

# Social Inclusion Annual Report

1<sup>st</sup> April 2013 – 31<sup>st</sup> March 2014

## SECTION 1 INTRODUCTION

- 1.1. National Context
- 1.2. Local Context
- 1.3. Purpose of this Document

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

### **2.1 Inclusion of People Who Use 2gether's Services**

- 2.1.1 Patient Stories at Trust Board Meetings
- 2.1.2 Service User Charter
- 2.1.3 Co-Produced Films
- 2.1.4 Experts by Experience
- 2.1.5 15 Steps Challenge
- 2.1.6 Peer Mentorship – Herefordshire
- 2.1.7 Service Experience Committee
- 2.1.8 Co-Production Activity
- 2.1.9 For Me About Me
- 2.1.10 Children And Young People
- 2.1.11 Publications

### **2.2 Carer Inclusion**

- 2.2.1 Carer Focus Groups
- 2.2.2 Information For Carers
- 2.2.3 Young Carers
- 2.2.4 Working With Carers Of People With Dementia
- 2.2.5 Carers Garden Party

### **2.3 Community Engagement And Involvement**

- 2.3.1 Herefordshire Engagement Event
- 2.3.2 Fresher's Fair In Gloucestershire
- 2.3.3 Crucial Crew – Young People In Herefordshire
- 2.3.4 Kissing It Better In Gloucestershire And Herefordshire
- 2.3.5 Cultural Barometer
- 2.3.6 Equality And Diversity In Herefordshire And Gloucestershire
- 2.3.7 People From Transgender Communities
- 2.3.8 Working With The Armed Forces
- 2.3.9 Paws On Patrol

### **2.4 Reasonable Adjustment**

- 2.4.1 Greenlight For Mental Health
- 2.4.2 Developing E-Learning
- 2.4.3 The 5<sup>th</sup> Big Health Check Day 2013
- 2.4.4 Easy Read Emotional Well Being Courses

### **2.5 Tackling Stigma And Negative Discrimination**

- 2.5.1 World Mental Health Day 2013
- 2.5.2 Schools And Young People

- 2.5.3 Learning Disability Awareness Week August 19-25<sup>th</sup> 2013
- 2.5.4 No Health Without Mental Health

## **2.6 2gether Volunteer Activity**

- 2.6.1 Volunteer Strategy
- 2.6.2 Volunteering Activity
- 2.6.3 New Volunteer Roles – Children And Young People
- 2.6.4 New Volunteer Roles – Herefordshire
- 2.6.5 Volunteer Celebration Event

## **2.7 Recovery Focused Practice**

- 2.7.1 Recovery College
- 2.7.2 Remotivation For Occupation
- 2.7.3 Health And Wellbeing Programme

## **2.8 Physical Wellbeing To Support Inclusion**

- 2.8.1 Mental And Physical Health Awareness
- 2.8.2 Leisure Facilities For Inpatients
- 2.8.3 Herefordshire Football Team
- 2.8.4 Health Benefits Of Horticulture

## **2.9 Employment Focus**

- 2.9.1 Local Employers Learn About Mental Health 2gether
- 2.9.2 Better 2 Work – Support into Employment
- 2.9.3 Vocational Pathway
- 2.9.4 Forwards To Employment
- 2.9.5 Mental Health First Aid (MHFA)
- 2.9.6 Let's Talk Employment

## **2.10 Arts, Activities And Culture For Inclusion**

- 2.10.1 Reflections On Art
- 2.10.2 Art For Understanding
- 2.10.3 Art Displays
- 2.10.4 Herefordshire Photography Sessions
- 2.10.5 Drama Projects To Enhance Equality And Diversity

## **SECTION 3 DEVELOPMENT THEMES FOR SOCIAL INCLUSION 2014-15**

# Social Inclusion Annual Report 2013-2014

## 1. INTRODUCTION

A core value of 2gether 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 recognises that there are links between improved wellbeing, recovery and the feeling of inclusion. We acknowledge our responsibility to champion an inclusive approach across our service to local people in Herefordshire and Gloucestershire. During this reporting period there has been a restructuring of the Social Inclusion Team in order to provide locality based support. In addition, key strategic documents have been launched to guide socially inclusive practice. These documents include the Trust's Service Experience Strategy<sup>3</sup> and the Trust's Volunteering Strategy<sup>4</sup>.

### 1.3 PURPOSE OF THIS DOCUMENT

The Social Inclusion Annual Report for 2013-14 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.2gether.nhs.uk/files/Service%20Expereince%20Strategy%20%202013.pdf>

<sup>4</sup> <http://www.2gether.nhs.uk/files/2gether%20Volunteering%20Strategy%20June%202013.pdf>

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

Social Inclusion practice development activity has featured across all Trust services during 2013-14. This section provides some examples of the work that has been undertaken 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 focus 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. Presentations have included narratives from a Focus Group of people using the Drug and Alcohol Service in Herefordshire; Children and Young People's experience; experience of People with Learning Disabilities; experience of a carer of their loss of a family member by suicide; experience of an individual using the Better2Work service; experience of an individual participating in the Recovery College.



#### 2.1.2 SERVICE USER CHARTER

2gether's Service User Charter<sup>5</sup> was launched in October 2012 and implemented throughout the Trust. This document expresses pledges to people who use services about the way in which we will offer our services. In 2013 an Easy Read version of the Service User Charter was co-developed through work with 2gether's For Me About Me group. This poster has been disseminated to clinical areas.

<sup>5</sup> [http://www.2gether.nhs.uk/files/Service\\_User\\_Charter.pdf](http://www.2gether.nhs.uk/files/Service_User_Charter.pdf)

### 2.1.3 CO-PRODUCED FILMS

In order to progress the development of practice in line with the Service User Charter and provide best service experience, various development initiatives have been progressed in 2013-14. For example, short films to assist with staff training have been made in collaboration with the University of Gloucestershire Media Company. These will be launched in April 2014.

### 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 113 Experts by Experience registered with the Social Inclusion Team. Of those, 48 were actively involved in this role during the reporting period, although others may have been approached by clinical services directly to participate. Some Experts by Experience have been involved in a variety of activities throughout the year and many have contributed in more than one way to the work of the Trust. 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**

Type of Involvement Activity	Number of Experts involved	Number of sessions
Recruitment and Interviewing	18	39
Training	10	43
Steering and Reference groups	19	82
Sharing Experience to inspire others	6	12
Project Work	17	29

A number of registered Experts by Experience are not currently active in Trust activity. A follow up of those registered has been an ongoing activity through the year. In addition, the registration documentation has been reviewed to capture better information on each Expert by Experience's area of lived experience and to establish what tasks they could be involved in. Role descriptions for involvement in Trust activities have been established to ensure greater clarity about the expectations of an Expert by Experience role. This assists us to manage the process of matching tasks with people and to offer assurance of a robust governance process.

Building on work started last year to train Experts by Experience in the Recruitment Process, the team, Speech and Language Therapy Professional

Lead, and the Human Resources Department have developed an Easy Read version of the Recruitment Training to increase the capacity of people with a Learning Disability to become involved.

### 2.1.5 15 STEPS CHALLENGE

The 15 Steps Challenge<sup>6</sup> is a national initiative developed by the NHS Institute for Innovation designed to enable service users and carers to give their 'first impression' of a care environment.

During 2013-2014, The 15 Steps Challenge was implemented across all of the inpatient environments in Herefordshire and Gloucestershire.

A team of Experts by Experience worked alongside the Social Inclusion Team to visit each environment for a short period of time, taking 15 steps onto each ward to give their view of:

- how safe the environment feels
- how welcoming it feels
- what the care they receive may be like
- how organised the ward feels

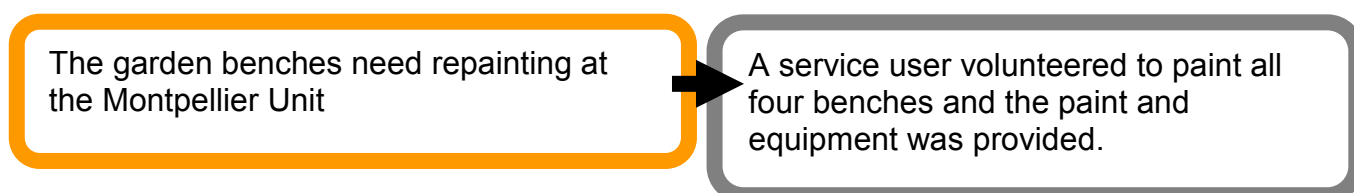
A report of positive practice observed and areas for improvement was developed by the Expert by Experience team and shared with each ward to enable them to create an action plan.

Follow up visits were conducted 6 months later allowing time for changes to be made. As a result of the 15 Steps Challenge some of the changes made to wards included:

- welcome signs
- staff photograph boards
- easy read information
- tidy and clear notice boards
- easy access to activity resources

Ward Managers have reported the value of service user and carer involvement in this way to give a 'fresh perspective' on the clinical environments.

#### Box 1 - 15 Steps Challenge example of 'You said, We Did'



<sup>6</sup> <http://www.institute.nhs.uk/productives/15stepschallenge/resources.html>

### **2.1.6 PEER MENTORSHIP - HEREFORDSHIRE**

The Drug Treatment and Advice Service (DASH) have been working to identify and secure appropriate training for people who wish to become Peer Mentors and Support Service Users in recovery from substance misuse. In addition to the inclusion goal that is achieved through this mechanism, the initiative also increases the employability opportunities for Peer Mentors. The DASH Recovery Hub has also become operational during the reporting period facilitating recovery activity in a welcoming and well equipped facility.

### **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 ACTIVITY**

The development of care plans to complement nationally required Care Clustering has been undertaken through co-production. Experts by Experience and partner organisations were consulted with closely by Lead Nurses for Psychosis and Non Psychosis through the Stakeholder Advisory Group, which runs bi-monthly and functions to provide input regarding clinical issues pertaining to this client group. In addition, the Trust Strategic Development lead supported by the Social Inclusion Team ran two workshops with Experts by Experience to develop service user centred plans which also acknowledged the needs of Carers.

A further example of co-production was the production of a film to highlight the challenges that people with learning disabilities can face when attending healthcare appointments. 'The Long and Winding Road' was written and performed by the Dramatic Change Theatre Company, which is a Gloucestershire based inclusive group of disabled and non-disabled actors.

The film tells the story of a young man with learning disabilities and his journey to receive his first annual health check at his GP's surgery. His fears about what the check involves and how he will get there are played out, demonstrating the reasonable adjustments and clear communication health professionals need to use for patients.

The film is being shown to healthcare professionals across Gloucestershire, as a way of encouraging them to make reasonable adjustments to ensure people with learning disabilities have equal access to services.

The film can be viewed at:

<http://www.2gether.nhs.uk/the-long-and-winding-road12/?page=1>

### **2.1.9 FOR ME ABOUT ME**

The Trust's For Me About Me Group has five members, all of whom have a learning disability. The Group advises the Trust on policies, projects and the development of accessible information. The work is invaluable in helping 2gether see things from the point of view of a person with a learning disability.



The majority of the work of the For Me About Me group involves providing feedback and making suggestions for improvement of accessible information. For example, the Service User Charter, accessible course material for the Improving Access to Psychological Therapies Team and Art Therapy leaflets have been developed this year. Group members frequently take part in the recruitment process for new staff and will soon be taking part in the 15 Steps Challenge. Colleagues often attend the For Me About Me meetings in order to obtain their feedback on future projects and service developments. The opinions of the group are highly respected throughout the organisation.

#### **2.1.10 CHILDREN AND YOUNG PEOPLE**



In early July young people from Gloucestershire chaired the conference and presented ideas about Improving Access to Psychological therapies for children and young people. The event was supported by 2gether's Service Director for Children and Young People's Services in Gloucestershire, 2gether's Clinical Director for Social Inclusion and the commissioner for this local service.

#### **2.1.11 PUBLICATIONS**

People with expertise of 2gether's services have recently published information about their experience. This information provides a rich narrative to learn from and understand what constitutes the best service experience<sup>7 8</sup>.

## **2.2 CARER INCLUSION**

### **2.2.1 CARER FOCUS GROUPS**

A number of focus groups with family member carers in Herefordshire and Gloucestershire were held at both Stonebow unit and Charlton Lane Centre this year as part of our quality development programme. Focus groups with Carers from BME communities have also been undertaken and improvement activity undertaken as a result. For example, a BME carers focus group in July 2013 was attended principally by parent carers from the African Caribbean Community. Feedback to the Children and Young Person's Service (CYPS) Equality and Diversity Group was provided. The feedback was largely positive but identified in some circumstances a multiagency lack of response to carers' needs, particularly if a young person was outside of the special school system. This is an item noted for the subsequent carer development work within the Trust.

<sup>7</sup> June and Brian Hennell (2014) Hello, I'm still me/ Living well with Dementia, In Denning A and Thomas A. Oxford Textbook of Old Age Psychiatry 2<sup>nd</sup> Ed (2014) Oxford University Press pp 385-388.

<sup>8</sup> McGraham J (2013) Learning to live with Personality Disorder; Reflections of living life through trauma and mental illness. The Choir Press, Milton Keynes

This work has led to an increased understanding of the carer experience and contributed to the partnership work with Carers Gloucestershire and local commissioners to develop new pathways within and out of the organisation in line with new carer's services.



## 2.2.2 INFORMATION FOR CARERS

A Carers Information Booklet has been developed and published this year through co-production with carers and other agencies. It is available in hard copy and online<sup>9</sup>.

## 2.2.3 YOUNG CARERS

During this year the Family Empowerment project delivered in partnership with Gloucestershire Young Carers was completed and achieved significant outcomes. The project further developed the partnership working between 2gether and Gloucestershire Young Carers and laid strong foundations for improved provision for young carers as part of a Think Family approach. The project achieved the following:

- improved process for identifying and recording children in families
- identification of Young Carer Link Worker for each team or service
- delivery of training to Young Carer Link Workers
- family empowerment intervention for identified young carers
- Development of Young Carer promotional video
- development of family information pack
- re-launch of 'In the Bag' resource pack for children and young people who may be carers
- first joint learning event for the county

Due to the success of the project, further funding has been secured to build on the initial successes and provide a family intervention worker to be piloted in one locality.



2gether Trust's Chair, together with practitioners from 2gether's services, supported the Twilight Event in Gloucester organised by Gloucestershire Young Carers. The event showcased the work achieved to date by the partnership between the two organisations. The project work, which is funded by the Department of Education, aims to ensure that young carers are identified and well supported when their parents or other family members are requiring care in 2gether's services.

<sup>9</sup> [http://www.2gether.nhs.uk/files/Carers%20Booklet\\_web.pdf](http://www.2gether.nhs.uk/files/Carers%20Booklet_web.pdf)

## 2.2.4 WORKING WITH CARERS OF PEOPLE WITH DEMENTIA

In Herefordshire the Department of Mental Health for Older People recently attended the Alzheimer's support meetings and continue to offer training sessions on a regular basis. Carers are signposted to these support groups from the service. In addition, two carers are involved in the steering group to develop the new memory service.

In Gloucestershire, carers of people with dementia have been consulted on a one to one basis regarding their experience of inpatient care to inform quality developments. Feedback was also sought in relation to leaflets/information developed.

Managing Memory <sup>2</sup>gether in Gloucestershire also delivered 19 sessions in the reporting period with a total of 175 places being taken up. Feedback from the sessions is very positive.

*"Very helpful session, nice that we can ask questions and input at any time. Very clear and easy to follow."*

**Brain and Behaviour, Weavers Croft (Evening) 10.7.13**

*"Most helpful, good to be able to hear other people's problems. You are not on your own."*

**Understanding Dementia, Cirencester 4.7.13**

## 2.2.5 CARERS GARDEN PARTY

A second garden party was held at Wotton Lawn in September. The event was supported by <sup>2</sup>gether Charitable Trust, local businesses to Gloucester and Cheltenham and staff from <sup>2</sup>gether who donated tombola gifts and cakes. The event is held to foster strong collaboration between service users, their families and staff, and to support best service experience. The garden party was also attended by representatives from Carers Gloucestershire, Gloucestershire Young Carers, County Community Projects and <sup>2</sup>gether staff who could offer advice and information to everyone who attended.



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## 2.3 COMMUNITY ENGAGEMENT AND INVOLVEMENT

### 2.3.1 HEREFORDSHIRE ENGAGEMENT EVENT

An Engagement Event focussing specifically on the delivery of mental health services in Herefordshire was held at Hereford United Football Club in May 2013. Over 70 people took part to:

- hear more about how mental health services in Herefordshire are developing
- help us to shape mental health services in Herefordshire
- network with others who are interested in supporting innovation, best practice and collaboration

The partnership focus enabled a mix of people who use our services, their carers, our communities and partner organisations to discuss the services that <sup>2</sup>gether offers so that services are fair, accessible, inclusive and of the highest quality for the people that we serve. Another goal of the Herefordshire event was to develop ways to tackle the stigma that is often associated with mental illness.



### 2.3.2 FRESHERS FAIR IN GLOUCESTERSHIRE



Following up on last year's successful event at Gloucestershire College the Gloucestershire Recovery In Psychosis Team and the Social Inclusion Team took part in the Freshers Fairs for students across all three campuses in September. The session aimed to raise awareness of emotional wellbeing and increase knowledge about the help available for mental health concerns.

### 2.3.3 CRUCIAL CREW – YOUNG PEOPLE IN HEREFORDSHIRE

Primary school children across Herefordshire attended workshop based days promoting safety, healthy lifestyle choices and good mental health. The event, called the Crucial Crew, was held at Hereford Football Club over a two week period in June. Children could attend up to nine hands-on workshops in a day at the event, which was organised by Hereford and Worcester Fire and Rescue service, Hereford Housing, the British Red Cross, Network Rail, West Mercia Police, Crush/Women's Aid, Herefordshire Council and <sup>2</sup>gether.

<sup>2</sup>gether's Social Inclusion Team together with a volunteer from the University of Gloucestershire facilitated workshops to 1200 Year 6 Children to promote emotional wellbeing and to help participants to understand themselves as people and improve their overall wellbeing, both now and later in life, particularly as they enter secondary school. Each workshop lasted approximately 20 minutes and the children were asked to do a number of exciting activities.



*"The project ...has been fantastic, I have overcome challenging situations and learned how to work successfully both in a team and using my own initiative."*

*Crucial Crew Intern 2013*

*"I have gained valuable experience which I hope will enhance my career opportunities."*

#### **2.3.4 KISSING IT BETTER IN GLOUCESTERSHIRE AND HEREFORDSHIRE**

Kissing it Better was launched in <sup>2</sup>gether in 2013 as mechanisms for encouraging clinical staff to undertake small projects which make a big difference to people's experience.

Over the last 12 months, projects have included:

- holding community Art Exhibitions
- establishing a volunteer dog walking project
- bingo nights on inpatient wards
- providing radio sets for people using inpatient facilities

For 2014, Kissing it Better activity has been incorporated within the Trust wide 'Positive Practice' program and a series of Positive Practice 'Pop Up' events are being held across the Trust. Staff are encouraged to pledge a small idea to make a big difference, access resources to help them put their idea into practice.



An example of a particularly successful project in Herefordshire was the establishment of a successful dog rescue group. A Healthcare Assistant at the Assertive Outreach Team in Hereford took the initiative to provide inspiration and opportunities for people who use services to volunteer at the local Animal Shelter.



### 2.3.5 CULTURAL BAROMETER



A number of key personnel from the Trust and partner organisations met in March at Charlton Lane Centre for the launch of the Cultural Barometer. This work was part of an ongoing project for quality developments to increase access to Managing Memory 2gether services for people from Black and Minority Ethnic (BME) populations who had memory problems and dementia.

Actions have involved developing and delivering staff training, promoting awareness of vascular health, developing learning and good practice resources for Trust, and creating welcoming environments for all communities in clinical settings.

This work has been the basis for the development of a BME Dementia Practitioners Network involving key staff in partner organisations which meet regularly through structured and planned forums to evidence & support good practice.

### 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 2013-14 308 new starters received Equality and Diversity training and 44 2gether staff in Gloucestershire completed a more intensive day course. In addition, support to raise awareness outside the organisation is ongoing, with 302 paid carers receiving some Equality and Diversity training as part of the Reducing Health Inequalities programme co-ordinated by the Trust.

In Herefordshire work is underway by the Social Inclusion Team with staff to raise awareness of the Mental Health needs and capacity to respond within the transient Polish community as people arrive each year, for example to work on local farms. It is planned to work with farmers to ensure that what support for workers is available is understood and that links are in place if support is required. In addition, work has begun with members of Eastern European migrant populations in partnership with MIND. A learning package around Eastern European awareness for Stonebow in-patient unit is being developed by the Social Inclusion Development Worker for implementation in 2014-15.

The Trust participated in community led work in Gloucestershire this year to raise awareness of dementia and services to support affected families in BME communities. The group organised an awareness session with Community leaders in the Polish Community and is exploring ways to support other communities that feel excluded.

Teams at Wotton Lawn were keen to understand the cultural adjustments that may be required in the treatment of people of the Muslim faith by making links and visiting the local mosque. The Social Inclusion Team had some input into work led by the Acute Care Forum at the Stonebow Unit to create a multi-faith room.

### **2.3.7 PEOPLE FROM TRANSGENDER COMMUNITIES**

Senior members of staff from 2gether took part in a consultation evening held at the end of February 2014. Arranged by Gloucestershire County Council's Equalities Team, the event aimed at enabling service providers to gain a better understanding of the challenges faced by people undergoing, or who have undergone the transgender process. It also enabled links to be built with members of the Trans-Gender community and to start the process of understanding how services offered may be improved. Further work will be undertaken in 2014-15 with the transgender community to raise awareness and understanding within 2gether Trust.

### **2.3.8 WORKING WITH THE ARMED FORCES**

The Clinical Director for Social Inclusion and members of the Gloucestershire Improving Access to Psychological Therapies service took part in an inclusion event held at Imjin Barracks, Gloucester. The conversations held with participants enabled greater understanding of the need to be responsive and accommodating to people who require 2gether's services, who are transitioning from military duty, who are reservists or who are veterans of military service. Key connections were made with third sector and charitable organisations connected with the armed forces and commitment to work collaboratively made.

Raising awareness of mental illness and maintaining emotional wellbeing in the Armed Forces Community is a national and local priority. In addition to the specialist treatment available through Let's Talk, a member of the Social Inclusion Team has become an accredited trainer for Mental Health First Aid for the Armed Forces community. The programme is designed to educate those within the armed forces community, including serving personnel, veterans, family, and civilians who work in military setting to gain an increased understanding of mental illness and skills to support someone in a 'first aider' role should they be showing signs of mental ill health.

### **2.3.9 PAWS ON PATROL**

Part of the Safer Gloucester work of Gloucester City Council Paws on Patrol drew large crowds in June 2013 and was an example of a public event where the Social Inclusion Team supported by volunteers have a chance to meet the public and talk about mental health issues.

## **2.4 REASONABLE ADJUSTMENT**

### **2.4.1 GREENLIGHT FOR MENTAL HEALTH**

Self Assessments for Green Light for Mental Health and related Action Plans were reported and endorsed through the Trust's Governance Committee for both Herefordshire and Gloucestershire. In 2013 the NDTi launched a revised version of the self-assessment

requiring greater involvement of Experts by Lived Experience which will be a goal for 2014 - 15.

## 2.4.2 DEVELOPING E-LEARNING

Joint working has occurred between Social Inclusion, the Health Facilitation Team and the Training Departments of both our own and Gloucestershire Hospitals Trust this year. This has enabled the production of an e-learning package to raise awareness among all staff of the needs of people with learning disabilities accessing services. It has also reinforced the requirement to make reasonable adjustments to enable people to access care. The package is designed for roll out in April 2014 and will form a part of local induction for new starters. The resource will also be accessible by any member of staff to develop practice in this area.

## 2.4.3 THE 5<sup>TH</sup> BIG HEALTH CHECK DAY 2013

The fifth annual Big Health Check Day was held in Gloucester in May 2013 was organised jointly by Gloucestershire Clinical Commissioning Group, 2gether NHS Foundation Trust, Gloucestershire County Council, and Gloucestershire Voices. Other organisations that attended include Mencap, SEAP (Support, Empower, Advocate and Support) Advocacy Services, PALS – the NHS Patient Advice and Liaison Service, the Independence Trust, Carers Gloucestershire, SeeAbility, and Healthwatch. The Big Health Check Day is part of the implementation of the ‘The Big Plan’ – a joint strategic plan between NHS Gloucestershire and Gloucestershire County Council.



The event, held at Wall's Club, in Barnwood focused on the health and wellbeing of people with learning disabilities and was open to individuals with learning disabilities, their families and carers. 217 participants had the opportunity to find out more about local services and resources from the 26 stall holders. There were also a number of fun and informative sessions on exercise and health, better eye care and Dementia support. 2gether's Managing Memory Service and Community Development Workers also provided information at the event.

Planning for the 6<sup>th</sup> annual Big Health Check Day is now underway.

## 2.4.4 EASY READ EMOTIONAL WELL BEING COURSES

The Let's Talk Locality Clinical Lead (North) and a trainee from the University of Bath have adapted the Let's Talk's Manual "5 Steps to Emotional Wellbeing" to an Easy Read format called the "Feel Good Book". 18 people attended the pilot course at the Children's Library Chalet and the materials were also trialled at Forwards Work Club Drop Ins. The high quality of this production has widened access to a mental health programme relevant to a client group where the risk of developing mental health problems is significantly increased. Let's Talk Gloucestershire are now planning to roll this out across the county.

*We learned a lot about the people we may otherwise have taken a lot longer to find out.*

*The Feel Good Book proved to be a fantastic way of highlighting the positives and negatives regarding a person's skills, how they feel about themselves, and their personal and work achievements and future aims.*



## 2.5 TACKLING STIGMA AND NEGATIVE DISCRIMINATION

### 2.5.1 WORLD MENTAL HEALTH DAY 2013

2gether took part in the international World Mental Health Day on October 10<sup>th</sup> 2013. The day was aimed at reducing stigma and promoting understanding about mental health across communities. Our Chief Executive was interviewed live on BBC Radio Gloucestershire to champion the local initiative. In addition, members of staff were out and about at supermarkets in Gloucester and Hereford, as well as at an event in Newent, raising awareness of our work and the support available to people with mental health conditions.

The theme for World Mental Health Day this year was 'older people'. A new leaflet was produced for the occasion and includes tips and information on maintaining wellbeing as we grow older. It also contains information about memory loss and dementia, as well as contact details for our Managing Memory services, Let's Talk and other partner bodies, such as Carers Gloucestershire and Herefordshire Carers Support.



The leaflet is available at the following link on 2gether's internet site: <http://www.2gether.nhs.uk/files/Older%20people%20leaflet.pdf>

### 2.5.2 SCHOOLS AND YOUNG PEOPLE

Seven Observational Placements were offered over the summer of 2013 from a variety of professional groups to support young people making careers choices and to introduce young people to the importance of service provision that is inclusive and accessible.

The Social Inclusion Team took part in a feedback session for sixth formers at Rednock School, Dursley, regarding A level project work and A Level students from Dean Close visited for a second year to hear presentations from Let's Talk, Exerts by Experience and Social Inclusion staff on Mental Health.

Archway School in Stroud hosted a 2gether stall at a careers fair in March which demonstrated that young people are interested in a wide range of careers in the NHS.

### 2.5.3 LEARNING DISABILITY AWARENESS WEEK AUGUST 19-25<sup>TH</sup> 2013

The week was a successful demonstration of partnership working, planned and executed by the Trust, Gloucestershire Voices, Gloucestershire County Council, the Key Youth Support Team and Forwards Work Club. Events across the week included radio interviews and life stories, a celebration of all the work in the county at the Guildhall, the launch of 30/30 Employment Challenge at Forest Green Rovers and a highly successful Cultural Fair in St James' Park.



#### 2.5.4 NO HEALTH WITHOUT MENTAL HEALTH

The Clinical Director for Social Inclusion has taken up a leading role in the multiagency effort to tackle stigma in Gloucestershire<sup>10</sup>.

## 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. The Trust Volunteering Strategy was published in 2013<sup>11</sup>. The strategy brings in new ways of working to ensure that volunteers feel supported and that systems of governance are in place.

The development of role descriptions, training requirements related to individual role descriptions, and a clear method of support and review for volunteers is now in place, with responsibility for service participation in working with Social Inclusion Development Workers disseminated through the Trust governance leads.

Examples of new roles developed in the new system include:

- Gardening Project Co-ordinator
- Recovery College pastoral support volunteer
- Design Support Volunteer
- Occupational Therapy group support volunteer
- Let's Talk volunteer.

### 2.6.2 VOLUNTEERING ACTIVITY

A review of the process of recruiting volunteers took place during 2013-14. As



<sup>10</sup> Department of Health (2014) *Closing the Gap: Priorities for essential change in mental health* [www.gov.uk/dh](http://www.gov.uk/dh)

<sup>11</sup> <http://www.2gether.nhs.uk/files/2gether%20Volunteering%20Strategy%20June%202013.pdf>

such a moratorium on recruitment was established for the latter half of 2013-14. This has had an impact on the number of volunteers who complete the registration process. It has also reduced the number of volunteers who were recruited but were not offered a volunteering experience. Relationships have been built with local community based groups who co-ordinate volunteers such as Fair Shares and the University of Gloucestershire volunteer services to promote our volunteer opportunities to a wider population. Table 2 illustrates the number of volunteers registered in 2gether in 2013-14.

**Table 2: Registered Volunteers in 2gether Placements and new roles in 2013 - 14**

Locality	Number of Volunteers in 2013-14	Number of roles developed
Gloucestershire Locality	3	3
Gloucestershire Countywide (includes inpatients)	24	5
Corporate (including volunteer drivers)	12	0
Herefordshire locality	4	3
Children and Young Peoples Service	12	1
Let's Talk/Primary Mental Health	35	0
<b>Total active volunteers</b>	<b>79</b>	<b>12</b>

During 2013-14:

- 28 new volunteers completed the registration process and are undertaking volunteer activity.
- 21 registered volunteers are currently unplaced
- 10 vacant volunteer roles have been identified

**2.6.3 NEW VOLUNTEER ROLES – CHILDREN AND YOUNG PEOPLE**

A new volunteering scheme has been launched through collaborative work with 2gether’s Children and Young People’s Service and Action for Children. Seven new volunteers have been registered for these roles and are supported by Action for Children The role of the volunteers is to befriend young people as they leave mental health services and provide a social support during this transition.

## 2.6.4 NEW VOLUNTEER ROLES – HEREFORDSHIRE



*If you undertake tasks in stages, you can achieve your goals – as in recovering from mental illness.*

*We've been chitting potatoes this week – I put a potato in everybody's hand including the doctor and then everybody's doing something together towards the project.*

From June to October 2013, several months of work were spent creating and recruiting to Oak House Recovery Residence Gardening Project. The new gardening project in Hereford was inspired by local 2gether practitioners with the goal of helping people with mental illness on the recovery journey. Staff, service users, volunteers, and local businesses Oak House (inpatient recovery centre) have worked with to landscape the patch and bring it back to life for growing plants and vegetables. The local 'green care' scheme, share an interest in using horticulture as a way to improve and support recovery.

The project has brought people together, cutting across boundaries and also valued the skills of individual. It is also a great opportunity to involve the community – raising awareness of mental health and reducing stigma. Staff, patients and volunteers have been involved to grow fruit, vegetables and flowers and will also enhance the environment for people who use the service.

## 2.6.5 VOLUNTEER CELEBRATION EVENT

A celebration afternoon tea was held at Kingsholm, Gloucester Rugby Club this quarter to thank 2gether Volunteers for all that they do to make life better and to recognize their particular and important significance within the Trust. They were acknowledged for their extraordinary energy and commitment.



## 2.7 RECOVERY FOCUSED PRACTICE

### 2.7.1 RECOVERY COLLEGE

Severn and Wye Recovery College was established this year. Initially taster days were provided for students to experience the recovery College concept.

*The Recovery College Taster day was innovative, welcoming, informative, inspiring.*

*It gets me thinking about change in my life.*

Taster days were delivered for people wanting to find out more about 2gether's Shine funded Recovery Colleges. The taster days were held in early July in Herefordshire and Gloucestershire. The Recovery College pilots were open to all with lived experience of psychosis - service users, carers, family members and staff.

With funding secured from the Health Foundation as part of its Shine project, three Recovery Colleges took place in autumn 2013 in Gloucester and Hereford, incorporating Taster days, Recovery space days, three Recovery and Resilience courses and graduation event and opportunities for students to take part in research. The college courses were also supported by coaches and volunteers. The project also incorporated a work stream co-developing recovery care plans due for completion in 2014.

Forty-two students graduated in total from the college. Co-produced and co-delivered at every level, the College offered good opportunities for partnership working with a wide range of other organisations, services users and carers, and resulted in several interim learning opportunities through Adult Education in both counties after the College completed.

Feedback was resoundingly positive for all aspects of the college. Charitable funds have been agreed to run a second year of course 2014-15 and a plan is in place to pursue more sustainable funding during this time.

*I cannot speak highly enough of all those involved in this project. Attending the course validated my own experience. I was able to identify elements of my own journey, link theory to the practices I had employed and expand my own knowledge and understanding. I now feel better equipped to continue on my own journey and more able to support others on their journey of recovery.*

*The course enabled me to realise that I am not alone. The feelings and thoughts that I have experienced in the past are perfectly normal for someone who has experienced anxiety and depression. Having tutors with lived experience made a huge difference to how the course was taught and received. I felt safe in myself and in my surroundings. I haven't felt that in a long time.*

## 2.7.2 REMOTIVATION FOR OCCUPATION

2gether Occupational Therapists have developed an innovative approach to helping people at most risk of exclusion because of the impact of mental illness on motivation. Using evidence based practice developed from the Model of Human Occupation therapists ran and audited Remotivation Groups designed to increase confidence to access social roles and develop a sense of inclusion.

Feedback from those who had taken part supported the findings that the intervention had positively affected participants' ability to engage: initially used with older adults the plan is now to disseminate the learning and trial the approach with other age groups.

*I felt the museum events were particularly useful and enjoyable.*

*The baking workshop was most useful I hope it will motivate me to cook proper food again.*

**2.7.3 HEALTH AND WELLBEING PROGRAMME**

In Herefordshire an evidence based Health and Wellbeing Group 'Going for Goal' led by Nursing, Physiotherapy and Speech and language therapy staff took place in autumn 2013. A multifaceted approach has been used to engage people with learning disabilities and their carers in order to raise awareness of health and wellbeing for and with the participants.

**2.8 PHYSICAL WELLBEING TO SUPPORT INCLUSION**

**2.8.1 MENTAL AND PHYSICAL HEALTH AWARENESS**



The theme for Mental Health Awareness Week in May this year was physical activity. 2gether worked with organisations including Active Gloucestershire and local authorities to promote the benefits that being physically active can have on mental health and wellbeing.

The 2gether Roadshows visited five locations during the week – Coleford, Stroud, Hereford, Gloucester and Cheltenham – to promote the facts about mental illness and the services available for those struggling with mental health issues.

**2.8.2 LEISURE FACILITIES FOR INPATIENTS**

Patients often describe an experience of being bored, lacking entertainment and activities that they can do alongside other patients and staff. In response to this, staff at Mortimer Ward in Hereford have successfully bid for charitable funds to purchase equipment to enhance patient experience. As a result, patients now have access to a variety of equipment, including table tennis, table football, air hockey and various items of art equipment.

**2.8.3 HEREFORDSHIRE FOOTBALL TEAM**



A football project has been running in Herefordshire for several years. An official club has been formed in line with the FA Club

Standard Award and a consistent group of adults are regularly engaged in its activities. The team trains weekly and attends league tournaments once a month around the three counties. Many of the players have been involved from the beginning and have fed back how important the club is to them for giving them structure and a sense of achievement.

For many this group has at some time been their only social outlet and an integral part of their care plan, which has led to wider social interaction and has been successful in aiding their recovery in the long and short term. The training is held at Hereford Leisure Centre in order to encourage and support attendees to access the public facilities leading to wider social inclusion.

Members are encouraged to take ownership and the direction of any development is driven by their ambition to move things forward. Many of the players have gone on to undergo FA training, achieving coaching and refereeing certificates. This has been seen to prompt a growth in their confidence and communication skills and lead to some of our members coaching other football groups independently and even refereeing Sunday League games.

#### **2.8.4 HEALTH BENEFITS OF HORTICULTURE**

Gardening is being used in Gloucestershire to enhance service experience, support recovery and community connection. The Growing<sup>2</sup>gether scheme is based at the Hayden Road allotments in Cheltenham. Service users attend regular sessions there. The feedback suggests that people who take part, most of whom have a severe and enduring mental illness, are benefitting from the exercise, fresh air, sense of satisfaction and social opportunities offered by the opportunity for green exercise.



## **2.9 EMPLOYMENT FOCUS**

### **2.9.1 LOCAL EMPLOYERS LEARN ABOUT MENTAL HEALTH<sup>2</sup>GETHER**



An event was hosted by local organisation HR Champions in March 2014 in Cheltenham. 35 people attended the seminar which aimed to inform employers how to recognise the onset of mental illness and to gain understanding of the circumstances that can surround or trigger such episodes including work-based stigma. The Clinical Director of Social Inclusion and the Social Inclusion Team Manager presented at the event alongside an Employment Solicitor from WSP Solicitors. This was an important opportunity for gaining new conversations with local employers.

## 2.9.2 BETTER 2 WORK – SUPPORT INTO EMPLOYMENT

Better 2 Work Team continued to support people into work successfully 2013-14. The Individual Placement and Support model is used to support people who have experienced exclusion from the workplace because of significant mental health problems.

## 2.9.3 VOCATIONAL PATHWAY

A peer review presentation illustrating the relationship between Occupational Therapists and the local Work Club Forwards was presented at the British Association of Occupational Therapists Annual Conference by the Non-Medical Consultant for Social Inclusion.

## 2.9.4 FORWARDS TO EMPLOYMENT

The Trust continues to be an engaged partner in Forwards Work Club funded by Gloucestershire County Council. The year's activities have included attendance with Human Resources and Better 2 Work at the Forwards Jobs Fair, participation in a programme for Swedish visitors funded by their Government to understand the Work Club model and participation in 30/30 Challenge, an initiative to encourage inclusive employers to offer work placements to young people with disabilities.



## 2.9.5 MENTAL HEALTH FIRST AID (MHFA)

Sessions to facilitate Mental Health First Aid have been requested by community organisations and delivered throughout the year via the Social Inclusion Team. The photograph and comments below were the result of a two day MHFA Youth Course aimed at Youth Workers at Gloucester's Redwell Centre in February 2014.

*I will be much more aware of possible problems my students might have – I found the course very informative*

*I'm more confident and less worried about getting it wrong.*





Further interest in Mental Health First aid has been expressed via newly established links with local employers and from connections with the Military.

## **2.9.6 LET'S TALK EMPLOYMENT**

An Occupational Therapist was appointed as Employment Support Co-ordinator this year to support clinicians, service users and carers of the service with employment information. The Let's Talk website now has a range of self-help materials available to all, and a centralised resource on benefits and employment has been created to advise staff supporting service users. In addition staff can seek specialist advice by telephone consultation.

Community service staff and service users in Herefordshire are working with Enviroability, a local social enterprise organisation, which focuses on employment opportunities for people. Carers in Partnership are also supporting this development.

The Non-Medical Consultant for Social Inclusion presented a joint paper with local employment officers at a national conference in June 2013 which illustrated the partnership work that 2gether practitioners are undertaking to support people to access work opportunities.

## **2.10 ARTS, ACTIVITIES AND CULTURE FOR INCLUSION**

### **2.10.1 REFLECTIONS ON ART**

A selection of art pieces created by people who use 2gether's services and people who provide 2gether's services has been published throughout the year in the Reflections magazine and on their internet site <http://breakthroughmhart.com/>

### **2.10.2 ART FOR UNDERSTANDING**

A piece of art has been created by people who use 2gether's services and is on display in the office of the Trust Chair. The work involved a group of current in-patient service users, representing their ideas of Recovery and Hope for the future during admission to a mental health unit. The work was facilitated by the occupational therapy department at Wotton Lawn. Ideas were discussed with patients over several weeks which included word gathering, exploration of themes, colours, techniques and materials to be used, resulting in a mixed media piece of artwork measuring over one metre square. A sense of pride was expressed by everyone involved as people valued the opportunity to engage in a collaborative project, build their self-confidence and sharing perceptions of the shared experience of illness.

### 2.10.3 ART DISPLAYS

A range of artwork produced by both service users and staff from both counties was on display at exhibitions in June. Artwork including ceramics, glass, woodwork, paintings, and photography was on display at St Mary's Church, Gloucester City Centre. The work of artists from a variety of art groups running Trust wide was displayed and illustrated how participation in art and art therapy are very useful ways of expressing feelings and of helping to improve emotional and mental wellbeing. Displays of art work also featured at the opening of the newly refurbished Day Care facility at the Stonebow Unit, Hereford.



### 2.10.4 HEREFORDSHIRE PHOTOGRAPHY SESSIONS

Herefordshire Recovery Team South have run a photography group funded by charitable funds for service users across the county.

### 2.10.5 DRAMA PROJECTS TO ENHANCE EQUALITY AND DIVERSITY

The Gloucestershire Children and Young People's Participation Group have continued to work on the mental health play that they have created. The aim was to make a film for use around the county with children and young people. The group have been playing live performances to staff and community groups especially within BME communities. This has supported the work of the Equality & Diversity Group to improve access and understanding of children and young people with mental health needs in areas of higher deprivation.

### 3.0 DEVELOPMENT THEMES FOR SOCIAL INCLUSION IN 2014 - 15

- Continue modernisation of the recruitment and support of 2gether Volunteers across Herefordshire and Gloucestershire in line with the 2gether's Volunteering Strategy including performance indicators.
- Implement work to standardise the Needs Assessment of Carers and the carers focus group action plan including the development of a bespoke practice development workshop in conjunction with Carers Gloucestershire and Experts by Experience to enhance the implementation of the carers pathway.
- Develop assurance and implementation system for Greenlight for Mental Health compliant with the revised version of the document.
- Undertake continued Making Life Better campaign activity.
- Implement 2014 Recovery Colleges with Charitable Funds support.
- Develop Youth Recovery College
- Participate in Herefordshire's Crucial Crew fortnight with intern programme.
- Develop plans for a multiagency a Crucial Crew type event in Gloucestershire.
- Deliver bespoke mental health awareness sessions throughout the Farming Community in Herefordshire to support the migrant working population.
- Deliver Mental Health First Aid for the Armed Forces training programs in partnership with Duke of Gloucester Barracks, South Cerney.
- Deliver Mental Health First Aid for the local employers.
- Roll out Learning Disability Awareness e-learning in collaboration with the Training Department.
- Develop engagement and practice develop events to enhance understanding about the needs of people from the Transgender community.