governance Board to remind participants that as an employer and as individual employees there are simple steps one can take to protect one's mental health.

## 2.5.2 LEARNING DISABILITY AWARENESS WEEK JUNE 16-21st 2014



### ***Employment afternoon – Walls Social Club***

Among the many other activities were Open house at Gloucestershire Voices to learn more about local health and social resources, advice, support and drama group and an Employment Showcase at Walls Social Club, Barnwood, Gloucester with staff from Building Better Lives.

The annual event is organised nationally by the charity Mencap but locally there were many opportunities in packed week to find out about the support and activities available to people with learning disabilities in the county. The events, organised under the umbrella of the Gloucestershire Learning Disabilities Board, co-ordinated by Simon Shorruck of the 2gether Trust Health Facilitation Team included a drop in event at Let's Talk, at the Stanway Centre, Cheltenham from 11am until 3pm to talk to Trust advisers about emotional wellbeing, stress, anxiety and depression.

Among the many other activities were Open house at Gloucestershire Voices to learn more

## 2.5.3 TACKLING STIGMA IN THE WORKPLACE

In October 2014 in a week-long campaign to get Gloucestershire's businesses talking over a cup of tea about mental health issues such as stress, anxiety and depression a series of visits to employer premises took place, led by an Expert by Experience, senior figures from 2gether NHS Foundation Trust and Gloucestershire CCG members. The week culminated on World Mental Health Day with a visit to Gloucester Rugby Club, where players and club staff lent their support to the campaign. Other participating employers included:

- Star Bistro, at the National Star College, at Ullenwood, near Cheltenham
- Gloucestershire Hospitals NHS Foundation Trust
- GE Aviation, in Cheltenham
- Norville Group, in Gloucester
- Sainsbury's supermarket at Gloucester Quays
- Gloucestershire Care Service NHS Trust
- Gloucester Rugby



***Workshop at the Tackling Stigma conference***

In November in partnership with Gloucestershire Clinical Commissioning Group and Cheltenham Borough Council, Trust staff and Experts by Experience led a seminar and workshops for employers around Tackling Stigma in the Workplace. Over 60 delegates from 50 employing groups attended and heard inspiring accounts of recovery and employment from local and national speakers. These Experts by Experience had overcome difficulties to

get back to work through Gloucestershire's Lets Talk service. A key note speech was also given by Sue Baker from the Time to Change campaign.

## **2.5.4 VIEWPOINT STUDY**

The Trust was pleased to be chosen this year to be one of five NHS trusts nationally to take part in the the Viewpoint study. The study forms part of the annual evaluation of the national anti-stigma programme Time to Change, carried out to record and measure the amount of stigma and discrimination faced by mental health service users in England.

Co-ordinated by the Trust Research and Development Department, mental health service users were recruited from across the Trust to talk confidentially about their experiences of stigma and discrimination, via a telephone interview. Working in collaboration with the information department, community teams and care co-ordinators, the Trust experience was unusual in that service users came forward readily to participate and the number required was quickly met.

## **2.6 2GETHER VOLUNTEER ACTIVITY**

### **2.6.1 VOLUNTEER STRATEGY**

The contribution of volunteers has continued to be of significant value and has made a real difference to individuals and local communities. In 2014 we have continued to modernise recruitment and support of 2gether Volunteers across Herefordshire and Gloucestershire in line with the 2gether's Volunteering Strategy including performance indicators. The Trust Volunteering Strategy was published in 2013. The strategy brings in new ways of working to ensure that volunteers feel supported and that systems of governance are in place.

Development of the Trust's Volunteering service also continues to form part of the Trust's Quality Strategy and Business Planning Objectives and has done so since 2013. The Volunteer Strategy represented the first step in modernising and systemising the recruitment and development of the Trust's Volunteer Service. It also provided a rationale for the expansion of the Volunteer service particularly with the development of the Social Inclusion Development Worker role and team in general.

Examples of new roles developed this year include:

- Drama Therapy Volunteer
- Art therapy facilitator volunteer
- Community coordinator volunteer
- Volunteer photographer
- Meet and Greet Volunteers.

### **2.6.2 VOLUNTEERING ACTIVITY**

Progress has been made with the review and modernisation of the Volunteering process with clearer delegation of volunteer and administration processes around registration to ensure greater efficiency and reduce delay from recruitment to placement within 2gether Trust. Each Social Inclusion Development Worker now has responsibility for providing local operational support for volunteers through a locality management approach which has helped to develop relationships and support for individual volunteers, including around training and the team have focused particularly on supporting volunteers to access

Breakaway Training in the last few months. Relationships have also been built with local community based groups and 3<sup>rd</sup> sector organisations.

**Table 2: Registered Volunteers in 2<sup>gether</sup> Placements and new roles in 2014 – 15**

Locality	Number of Volunteers in 2014-15	Number of roles developed this year
Gloucestershire Locality	6	12
Gloucestershire Countywide (includes inpatients)	27	1
Corporate (including volunteer drivers)	16	2
Herefordshire locality	7	4
Children and Young Peoples Service	10	4
Let’s Talk/Primary Mental Health	47	10
<b>Total active volunteers</b>	<b>113</b>	<b>33</b>

During 2014-15:

- 33 new volunteers completed the registration process and are undertaking volunteer activity.
- 2 registered volunteers are currently unplaced
- 14 vacant volunteer roles have been identified

This year the Social Inclusion Team included the impact of volunteering in 2<sup>gether</sup> Trust for the first time using the Volunteering Impact Assessment Toolkit to provide more specific reports from each locality. Gloucestershire North locality and West Locality and Herefordshire all participated. The report provided a breakdown of volunteer numbers, demographic data, and details of placements, role descriptions and hours volunteered and also impact on services/service users. The findings have allowed operational services and the Social Inclusion Team to better understand how volunteering makes a difference and bring added value to operational and clinical services.

**2.6.3 VOLUNTEER SPOTLIGHT – GLOUCESTERSHIRE**

Weavers Croft in Stroud has recently undergone work to improve the reception area. Now that this work is complete, we have recruited a volunteer to meet and greet people. The volunteer is currently in place one morning a week. Weavers Croft have a view to extend this to 4 mornings to cover the best clinic times. The meet and greet volunteer makes the environment more friendly to service users by offering refreshments, showing people to the booking in form and giving people a copy of the friends and families test as they leave. The volunteer also helps the admin team in reception with the post and keeping the area tidy.

Willow Ward at Charlton Lane is always keen to increase the activities on offer for inpatients on the ward. Recently a volunteer with Dramatherapy skills was recruited to deliver group

activity with a focus on Drama. The volunteer is running one session each week. The service users do not need to have any previous experience of acting, the sessions are interactive and inclusive for all.

### 2.6.4 VOLUNTEER SPOTLIGHT – HEREFORDSHIRE

#### Dash Hub project

The Dash Hub is a resource where recovery focused activities of the Drug and Alcohol team are delivered in Herefordshire. In 2014 the Dash team wanted to enhance the service by involving service users there in volunteer roles. The aim was to bring added value to the service as well as increase the service user’s employability to help them in their recovery. A bespoke volunteering skills course funded by Charitable Funds (MILE) was delivered to a group of interested service users.

Since then three volunteers have started in the role and three are in the process of becoming registered volunteers. The Hub Support Volunteer role involves practical support of groups running at the Hub, including delegated administrative tasks associated with groups and informal chat and support for those attending. Since starting one of the volunteers has also gained employment.

### 2.6.5 VOLUNTEER CELEBRATION

More than 100 people this year came to our Volunteer and Experts by Experience Celebration Tea Party at Kingsholm Rugby Stadium in Gloucester, held to honour those who give their time to the work of the Trust. The event was hosted by 2gether’s Chair Ruth FitzJohn, who welcomed those attending and acknowledged the huge benefit brought over the previous year. The Social Inclusion Team shared some of the contribution made by both Volunteers and Experts by Experience. Ruth FitzJohn, said: “Our Volunteers and Experts by Experience are beyond a shadow of a doubt the most important people I will meet this year....You give your time, knowledge, experience and energy to help build the communities we live in here in Gloucestershire and in Herefordshire. Today I am having tea in the company of heroes and giants.”



*Volunteer celebration at Kingsholm*

## 2.7 RECOVERY FOCUSED PRACTICE

### 2.7.1 RECOVERY COLLEGE

Severn and Wye Recovery College was able to offer courses again across both counties this year due to funding by the Trust Charitable Funds. Building on the experience gained in year one it was possible to offer more places and new courses across summer, autumn and spring term 2014-15.



**Herefordshire students graduate congratulated by Shaun Clee**

A total of 10 Taster sessions, 7 Mindfulness courses, 6 Recovery Courses, 2 Next Steps in Recovery courses (including coaching) 2 Step Up Artshape Confidence and Communication courses and two Discovery Colleges as well as Graduation, Train the Trainer and co-production sessions will have been delivered when the year's activity comes to an end shortly. Approximately 170 places have been taken up (excluding taster sessions) by service users, carers and staff, many going on to join courses with partner organisations afterwards.

Students and staff have also presented the work of the College for the Health Foundation Showcase in London and a poster presentation was made. Again feedback throughout the year has been very positive.

*It is helping me develop core strength and more resilience. ...It has helped me focus on what I want to do after the course is finished student feedback.*

*One of things I wanted to achieve by coming to the drama group was to stand up and speak to the audience which I had never done. I managed it Wednesday.*

### 2.7.2 BEST OUTCOMES FOR CHILDREN AND FAMILIES

In October 2014 a multiagency positive practice event was held at Dowty Sports and Social Club, near Gloucester. The event was organised by Layla Betteridge, manager of <sup>2</sup>gether's Gloucestershire Functional Families Team and Eugene O'Kane, Programme Manager (GCC) and included a variety of speakers, presentations, workshops and 'marketplace' opportunities for clinicians to consider how we can work together to better support families in their communities in the context of challenges and changes to local services.

The event was a huge success and was a great opportunity to find out more about new approaches and local services available and how agencies can work collaboratively to achieve best outcomes for children, young people and families of Gloucestershire.

### 2.7.3 COMPLEX INTERVENTIONS IN PSYCHOLOGICAL THERAPIES

As part of the Positive Practice series of presentations Lead Psychologists in Gloucester disseminated recovery focused working they had incorporated into their support for people who have difficulty with emotional regulation. The Thinking Minds group utilises an evidence

based technique called Mentalization Based Therapy, designed to help people through education and psychotherapy. The Emotional Skills group is a ten week programme designed to help people understand, tolerate and manage emotion across a range of diagnostic groups. Outcomes have so far been very positive with both groups demonstrating downward trends in depression and anxiety symptom severity.

### **2.7.3 COGNITIVE STIMULATION PROGRAMME**

Cognitive Stimulation Therapy (CST) is a brief group treatment designed to stimulate cognition in people with mild to moderate dementia. It is the only non-pharmacological treatment recommended by NICE. The Herefordshire Memory Service has successfully completed two courses of CST with a third starting in April 2015. The learning has also been shared with care homes by training and supporting care home staff to facilitate the groups. The feedback has been of very positive effects on both the participants and their carers.

## **2.8 PHYSICAL WELLBEING TO SUPPORT INCLUSION**

### **2.8.1 CHELTENHAM CHALLENGE**



***Stand at Cheltenham Challenge***

In June the Trust supported the Cheltenham Challenge, a multi-terrain event for runners and walkers. In 2014 the event highlighted mental health so the Communications Team and Social Inclusion workers developed a mental health timeline activity to engage members of the public and runners, as well as providing information on how physical activity support good mental health

### **2.8.2 SMOKING CESSATION ENGAGEMENT**

The event was organised to explore with stakeholders how the Trust could work towards NICE guidance about smoke free mental health services and what support would be needed for patients. Experts by Experience, both smokers and non-smokers took an active part in the workshops alongside Smoke Free champions. One participant said “The smoke free event was excellent. I would like to do further work with the group. If this could be arranged I would be very grateful.”

### **2.8.3 NUTRITION AND HYDRATION WEEK 2015**

In-patient Units in both counties ran an active programme for staff patients and carers in March to increase awareness of the role of nutrition and hydration in good mental health. Wotton Lawn ran a tasting session to try new dishes which may feature on the new menus, and ran a promotional stand providing education on the sugar content of soft drinks. Fruit and menu tasting events were held at Charlton Lane Hospital, in Cheltenham, during the week.



At the Stonebow Unit and Oak House in Hereford a number of events took place, including The Big Global Tea Party featuring a 'Bake Off Challenge', nutrition and hydration quiz and nutritious refreshments. Smoothie making activities were held in Stonebow and at Oak House a 'Come Dine with Me' challenge took place throughout the week, with a prize at the end of the week for the best meal.

### 2.8.4 CYPs TRIP TO DEVON

In October 2014 members of the Gloucestershire Children and Young Person’s Service Participation Group went to Devon, on an adventure weekend away accompanied by Action for Children workers and volunteers in the Trust. Cliff abseiling, rock climbing, team building, sea kayaking and an assault course were all arranged by outward bound staff and the participants all gained certificates of achievement as well as having a lot of fun.

*“This weekend the whole group achieved so much. Every single member of the group supported another no matter how they were feeling themselves. We overcame fears and anxiety, experienced new activities and had a great big laugh!”*  
Participant reflection

## 2.9 EMPLOYMENT FOCUS

### 2.9.1 BETTER 2 WORK – SUPPORT INTO EMPLOYMENT

The Trust Better 2 Work team in Gloucestershire continues to go from strength to strength. With an Employment Specialist based in each recovery team the workers support any client receiving secondary mental health care who wishes to gain or maintain paid employment. In service user feedback to the team 94% reported that their quality of life has improved because of their involvement with the service, showing that its worthwhile as well as an encouragement to the team. Team manager Pete Donohoe provides this example of the support the team provides in action:

One of our clients, Jean, had not left the house for a year when she talked to her care co-ordinator about getting a job. Our locality employment specialist, Karen, visited at home and gently worked through what Jean liked to do. Jean struggled to describe any activities she enjoyed but Karen noticed the delicious cakes Jean baked whenever she visited. Recovery team staff worked with Jean to raise her confidence going outdoors again. At this point Karen suggested setting up a baking business. Jean was really excited about the idea. Together they applied for and received a grant from the Barnwood Trust to get the necessary equipment and Jean took the huge step of attending a food hygiene course.

In the last nine months Jean has set up two market stalls selling her wares. Initially a family member dealt with customers but slowly Jean is coming to the fore. Recently Jean has established contracts with two local cafes to provide them with cakes.

This is just one example of the various routes into paid work which are available to people who may at first appear far from the workplace when provided with employment support.

## 2.9.2 MENTAL HEALTH FIRST AID (MHFA)

Sessions to facilitate Mental Health First Aid have been requested by community organisations and employers and delivered throughout the year via the Social Inclusion Team. 21 learners from the Forest of Dean Citizens Advice Bureau and Gloucester multiagency Community Legacy Group completed the two day standard course, 17 learners attended the two day youth workers course from Action for Children and the Community Legacy Group and 116 learners (a mixture of staff, residents and volunteers) from Cheltenham Borough Homes, 2 Rivers Housing Association, Local Authority Enablement Teams and the Trust completed the three hour awareness of mental health course. A Herefordshire based member of staff has now completed the training and courses in Herefordshire for the new year are now booked.

*"I now feel more confident about talking to people with mental illness, instead of avoiding them"*

*Participant feedback*

*"I am now better aware of how to support my daughter with her mental health condition"*

*"I will now be more understanding of people with mental illness"*

## 2.9.3 LET'S TALK EMPLOYMENT

The Stroud Vocational Advice Network has been developing over 2014/15. Initiated locally by Let's Talk's Employment Support Specialist there are now 45 members from 15 agencies. Meetings are held every quarter with an email distribution list for sharing updates on vocation such as new programs, funding opportunities, Department of Health and Department of Work and Pensions (DWP) information. Meetings include: employment, benefits, mental health, tender & funding updates; presentations; agency updates. Discussions are taking place around the running of networks in Cheltenham and Gloucester.

The Lets Talk Service continues to work closely with DWP & Jobcentre Plus to ensure patients receiving relevant benefits or those with job retention needs are supported appropriately and in a timely way.

## 2.9.4 BRIGHTSIDE WORK EXPERIENCE

Mentoring charity Brightside is working with The National Skills Academy for Health on the project, which helps young people not in education, employment or training (NEET). 2gether NHS Trust has signed up to e-mentoring and work experience co-ordinated through the Human Resources and Training Department. As part of our commitment the Trust hosted two cohorts of young people 18 – 24 in a fortnight's work experience in the reporting period, throughout the organisation. Three people were accommodated with Social Inclusion Team. They had a chance to take part in corporate induction and access other key training to help them develop important employability skills as well as work in office and community settings. The project helped them understand the diverse range of the career options in the NHS and increased their motivation and confidence.

*"I have thoroughly enjoyed my work experience with the Social Inclusion Team. Since my first day, I have felt as part of the team and all the staff members have been so friendly and very helpful to me....I have found my time here very informative. Thank you for taking me along to the meetings with 'For me About me' and Gloucestershire Young Carers, a wonderful experience to engage with other organisations that you work in partnership with.... I will definitely keep in touch and hopefully I will come back in the future as a volunteer." Sally - Brightside mentee*

## 2.10 ARTS, ACTIVITIES AND CULTURE FOR INCLUSION

### 2.10.1 DASH CREATIVE WORK

Dash volunteers are currently running a creativity workshop at the Recovery Hub with the support of Dash staff. Below are some of the pieces that have been created. The activity has led to opportunities to explore therapeutic art as a career option, with support and information being provided by Art Therapy staff.



*DASH creative work*

### 2.10.2 STONEBOW SERVICE USERS GET CREATIVE

New artwork is now gracing the wall in the office of Trust Chair Ruth FitzJohn, as service users of Cantilupe and Jenny Lind Ward, at Stonebow, Hereford got involved in two major group projects. The work commissioned from Cantilupe takes its inspiration from the seasons, places in Herefordshire and activities that takes place on the ward and in particular gardening. Using mosaic, collage, printing and wax rubbing techniques the inclusive artwork enabled service users to participate at a range of levels from beginners to skilled.

Jenny Lind's collage entitled "Everything Hereford" was produced by patients and staff and represents Hereford past and present. The collage started with the Maps of Hereford which were aged realistically with tea. Patients then discussed what they felt represented Hereford and chose to include among others Hereford Cathedral, the Mappa Mundi, the Sir Edward Elgar statue in the Cathedral grounds, The Castle Pool and Green Dragon Hotels, Hereford City Football Club, Hereford apples and Cider production, Hop Growing and some of the famous people associated with Hereford, including Jenny Lind, Swedish opera star who lived in Herefordshire after her retirement.



***Cantilupe's work***



***Jenny Lind's work***

### **3.0 DEVELOPMENT THEMES FOR SOCIAL INCLUSION IN 2015 - 16**

- Continue modernisation of the recruitment and support of 2gether Volunteers across Herefordshire and Gloucestershire in line with the 2gether's Volunteering Strategy.
- Implementation of Triangle of Care in all Trust In-patient and Crisis services, including development of Carer Aware training, self assessment and carer survey by team.
- Update Carer Assessment guidance to teams for both counties to comply with the Care Act 2014 and changes to social care delivery in Herefordshire in April 2015
- Make recommendations and implement chosen outcome of Green Light for Mental Health assurance system compliant with the revised version of the document.
- Undertake continued Making Life Better and Time to Change campaign activity.
- Work with the Health Foundation to develop Recovery College film
- Participate in Herefordshire's Crucial Crew fortnight with partner organisations
- Implement multiagency Crucial Crew type event in Gloucestershire.
- Develop and deliver any future Recovery College model provision as agreed between the Trust, Clinical Commissioning Groups and Local Authority education provision.
- Deliver Mental Health First Aid for the local employers and other relevant stakeholders in Herefordshire and Gloucestershire
- Agree and implement Expert by Experience Policy throughout the Trust.
- Develop links with Travelers and Roma Gypsy communities
- Facilitate engagement events and support implementation of the Trust's Engagement Strategy

## Glossary of Terms

BME	Black and Minority Ethnic Groups
CAMHS LD	Child and adolescent mental health services learning disability team
CG	Carers Gloucestershire
CYPS	Children and Young People's Service
EASY READ	symbols based literature for people not easily able to access complex written material
GYC	Gloucestershire Young Carers
GP	General Practitioner
GRIP	Gloucestershire Recovery in Psychosis Team
HCS	Herefordshire Carers Support
Let's Talk	Improving Access to Psychological Therapy
MHFA	Health First Mental Aid
ROSCA	Recognising Outstanding Service and Contribution awards
SIDWs	Social Inclusion Development Workers