

BOARD OF DIRECTORS
26th APRIL 2018

INVOLVEMENT, EXPERIENCE AND VOLUNTEERING
ANNUAL REPORT

This is the Annual Involvement, Experience and Volunteering report on progress against the strategy.

The purpose of this paper is to:

1. Outline our strategic direction in relation to the domains of the Involvement, Experience and Volunteering strategy.
2. Provide assurance to the Trust Board of the progress made towards the objectives set within the strategy, highlighting key achievements.

Our Involvement, Experience and Volunteering strategy sets out our ambitions to work in partnership with service users, carers and members to improve services, improve organisational culture and to prioritise service user recovery and well-being.

This strategy links to the Trust's Strategic Vision and its ambitions to provide the best possible care and support and to be the service provider of choice. In addition, our commitment to being influenced by the views of service users, carers, families and volunteers fits with the patient experience priorities set out in the NHS Outcomes Framework 2017/18 and the strong emphasis on both empowering patients and engaging communities in the NHS Five Year Forward Plan.

We have adopted a pioneering approach which positions involvement, experience and volunteering as central to the culture of the organisation. It includes two unique involvement centres, volunteering and befriending services and strong membership engagement.

Our approach takes into account national requirements that we must fulfil in this area and guidance we must take into account.

- We have legal responsibilities under Section 242(1B) of the NHS Act (2008 onwards) to involve users, whether directly or through representatives.
- We must carry out the Friends and Family Test across all our services.
- We must meet Care Quality Commission (CQC) Standards around involvement in care and shaping services, as well as ensuring quality is monitored through feedback.
- We must take account of the NHS Constitution which emphasises patients' rights and demands they have greater control over their care.
- We must undertake PLACE (Patient Led Assessments of the Care Environment) Audits annually and must involve patient assessors

The Involvement, Experience and Volunteering (IEV) Team report six-monthly to the Quality Committee and annually to the Board. The report below looks at progress against the seven aims in

the strategy during 2017- 2018. This report is informed by the six-monthly IEV reports that all directorates in the Trust produce.

The report looks at each of the seven areas of the strategy and reports on progress as well as giving examples of where there have been improvements to services and organisational culture.

1. LISTEN AND RESPOND TO FEEDBACK

To listen to our patients, service users and carers in meaningful, comprehensive and varied ways. To use the information we receive intelligently and with understanding so we respond honestly and make changes that improve people's health and wellbeing.

CURRENT DIRECTION

We continue to work with the Divisions to ensure that all teams capture and respond to feedback and make use of any opportunity to inform patients and carers of how their feedback has influenced service delivery. We are working with services to ensure that they look at **all** sources of feedback to gain a real understanding of what people are saying, and act upon feedback in ways which are proportional and outcome focussed.

WHAT WE'VE DONE/IMPACT

COLLECTING FEEDBACK

- Had 19 647 responses to our Trustwide Survey in 2017/18, this compares to 25 387 responses the previous year. The Trust's Service Quality Rating remained at 94% this year. In addition, in response to Friends and Family Test questions 95% of people said they would be either extremely likely or likely to recommend the service they received to their friends or family if they need similar care or treatment. This was the same as last year. Of the people surveyed 92% felt that the service they used made a positive difference to their health and wellbeing. We have had over 154 538 responses to the Feedback Survey since we first began it in July 2009.
- Over the year 998 stories about our services have been published on [Care Opinion](#), the national independent feedback site, through promoting this service widely and prominently in all services. These stories were viewed 127,714 times and 95% of the stories were mildly critical or entirely positive about our services. These stories have collectively led to 21 changes and a further 11 planned/intended changes currently in progress. We now have 812 members of Trust staff subscribing to Care Opinion. Working with our staff, service users and Care Opinion we have maintained and continue to grow in reputation to sustain our position as the number one listening Trust in the UK out of 527 providers. We have more staff receiving alerts about postings than any other Trust.
- Mental Health Services for Older People (MHSOP) have continued with the Worry Catcher service where patients and their families can discuss any worries or concerns they about their care at Silver Birch and Cherry Wards. The worry catcher service has been of great benefit to the ward. The post is now going to be extended across all MHSOP wards.

REPORTING AND ANALYSING

- Each month we produce a Patient Voice report for the Board of Directors. This focuses on a particular Directorate and outlines all the key issues raised from feedback for that service, along with the action they are planning to take. It also looks at progress on the issues raised about that service from a year ago. The report also has an update from the service featured three months earlier.
- Continued to develop our feedback website, '[Your Feedback Matters](#)', (feedback.nottinghamshirehealthcare.nhs.uk/) that enables the public to leave and view feedback for teams and directorates as well as being able see the changes we have made in response to feedback. This year we have added the ability to be able to search comments by criticality.

- We have analysed the results from the National Community Mental Health Survey 2017. We extended the survey sample to 2 000 people who used our community mental health services and received 552 responses (28% response rate). In comparison to the 56 other Trusts that undertook the survey we were in the best performing Trusts on two questions, we were about the same as most other Trusts on 30 questions and we were not in the worst performing Trusts for any question. For the question relating to people's overall experience, the Trust received a CQC score of 7.2 (where the highest score for any provider was 7.5). For this question, the Trust ranks 17th of all 56 providers. Adult Mental Health and Mental Health Services for Older People are taking actions to address the areas where we can improve including care organisation, planning and review.
- Involvement volunteers and staff have worked closely with the Matrons across Rampton and Wathwood Hospital to generate Care Opinion postings using prompts questions collected by themes in meetings and via surveys. This has led to reviews on care plans and day services.
- All Forensic Directorates now have a Feedback Action Plan in place. These will be monitored through the Forensic Services Governance Group. At Rampton the Matrons use the plans when attending Patient Involvement meetings. In the Mental Health and Learning Disability Directorate a monthly meeting, supported by Involvement volunteers and staff, works on the action plans in partnership. This has led to continued support for patients in Learning Disability around bullying, with workshops for patients and staff.

CHANGES MADE

- As a result of feedback about Millbrook Mental Health Unit a number of issues have been addressed:
 - Environment issues- an Environmental Care Co-ordinator has been recruited. The role provides weekly updates to the senior leadership team, including the matron about work required on the wards and actions to get the work done.
 - Staff presence and availability- recruitment of Registered Staff Nurses to Orchid Ward has taken place. This will mean more staff present on the ward to be available to patients. The use of the office by staff is monitored.
 - Illicit substances- the service has implemented a new policy giving staff more guidance and ability to act upon the presence of drugs.
- In Adult Mental Health Services, in response to patients' needs in relation to activities whilst on the wards at Highbury, the Highbury Live team now have additional staff and can attend the ward community meetings. This has led to new activities being made available to patients during their stay and increasing the opportunity for increased participation.
- Carers of people on Amber Ward in MHSOP services felt that visiting times were limited and they would like to be around at mealtimes. The ward has now changed visiting times from 11.00am to 8.00pm and carers/relatives are welcomed at mealtimes.
- In response to waiting times in Child and Adolescent Mental Health Services self-referrals are being introduced.
- In Perinatal Services mothers report the transition home after being an inpatient difficult. Peer Support Workers have now been recruited and part of their role is to support them through this transition.
- Leicestershire and Rutland Improving Access to Psychological Therapies Service in response to feedback about waiting times have developed a stress control group. This enables patients with mild problems to access the group without having an assessment. They currently have two groups running one in Loughborough town centre and one at Loughborough University with around 100 patients attending each individual group.

- All gender services have very long waits for assessment. The Nottingham centre currently has a 2 year wait and we are working with NHS England to secure additional resources. The clinic has contracted a third party to deliver a pilot for a telephone support service for people on the waiting list to see if this helps them to be more resilient during the long wait to be assessed.
- Patients at Arnold Lodge (medium secure unit) have asked staff to review our restrictive practice regarding having access to caffeinated drinks. It has been agreed that patients can now access such drinks unless individual risk assessments suggest otherwise. This has led to a change in procedure.
- Patients at HMP Lowdham Grange wanted information regarding waiting times, 'who's who' and improved communication for medication collections. The waiting time information is now in the newsletter, a 'who's who' has been sent to all wing areas and a system to let people know medication is ready is being set up.
- Patients on the Peaks Unit at Rampton Hospital asked for more assistance in managing their levels of distress. Working in collaboration with patients in May 2017 we introduced aromatherapy oils on all wards. Patients can access these up to three times a day following an individual sensory assessment.
- Patients requested to keep their computers at the Wells Road Centre (Low Secure Unit). Now computers will be potentially allowed at all times, but this will be agreed on an individual basis. The internet can be accessed in the ward area, supervised by a member of staff.
- At Arnold Lodge patients asked if there could be more workskills opportunities. As a result the Occupational Therapy Assistant Practitioner will be rolling out a new programme in the New Year.
- At HMP Lowdham patients requested an emergency dental slot appointment. There are emergency dental slots now available at the beginning of each clinic.
- Issues were raised about the physical environment within the Children's Development Centre and its surroundings following a PLACE audit in May 2017. Flooring in the clinic has now been replaced and garden work commissioned to remove crumbling raised beds and generally improve the sensory garden. There is now an on-going programme of improvements. Fencing has been replaced around the clinic and short breaks gardens, improving security of these areas.
- Responding to feedback from service users the dental service delivered from Hucknall Health Centre has become more accessible following the modification of a ramp to facilitate ease of access for wheelchair users and those with mobility problems.
- In Mansfield and Ashfield Pulmonary Rehabilitation (COPD) service patients commented that they would like the exercise booklet (which is used to help self-management) distributed earlier on in the programme. As a result, the team have decided to introduce the exercise booklet on session 2 (of 12) for new patients, taking an individualised approach and setting a home exercise programme.
- As Long Term Neurological and Stroke team patients are sometimes unable to communicate via telephone reviews are now undertaken via email with patients who are not confident using the phone due to speech problems relating to their condition
- Feedback forms for Nottinghamshire Children and Families Partnership in Mansfield identified a range of requests from parents around purchasing equipment, more adult learning, activities for children and trips and outings. New play equipment is in place. Additional funding was sourced to provide trips to Leicester Pumpkin and Chatsworth. Further courses were offered e.g. Introduction to Baby Yoga, Mindfulness and Baby Heart Start across the cluster. Online training has also been sourced for 13 learners.

- Mansfield Woodhouse Childrens Centre parents asked for further information and training around emotional wellbeing and self-image. As a result a workshop was run by Freed Beeches around body image, self-esteem and included strategies to developing confidence and resilience.
- Patient and carers feedback that they want more information regarding the services Macmillan provide. A patient leaflet has been produced and a library of literature from Macmillan is available in each locality base.

FUTURE PLANS

- We will undertake the National Community Mental Health Survey 2018. We will again carry this out on an extended sample of 2000 people.
- To work with Trust staff as responders on Care Opinion to improve the speed of the reply online and to improve the quality of replies from staff to encourage more open dialogue when faced with online feedback that may be challenging
- We will continue the work we have done to develop a systematic approach to looking at Adult Mental Health feedback with service leads and volunteers. Feedback will be themed and the best way forward to address issues will be decided on in partnership.
- At Arnold Lodge we are looking to work with volunteers to collect Care Opinion postings about issues patients have raised about communication and the therapeutic relationships with staff.
- We will continue to develop the work we have begun to link patient and staff experience data.

2. PRODUCE FUTURE PLANS AND SERVICES IN PARTNERSHIP

To engage patients, service users, carers, members and communities to work in partnership with us and other key health and social care organisations to co-produce future plans and services.

CURRENT DIRECTION

To work with the Trust's Divisions, commissioners and local transformation programmes to ensure our services users, carers, Governors and members are actively involved in working in partnership to shape and develop services.

WHAT WE'VE DONE

SERVICE CHANGE

- Collaborative Service Change Project: In May 2017 we began an exciting project to develop how we work in partnership to improve services. A group of around 30 people, with the support of the King's Fund, got together to design a Collaborative Service Change model over five workshops. The group consisted of service user and carer volunteers, staff from Framework, Turning Point, County Council and a number of staff from Nottinghamshire Healthcare. The project ran until October 2017 and worked with Adult Mental Health Community Services and Respiratory Services in mid-Nottinghamshire.
 - The workshops were facilitated by a patient leader and health care professional from The King's Fund. They helped the group work through the challenges of working collaboratively using a number of approaches and theories.
 - The model, developed with participants, has now been completed in the form of an infographic (see below) with principles and an easy to follow process.

Changing Our Services Collaboratively

This is a guide to how Nottinghamshire Healthcare works collaboratively with our communities, our staff and our partners to develop and change services. It outlines the principles and processes so we can work successfully together. We will use all our skills, knowledge, experience and learning to develop the best services possible within the finances available.



- The Model is complete and starting to be tested. A CAMHS (Child and Adolescent Mental Health Services) Collaborative Partnership has been set up and is now meeting, the group consists of team leads, consultant, IEV support, OTs, PSW, Young People and Carers. Current work is being done around information sharing.
- Ensuring that all our Directorates have Involvement and Experience Plans and report every six months on what has changed as a result of people's involvement.
- Before The Forensic Divisional Patient Experience, Improvement & Involvement Group. Involvement Team staff and the Head of Governance meet with patients at Rampton to prepare them for the meetings. This has led to patient being ready to challenge reports and leads to meaningful involvement that has helped bring about change. An example of this is around complaints where patients said they thought staff from the directorate where the complaint was made should not investigate the complaint. As a result complaints are now being investigated by staff and independent investigators from other areas.
- Three service user/carer volunteers regularly attend the Trust's Leadership Council, which brings together over 150 of the Trust's senior leaders, including the Executive Leadership Team, and plans and debates the Trust's vision, values, major initiatives and strategy.

PROJECTS

- The Ideal Ward Round recommendations have now been incorporated into an Adult Mental Health policy. This project looked at ward rounds or reviews in inpatient adult mental health settings. The policy and an online learning tool for staff are two of the outcomes, as well as a large quantity of learning around co-production and collaboration. The group continues to meet.
- A number of service user volunteers are part of the COPPS project, which creates simulated learning environments for staff using volunteers and actors, enabling staff to use role play to reflect on their practice and make improvements to how they support service users. Using lived experience to inform the scenarios as well as involvement volunteers being key to the co-produced process this initiative is starting to run regularly.
- Involvement Volunteers have continued to work with Haven House and Beacon Lodge acting as a service user/carer group to inform decision making and changes in operational decisions.
- New Leaflet at Alexander House (locked unit for men with intellectual disabilities) has been developed that is aimed at both patients and others. Patients were involved in the design of this and the final version was taken to the 'Our Meeting' for comments.

- Arnold Lodge patients have co-produced courses in the following subjects: Volunteering, Understanding the Planets, Applying for a Job.
- The 0-19 Healthy Family Teams have been working with young people attending North Notts College to develop an Important Health Information package to support the transition to adulthood. Further sessions are planned to incorporate the views of young people. We are in the process of developing the package to be able to give this out to young people leaving school in May 2018
- Personality Disorder Pathway (Cluster 8) Review: We have arranged a focus group and have a follow-up group planned to help shape the future redesign of the Cluster 8 (Personality Disorder) Pathway in Adult Mental Health.
- Siblings Group: A group looking at issues for siblings of young people in CAMHS services has been working together over the past year. The group is currently developing video game or app that will give support and advice for siblings but in a fun way. Involvement of young people and carers is central to this project with focus groups running regularly. A young person commented:

'It was good. I think it is good how the game is focuses on the siblings of young people using CAMHS as this is an area that I was particularly passionate about in MH:2K as well. It was definitely worthwhile going, together we came up with lots of ideas and we have decided on a template for the game that I think would be helpful and beneficial to help siblings of young people using the CAMHS services. Also, I really enjoyed it.'
- Peer support workers student placements: The Involvement Team have been supporting the steering group looking at placing 3 to 4 peer support students in Rampton in March and one in Community Forensic Services. We have piloted this with of one of our Involvement volunteers doing her placement in the Women's Service in Rampton.
- We have developed an Adult Mental Health inpatient discharge policy. The policy is now in final draft form following extensive consultation and co-production with patients and carers through the Involvement Centres.
- Young People have continued to report through engagement work that the experience of leaving CAMHS (Child and Adolescent Mental Health Services) has been difficult. A CQUIN (Commissioning for Quality and Innovation) has been developed: Transitions out of Children and Young People's Mental Health Services (CYPMHS). There are three components of this CQUIN: a casenote audit and two surveys one before and after transition.
- A monthly patient support group for previous and present patients of the Alcohol Related Long Term Conditions Service is insightful for health care professionals and also for their peers.
- HMP Ranby inmates who are healthcare representatives are now providing information about healthcare at induction. Induction packs being refreshed to incorporate being delivered from a peer's perspective.
- The Rampton Sense of Community projects (gardening, ward band, games tournaments, and celebrations of achievements), have improved collaborative working between staff and patients, and improved the sense of community on wards. The project aim is to encourage collaborative working and enhance the sense of community by using shared interests to work on something meaningful to the ward community.
- At Wathwood they have been developing an obesity strategy to assist patients with weight management and health promotion. A working group including patients and a range of staff,

has produced a draft obesity strategy and procedure. This is currently being discussed within management and at patient meetings for ratification.

AUDITS

- Service user and carer volunteers have been involved in seven PLACE (Patient-Led Assessments of the Care Environment). These have been carried out at a number of sites including Highbury Hospital, Millbrook Mental Health Unit Centre, Queen's Medical Centre and Bracken House.
- Volunteers have also been involved in fourteen CARE (Compliance Assurance Review). CARE reviews are a cross-divisional assessment that check the various sites against the fundamental standards of quality and safety that are also monitored by the CQC (Care Quality Commission).

INTERVIEWS

- We have supported Arnold Lodge patients with two days of interview training which includes chair training. This was a co-produced course via their Recovery College with support from Involvement volunteers and staff.
- Involvement volunteers at Rampton have been co-producing interview training with patients in their Recovery Colleges. All clinical posts at Rampton now have a service user panel.

FUTURE PLANS

- We are looking to use the Collaborative Service Change project in the development of the STP's (Sustainability and Transformation Programme) Mental Health Strategy.

3. INVOLVE, SUPPORT AND COMMUNICATE WITH CARERS

To work in partnership with carers so they are involved, informed and supported to play a key role in both individual care and service planning.

CURRENT DIRECTION

To ensure that all clinical teams make progress from their self-assessments carried out as part of the Carers' Strategy and Triangle of Care (ward teams). To work with teams to implement their self-assessments as part of the Triangle of Care. This will enable us to understand how all our teams are involving, communicating with and supporting carers and what plans they have to improve this.

WHAT WE'VE DONE

TRIANGLE OF CARE

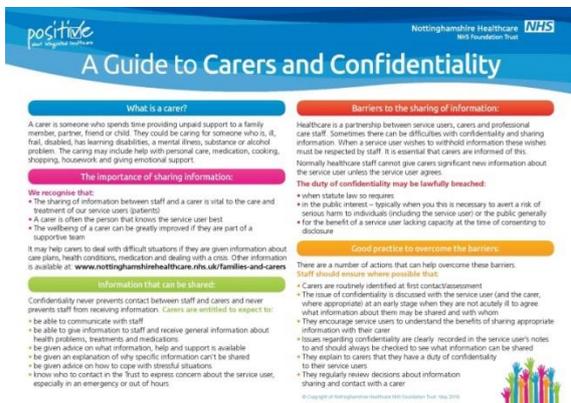


- The Trust was awarded its second gold star for its successful completion of phase 2 of the Triangle of Care. This is for our 41 Community Mental Health teams submitting their self-assessments and for our submission report which details progress we have made with our 74 Stage 1 ward/crisis teams, our community mental health teams and more generally across the Trust. The Triangle of Care is an initiative to promote collaboration between service users,

professionals and carers. This has resulted in many teams improving how they work with carers.

IMPROVED INFORMATION

- The [simple guide to Carers and Confidentiality/ Information Sharing](#) was widely circulated across the Trust and has since been reprinted due to demand.



- Our [Carers', Families and Friends film](#) is available online and is shown to all new staff at Trust Induction.
- At Rampton Hospital they have created a series of films to help families and friends of patients understand a bit more about the Hospital, the treatment and therapies available and how to keep in touch with and visit patients. <https://www.nottinghamshirehealthcare.nhs.uk/visitors-guide-to-rampton-hospital>

TRAINING

- The Involvement, Experience and Volunteering Team co-present a session with carers at the start of the induction day for all new staff. This includes carer awareness and our Carers', Families and Friends film. All new staff are given our simple guide to Carers and Confidentiality/ Information Sharing.
- We worked with carers and the Learning and Development Department to develop Carer Awareness Training for staff (see below). This was delivered in 2017 and a new 2018 programme is up and running.



- As part of the Trust's Learning and Organisational Development Programme we deliver carer awareness sessions twice yearly as part of the National Care Certificate Programme for clinical Bands 2-4 staff and the Band 5 Nurse Preceptorship Programme. Participants comments included:

- *'I have much more information. I feel more informed.'*
 - *I will use the training to think about my practice and hopefully change my approach and understanding of carers*
 - *'Course should be mandatory every year with updates'*
 - *'I really liked the carer videos and insight of their experiences as it makes it real and relevant'.*
- Adult Mental Health services have also trained many staff in Behavioural Family Therapy:
 - Nottingham Recovery College developed carer courses co-produced with carers and partners with the aim of supporting carers through self-management.
 - Bespoke training has been delivered to staff working with Carers in specific areas

WORKING WITH AND SUPPORTING CARERS

- The Trust's Carers Strategy Implementation Group continues to develop, monitor and review our approach to the Triangle of Care and the Carers Strategy. This group is comprised of carers, carer organisations, our Directorate Carer Leads and staff from Local Authorities and commissioners.
- There has been an increase in Ward Based Carer Champions and Carer Leads to help with signposting and support to carers and staff. At Wathwood there are carer's link nurses within the hospital. Each ward now has identified nurses who carers can contact.
- Carers have been helping to update the Adult Mental Health Crisis Team leaflet so that it provides carers with the information they need.
- One of our Involvement Volunteers, who is a carer for her son, spoke at the Bassetlaw Together event in September 2017. The event was aimed at reviewing how services in Bassetlaw have progressed over recent years, integrating mental and physical health and improving services. She said:
 - "I spoke on stage about my experience as a carer, volunteer and my son and his personal journey with his mental health. I think the hardest thing in the world is when it's a loved one going through ill health... Things have changed now on wards, the staff really listen to carers now. I know my son better than anyone in the world, so I know when he's not well. Carers have so much valuable advice."
- In Mental Health Services for Older People Day Services South carers are invited to attend Living Well With Dementia sessions.
- At the Orion Unit for people with intellectual disability and complex mental health difficulties there are regular weekly slots for parents and carers to attend ward rounds.
- At Arnold Lodge carers are now routinely invited to participate in the Peer Reviews. These are where professional reviewers, service users and carers champions from other services review the service at Arnold Lodge. Four carers participated in the last review in February 2018.
- At Bracken House, an adult locked rehabilitation unit, the monthly Bracken Bulletin is produced for patients and carers to improve communication and continue to champion recovery values.
- Feedback from carers regarding the role of the carer coordinator for carers of patients at End of Life was that they didn't understand the role and how it integrates with the District Nursing team. As a result they have developed a carer leaflet.

FUTURE PLANS

- We will start to implement the Triangle of Care for General Healthcare teams.
- We will update our Carers Strategy as part of the refresh of the Involvement, Experience and Volunteering Strategy. This will be shorter and online.
- The guide for carers supporting people with Mental Health issues will be updated, made shorter and will be available online

3.4 INVOLVE, SUPPORT AND TRAIN VOLUNTEERS TO PLAY A KEY ROLE IN THE ORGANISATION

To enable volunteers to play a key role as partners in the organisation. To provide training, clear roles and support to enable volunteers to have a real impact on the organisation and to develop and take up opportunities. Our Involvement Centres to continue to evolve into places where volunteers are trained, supported and connected to a range of opportunities and where there is a community of peers who support each other and collectively improve the Trust.

CURRENT DIRECTION

To ensure that all volunteers are inducted, trained and supported well to enable them to carry out meaningful roles both safely and effectively.

WHAT WE'VE DONE

OVERVIEW

- Since April 2017 we have had an average of 246 active volunteers each month and we have had 66 new starters, including five four legged ones. Volunteers have over 50 roles in our Trust including gardeners on the allotment at Highbury, befrienders across our forensic secure units and involvement volunteers working to improve services. Volunteers at the Trust have, this year, an estimated economic value of £500 000, based on figures from the Kings Fund.
- In addition we had 252 volunteers during the year who volunteered in our Children's Centres. These volunteers contributed 8785 hours at an estimated value of £70 000. They carried out a number of roles including perinatal befrienders, breastfeeding peer support volunteers early years volunteers and administration volunteers.
- We are working with all areas of the Trust and the Institute of Mental Health to ensure that we meet the recommendations in the Lampard Report. We have made progress on issues around training, policy compliance, DBS Checks, external organisations placing volunteers in the Trust and having a single database of all volunteers.
- We're in the process of identifying not only all volunteers within the organisation but also those from external organisations, thus ensuring they are compliant with our Volunteering Policy.

VOLUNTEER CONTRIBUTIONS

- At Rampton Hospital there are 36 trained Volunteer Befrienders and 36 are active at present supporting 45 patients (9 volunteers support/visit 2 patients). They visit for up to two hours once a month. There are 2 patients who have pen pals. Volunteer befrienders are placed with patients in all directorates at Rampton Hospital, the emphasis being on patients with little or no contact with the outside world. The quote most often received from patients is that a Volunteer Befriender "brings the outside in".

- We now have a Volunteer Visitor Scheme in all of our forensic units. We currently have ten befrienders in Arnold Lodge, one in Wathwood, and two in The Wells Road Centre.
- Involvement Staff and Volunteers have helped collect feedback over a 9 month timeframe for The Rampton Sense of Community projects (gardening, ward band, games tournaments, and celebrations of achievements), have improved collaborative working between staff and patients, and improved the sense of community on wards. The project aim is to encourage collaborative working and enhance the sense of community by using shared interests to work on something meaningful to the ward community. Stage 3 is in progress.
- We have continued to place volunteers and Involvement staff to support patient involvement meetings at Rampton, Wathwood and Arnold Lodge. This helps patients get to know the volunteers and staff so they are confident giving feedback and raising issues.
- Service user and carer volunteers continue to co-deliver the Involvement, Experience and Volunteering session at Trust Induction every month.
- Volunteers, service users, carers met with the CQC during their recent inspection; three group meetings took place in all contributing to the Trust's rating of Good.
- We're in the process of finalising training with the Safeguarding Team so that members of the Involvement Team can facilitate Safeguarding Training to make it more applicable to volunteers.
- A volunteers in MHSOP helps with the group work in Day Services South.
- Volunteer started on the Adolescent Unit taking Dog Therapy sessions once a week. Young People have been finding it very beneficial and calming.
- Volunteer working with Alcohol Related Long Term Conditions Service has provided insight into overall alcohol recovery and abstinence through lived experience.
- Volunteers have helped to deliver Interview Skills and Interview Chairing training to Arnold Lodge patients.
- At Wathwood there are currently have two volunteers who work in the coffee shop Saturday and Sunday alongside patients and staff running the café and farm shop.
- A new volunteer who completed her training in November 2017 is now supporting our Outdoor Explorer's sessions at Hawtonville Children's Centre on a regular basis. Staff in the session report that the volunteer is a great asset to the group helping to set up before the session begins and tidying up at the end.
- Eight volunteers attended the Breastfeeding Peer Support training 4 are now leading the Infant Feeding group (with support from 1 member of staff), 1 is volunteering in a group, 2 are starting a new group in Huthwaite and 1 is using her knowledge to support families in the PHEW Group.
- A volunteer who attended the Perinatal Peer Support training in June 2017, has moved on to start her own volunteer-led group "Rainbow Families" to provide support for families who have experienced loss through child death, miscarriage, still birth etc. The volunteer has markedly gained in confidence and families have been attending the group.

IMPACT

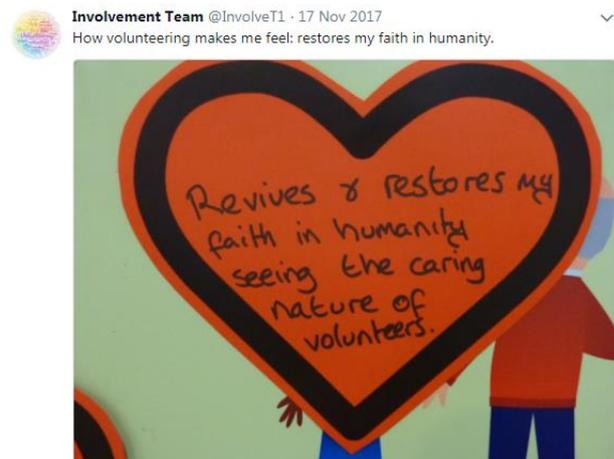
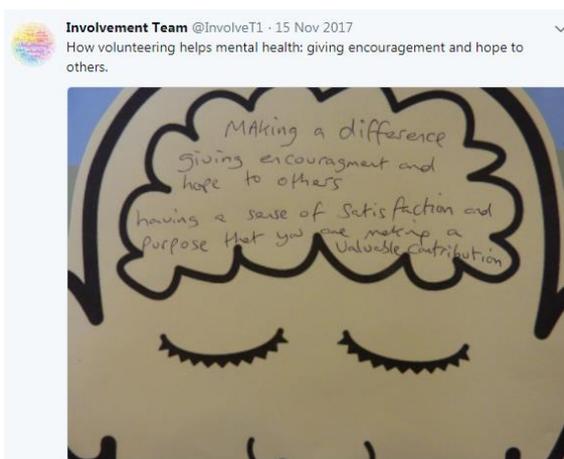
- In April 2017 We carried out a Volunteering Impact Assessment with volunteers, staff and patients to look at the impact of volunteering in the organisation. We had 42 responses from volunteers and 31 from staff. Some of the key headlines are:
 - 82% of volunteers feel they have a positive impact on the service they volunteer in.
 - 88% of volunteers are extremely likely/likely to recommend volunteering with the Trust
 - 100% of staff feel volunteers have a positive impact on the service they volunteer in.
 - 96% of staff are extremely likely/likely to recommend having a volunteer.
- The Story Shop is aimed at 4th year medical students at Queens Medical Centre. Our volunteers attend their training to tell their stories about their experiences around mental health as service users and as carers. This some of the feedback from the students from a session in January 2018:
 - *“Really great opportunity to explore different points of view surrounding mental health.*
 - *Excellent session – thank you! Would be good to hear from younger patients/carers experiencing current NHS practice/services.”*
 - *“Really good experience to hear from carers and their perspectives of the care pathway.”*
 - *“Very useful in gaining patient and carer insight into treatment.”*
 - *“Thank you so much. Very useful to be able to talk to people who have been involved in services. Very open, honest and useful discussion.”*
- In October 2017 we held a Mental Health Awareness Event in the Involvement Centre. We asked some of the volunteers how it helped them. Below are some of the quotes:
 - *“It makes me feel like I am not alone”*
 - *“Gave life a purpose after retiring from work”*
 - *“Makes us feel useful. Gives us self-worth”*
 - *“It helps me to keep looking at new ways to help myself when I help others. Re-evaluate oneself”*
 - *“Making a difference giving encouragement and hope to others. Having a sense of satisfaction and purpose that you are making a valuable contribution”*
 - *“Empowers, improves and gives us a purpose. Supports”*
- Volunteers Week, 1st-7th June: A Garden Party was held at Rosewood Involvement Centre to thank volunteers for their contribution. As part of this we asked volunteers to write about what volunteering means for them on “Helping Hands” which are now on display at Rosewood. Below are some comments.
 - *“Helped to give service users voices”*
 - *“I have learnt we can all overcome and we are able to make a difference”*
 - *[I volunteer] “to have fun, socialise and change services”*
 - *“Volunteering is helping me regain my confidence”*
 - *“I hope to help change services for the better”*
 - *“Volunteering gives me a purpose in life”*
 - *“Feeling that I can make a difference is very rewarding”*
- The Children’s Centres report a number of improvements as a result of working with volunteers including:
 - Number of volunteers now trained to deliver the Accredited Breastfeeding Peer support training across the county to other volunteers ensuring the peer on peer support is a consistent thread through breastfeeding support in children’s centres.
 - Recently awarded time limited contract for funding to train up parent volunteers to deliver “how to be a parent” courses as part of national EPEC (Empowering Parents Empowering Communities) programme.
 - Significant Increase in the number of parent and volunteer lead groups delivered within Children’s Centres which enables Children’s Centres to deliver services which we aren’t commissioned to deliver but that have been requested by parents including: twins/multiple groups, support groups for mums/dads who have experienced loss through child death,

miscarriage, still birth etc and support groups for mums/dads suffering with low level mental health, BABES breastfeeding support groups.

- Significant Increase in number of breastfeeding friendly accredited sites throughout Nottinghamshire. Venues are assessed against standard quality marks by Breastfeeding volunteers to ensure the quality mark is a true reflection of venue for breastfeeding mums to feel encouraged to feed in public.
- Worked in partnership with trust peer recovery team to re-develop perinatal befriender training for volunteers to ensure messages around peer support are consistent throughout Trust.
- By working in partnership with Job Centre Plus, we were able to identify more parents who need a volunteering opportunity to help them on the pathway to work, therefore impacting on their confidence, general wellbeing, economic wellbeing and improved outcomes for the whole family.

RECOGNITION

- Eric Wilson, Rosewood Volunteer was awarded the Volunteer Award at this year's OSCARs, in recognition of his "above and beyond" role within the secure forensic units. The Chair's Honorary Award also went to another volunteer. Bridget Dixon was a carer volunteer who sadly passed away in 2017. She was heavily involved with the Family Intervention Team and also co-delivered our Triangle of Care training to staff.



FUTURE PLANS

- We are updating our volunteering policy to ensure practice is consistent across the Trust.
- We're planning to facilitate the School for Change Agents course provided by the Horizons Group of NHS England. These sessions are in the process of being offered out to all our volunteers and membership. It is a "virtual learning programme for change activists within health and social care" and is "designed by disruptors for disruptors and is a platform where people from all over the world can learn together".

3.5 INVOLVE AND COMMUNICATE WITH OUR COMMUNITIES

To work in partnership with our members, communities and voluntary sector so that the Trust is an engaged and supportive partner to the communities we serve.

CURRENT DIRECTION

To ensure we have regular communication with our members and provide them with a range of opportunities to share their views and to shape and develop health services in the Trust, locally and nationally.

WHAT WE'VE DONE

MEMBERSHIP

- The Trust currently has 9490 public members.
- Following a consultation with our members, the Trust Membership Strategy was refreshed and updated for 2017-2020.
- Monthly e-bulletins are emailed to public members and uploaded to the Trust website (and Trust Intranet for staff members). The latest editions included information about mental health and pregnancy research, carer roadshows and the Mid Nottinghamshire CCG engagement events.
- Postal information is sent quarterly to members who are not online (and monthly to those who request it).
- Opportunities are emailed to members according to their service interest/preferences. Recent examples include the Mid Nottinghamshire CCGs engagement events and a psychological trauma summit.
- Monthly surveys regarding specific services are sent to members to gain feedback for the monthly Patient Voice report. The most recent survey was for feedback from Children and Young People's services.
- Undertaken a members' satisfaction survey with bulletins improved as a result of feedback received (15% response rate).
- We continue to use social media to inform and update members and partners on news and events.
- A new page on the Trust Connect site about Staff Membership is now live.
- An electronic welcome pack is sent to all new members with an email address (welcome pack posted new members who do not have an email address).
- A Council of Governors election took place in February 2018. Nine new Governors have been elected and attended induction sessions. The next Council of Governors meeting will take place on 5 April 2018 at Arnold Lodge.
- Monthly Governor Assurance meetings continue to take place. The themes of the last two meetings were Mental Health Services for Older People and Wathwood Hospital.

WORKING WITH COMMUNITIES

- In Adult Mental Health Services appointment letters from the Stonebridge Centre have now been translated into Farsi due to feedback from the local community that this would support engagement with services.
- Staff from the Trust attended a City Council led event in relation to "new and emerging communities" to present about Mental Health services and discuss how services can work together to meet the needs of these communities. Adult Mental Services part of ongoing working group to continue to support this work.

- A group of Arnold Lodge volunteer patients are working with the Canals and Rivers Trust to maintain the towpath and river margins of the River Soar in Leicestershire. The group has expanded its activities to include extraction of rubbish in the river.
- The Wathwood Farm Shop is open every weekend to the local community patients and their families. They sold 50 Christmas trees this year from the shop.
- With an ever growing Polish Community within the Bassetlaw area it was felt that this cohort of patients were not provided with the pressure ulcer prevention details that others were due to the language barrier identified and that this could be detrimental to their health. As a result the SSKIN Matters leaflet, which contains information and recommendations of what patients can do to help themselves from developing a pressure sore or for an existing pressure sore to not further deteriorate, has now been produced in Polish.
- At South Broxtowe Children's Centres a new International Group has started working with ESOL families and Voluntary Action Broxtowe to move families on from the ESOL classes where needed and introduce a new international stay and play group.

FUTURE PLANS

- We are looking to provide better demographic information and information about local voluntary groups on the Trust intranet (Connect) so staff have greater awareness of their community when planning and delivering services.
 - Environmental Scan for members.
 - The annual Membership Survey will be sent to members in Spring 2018.
 - The Annual Members' Meeting will be held in July 2018.
-

3.6 USE TECHNOLOGY TO ENGAGE IN NEW WAYS

To explore and use the most effective new methods and technologies including our website and social media to reach out to and engage with our service users, carers, members and communities.

CURRENT DIRECTION

We continue to develop how we use our Your Feedback Matters Website, the Involvement Twitter account, the Involvement blog and the Trust website to communicate with and involve people.

WHAT WE'VE DONE

WEBSITES

- All the data and comments from the 19 647 surveys and the 998 Care Opinion postings are publically available on [Your Feedback Matters website](#).
- We have updated the Trust website and Intranet for staff with information about our services, ways to feedback and social media.

TWITTER

- We tweeted over 600 times during 2017/ 2018. We have increased our following on Twitter to 726 followers and use social media to share best practice and communicate with our audiences and partners in and out of the Trust.

BLOGS

- We have published 84 blogs in 2017- 2018 shared on the [Involvement Blog](#). Our volunteers, service users and carers regularly write blogs for us along with Trust staff <https://wordpress.com/posts/involvementvolunteeringexperience.wordpress.com>. We continue to use the blog to share our work across the Trust and externally too. All our blogs are shared on Twitter [@InvolveT1](#) with an aim of engaging our Trust membership and the communities we work with. We have written 219 blogs since we started sharing our work via the Involvement Blog.
- Between December 2017 – January 2018, a series of blogs were published on our Involvement blog and promoted through our Twitter account. These blogs were written by volunteers and staff, reflecting on their past year of volunteering and what highlights they may have had. Over this period, our blog had 1046 views.

FUTURE PLANS

- To use social media to engage our communities more effectively by using Twitter forums, chats and specific hashtags to help us to listen to what people are saying with regards to services and improvements.
- NHS 70th Birthday celebrations A mini blog a day counting down to July 5th 2018 celebrating the good things about the Trust and the NHS.

DEMONSTRATE OUR IMPACT, SHARE GOOD PRACTICE AND SHAPE NATIONAL AGENDAS

To have clear ways of demonstrating our impact, to share good practice internally and externally and to shape national and local agendas around involvement, experience and volunteering

CURRENT DIRECTION

To continue to share the impact of our work.

WHAT WE'VE DONE

- The Trust was asked to participate in an NHS England Empowering People and Communities Taskforce to advise NHS England Board on how they could improve co-production in the NHS.
- The final Story Shop was delivered by the IEV Team on 19 September at the national Recovery Conference in Nottingham. A transitional agreement was made with the Medical School which enabled it to continue. Training, guidance, support and protocols were all provided and this work still continues with the same volunteers through volunteer placements at the Medical School.
- Presented with Care Opinion about how we use stories to improve services at the Heads of Patient Experience Network (HOPE) event in March.
- Members of the IEV Team were selected to be interviewed as part of the Evaluating the Use of Patient Experience Data to Improve the Quality of Inpatient Mental Health Care ([EURIPIDES](#)). This is a national study looking at how various Trusts gather and use feedback.
- We are invited to participate on a regular basis to Care Opinion events to inspire other subscribers. Two blogs have been written about recent events:
- <https://www.careopinion.org.uk/blogposts/641/care-opinions-london-mental-health-event> and <https://www.careopinion.org.uk/blogposts/675/quality-improvement-manchester-workshop>

FUTURE PLANS

- We will develop a more comprehensive range of quantitative and qualitative measures to capture the impact of our work

Paul Sanguinazzi
Head of Involvement and Experience
April 2018