



MSU/LSU Issue 48, December 2020

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WELCOME

Well it is the final week of working before Christmas holidays begin, and a great opportunity to reflect on what an usual year it has been. This is our fourth newsletter in 2020, and it is on the fantastic topic of celebrating diversity and difference in secure services. Although COVID-19 has dominated the news this year, it is so important to remember the impact that George Floyd had across the globe. The theme of this newsletter was chosen by Adele, please read her 'Note from the Editor' on the next page as she brilliantly explains her reasons behind it.

This newsletter has an excellent array of newsletter articles, including a lot of poems and entries from patients. It has just been fantastic. The positivity of celebrating peoples' differences is just the uplifting read that everyone needs. I really encourage everyone to share within your teams, patients and visitors.

Furthermore, in another uplifting Christmas spirit we have the announcement of our festive card competition! We had over 80 entries—a huge thank you to everyone who submitted, or let the patients know it was happening.

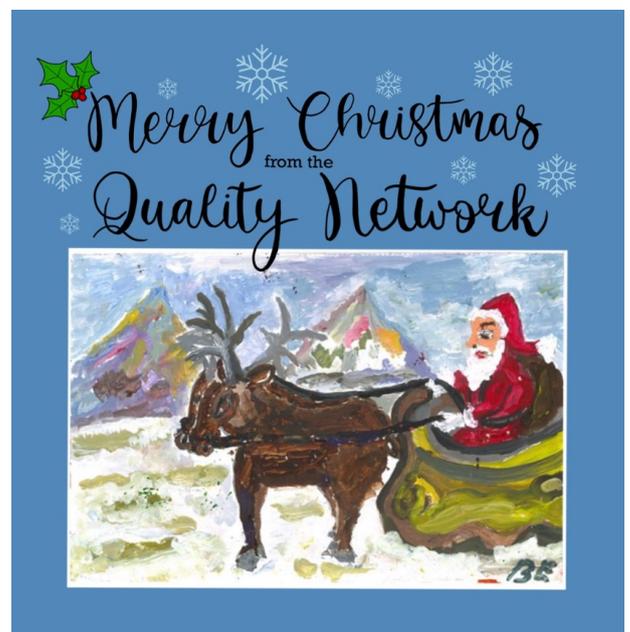
The last few weeks have been focussed on planning for what 2021 will bring—which is difficult to imagine at the moment. We are getting into the swing of virtual reviews, but ultimately hope to be visiting services physically again from September 2021. But if this year has taught us anything it is not to try and predict anything!

What we can be certain of, is our virtual event in February 2021 on relational security/See, Think,

Act in the context of COVID-19 and trauma-informed care. Please take a look at our weekly round-ups and on Knowledge Hub for access to the online booking form. It is an event not to be missed!

We will continue with our feedback meetings to all members. So far we have had a few and they have resulted in excellent suggestions! Our aim is to involve the Provider Collaboratives sometime in April to collate the feedback and things about changes to our Network based on the feedback provided. We really appreciate everyone taking the time out to speak with us. See you in the new year!

Kate Townsend, Programme Manager



A Note From The Editor

2020 has been a year unlike any other. Mental health staff have worked tirelessly, caring for patients with compassion and determination. As a network, we have witnessed innovate practice emerging from countless individuals and organisations across the country.

Amongst the challenges of 2020, the NHS celebrated its 72nd year. From difficult days, emerge opportunities for celebration and reflection. Alongside the NHS's countless achievements, is a radical, libertarian core. Forensic services employ staff and support patient's from diverse backgrounds, honouring the NHS's example of equal access to care irrespective of gender, race, class, nationality, sexuality or disability.

This year has also reminded us that inequality is still very much alive. The global Black Lives Matter movement following the death of George Floyd and the disproportionate impact of COVID-19 on black and minority ethnic communities are examples of this. In June 2020, the College affirmed its position, stating "The Royal College of Psychiatrists condemns racism and violence in all its forms and the horrific death of George Floyd will have affected the mental well-being of everyone who has witnessed it and who may fear

similar consequences for their own health and safety".

In this edition of the newsletter, we celebrate diversity and difference. The articles, poetry and artwork honour different experiences whilst exploring some uncomfortable truths. Creating space for uncomfortable conversations paves the way to better understand our biases and health inequities. In this edition, the submissions respect diversity whilst acknowledging histories that have oppressed it. As a network, we advocate the challenging of structural aspects of inequality and felt enlivened when submissions poured in soon after we advertised the theme.

Forensic staff, patients, family and friends are working towards a system that applauds difference and inclusivity, consequently improving the quality of care provided.

The network publishes this newsletter as a moment of remembrance, reflection and celebration for all that is diverse and different.

Adele de Bono, Project Officer, QNFMHS

We hope you enjoy reading this newsletter! Don't forget you can access some previous editions of our newsletter via [our website](#).

Some of our previous editions include:

- Lessons learned from COVID-19
- Good practice initiatives in secure services
- Peer support
- Research and Quality Improvement
- Staff training and support



Tackling Racism in Forensic Inpatient Services

Anti-racism QI project

In 2019 we began to closely monitor racial abuse on the Personality Disorder (PD) Service at the John Howard Centre, as this service recorded the highest number of incidences in the forensic service throughout 2019/2020. In June 2020 we formed a QI project to drill down in to why Racism is endemic within the service, and use QI methodology to measure improvement over time. We have a diverse workgroup made up of 5 service users and 11 staff from East India ward. We meet weekly to address how to manage racism within East India ward. This has already led to extremely difficult discussions. All team members contribute and work together to identify racism between service users, staff and service users, and staff on staff. The meetings have raised awareness and made addressing racism a priority for East India ward. Our longer term aims are to roll our learning and improvement measures to the wider forensic service; and more importantly, that the PD service will feel safe, enabled and better supported when experiencing and dealing with racism.

COVID-19 & Black Lives Matter

During the first wave of Coronavirus, statistics emerged that clearly illustrated those from BAME (non-white) backgrounds were more negatively affected by the virus than those from white backgrounds. This was felt throughout the forensic service, where a large proportion of our staff are from BAME (non-white) backgrounds. There was very strong leadership from Forensic Nursing Leads, who

were present, communicated, listened and acknowledged the difficulties experienced by staff from BAME (non-white) communities. Simultaneously, George Floyd's murder had a major impact within the forensic service which prompted the Service Lead for forensic services to ask for ideas and suggestions around how to tackle racial inequalities within our service and recognising that there was a very strong need to do so openly and honestly. These discussions led to the development of several forums that are gathering pace and strength as the year progresses:

- The Forensic BAME network
- The Forensic Racial Discrimination Group that is closely affiliated to the forensic BAME network
- The ELFT BAME Network

Clerkenwell Ward, Low secure, Forensic ward, Safety Huddle

In June 2020, Clerkenwell ward started to monitor and discuss racism. The majority of the team on Clerkenwell are from BAME (non-white) backgrounds and experience racism on a daily basis at work. There is a safety huddle every morning where the entire team is asked if any incidents of racial abuse have occurred over the past 24 to 48 hours. If so, they are discussed and staff members who are affected by them are asked how they would like to be supported throughout the shift. Doing this has ensured that racism is prioritised, the effects of it are discussed on both individuals and the team, and that there is a clear pathway to access support for those who are affected by it.

Racism Project Team, John Howard Centre, East London NHS Foundation Trust

Rushed Wind

The wind rush plight. The wind rushed before me, the weather west and stormy. The queen was on throne before me in all majestic glory. Home was here no more, the exile through open doors. We arrived just after the war, from bay of northern shores.

Our time had come to an end George dragon no longer a friend, the laws would break and bend, neglected by number 10.

My time had come to a halt, no longer the Lambeth walk; my status had reduced to a naught by a zoo of kangaroo courts.

CC, Broadgate ward, John Howard Centre & Wolfson House Centre

Black

Black is beautiful,
Black is true,
Black is savage,
Black is good,
Black is original,
Black is now free,
Black means well,
Black is just,
Black is not racist,
Black you can trust,
From Martin Luther King Jnr,
To Malcom X,
To Barack Obama,
Black means freedom,
In the past,
Blacks where attacked,
Now we are proud to be back,
I thank my lucky stars,
I'm proud to be black.

Kenneth O, Limehouse ward, John Howard Centre & Wolfson House Centre



Who Am I?

I was born in Hackney, my parents are from the West Indies.

Our festivals include Glastonbury and the Notting Hill Carnival. A traditional meal is curry goat with rice. Calypso music.

To drink, there is peanut punch soft (crushed peanuts and milk), Also

Supermalt (a sweet drink with vitamin B, minerals and vitamins

DSL, Clissold ward, John Howard Centre & Wolfson House Centre



Who Am I?

From London, Acton and both my parents were from Guyana. I also spent time in Peckham, north, south, west Sussex, Cotswolds, Liverpool Shropshire, Kent and Derby.

My cultural traditions are Guyana carnival, Notting Hill Carnival, Brazilian carnival, calypso music, fashion, different types of music such as rap, hiphop, jazz funk, soul. There's also Glastonbury festival, Trinidad carnival, Clark shoes, K shoes, safari suits. Food traditions include cookup rice, pepper pot, cowfoot soup, ackee and saltfish, gungo peas and rice, jerk port, jerk chicken, curried goat and rice, nutri mint, nourishment, cheese cake, mutton and lamb, carrot cake, mauby & sorrel fruit drink, coconut chi, bakes (dumpling) and sugar cane.

CM, Clissold Ward, John Howard Centre & Wolfson House Centre



Who Am I?

CH is the name, unusually said to call a name, sounds like causal, but my name is Ca..... my name was given me by my Jamaica father, whom has passed away now since 2011, god bless his soul.

Last I saw him was 2003 we worked together on the farm in Jamaica, we have animals of cows, bulls, goats, pigs chickens, dogs & a cat, good food all around even fruit on the trees in the ground veg, as it's a farm.

They are so many dishes of culture food, the one I like is ackee and salt fish with hard food with yam, green-banana, sweet- potatoes, onions, peppers, seasoned hot.

The fish market supplies us fish every Friday from white-house coast of black-river area, a worker deliver the fish on his motor-cycle.

Back here in England before I was born my mother is English and fell in love with my father in a perfume factory back in the early 1950s, they married as love blooms, my mother English family was against my father as to his colour, but as we move on we realize it was more of a struggle then in the early 1950s now that was over 65 years ago, BLM still a struggle.

Now were living in the 2020 soon to be 2021 and still ill behaviours is happening in society. I pray things will change for the better, but it's the new generation to step forward and make it happen, one day for a better understanding BLM.

I pray for a better understanding.

CH, Clissold ward, John Howard Centre & Wolfson House Centre

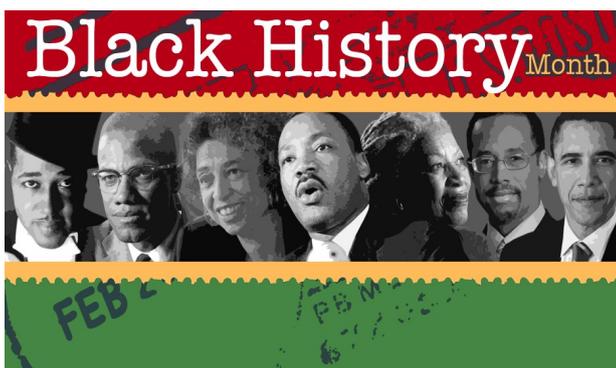


Image submitted by service users from the John Howard Centre & Wolfson House

Bob Marley



I saw him as a child when he had an afro

He used to take me everywhere on his shoulders
up the blue mountain

He was like an angel, strong features,
a good handsome man

Trenchtown was one big happy family

He had a husky voice like me, smooth too

His voice was like a music machine, even
when he was talking

He said 'There will be a black prophet
coming soon,
not Haile Selassie, he'll be God'

Every time I hear his music I jump for joy
"Equal rights to each and everyone"
"Every man deserves his own destiny"

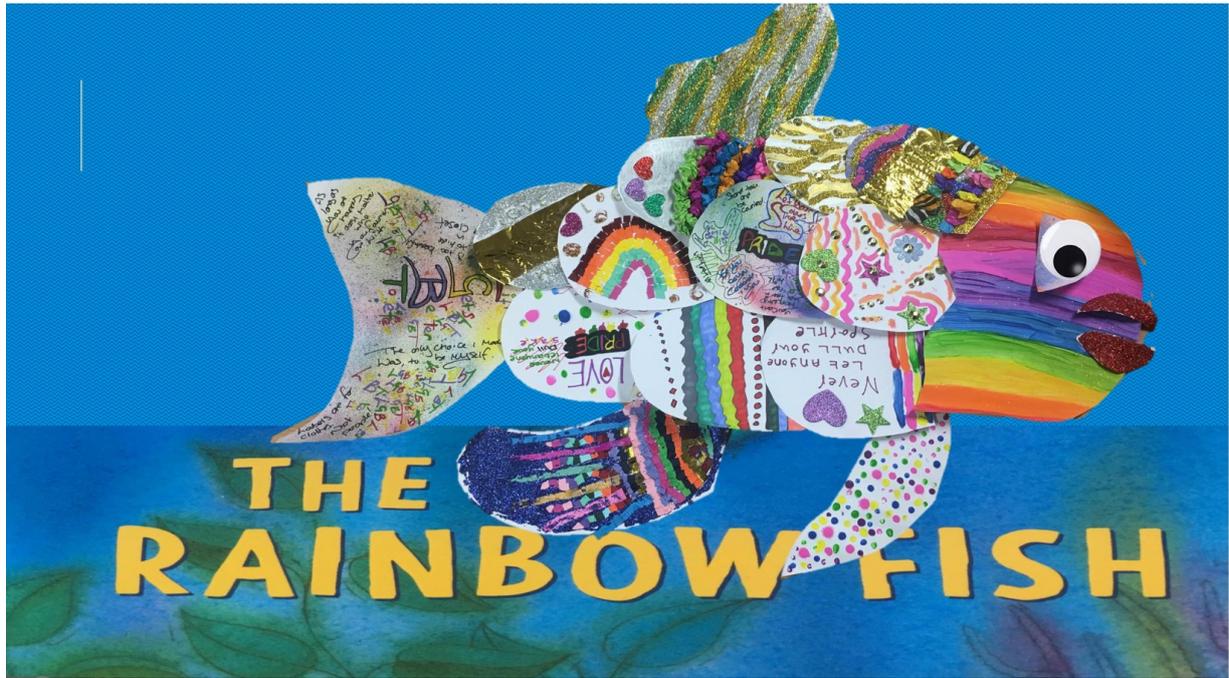
I saw him on stage when I was about three
and he called me to sing with him.

He took me everywhere he went, but left
Jamaica before I did.

A life without Bob would be turmoil
It's in turmoil now but they are connecting
his songs back together..

One love
One heart
Let's get together and feel alright
.. singing to the world
.. in peace and harmony

RM, Clissold Ward, John Howard Centre & Wolfson House Centre



InMind Group

Waterloo Pride

Waterloo Manor has celebrated Pride over the years in various interactive and creative ways. Our Pride events have been co-produced each year since 2016 and planned to fall in line with August celebrations of our local city of Leeds. We were encouraged to be bold by listening to our service users stories and struggles feeling 'different' on their journeys. We wanted to show that our hospital was a place of safety and acceptance for everyone, whether part of the LGBTQ+ community, an ally or someone finding their uniqueness and embracing it.

We started out in our first year with an LGBTQ group that looked at definitions, the history of the gay rights movement, Pride, role models and our 'own meaning' at Waterloo which was 'being who you are and supporting choice'. The group went on to challenge relationship policies and

highlight the non-discrimination policies and change language with help from our advocacy service. All we had achieved and learnt was turned into a 'Pride Guide' and shared with all service users and staff. It was launched at our first Pride event where we made a huge tie dye banner together to be displayed, as well as dressing in bright colours and having a party to celebrate. One of our service users commented at the time;

"Nowadays it is more acceptable to celebrate and show you are part of a LGBT family than say 20 years ago. Then it was a taboo, a leaflet like this helps people to talk openly and not be afraid to come out".

Due to the positive reception our first event had we held another colourful party the following year. Again, we wanted to create a large statement piece and we all worked together to create colourful feathers of an owl, a symbol of Leeds heritage that we felt kept us close to the local community and wider celebrations. The artwork was entitled 'owl stand by you'.

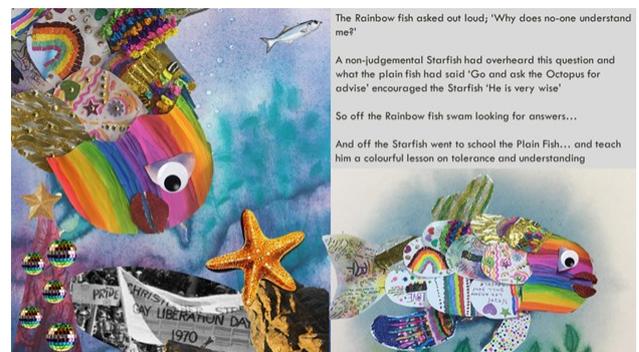
Nowadays it is more acceptable to celebrate and show you are part of a LGBT family than say 20 years ago. Then it was a taboo, a leaflet like this helps people to talk openly and not be afraid to come out - Service User, Waterloo Manor



By the third year, Pride was tradition and again we celebrated with a dance and singalong. The musical playlist was chosen by service users with a meaningful LGBTQ+ connection, songs of liberation and celebration. We again created a statement artwork piece that this time was influenced by colourful gnomes and the garden. We painted a bench in rainbow colours and placed it outside surrounded by hand decorated gnomes with a plaque that showed people that the bench was a safe place to talk and be supported, we also hung our pop art kissing gnomes in our art gallery.



Our 2019 Pride event was called 'Pride of Plaiice'. Again, we all worked together, service users and staff, to make scales that were colourful and bright, that also held messages of support for LGBTQ+ rights and when all joined together created a beautiful rainbow fish. We took the large wall mounted display and used the image to make a book about pride. We used a famous children's book about sharing and happiness and turned it into a book for everyone about a shared understanding and acceptance. We edited



pictures and our service users wrote the story. We also had 2 of our service users narrate the book on a video so could be shared in either format.

Each year, we have had our projects acknowledged by the National Service User Awards with each earning recognition as finalist projects in 2017, 2018, 2019, 2020 meaning that we have spread our message of 'being who you are' and our Pride in Pride with many other services over the years. At the virtual awards ceremony this year, we received the great honour of peer

recognition, receiving the people's choice vote in the 'Recovery and Arts' Category for rainbow fish.

Although 2020 has been a challenging year and made usual celebrations difficult for all, with Pride events cancelled up and down the country, we are happy to share our past events. This demonstrates that we are still showing our colours and looking forward to Pride events to come.

**Charlotte Byrne, Involvement Lead,
Mind Group, Waterloo Manor Hospital**

HSE

Let's Just Celebrate....!!!

A good friend once said to me.....

"If you can't be with the one's you love...
Love the one's your with"

You've probably heard this amazing little phrase before.

It is so true though... So, you really should heed it and you really should not ignore!!

I know your scared and you're probably wondering how you have ended up here and what the Hell is going on???
And it will take you awhile to understand what all these rules are based upon.

In my opinion on these rules is that they just want to keep us safe.
And they use these rules to help us in our moments of constraint.

I know it's very difficult when you first wake up on rugs and gowns.
You find yourself straining to hear and make sense of all the voices, noises and sounds.

But then after a few weeks you will begin to settle into their system.
And it won't take you long to realise that you too are the victim!!

Yes... You'll soon realise that actually your still alive.
And you'll do everything in your power to get through this and to survive.

Soon.... You'll be introduced to all the people there. And you're sure to meet someone who'll become your special friend.

And on that loving friendship you can lean on and depend.

It's this friendship you'll make that will help you to carry your painful load.
And will make sure you don't trip up on this treacherous and exhausting road.

Everyone is so different and unique....
They might not have the same beliefs as me or you.
So, respect their differences... Be kind, empathise and understand that's the best thing you can do.

It's obvious we are all so unique but it goes deeper than that.....
You see actually we're all so similar...
Because we have experiences with mental health and the traumatic things that have happened to us in the past!!

So, celebrate your differences because that's what makes you... YOU!!
And you know all too well that other's will have their own voices and will have their own points of view.....

**Anna V, Patient, Central Mental
Hospital**

The Tree of Life Model: A Strength-Based Approach to Tackling Inequalities in the North London Forensic Service

Black, Asian and Minority Ethnic (BAME) individuals demonstrate less than average rates of utilising therapeutic mental health services (Vossler et al, 2017) despite there being a stark over-representation of such groups within mental health settings, and inpatient secure care (Barnett et al, 2019). Individuals from BAME backgrounds are up to 3.5 times more likely to be detained under the Mental Health Act 1983 compared to individuals from White backgrounds.

Various hypotheses have been presented to explicate the causes for these ethnic inequalities; the most poignant being Psychiatry was developed on the ideas of western culture which makes it's transference to other cultures difficult (Grey, 2013). In addition, discrimination within the health system, social disadvantage, misdiagnosis and the way in which BAME individuals express their mental health difficulties have been identified as causal factors, impacting the equal access to care and treatment for BAME patient groups (Singh, 2013). Inpatient settings have traditionally adopted medical approaches to treating mental health difficulties, leaving service users feeling powerless regarding their recovery (Ford, 2001). The emergence of the recovery model of mental health has allowed for some recognition of service user expertise and its role in recovery.

Within secure care, staff often lack the knowledge and confidence to identify religious and cultural needs in BAME inpatient service user groups (Kang et al, 2020). Staff struggled to differentiate whether unusual views and practices formed part of religion, and/or culture, or were expressions of psychotic phenomena; with many staff not having received adequate training to meet these needs. Such research indicates the value of specialised support and training for staff so that service users can feel that their ethnic, cultural, and religious beliefs are understood and supported and this is reflected in commissioning policies for mental health (Joint Commissioning Panel for Mental Health, 2017). Indeed, Rathod et al. (2013) found that some psychological approaches, once culturally adapted, can have better treatment outcomes for BAME individuals.

North London Forensic Service (NLFS) are committed to providing person-centered and culturally sensitive care. As part of its equalities agenda, it commissioned a multidisciplinary group of professionals from the Community Choices Partnership (CCP) team to attend the Tree of Life (ToL) advanced training. The ToL methodology developed by Ncube-Mlilo and Denborough (2007) is a culturally sensitive, strengths-based narrative-informed intervention, which uses trees as metaphors, broadly recognised as a symbol of growth and positivity. Individuals are invited to reflect on important skills, values, hopes, dreams, relationships and aspects of personal culture by drawing their own trees. The different parts of the tree - the ground, trunk, branches, leaves and fruits facilitate the exploration of alternative stories of coping, resilience and support individuals in (re) discovering their identity. Participants are also invited to consider how different elements of their trees were sustained through adversity and trauma. Participants then share (if they feel comfortable) their unique trees and narratives with the facilitators and group members, following a celebratory ritual where participants receive their certificates and often share food, listen to music and dance.

Within inpatient settings, research suggests (e.g., Wellman et al, 2016) that this methodology is a powerful tool, which helps foster relationships with peers and facilitators/MDTs and enables participants to (re)connect with important values, hopes and personal strengths often forgotten given their past experiences. Studies conducted among populations who have experienced significant trauma (Jacobs, 2018; Hughes, 2014) noted that ToL enabled participants to develop empowering stories about their lives rooted in their cultural and social histories which promoted the development of shared, culturally congruent solutions to their problems.

Using the model and skills, the service has developed a series of four week ToL group interventions amongst inpatient and community BAME service users, with a focus on engaging people who are on the discharge pathway. Reflective practice and supervision sessions for all facilitators are an integral part of the intervention planning and it is expected that a service evaluation will be conducted in 2021 to explore the impact of the ToL intervention through interviews with both service users and facilitators.

NLFS understands the importance of service provision meeting the needs of every service user and have a structure that supports the celebration and exploration of culture and diversity. To mark Black History Month, service users and staff co-produced an event for

BAME service users, with a focus on engaging people who are on the discharge pathway. Reflective practice and supervision sessions for all facilitators are an integral part of the intervention planning and it is expected that a service evaluation will be conducted in 2021 to explore the impact of the ToL intervention through interviews with both service users and facilitators.

NLFS understands the importance of service provision meeting the needs of every service user and have a structure that supports the celebration and exploration of culture and diversity. To mark Black History Month, service users and staff co-produced an event for service users across 12 wards who came together to enjoy cultural foods, inspirational and educational online videos, quizzes, and a personalised message by rapper Shocka who himself has suffered with ill mental health and spent time in acute inpatient services. It was an extremely powerful day enjoyed by service users and staff alike.

**Filipa Alves-Costa, Forensic Psychologist,
Georga Robinson, Service Lead for User
Involvement and Sarah Hill, Senior Service
Lead, North London Forensic Service**

Black History Month celebrations were very interesting, colourful, and entertaining. We watched videos and the food was culturally appropriate. It was a really good day. We had balloons and cakes with famous black people on. Thank you! - AR, Service User

Black History Month event taught me knowledge and history that I didn't know before. I enjoyed listening to everyone's opinions and the get together was good considering COVID. The food was really enjoyable. - AA, Service User



Cumbria, Northumberland, Tyne and Wear NHS Foundation Trust

Celebrating Diversity and Difference in Secure Services

Across secure care services within Cumbria, Northumberland, Tyne and Wear NHS Foundation Trust we have worked collaboratively with our service users, staff (including our peer supporters) and family, friends and carers to develop our very own LGBTQ+ group.

As a trust we have a LGBTQ+ network and small team which coordinates training and events, however we wanted to set up our own sub-group within secure care. The gateway Recovery College within our service made links with the trust LGBTQ+ lead to organise some teaching and training for our students – this includes service users, carers and staff.

Unfortunately due to the pandemic, we have been delayed in setting this group up, but are pleased to say the development of this is now in its implementation phase. We have recruited a group chairperson who is one of our service users who supports everything and anything LGBT.

We have worked with our students within the college to raise awareness of equality and diversity and celebrate all that is diverse. We have had great fun within our creative wellness course, creating LGBT inspired bracelets in an



array of fabulous rainbow designs (pictured below).

One of our students has even made a "rainbowtastic Santa" for the Quality Network Christmas card competition to promote our LGBT theme and to spread the joy of celebrating all that is diverse!



We will hold our first meeting virtually in a couple of weeks across our whole secure service and already have a great deal of interest across all of our staff and service user groups, so we anticipate this group will be very well attended!

Our group is inclusive of all, including individuals identifying with the LGBTQ+ network or as allies to the cause – supporting equal civil rights, gender equality and LGBT social movements.

We hope this group will feed into many of our other service user led group forums to continue to share positive vibes and experiences. We hope to continue to raise awareness of the importance of being inclusive regardless of difference and to share our ethos and slogan of "celebrating all things diverse".

With our Recovery College working across the entire secure service, our service user presence at this forum represent a diverse group. It representation from both learning disabilities and mental health services and across various levels of security including medium and low secure and Hospital Based Rehabilitation as well as representation from our secure forensic mental health community team and forensic community service users.

We feel that although LGBTQ+ groups are well established in various forums and locations, it

was something we were missing within our secure service to support our service users, staff and carers. We have fantastic links across our trust but really wanted to create something within the secure setting to ensure transparency and inclusiveness to all.

Our group chairperson has designed us a poster (right) to represent the importance of inclusivity and embracing diversity.

We want this group to not only raise awareness but follow the ethos of our Recovery College to engage with people from all walks of life, to inspire hope and recovery in a safe, comfortable and inclusive space. To empower ourselves and others, to increase self-confidence and self-esteem and to share our lived experiences of various themes relating to LGBTQ+ and beyond to aid in mental and physical wellbeing.

We want to focus on championing equality and diversity and celebrate our differences in a prosocial and positive way. We hope that as this group develops and hopefully the pandemic diminishes, we can hold celebration events to further raise awareness and

celebrate and share our group with a wider audience across our services.

Jo Inskip, Recovery & Engagement Coordinator
Secure Care – Gateway Recovery College



Oxleas NHS Foundation Trust

Celebrating Cultural Diversity Among the BAME Patient Group in Forensic Mental Health Settings

What is BAME?

This is an acronym which stands for the Black, Asian Minority Ethnic group (Oxford Dictionary, 2020). An ethnic minority is a group of people who differ in race, colour or in national, religious, or cultural origin from dominant group – often the majority population – of the country in which they live (Scholastic, 2020).

BAME has been part of Oxleas NHS foundation trust for many years. Oxleas Trust has been known for its diverse staff and Service users. The Occupational therapy department within the prison and forensic directorate at the Bracton centre has established the BAME group to further support and promote individuals' cultural needs by upholding their values.

The BAME group at the Bracton Centre includes, but is not limited to:

- Black African and Black Caribbean people
- Asian and East Asian people
- People who are mixed race

Over the years, sessions have been facilitated to cover a wide range of topics including historic leaders from BAME backgrounds, religion, cultural differences / similarities / rights and culture. The BAME group also have supported service users within the group in raising ideas of how to start businesses and / or access employment on discharge to the community. Within the group, service users felt safe to share some of their challenges in the community, such as social stigma and barriers after experiencing mental health issues and years in institution. The group has been able to support individuals in expressing their views and challenge their cultural values within a given environment. As a result, this has enabled service users to develop their confidence levels and take pride in both the richness of their culture and in who they are as individual.

There have been opportunities for service users of different cultures to show and tell some of their best cultural food. For example, one has been supported by an occupational therapist to prepare and talk about his favourite traditional Eritrean dish which he then presented to a group of other service users and staff at this year Black History month celebration. The service user felt valued and was happy to share part of his culture with others, giving him a greater sense of pride and confidence.

Black history month 2020:

This year's black history month event was about celebrating the uniqueness of our culture. The programme included service users presenting about their individual cultural differences as well as observing the distinctiveness of each.

The presentations which were led by the service users generated various topics around, including both cultural differences and similarities. There were interesting facts about various cultures and how we can make each other feel accepted and welcomed: by being open to learn about other cultures as opposed to making assumptions.

Educational / Employment background

There have been interesting discussions around the lack of education or rather, having more of the BAME group within sports and entertainment. This has opened up room for discussion in questioning why some of the youths within the BAME group are going down the route of becoming sport personnel or thriving in the entertainment / creative industry.

In conclusion, we embrace and celebrate our service users' cultural values to improve their mental wellbeing, both within the hospital environment and when they are reintegrated back into the community. A culturally sensitive environment helps to support service users in managing their mental health better (Rethink Mental Health, 2020).

At Oxleas NHS Foundation Trust, we have come to understand our service users' cultural needs and sought ways to better provide them the opportunity to progress back into the community with the support and treatment needed.

The occupational therapy department have been able to work well with service users of BAME background by offering a safe space to

discuss cultural issues and look at ways to tackle challenges faced in the society with the experience of mental health.

Clara Egbeku, Tryphena Bioh, Maximus Chifamba and Felicia Ajayi, Occupational Therapists, The Bracton Centre



Online Peer-reviewer training

Reviewer training is a free event for staff from a service that is a member of the Quality Network. The training is a great learning experience for those who are interested in participating in the new virtual peer-reviews of medium and low secure forensic mental health services.

We have amended our reviewer training package to cover the process of virtual reviews and the responsibilities of peer-reviewers. We have condensed the session to 1-hour and these will be delivered on MS Teams.

The following training sessions are:

- 13 January 2021 (10:00–11:00)
- 21 January 2021 (14:00–15:00)
- 04 February (10:00-11:00)

If you are interested in attending, please complete this [booking form](#). Dates for later 2021 sessions will be available later in the new year. Keep an eye on our [website](#) for more information.

Save the date! QNFMHS See, Think, Act Event

We will be hosting a virtual, full-day event next year about See, Think, Act. This will cover relational security in leadership, boundaries in and out of COVID-19 and links with trauma-informed care.

When: Wednesday 10 February 2021 (timings and details TBC). The event will be held virtually.

Please use [our online booking form](#) to register for the event.

Knowledgehub

Have you joined the QNFMHS Online Discussion Forum yet?

Joining Knowledge Hub will allow you to:

- Share best practice and quality improvement initiatives
- Seek advice and network with other members
- Share policies, procedures or research papers
- Advertise upcoming events and conferences

We use Knowledge Hub as our main way of communicating with our members, so in order to keep up to date with the Quality Network, ensure you sign up!

Email 'join Knowledge Hub' to forensics@rcpsych.ac.uk

Co-creating an Anti-Racism Course in a Medium Secure Unit

Patients at the Broadland Clinic Medium Secure service in Norfolk were asking lots of questions about racism, after watching the Black Lives Matter protests on the news. They approached charge nurse to discuss this. There had long been concerns about the frequency of racial abuse at the unit and staff and patients decided they wanted to address this together. There was an awareness of the sensitivity of the topics involved, and that there could be potential for difficult discussions. However, as a team we really felt that so many of the underlying problems could be tackled head-on by opening the conversation and beginning education around these issues.

A twelve-week anti-racism recovery college course was co-created by service users and our adult education tutor from People Plus, who is based in our activity service. The aim of this group is to educate and inform service users and staff around the historical context of racism, in order to reduce incidences of racism and work towards creating a secure environment whereby racism can be openly challenged and/or eradicated. We researched similar groups running in Young Offenders Institutes (YOIs) and decided to create our own course, one which could be flexible and yet still very engaging for our service users (who were always involved in, and consulted with, in regards to the planning of the sessions and the topics to be covered).

We started running the course on Wednesday afternoons, and the session was popular from the outset. One essential aspect of setting up this course was to establish a non-judgemental environment where patients could ask difficult questions, for example on the origin of racial slurs, or on the media's view of immigration. Content and understanding built week-on-week, and some of the patients planned and delivered elements themselves. The scheme of learning had been designed to be reactive, able to adjust and adapt to the needs of the learners as the course progressed. Certain elements required more input whereas other sessions which focused on perhaps one aspect we were able to be sufficiently engaged with. The approach really allowed us to flesh the areas where service users had particular concerns,

misgivings or misunderstandings. The learner-led sessions worked very well, in particular one such session explored racism in mainstream football. This was really great to see, as so many of our service users are passionate about football it proved essential for them to draw comparisons between problems in wider society and the service, as well as the organisations which they follow and support. Not only this, but the empowerment also granted to a learner to research and then deliver to others about such an interesting topic really boosted the confidence and comradery amongst the peer group. (It was also a very positive way to incorporate some key ICT skills!)

Another key element was staff involvement. Black, Asian and Minority Ethnic (BAME) staff were approached regarding the group, and many were willing to support. It was important not to assume that they would be happy to address these topics with patients at work, but we found many staff were positive about the aims and objectives of the group and willing to facilitate discussions. Incorporating peoples' experiences and stories made the topics real for the patients and allowed them to further develop their empathy and understanding of experiences of racism and micro aggression. Service users having an open forum where they could ask questions of BAME staff members in a safe space thoroughly helped to build relationships and bridge gaps that may have been present previously. We found this to be particularly effective for giving context to some of the discussions, allowing for excellent levels of learning to take place.

As we are an intellectual disability service, it is essential that all sessions are accessible. It was possible to design course materials to suit our learners, with a variety of methods used. Topics were arranged in such a way that everyone could understand and engage with them. This often required some complex levels of differentiation between learners, but through short assessments and reflections, we were able to adapt and adjust the resources and materials as required to maintain high levels of engagement, meeting the needs of everyone present. The breaking down of complex ideas into small manageable pieces was vital to this process.

We have one session remaining of our twelve-session course. So far feedback has been positive and encouraging. Service users have made comments such as 'I have been enjoying the anti-racism session. It feels like a safe place to discuss these issues. It is quite touching and real; this is a real thing that is happening and affecting people. We should carry on from this

session. You can't do enough of this session.' Other areas of Hertfordshire Partnership NHS Foundation Trust are keen to roll out this group within other parts of the service.

We feel that assessments done over a period of time once we have finished the course will be most beneficial, ideally resulting in the creation of a secure environment free of racism and prejudice, where staff and service users feel confident in challenging any behaviour that is related to this. However, the final session will very much focus on the participants reflecting on what they have learned and how they plan to put this knowledge into practice on a daily basis.

While we have high hopes for this course having a large impact, if what we have been doing can make even the smallest change to a small amount of people, we consider this a massive success.

Desire Kigenyi, Charge Nurse, Dan Preacher, Education Manager and Vicki Malcolm, Occupational Therapy, Broadland Clinic

Elysium Healthcare

Celebrating Diversity and Difference in Secure Services: Chadwick Lodge celebrates BLM/ BAME history month

Background:

Following the recent events unfolding leading to the Black Lives Matter protest, Chadwick Lodge took the initiative to acknowledge the concerns many of our service users and staff may have encountered and the challenges in the course of their lives.

Chadwick Lodge welcomes diversity, this is evident in the workforce as well as our service users and external contractors. Therefore, it was apparent for us to create a support group for people to share their views, experiences and also for all to acknowledge and see the best way forward. Racism or discrimination of any kind has no place in our society. Equality and equity for all should not be a controversial issue, it is a human right. The principles of diversity and equality are core to the practice of all professionals and are enshrined within the code of ethics.

The main goal of BAME is to represent the diverse collective interests of the UK's Black Asian and Minority Ethnic (BAME) communities who expressed interest and advice on everyday living. Within the framework of Equal Life Chances for All, one

of the objectives is to ensure fair and equal treatment in relation to: Race, Colour, Nationality, Ethnic origin, Beliefs and Cultures.

Event: BAME Awareness Day held on 29 July 2020

The Black Lives Matter and BAME awareness day was held on 29 July 2020 at Chadwick Lodge creating awareness through events such as educational materials, Afro-music, food and quizzes held across Chadwick Lodge to highlight the diversity and equality across the secure services.

Below are some of the pictures of staff taken on that day:



OT staff during the event



Room decoration



Staff educational materials



Cultural snack's

Event: Black/BAME History Month – October 2020

Chadwick Lodge celebrated Black/BAME History Month on 21 October by asking its service users and staff to share their Black/BAME health heroes and inventors during the event.

The month of October was dedicated to Black history month; an annual, month-long celebration of achievements by black people, BAME and those

with black ancestry throughout history.

This October, service users and staff at Chadwick Lodge joined the worldwide community in celebrating Black History Month by helping to raise awareness of BAME/ black health heroes & inventors throughout history across the health sector.

The Black History Month also aimed to drive awareness and deepen our understanding of the BAME/black Britons across all sectors and also be a catalyst for BAME/black history, current and future possibilities to be shared widely.

Therefore, the event was celebrated across the hospital, where service users and staff attended and showed their support. All enjoyed the Afro-music, food, games and the educational materials/quizzes for that day. The event was very interactive with participation in the quizzes as well as staff and service users writing down their heroes, inventors and displaying them that day.

Lessons learned: Chadwick Lodge monthly support group

As part of Chadwick Lodge welcoming diversity in all areas, we are offering a Black Lives



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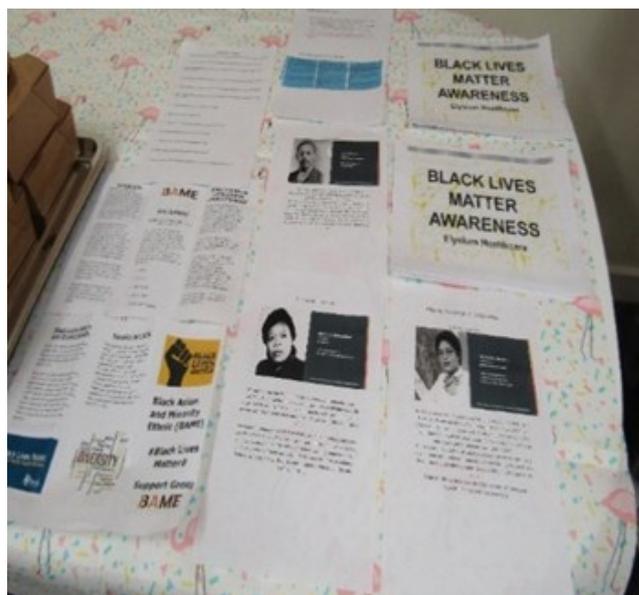
BAME support group to our service users and staff. These are all designed to be as varied, informative, educational and fun as possible, in order to interest and motivate service users and staff to share their experiences.

An important factor with this support group is to create awareness, educate and enhance engagement and interaction with all service users and staff. Our aim is to ensure that everyone is getting the most they can from our groups and that every individual's needs are being addressed through shared lived experience and facts.

Action to be taken

This support group will be held once a month to support anyone who wants to be part of the BAME/Black Lives Matter community or anyone who wants to share their views and experiences. We will be looking into other ways to equip staff with resources and knowledge to support this group. We will challenge any indirect or direct discrimination through the correct channels.

Gladys Mireku, Senior Occupational Therapist, Chadwick Lodge



Educational materials for staff



Scones, donuts and chips



Celebrating Black History Month at The Tamarind Centre

Black History Month is the celebration of the achievements and contributions of Black people around the world. At the Tamarind Centre, a medium secure men's hospital under Birmingham and Solihull Mental Health Foundation Trust, we wanted to showcase and celebrate diversity amongst the staff and service users by creating a month of activities looking at art, culture, music and food. As 2020 has been a difficult year with COVID-19 and ongoing cases of racial injustice, now more than ever was the time to highlight black excellence.

A Black History Month timetable was created by the Assistant Psychologists with each week having a specific focus and theme for involvement by staff and service users. Week 1 was Influential Figures with each ward researching their chosen individual's accomplishments. Each ward collated their information on a large jigsaw piece which was placed together alongside messages of what Black History Month meant to staff and service users. We also enjoyed a delicious Caribbean lunch organised by our Advanced Nurse Practitioner, Dawn Sutherland. Week 2 shifted our focus to Country and Culture, where each ward was encouraged to create flags from different countries. We had an afternoon where delicacies such as ackee and saltfish, Jamaican patties, curried mutton, fried dumplings and a non-alcoholic fruit punch were prepared by staff and service users, to have an authentic taste of different cultures. We also ran a black history quiz which encouraged some healthy competition!

Week 3 considered Innovation and Creation. Service users explored their dreams in relation to Martin Luther King Jr's powerful speech. This week also had a focus on music. The wards participated in music sessions listening to different artists and looked at the writings and works of Birmingham's Benjamin Zephaniah. For the final week we celebrated the history of Carnivals around the world and created carnival masks. This week also highlighted the contribution and hard work of everyone who got involved with the activities throughout

October. The finale was a showcase of the artworks and contributions of each ward across the month. It also gave the opportunity for service users to see what had been created by their peers and how everyone's innovation had come together. Adaptions were made throughout the month to ensure safety in relation to COVID-19 for all involved. Cross ward working was minimised, PPE was worn and social distancing measures were in place at all times.

For a number of the Assistant Psychologists, they were new to the post at the start of the month. This created some feelings of anxiety and uncertainty. Planning the event felt like a big task which we wanted to honour, while also balancing the competing demands of our new roles. However, success could not be achieved without the collaborative efforts of the multidisciplinary team. We created bonds with our new colleagues and the event really helped us to learn about the unique contributions of each specialty and the individual strengths and skills of our service users. Overall, Black History Month at the Tamarind was truly a celebration of excellence and for many, the experience fostered a sense of community, creativity, empowerment and reflection. Below are some quotes from staff and service user's about their experience of the event.

"Memorising the past to re-shape black future" – Qasim Mahmood, Occupational Therapist.

"We forgive, we move forward, it's what we do, it's what we do" – excerpt from a poem written by a service user

"When I open my eyes what do I see, service users and staff from different nationalities, unique cultures and origins, when really we are the same within, within us we have empathy, to be the best person that we can be, learn to live and live to love, if we share this thought, what a better place this world can be" – Poem by Richard James, OT Assistant

"I found Black History Month interesting and a time to reflect, remember and show appreciation of black people in history" – Tamarind service user

Special thanks to all our staff and service users who co-ordinated, supported, and participated in their own way! We appreciate you.

Melissa Holland Brown, Lauren Butler, Assistant Psychologists, The Tamarind Centre

Reviewed by: Dr Kimberly Sham Ku, Senior Forensic Psychologist, The Tamarind Centre

Birmingham and Solihull Mental Health Foundation Trust

'Team Huddles': Supporting Inclusive Practice for Staff Working with Service Users on a Complex Communication Needs Ward

Neurodiversity in Secure Care

The environment in forensic services can sometimes result in an escalation of difficulties for people with neurodiverse conditions, particularly autism. This can be due to staff confidence and knowledge, the absence of a structured environment, and a paucity of adapted treatment interventions to support service users' individual differences and recovery goals (Girardi, Hancock-Johnson, Thomas & Wallang, 2019).

To support services, The British Psychological Society encourages collaboration between multi-disciplinary staff and psychologists to continually improve responsive care (BPS, 2007). This can be facilitated through team formulation sessions, whereby psychologists and staff teams use their specialist knowledge to develop a shared understanding about a service user's presentation and support needs (Johnstone, 2017).

Our Complex Communication Needs Ward

Our 14-bed Complex Communication Needs (CCN) rehabilitation ward sits within an overarching neurodiversity pathway. The ward is located within a medium secure hospital and supports men with co-existing neurodiverse presentations, multiple vulnerabilities, enduring mental health difficulties, and risk needs. The healthcare team working on the ward are often exposed to complex situations which require a compassionate and responsive understanding of neurodevelopmental conditions, communication strategies, psychological distress, self-harm, and behaviours deemed challenging to others.

Supporting Inclusive Practice



Dove Ward: Service User Recovery Messages

During reflective practice, staff identified that misunderstandings in communication and behaviour on the ward could sometimes escalate to conflict between service users and staff. They expressed apprehension regarding their knowledge and skills in working with neurodiversity, concerns about their experience of using formulations, and their desire to receive support to develop their practice. Collaboratively, it was agreed that to improve service user experience, reduce therapeutic ruptures, and increase staff confidence, the ward psychologists would provide weekly team meetings. Ward staff chose to call meetings 'team huddles' to increase feelings of cohesiveness, empowerment and ownership of the process.

'Team Huddles'

'Huddles' took place weekly for ninety minutes in a private room on the ward and all staff

members were invited. The psychologists used narrative therapy techniques and a collaborative strengths-based approach to encourage team discussion and enable responsiveness to staff. A core feature of 'huddles' was supporting the team to acknowledge their skills and to develop their confidence in delivering effective person-centred, recovery-focused care for people with neurodiverse needs.

'Huddles' included:

Exploring staff perceptions and narratives regarding service users' presentations on the ward and identifying 'alternative stories' and hypotheses regarding the function of behaviours.

Reviewing trauma-informed psychological formulations to incorporate neurodiversity when considering service users' presentations, communication, and learning styles.

Increasing staff knowledge regarding cognitive processes, characteristics, and behaviours associated with neurodevelopmental conditions, particularly autism.

Supporting staff to feel better equipped in managing behaviours experienced as challenging.

Staff Feedback

Ward staff provided anonymised feedback regarding their experience of 'huddles'. Four overarching themes were identified:

Developing understanding and insight
Staff reported that their perceptions and understanding of 'challenging behaviour' had positively changed by viewing it through a neurodiversity lens. In addition, staff identified that understanding the function of behaviours and communication led to more open, accepting, and responsive relationships.

Feeling supported

The team expressed they found 'huddles' a safe space to talk openly about their concerns and highlighted feeling validated and valuing the flexibility of psychologists arriving without an agenda.

Increased team cohesiveness

Staff felt 'huddles' brought the team closer together by enabling open conversations about their feelings, experiences, and perspectives. Staff felt exploring their narratives enabled shared understanding which led to more cohesive and collaborative team working.

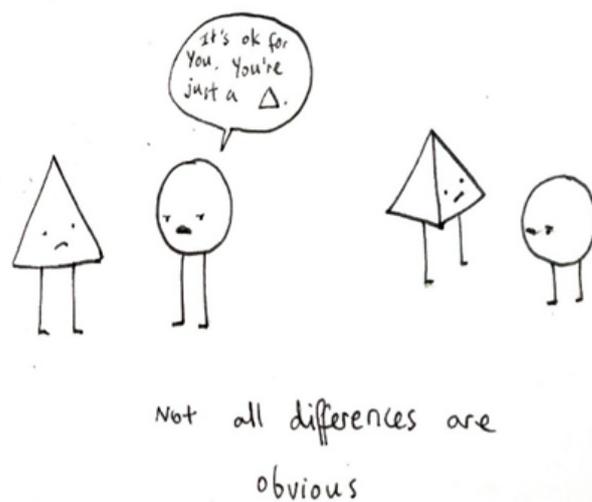
Future suggestions

The team were keen to identify how information and knowledge gained during huddles could be cascaded to team members who were not on shift. Staff members also suggested 'huddles' could take place off the ward to reduce distraction inherent to the ward environment.

Conclusion and Reflections

The implementation of 'team huddles' enabled increased staff confidence in working with neurodiverse conditions, positive changes associated with improved relationships and ward milieu, and increased staff wellbeing. It is hoped that the culture of 'huddles' will continue to promote inclusivity when supporting service users with multiple vulnerabilities.

We recognise the challenges associated with establishing new ways of working, and would like to offer recognition and gratitude to ward staff for their willingness to try something new. They have shown motivation and enthusiasm to continually improve their practice and to offer an inclusive ward environment for all service users they support.



Victoria Jones, Trainee Clinical and Forensic Psychologist, Lesley Beech, Dove Ward Manager, Dr Gemma Lees-Warley, Principal Clinical Psychologist, Reaside Clinic

On behalf of Dove Complex Communication Needs Ward, Secure Care & Offender Health, BSMHFT

Priory Healthcare

Celebrating Diversity & Difference at Kemple View

During 2020, Kemple View has hosted a number of events to celebrate diversity and difference within our service. Despite restrictions relating to COVID-19, staff have worked incredibly hard to ensure activities and social events can continue across site in the safest possible way. Here are a select few:

January 2020 – Chinese New Year



We started 2020 by celebrating Chinese New Year. The catering department served delicious, traditional Chinese food in the dining room, which both staff and service users attended. We offered a Spring Rolls & Dim Sum starter with a selection of main courses including; Chinese Chicken Curry, Sweet & Sour Pork and Vegetable Chow Mein, all of which were served with fried rice and prawn crackers.

April 2020 – Easter Service

We celebrated Easter across site in a number of different ways. An Easter related quiz was given to service users as well as a houseplant raffle. Complimentary hot cross buns were also offered at the OT café. Due to COVID-19 restrictions, our local Reverend Tracy recorded a special message, which our service users could access on YouTube. Reverend Tracy also provided Easter blessings which were printed off and displayed across site. Service users continue

to have access to the multi-faith room on site.



We celebrated Eid over May 2020 and started by raffling off a wonderful Eid food hamper with all proceeds going to a local charity. The OT department made individualised cards for those patients who chose to mark Ramadan. The catering department provided a special feast for the end of fasting. Special curries and grab bags were provided to staff. Finally, all patients were offered the opportunity to speak to the local Imam over the phone.

May 2020 – Kemple Creative Competition

During April and May, a creative competition was opened for both staff and service users to express themselves through artistic creations. The theme for this competition was "Stay Connected".

17 entries across site were submitted and these ranged from paintings, poetry, videos and bead art. To reflect the Koestler Awards which were unfortunately cancelled this year, entries were given awards from Platinum to Bronze.



Here's a poem one of our service users submitted:

Stay Connected

**Here's a few words that many
will have heard,
Not for the first time, second or
third!**

**We all have a desire to be
needed and loved,
It's something some don't have
but should.**

**Whether it be your family or
relatives or friends,
Staying connected is what
matters in the end.**

**You could go for a pint with
your brother or Dad,
Or being there for your Mum
when she's sad.**

**Your sister could have troubles
that occupy her head.**

**Not knowing by you she could
be carefully lead.**

**Overall we need one another,
always have always will.**

**I say that staying connected
fits the bill.**

JA—Kemple View

August 2020 – LGBT Pride Event

On 27/08/2020, Kemple View hosted its annual Pride Event. Each ward was given an allotted time slot to ensure we were in line with social distancing guidelines. In the

morning, we served coffee with snacks over in the admin building where we offered relevant information and LGBT history. Our service user also enjoyed a tombola and raffle.

In the afternoon, each ward was given a timeslot to attend the tea parties, which had live music as well as a singalong. Staff also served food and drink. In total, 30 service users attended the events and it was enjoyed by all!



Social work Department, Kemple View



All great achievements
require time.

- Maya Angelou

Using Difference and Diversity to Promote Service User Engagement

Anyone working in forensic mental health services will undoubtedly have heard certain service users being described (often in an exasperated voice) as “hard to engage” or “resistant to treatment”.

It follows that in using these terms we are, by implication, putting the onus of cooperation and engagement onto the service user. They are expected to comply with what “experts” have decided is appropriate for them; not doing so is clear evidence of resistance. The alternative view, however, is that in fact *everybody* is motivated to engage – the challenge is for practitioners to identify what unique motivators will motivate each unique individual. Steve de Shazer, the father of solution focused therapy, describes “resistance” as being “*the unique ways in which the client chooses to cooperate*”, De Shazer (1984). By using creativity and collaborative working, it is often possible to inspire a service user who perhaps might never previously have been motivated to engage.

As a psychotherapist working in a medium secure unit, I am thrilled that this edition is on the topic of celebrating difference and diversity – because it is by concentrating on these aspects of a person that we can start to link in to what makes them really tick. Colin (name changed) was someone who had been in either prison or mental health units for over a decade. Within that time he had refused to engage with any psychological services and chosen not to attend any meetings in relation to his own care pathway. He coasted along without becoming involved in any incidents but by keeping firmly “under the radar”. In asking him why he would not attend meetings he would not give any other reason other than “I’m not interested” or “I don’t see the point.” When asked about his future plans or goals he was unresponsive.

Rather than put continued pressure on Colin to engage with a psychologist or try and force him into meetings, at Langdon we decided to try new approach. We concentrated solely on finding out what might motivate him by asking about his interests. Colin revealed that he had always been interested in learning Italian and

this became our hook. We spent some time helping Colin with some basic Italian words and the ward OT offered him a cooking session in Italian food. Through these activities Colin started opening up about his dreams for the future. As time went on, we realised that good food was one thing that always brought a smile to Colin’s face. The thought of being able to buy and cook his own food in the future suddenly emerged as a strong motivator in moving him forward.

Psychological services and OT were also able to work together in helping Colin to rebuild his sense of self-esteem. During a walk I asked Colin when he had felt the most proud of himself. At first he was unable to even answer this question, as feeling proud was not something familiar to him. Eventually, he conceded that he remembered once feeling proud when he had first managed to stand up on a surf board. The conversation clearly brought back empowering memories to Colin. Even his body language became more self-assured as he remembered this moment from twenty years earlier. This was passed to the OT, who the next day watched surfing videos with Colin – reinforcing his feelings of success and achievement.

The result of working in a way which was focused directly on the personal interests and motivators of Colin himself were that within a few weeks he decided to take more active involvement in his own care pathway, started engaging regularly with psychological services and attending his own care review meetings regularly.

The important point here is that this was not some kind of miracle intervention – it was nothing more complicated than working collaboratively to discover, support and encourage the things that motivated Colin.

Even with the (rare) service user who presents with little interest in anything – in a forensic unit the majority are nevertheless motivated by ideas of eventual discharge. One gentleman who had consistently resisted talking about his historical use of violence changed his mind once he was assured that this was a positive step towards discharge and that he could work collaboratively with psychological services with this mutual goal in mind.

A possible criticism of this approach is that professionals have defined roles and that the traditional boundaries of these roles should not

be overstepped. But isn't this view limiting the possible advantages of creative ways of working? Might it be a positive step forward to start thinking about our roles in a more fluid way for the benefit of service users? If, by using creative methods and working collaboratively with other professions we can identify an individual's unique and personal motivators - if we can celebrate their difference and diversity - then we also multiply the chances of meaningful

engagement. In services in which our joint aim must always be to help service users live safe and meaningful lives - using difference and diversity and working collaboratively around this can be a powerful way to increase engagement and empower the people we are working with.

Jody Merelle, Forensic Psychotherapist, Langdon Hospital

East London NHS Foundation Trust

Service User Online Forum



Service users in the community and inpatients in Forensic services requested an online forum during lockdown where they could discuss the issues being protested in the wider community.

The Black Lives Matter movement that evolved this summer from systemic racism became an important subject in forensic services with such a high percentage of inpatients being black and brown.

In discussion with the community service users I work with, we decided it would be unique and safe for two ex-forensic peer support workers to facilitate this meeting.

The meeting was named 'Keep your Head up' and began 6 weeks ago, running on a weekly basis. It is incredibly popular, relevant and needed.

Staff are not permitted into this meeting which is what makes it so unique. It is guided

by the peer support workers who debrief with me after the meeting.

The peer support workers have said the themes that have arisen so far are the following:

- What it feels like to see so many black men in secure services? What impact does that have on your mental health? What are the solutions to change?
- Stigma, discrimination & communication – dealing with labels, finding it hard to articulate and feel listened to by mental health staff
- Cultural differences - African & white staff misunderstanding Caribbean service users and vice versa

This group seems to be making such progress that we all feel it will be ongoing post COVID-19 and lockdown as it is so empowering and beneficial to service users.

Stigma, discrimination & communication – dealing with labels, finding it hard to articulate and feel listened to by mental health staff.

Sophie Akehurst, People Participation Lead, Wolfson House & John Howard Centre



Birmingham and Solihull Mental Health Foundation Trust

Recognising Language Barriers and Trauma Informed Care in Secure Care: Tigrinya

Tigrinya is a language that I have not come across before until very recently. I have learnt to understand that this is a very specific language spoken in Northern Ethiopia and Southern Eritrea, who together make up the Habesha people. This language and culture is an example of how culturally diverse our service users are across secure care.

In line with trust values, the aim is to provide excellent, compassionate, high quality mental health services that are innovative and involve service users, carers and staff. This fits with my own personal values in addition to being committed and curious in understanding diverse experiences and promoting equality and inclusivity.

Within secure care, it would seem Tigrinya is a language that is difficult to support as very few software applications support it, impacting somewhat on a service user's quality of care within the hospital setting. However, one of the ways in which equality and inclusivity is adhered to in the trust is through the trust interpreter service, Wordskii. My own recent reflections and experiences of using this service have enabled me to identify both strengths and challenges from a trauma-informed care perspective which focuses on safety, choice, empowerment, trust and collaboration.

Firstly, it would seem that there has been some overreliance on ward staff for booking interpreter appointments as perhaps not all disciplines are aware of the processes in place at Reaside Clinic. I have experienced this myself and after speaking with one of the Wordskii resource planners, I was able to

set up my own account. This gave me a sense of empowerment as I could now manage my own bookings to assist me in providing high standards of psychological care on a regular basis. I also shared this knowledge with the service user's clinical team with the aim to empower other disciplines in using this resource independently, with the service user at the heart of everything we do.

I feel it is positive that the interpreting service supports a variety of different languages and options to best fit the needs of the individual i.e. gender preference and session formats (face-to-face, telephone, video call and translations). There is also an option to continue to request the same interpreter which fits with the principles of safety, trust and collaboration identified in trauma-informed care.

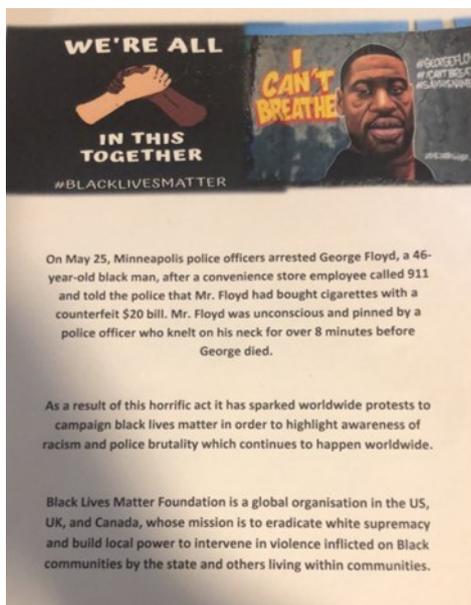
Communication and confirmation for bookings with Wordskii have been exceptional, even in light of current COVID-19 restrictions in place. However, there is only one interpreter able to attend face-to-face bookings for the Tigrinya language at present. This is due to other interpreters not driving or living close enough to South Birmingham. In practice, this means overreliance on one individual who may also have other demands from other sites, thus impacting on the timescales for service users receiving care.

There are alternative ways to offer sessions i.e. telephone/video calls, however personally I do not always feel that this is appropriate. Some of the planned psychological treatment interventions are often sensitive and I feel it would be better practice to have interpreters physically present. Some of these considerations from a trauma-informed care perspective and the promotion of services and resources may help us to overcome some of these barriers in the future.

Louise Willetts, Specialist Psychological Practitioner, Reaside Clinic.



Celebrating Diversity and Difference in Secure Services



Our amazing team work tirelessly to ensure they celebrate equality and diversity as best as they can. One way we do this, is through the 'foods of the world group', where service users explore cuisines from different cultures.



Prospect Place is a diverse unit with many of its staff from a BAME background. The service offers rehabilitation to service users from all walks of life. Working as the equality and diversity lead (E&D) helps to identify areas where the service can improve and better understand our staff team and service user's needs. It also allows a safe space to discuss ideas and solutions. As part of the E&D role, I offer education and information to carers and service users.



In light of the Black lives Matter Movement, which was sparked by the tragic death of George Floyd, Prospect Place wanted to explore both service users and staff's feelings and emotions around this incident. We wanted to discuss ways in which we could show our support in the fight against racial inequality.

Many service users expressed wanting to attend the protests, however due to COVID-19 restrictions, this was not possible. We handed out information sheets during the community meetings highlighting other ways to show support. Staff supported service users to feel part of the movement by helping them to fulfil one of the many other ways they could show their support.



We have also celebrated many festivals over the last few months, such as the Muslim festival of Eid. We collaborated with a neighbouring unit and created care packages for the acute wards, followed by an Eid party.

We produce information sheets detailing various religious and cultural events and celebrations happening around the world.



The information was then posted on our community notice boards where it is accessible for all. This is also discussed in our community meetings, where everyone is given an opportunity to put forward their ideas regarding how we can be more inclusive and supportive of everyone we meet.

We also celebrated the Hindu festival of Diwali and Navratri, by painting Rangoli canvases. This was a very enjoyable event.



We also aim to gain additional knowledge around LGBTQ+ identities to better support our staff and service users and to prevent discrimination at our work place. This is so everyone feels happy and safe in a judgment free environment. After all, our strength lies in our differences not in similarities.

**Arzia Begum, Technical Instructor/
Equality and Diversity Lead, Prospect
Place**

Birmingham and Solihull Mental Health Foundation Trust

Roots N' Culture

At a time when a new way of working and living meant "covering our face and making space", it was easy to feel a sense of disconnect from one another. However, at the Tamarind Centre, a medium secure hospital for men, under Birmingham and Solihull Mental Health Foundation Trust (BSMHFT), we decided it was more important than ever to stay connected and build a sense of community.

Introducing 'Roots N' Culture', a group aimed at celebrating diversity and promoting togetherness! Combining the steering efforts of psychology and occupational therapy, and with the expertise of service users and nursing staff, it was a great example of co-production. Service users helped to prepare traditional food, we learnt about the customs, listened to music, and spoke the languages of our individual cultures and of those found in different places around the world. There was a quiz to foster healthy competition, a take-home souvenir complete with a flag and fact about the country as well as a traditional sweet treat.

Occupational therapy was important when considering the social aspect of the group as it provided the opportunity to enhance independence, promote inclusion, build therapeutic rapport, and give meaning to daily life. This linked into the wider principles of the BSMHFT recovery approach which encourages staff to collaborate with service users to enable them to be the driving force in their care. From a psychological perspective, the group facilitated an "us" culture, moving away from staff and service users as separate entities. It provided an opportunity to break down barriers by giving people more knowledge about the experiences of others. It was hoped we might dispel some of the pre-existing notions about other cultures and teach people to embrace difference. Even if interactions were minimal, service users would be doing, being and becoming whichever culture was being celebrated that day whether it be Jamaican, Chinese or Iranian.

At times, the aesthetics from the flags, videos being played showing the culture and the wonderful aromas from the food made us feel like we were in the country itself. For example, the smell of freshly fried plantain along with afro beats being played felt like we were in the Caribbean. The smell of hot spices and the sweet taste of mango juice transported people to Kashmir. Furthermore, by cooking together, eating together and discussing together, the group is a wonderful way to connect with people, especially during a time when so many of us may feel disconnected with the outside world.

As a member of the occupational therapy team, Roots N' Culture was and continues to be a success due to the social connections that are created and the development of an "us" culture between both staff and service users. For example, as a British Pakistani, I was able to understand more about the Iranian culture which helped develop my rapport with a service user of this decent. I felt pride when I would look across the room and observe individuals becoming occupationally immersed in their environment. Credit goes to all service users and staff, especially my psychology colleagues. Who says you need a plane to travel to different countries?! - Staff member

It was really good as we learnt a lot about countries and cultures and staff and us guys got together which was good. - Service user

Roots N' Culture was really good as we learnt a lot about different countries and cultures, had some excellent food. Psychology and OT staff are really good and have been running the sessions and I thank them on this (round of applause!) - Service user

As a member of the Psychology team, the chance to work with occupational therapy brought our disciplines closer together to develop a real understanding of the work we respectively do and the huge efforts made to promote service user wellbeing. Seeing the efforts of service users and staff and the sense of pride in sharing their identities was a wonderful thing to be a part of. I can honestly say that Roots N' Culture gave me something to smile about in challenging times and I am so pleased it continues to be a success! We would like to say a special thank you to the service users for being so receptive to new ideas!"

"It's amazing how patients and staff can come together to learn about various cultures and how they influence life across in all parts of the worlds from Pakistan to Brazil. Roots N' Culture has a big impact as most of the service users have not travelled abroad but were able to experience it. - Staff Nurse

**Qasim Mahmood, Occupational Therapist,
Kahmini Kaur, Assistant Psychologist, The
Tamarind Centre**

**Reviewed by Dr Kimberly Sham-Ku, Senior
Forensic Psychologist, The Tamarind
Centre**

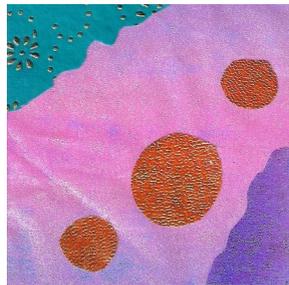
QNFMHS Festive Card Artwork Competition

This year we held our first ever festive card competition! This was to find some artwork to be featured on the virtual Christmas card that we send to our members. We received so many wonderful entries but after votes from the QNFMHS team and our patient and carer representatives we found our winner. This can be found below. All the entries can be found on the next set of pages.



Byron Endicott,
Lee Mill Hospital

The entries!









Black History Month

Black History Month celebrates the achievements of African Americans and recognises the central role of the Blacks in US history. It started in the USA over 30 years ago and they celebrate it in February.

Now in the UK we celebrate African and Caribbean Contributions over many generations. They have helped as NHS nurses and fought in WWII and helped to run the transport.

The Empire Windrush landed on a foggy day 22nd June 1948 bringing hundreds of Caribbeans to help rebuild this country after the war.

RK, Service User, John

Useful Links

Care Quality Commission

www.cqc.org.uk

Centre for Mental Health

www.centreformentalhealth.org.uk

Department of Health

www.doh.gov.uk

Health and Social Care Advisory Service

www.hascas.org.uk

Institute of Psychiatry

www.iop.kcl.ac.uk

Knowledge Hub

www.khub.net

Ministry of Justice

www.gov.uk/government/organisations/ministry-of-justice

National Forensic Mental Health R&D Programme

www.nfmhp.org.uk

National Institute for Health and Care Excellence

www.nice.org.uk

NHS England

www.england.nhs.uk

Offender Health Research Network

www.ohrn.nhs.uk

Revolving Doors

www.revolving-doors.org.uk

Royal College of Psychiatrists' College Centre for Quality Improvement

<https://www.rcpsych.ac.uk/improving-care/ccqi>

Royal College of Psychiatrists' Training

<https://www.rcpsych.ac.uk/training>

See Think Act (2nd Edition)

<https://www.rcpsych.ac.uk/improving-care/ccqi/quality-networks-accreditation/forensic-mental-health-services/see-think-act>

Contact the Network

Kate Townsend, Programme Manager

Kate.Thowsend@rcpsych.ac.uk
020 8618 4067

Jem Jethwa, Deputy Programme Manager

Jemini.Jethwa@rcpsych.ac.uk
020 8618 4061

Adele de Bono, Project Officer

Adele.DeBono@rcpsych.ac.uk
020 8618 4052

Twitter

Follow us: @rcpsych @ccqi_
And use #qnfms for up-to-date information

QNFMS Knowledge Hub Group

www.khub.net/group/quality-network-for-forensic-mental-health-services-discussion-forum

Royal College of Psychiatrists' Centre for Quality for Improvement

21 Prescott Street, London, E1 8BB

www.qnfms.co.uk