

**Supporting family & friends to
become active participants in
care provision at an inpatient
mental health service.**

31 August 2017



Today's Presentation

Aims

- To describe **our journey** to extend service provision to include family and friends.
- To share **our creative approach** to engage family and friends – sharing our resources and photos of events.
- To share how we **overcome challenges** such as geographic demographic and traditional models of practice.
- and share **the impact of occupational therapy** in improving lives and saving money – changing services with the existing resources.



Activity time

Caring

An occupation focused perspective of 'Doing, Being and Becoming a carer'

- Have you cared for a pet?
- Have you cared for plants? Maybe grown vegetables?
- Have you cared for a child?
- Have you cared for a sick friend or relative?

- How does the carer role make you feel?

Kind, caring, loving, energized, accomplished, helpful?

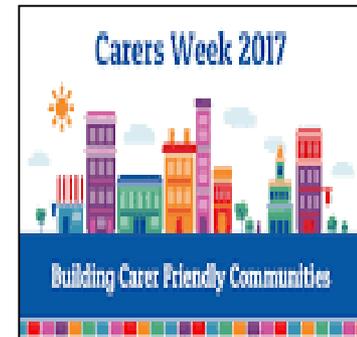
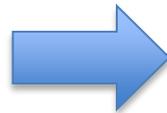
Tired, frustrated, drained, stressed, irritated, helpless?

- How can we keep our healthy wellbeing when we have a carer role?

Our journey to include family and friends

Informing to engaging

- Building a robust service for family and friends at an inpatient mental health service.
- We have moved from informing family members to empowering family and friends to become active participants in service delivery with evidence of service provision moving towards co-production.
- We will now share our creativity to ensure care encompasses family and friends.



Value and impact of occupational therapy

Improving lives, saving money

Occupational therapy provides practical support to enable people to facilitate recovery and overcome any barriers that prevent them from doing the activities (occupations) that matter to them. This can help increase people's independence and satisfaction in all aspects of life.

Our professional practice standards recommend occupational therapists recognise the role and contribution of carers in the recovery of patients (standard 16). COT 2012



Royal College
of Occupational
Therapists

Quick quiz

TRUE / FALSE

1. The value of care and support provided by carers is estimated as £119 billion per year.
2. In England and Wales 92% of carers said that their mental health has been affected by caring.
3. If you are a full time carer earning less than £110 a week you might be entitled to a carer allowance benefit.
4. 60% of people with mental health problems wait over a year before telling the people closest to them about a mental health problem.



Sharing our achievements

July 2014 – July 2017

- Regular forums for family and friends
- You said, we did – service reflections
- Bi monthly newsletter
- Booklist for family and friends
- Jargon buster list
- Conference presentation
- Recovery college events for family and friends
- Peer support and recovery day
- Promoting training 4 week online training
- Planning, preparing and hosting a Royal visit



Forums for family and friends

Support and education

- Cygnet Hospital Beckton host 6 monthly forums for all family and friends.
- Invitations for posted and followed up with telephone calls to encourage attendance.
- Our meeting structure intends to inform, support and inspire family and friends. We have a guest speaker, health and well being activities, buffet lunch and informal networking time.
- We complete feedback forms to evaluate our service provision and capture what helps family and friends and explore improvements to our local practice.

'You said, We did'

You said:	We did:
Can we have further care giver forums	We have planned 6 monthly meetings
A newsletter would be helpful to provide you with service information	We have provided bi monthly newsletters (18 th Edition available)
Guest speaker was valuable	We arranged further guest speakers - Iris Benson for March meeting.
Can we have a recommended reading booklist	Booklist created and shared
You liked the health and wellbeing activities	We have extended the health and wellbeing activities to include: Indian head massage, reflexology, psychology information, dietary advice, nail art.
You enjoyed the homemade cakes	We have invited service users & staff to bake for the carer events.

Newsletters for family and friends

20 Editions later....

- We create a bi-monthly newsletter to share local news
- The A4 structure provides an easy access newsletter with our activity list or recovery programme on the reverse. Each edition offers contact details for a helpful resource.
- Our newsletters are displayed in reception and posted to family and friends.
- Comments shared include:

'It is good to read about the activities offered'

'I can't attend the meetings but read the newsletters'



Informing and advising family and friends

Following requests from family and friends we have developed:

- A booklist of recommended reading for family and friends
- A jargon and abbreviation help sheet for family and friends
- Recovery college workshops strive to inspire and inform family and friends.

Book list for care givers

By Jennifer Beal, Head of Occupational Therapy

The Shock of the Fall – Nathan Filer, Harper Collins
A novel that describes a young schizophrenic man's journey with mental illness.

Get Me Out of Here – Rachel Reiland, Hazelden
The writer shares her recovery story from borderline personality disorder.

The Illustrated Mum – Jacqueline Wilson, Transworld Publishers Ltd
An insightful story of two sisters who live with their mum who has bi-polar disorder. Suitable for adults as well as young people.

An Unquiet Mind – Kay Redfield Jamison, Picador
A book describing the author's experience of having bipolar disorder but also show her achievements in life.

Darkness Visible – William Styron, Vintage Classics
A useful book to provide insight about depression.

I had a black dog – Matthew Johnstone, Robinson
An aid to understand living with depression.

Evolving Self Confidence – Terry Dixon, Help-Far
Looks at anxiety, phobias and depression how these problems develop and suggests ways they can be helped. Understanding is key to cure.

Family Experiences of Bipolar Disorder: The Ups, the Downs and the Bits in Between – Cara Alken, Jessica Kingsley Publishers.
A book to support understanding bipolar disorder

Overcoming Mood Swings – Jan Scott, Robinson
A book to support understanding bipolar disorder

Living with Fear – Isaac Marks, McGraw Hill Higher Education.
A book to gain a better understanding about anxiety

Stop Walking on Eggshells: Taking your life back when someone you care about has borderline personality disorder.

***Overcoming Anxiety, Stress and Panic: A Five Areas Approach** – Chris Williams – C&C Press.

***Manage Your Stress for a Happier Life** – Terry Looker & Olga Gregson, Hodder.

Book list for care givers

By Jennifer Beal, Head of Occupational Therapy

***The Relaxation and Stress Reduction Workbook** – Martha Davis, New Harbinger.

***The Worry Cure: Stop Worrying and Start Living** – Robert Leahy, Plakus Books.

***How to Stop Worrying** – Frank Tallis, Sheldon Press.

***Understanding Obsessions and Compulsions** – Frank Tallis, Sheldon Press.

***Overcoming Relationship Problems: A Self-Help Guide Using CBT** – Michael Crowe, Constable & Robinson.

***Overcoming Depression: A Self-help Guide Using CBT** – Paul Gilbert, Constable & Robinson.

***Mind Over Mood: Change How You Feel by Changing the Way You Think** – Dennis Greenberger & Christine Padesky, Guilford Press.

The Mindful Way through Depression: Freeing Yourself from Chronic Unhappiness – Mark Williams, John Teasdale, Zindel Segal & Jon Kabat-Zinn.

Eating Disorders: The Facts – Suzanne Abraham & Derek Llewellyn-Jones, Oxford University Press.

How to cope when the going gets tough – Windy Dryden & Jack Gordon, Sheldon Press.

Coping with Schizophrenia – Steven James & Peter Hayward, OneWorld Publications.

Reading Well Books on Prescription *'because everything changes when we read'*
Reading Well Books scheme helps you to understand and manage your health and wellbeing (as well as the health of others you care for) through self help reading. The books are recommended by experts, and Med and tested and found to be useful. It is endorsed by health professionals and supported by public libraries. Books can be recommended by GPs or other health professionals or people can self refer to the scheme. Books marked with * are available on the scheme. All the books can be borrowed free of charge!

Understanding Mental Health Acronyms & Jargon

Advocate
An advocate is someone who helps to support a service user or carer through their contact with health services.

Allied Health Professionals (AHPs)
A range of health professionals that includes physiotherapists, occupational therapists, dietitians, art therapists, and speech and language therapists.

Anti-psychotic medication
Medication used to treat psychotic anti-psychotic medication.

Assertive outreach
Assertive outreach refers to a wider Outreach Team actively take the coming to the team. Care and support user's home or in some other care offered at times suited to the service the team's convenience.

Calicoat guardian
The person within a Trust who has safeguarding the confidentiality

Care pathways
This is the route someone who is unwell follows through health services. The path starts when someone first contacts health services – through their GP or an accident and emergency department, for example. The path continues through diagnosis, treatment, and care.

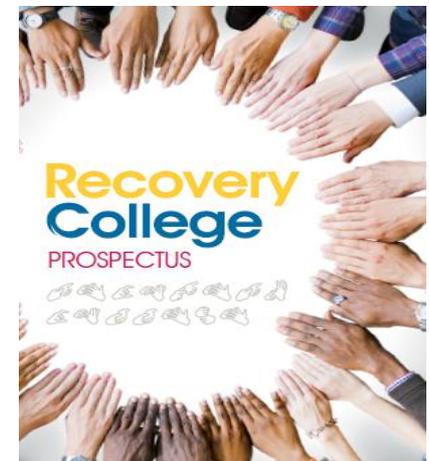
Care plan
Mental health professionals draw up a care plan with someone when they first start offering them support, after they have assessed what someone's needs are and what is the best package of help they can offer. People should be given a copy of their care plan and it should be reviewed regularly. Service users, and their families and carers, can be involved in the discussion of what the right care plan is.



Peer support and recovery event

We invited family, friends, local community services, staff and service users to a peer support and recovery event.

The presentations and displays focused on what helps recovery journeys, the need for hope, self control and opportunity was emphasised by our speakers.



Collaborating with family & friends for events

Encouraging partnership work

We have worked in partnership with family and friends to host a range of events including:

- A conference for professionals November 2016
- Our Royal visit January 2017



Thoughts from our carers

An opportunity to hear what our carers have found helpful, sharing their

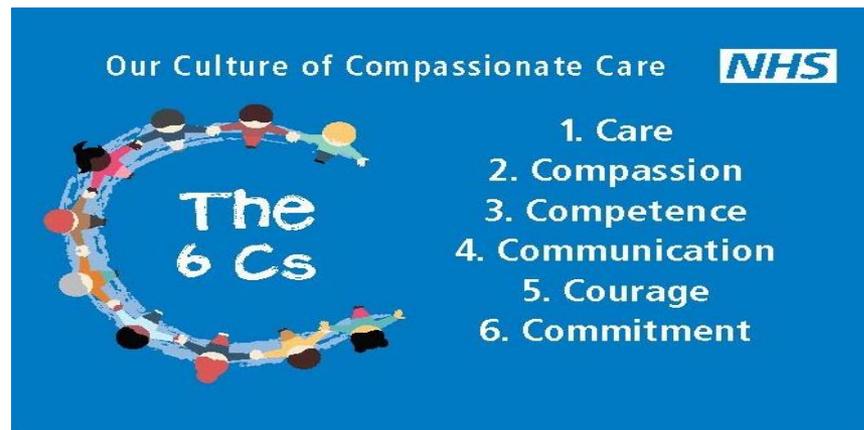
- Experience as carers
- Thoughts on care and quality of service provision
- Recommendations and use of resources moving forward.



Key themes

Our work with family and friends suggests the importance of communication, care, collaboration, creativity, consistency.

We suggest extending the 6 Cs from the NHS directive for leading change, adding value (NHS England, 2016) to include carers.



Key themes

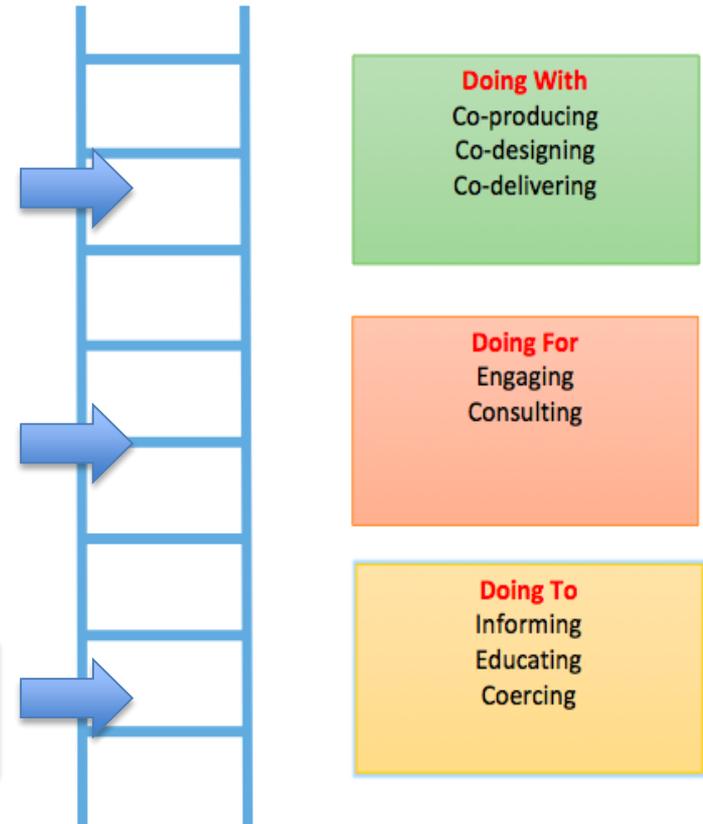
Expressing our journey with the Ladder of participation.

Co-delivery of events like todays

Engaging in joint projects involving our carers in surveys and national forums.

Beginning with informing carers – forums and newsletters

Ladder of Participation



Adapted from Slay & Stephens (2013) *Co-Production in Mental Health – a Literature Review*

Ideas for moving forward

Our presentation has shared the value and impact of involving carers.

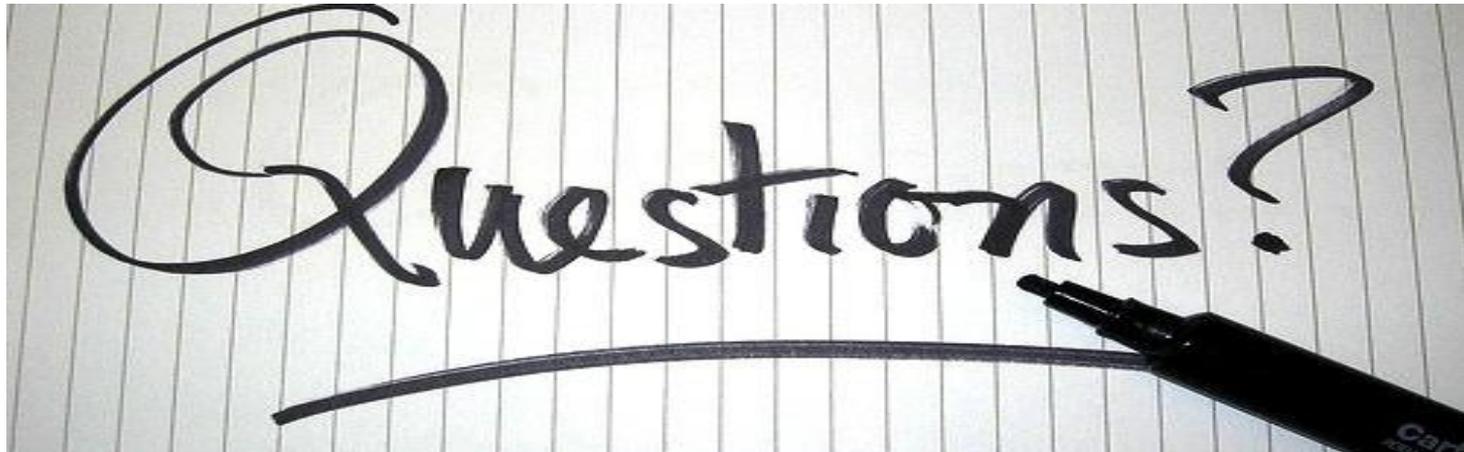
We hope to build on our collaboration with initiatives to involve family and friends in wider service design and implementation.

New ways of working might include:

- Recruitment of staff
- Policy writing and reviewing
- Influencing building design
- Joining initiatives such as Triangle of Care



Thank you!



For further information regarding our presentation please contact:
John and Gertie email: hendleypurs@aol.com

Jennifer Beal email: Jenniferbeal@cygnethealth.co.uk