

Involvement, Experience and Volunteering Six- Monthly Update September 2018

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 Committee 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 August 2018 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 over the six months from February to August 2018. This report is informed by the six-monthly IEV reports that all directorates in the Trust produce.

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.

PROGRESS SUMMARY

KEY WORK:

- Work began on the Trustwide Patient Experience Review, which will review our approach and practices in relation to capturing, collating, triangulating, analysing and reporting on patient experience. Initial meeting to discuss regional collaboration took place between four local partner organisations – Northampton Foundation Trust, Lincolnshire Partnership, Leicestershire Partnership and Derbyshire Healthcare.
- The results of the National Community Mental Health Survey have been received, and are now being analysed. Results will be reported to Local Partnerships via a learning workshop ahead of the official benchmarking report from CQC which is expected in November.
- The Board of Directors have received six Patient Voice reports, focussing on a different directorate each month (see details below).
- Nottinghamshire Healthcare have maintained our top position with Care Opinion as the number one listening Trust in the UK out of 564 providers. We have the more staff receiving alerts about postings than any other Trust.

CHALLENGES:

- Capturing feedback from patients accessing support in the community. The National Community Mental Health Survey achieves a response rate above the national average, however, we are aware that this remains a very small proportion of the people accessing our services.
- There are a number of services in every directorate which capture a small volume of feedback. This can be due to the capacity, methods used, the patient group etc. As part of the Trustwide Patient Experience Review we will look at how we can improve this.
- A small number of services across both divisions use feedback mechanisms designed in-house. This feedback is not necessarily triangulated with Trustwide mechanisms (such as Care Opinion and the Trustwide survey) and the resulting actions are not widely known/reported.

WHAT WE'VE DONE/IMPACT

CAPTURING FEEDBACK

- In the six months March 2018 to August 2018 we have had 9 453 responses to our feedback survey (in comparison to 9 310 in the previous six months), 303 Care Opinion postings (with 9 changes planned or made), 2 200 people using the Your Feedback Matters website.

- We have had over 155 929 responses to the Feedback Survey since we first began it in July 2009.
- The 303 Care Opinion postings have been viewed 9,890 times. 85% of the postings were positive or minimally critical (the 4% of postings deemed to be moderately or strongly critical were reported in summary to The Board of Directors, with associated responses and actions). Changes recorded include:
 - A 'revamped day care services programme at Rampton Hospital, including a broader range of courses offered through the on-site Recovery College
 - A newly created Patient Involvement Meeting in the Mental Health and Learning Disability services at Rampton Hospital
 - Consideration of a new mobile phone policy at Wathwood Hospital, along with new sports facilities
 - New sessions for 0-5yrs at Chilwell Children's Centre
 - Proposed refurbishment of the women's seclusion suite and ICU at Arnold Lodge to include more accessible shower facilities
- Involvement volunteers and staff have worked closely with the Matrons across Rampton Hospital to generate Care Opinion postings using prompt questions identified as main themes in patient forums. This has led to reviews on care plans and day services, staffing and activities.
- Offender Health target 10% of each prison population for feedback via the Trustwide survey. Of this 10% there was an 85% response rate during the recent surveying period of.
- Ward B2 (Bassetlaw) and the Jasmine Suite had particularly high response rates to the Trustwide survey in the period.
- The Worry Catcher model has now been expanded to all MHSOP wards to address any worries or concerns of patients, families and carers.

REPORTING AND ANALYSING FEEDBACK

- The Board of Directors have received six Patient Voice reports in this period. These looked at the range of feedback we received for particular services and the actions the service has/will take in response to this feedback. The services we focused on were:
 - March – Children and Young People's Services
 - April – Arnold Lodge Medium Secure Unit
 - May – Adult Mental Health
 - June – Low Secure and Community Forensic Services
 - July – Rampton Hospital
 - August – (No service focus, update provided on Adult Mental Health)
 Updates on the progress made to tackle the key issues in these reports are provided to the Board after three months and twelve months.
- Involvement and Experience Leads in each directorate are now required every six months to identify the teams they feel are not capturing feedback effectively, and to state how they will support these teams to improve. This will be monitored through the support of the Divisional Involvement and Experience Lead.
- Work continues on the triangulation of staff and patient voice, with the development of an analytic dashboard for staff, which will provide them with this information for their service area.

RESPONDING AND ACTING ON FEEDBACK

- All Forensic directorates continue to monitor their Feedback Action Plans via the Forensic Services Quality and Risk Group. This is proving to be an effective way of recording key issues and tracking changes made as a result.

- Adult Mental Health (AMH) services, along with service users, carers and Involvement Team staff, reviewed all Care Opinion and Trustwide survey (SUCE) feedback received about the full range of AMH services between January 2017 - February 2018. The feedback was themed and Quality Improvement plan was created. 90 actions have resulted, which will be monitored the next time the group meet (in September).
- As a result of discussion with the Arnold Lodge Patient Forum, Primary Healthcare staff at Arnold Lodge now regularly attend Clinical Team Meetings. This means that physical health issues are incorporated fully into care plans and into discussions with patients about their health and wellbeing.
- Patients at Rampton Hospital commented via various means about not understanding their care pathway. Every patient in every care stream will now receive a session on understanding their care pathway.
- Catering services moved from being managed by Arnold Lodge directly to being an externally managed service, but this resulted in patients feeling they had little say in the service being offered. As a result, a Catering Focus forum was set up to allow patients to give their views directly to the Catering Service and to have an expectation that their views would lead to changes in the Service.
- Comments from staff, patients and carers informed the new Security Directions at Rampton Hospital which govern the safety and security of high secure hospitals.
- There were complaints raised at Wathwood Hospital during the patient forums that Protected Meal Times were not always been honoured with ward rounds sometimes over running. Staff looked at changing meal times, but this was not agreed, so it was reiterated to all staff that ward rounds should be finished by 12 noon.
- The Executive Director of Forensic has started to respond on Care Opinion. This has been seen as supportive to both patients and staff.
- Patients of Pulmonary Rehabilitation in Bassetlaw provided feedback about being unsure of how sessions were going to be completed and felt very nervous at the start of sessions. The first group session has been amended so that the first half an hour is utilised to explain how the sessions will run and also patients are shown how to use the stop watched and other bits of equipment to ease their nerves.
- Patient feedback from Pulmonary Rehabilitation in Newark and Sherwood requested:
 - heavier arm weights to exercise with (there are now a variety of weights utilised in patient programmes according to ability, and stored at the community venues),
 - more aerobic equipment to exercise on (the service purchased two steppers to help increase the variety of aerobic equipment)
 - more exercise tolerance work outdoors (planned the group session to include a walk outdoors around Kirkby and Mansfield, and outdoor mobility around the outside of hospital buildings).
- A patient complaint led to a large scale review of clinic and appointment times at Mansfield Leg Ulcer Clinic to enable fair and equitable service to all patients.
- Patients requiring palliative support in the community in Nottingham North and East, who were well enough, stated a preference for attending a clinic rather than have a nurse visit them at home. Clinics were set up for patients requiring palliative support rather than nurses visiting them at their home.
- Mother's report the transition home after being an inpatient in the Mother and Baby Unit as being difficult. In response to this, Peer Support Workers have been recruited and part of their role is to support them through this transition.

- Nottingham West service visiting housebound patients regularly receives feedback about a desire for timed visits. Unfortunately, this cannot be accommodated due to the unpredictability of complex needs of patients that may take longer than anticipated, however the service are now clearer in first visits about how home visits will be planned and attended.
- Adult mental health (AMH) inpatients commented on a lack of activities on the wards. All wards are now requested to provide an activity timetable as part of the Involvement action plan and commence evaluation sheets of the groups run.
- Patients of Ward B2 raised concerns regarding a small sample of the staff group. The Modern Matron and ward management team are now working with staff on Ward B2 regarding the ward culture.
- Various comments have been made through various channels regarding the food provided on the AMH wards. Options are currently under review and a change at Millbrook, and B2 are currently monitoring food times and providing patient feedback to kitchens. This is also discussed as part of the service level agreement.
- Feedback from families with a child with ASD (Autism spectrum disorder) in Newark and Community Paediatric Services is highly complementary of the 'Small Steps' Pilot Programme in Mansfield and want this extending to all Districts across Nottinghamshire County. The service are working with Commissioners and Family Action to expand the service across all districts.
- The IAPT service have a developed a group programme for treatment which service users will be able to access quickly following their assessment in the service. This is as a result of feedback from service users who felt the wait between assessment and intervention was too long. The group programmes offered include: Sleep; Stress; Mindfulness; with further groups including social anxiety.
- A new accessible admission information sheet for patients at Alexander House was produced from feedback received from the patient meetings.

SHARING PROGRESS

- Care Opinion boards are present in most directorates at Rampton Hospital, displaying feedback from patients, families and carers, and the corresponding responses and actions.

FUTURE PLANS

- We have received the results of the National Community Mental Health Survey from Quality Health, and have begun analysing these, with a view to scheduling a briefing event with Local Partnerships Mental Health services to encourage learning and action in advance of the CQC benchmarking report later in the year.
- The AMH Involvement and Experience Programme will now run every six months, bringing service user and carer volunteers together with staff to review feedback received in the previous six months and plan resulting actions.
- The Trustwide Patient Experience Review will be carried over the next seven months and will look at how we capture, triangulate, analyse, report on, respond to and act upon feedback. The aim of the review is to better understand how this is done across all services, and to evolve our organisational approach.

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.

PROGRESS SUMMARY

KEY WORK

- We have continued work around the Collaborative Service Change and the model that was developed with the support of the King's Fund. We have used it in the development of the Hopewood project and have been working with the STP (Sustainability and Transformation Partnership) and with Bassetlaw ACP (Accountable Care Partnership) to look at how we can use the model to help develop their strategies and plans. We have also run two Leadership Council sessions to introduce the model and collaborative working tools to leaders in the Trust.

CHALLENGES

- The pace, complexity and changes of plans around service change has meant that it has been challenging to embed collaborative service change into programmes and projects.

WHAT WE'VE DONE

SERVICE CHANGE/REDESIGN

- We have been working with the STP (Sustainability and Transformation Partnership) to look at how we can use the Collaborative Service Change model in the development of the Nottinghamshire Mental Health Strategy. We have also been working with the Bassetlaw ACP (Accountable Care Partnership) to look at how it can be used in the development of their PLACE Plan.
- We are looking at the different elements of the Adult Mental Health Transformation programme to see how we can use collaborative working to help develop the plans for community, in-patient and crisis care.
- The CAMHS (Child and Adolescent Mental Health Services) Collaborative Partnership has been running and has created the design for all Hopewood publications. Content has been co-produced in order for it to be of the most use for service users and carers.
- At Rampton Hospital, ground access areas are currently under review and the West Villas project is underway. Patients have been involved in the planning and consultation phases and will be involved in designing the agreed projects.
- Work at Rampton Hospital continues on the amalgamation of E Block and The Peaks Unit to provide a streamlined Personality Disorder service. Regular involvement and recovery meetings take place to discuss changes required and future aspirations for the service.
- A major community services transformation commenced in May across Mid Nottinghamshire in response to new community contract from CCG (Clinical Commissioning Group). The service worked with the CCG to reduce the number of different services patients have to move through

to create more seamless care. The CCG have consulted with patient groups on the redesign of the new service, and patient and carer feedback will be monitored to understand any impact the service transformation and change has on care.

AUDITS

- An extensive programme of re-decoration and repairs at Arnold Lodge has been commissioned as a result of the PLACE (Patient-Led Assessment of the Care Environment) audit. This audit captures the patient experience of living in the hospital and is intended to push forward positive changes in the patients' environment.
- PLACE audits were conducted in the mental health wards earlier in the year, which led to the replacement of the communal seating on Bonnard Ward at Rampton.
- Two service users were involved in the recent audits at 145 Thorneywood Mount and volunteers were part of the Bracken House audits. As part of ongoing feedback from PLACE audits this has played a significant part in accessing Capital Bids to fund significant environmental modernisation and improvements at 145 Thorneywood Mount.
- PLACE audits were conducted with service users and volunteers on MHSOP (Mental Health Services for Older People) wards in April. The PLACE audit on Silver Birch ward identified various issues – namely flooring that is not suitable for frail patients, and signs which are not clear enough. Signs have now been replaced and the floor will be replaced at the end of the year.
- Service user and carer volunteers have been involved in: 19 PLACE audits, five MICE and two CARE Audits in this six month period. 50 volunteers were involved in total.

SERVICE IMPROVEMENT PROJECTS/QUALITY IMPROVEMENT

- A celebration event for the Ideal Ward Round took place on 8th May. A handout was produced summarising the Ideal Ward Round recommendations, which are now embedded into the AMH (Adult Mental Health) discharge policy.

Ahead of the event, the project secured organisational support through Quality Improvement and the AMH senior leadership team to embed recommendations in practice, including how to monitor progress through patient experience and governance structures

Online learning tools have been produced to support staff when considering how ward rounds are delivered in the areas they work in: www.nottingham.ac.uk/helm/dev-test/ward_round-18072018/index.html

- CAMHS are now looking at their ward rounds at The Lookout. Using the learning from the Ideal Ward Round project in AMH, they have already:
 - Ensured care plans are given at ward rounds
 - Studied the timings and appointment times for ward rounds and changed these, creating being a better experience for service users and staff
 - Experimented with nurses chairing the ward round
 - De-cluttered the meeting, with a weekly change to what's done when, and Care Plan's looked at the day before
 - One person recording everything on laptop, removing the need for multiple devices in the room
 - Template of ward round summary to go straight onto RIO
 - Less than half the people attending ward rounds in comparison to nine months ago, making the experience less intimidating for service users
- Quote from a young person involved in the Hopewood development: *"I started volunteering a couple of years ago for different CAMHS projects. It's only through working together that we can break down stigma and challenge culture. Young people's views are such an important*

part of planning future services to make sure they are the best they can possibly be. Young people want to be listened to. There is a lot of work to be done, but it's such a valuable thing to be able to give some time to, working towards a better service fit for the future"

- Arnold Lodge staff and patients have started filming a series of short Patient Experience videos. These will be used for staff training and for giving carers an idea about how patients live and receive treatment at Arnold Lodge. The content of the videos is largely based on ideas gathered from patients. Patients have filmed segments of the films, and will be involved in editing and promoting these films.
- A project is currently underway with service user and carer volunteers to create new information to be provided to inpatients within the first 48hrs of admission, and then more detailed information to be given once the patient is settled (including information on how the ward runs, what items are permitted, what patients can expect etc).
- A number of Involvement Volunteers have partnered with the Trust Safeguarding Team to create a DVD on supporting people experiencing domestic violence.
- Volunteers are now delivering Story Shop sessions to second year students of the School of Pharmacy.
- A Quality Improvement project has recently begun on Brecon ward at Rampton Hospital to be paper and plastic conscientious in the aim to reducing unnecessary waste. Patients and staff collaboratively agreed this during ward community meetings.
- Rampton Hospital have introduced Planning Boards on wards. Patients reported that they did not feel that the daily ward planning took account of their needs. Options were discussed with patients and planning boards were an agreed potential solution.
- Healthcare services at Lowdham Grange are creating a peer support program for patients suffering from mental health and substance misuse issues. They are looking for patients to be navigators and support those struggling 24hrs a day.
- Staff and patients from Wathwood Hospital are attending the Yorkshire and Humber Patient Involvement Conference in Wakefield in September.
- During patient forums and ward community meetings at Wathwood Hospital, patients stated they would like nicer outdoor space to spend time in during the good weather. Rehabilitation patients were asked to make decisions about what it was they wanted, and were involved in planning the court yard area. The work is due to commence imminently.
- Bassetlaw COPD (Chronic obstructive pulmonary disease) services have now implemented respiratory diaries so that patients are able to record their normal symptoms and identify any exacerbation of their condition. The diary contains a self-management plan enabling patients to self-medicate rather than attending the emergency department.
- Involvement work has commenced to understand more about the experience of patients and their families in CAMHS in relation to the Trust's Quality Improvement Violence Reduction project.
- CAMHS Eating Disorder service has recently signed up to two research projects: the first to seek feedback from parents about what they find helpful in seeking support for a young people with an eating disorder, and the second to seek the views of the siblings of young people with an eating disorder.
- Young People are involved in co-producing the training for, and presenting to, the Nursing Innovation Event regarding CAMHS/ AMH transitions.

- Feedback identified a lack of specific groups to support families coping with multiple births. After discussion with a small group of Mums with twins a Parent-Led Multiple Birth Group was set up, delivering sessions every Friday morning at either Hawtonville or Bridge Children's Centre. After a recent meeting between staff and the parents leading the group the Children's Centre has agreed to organise some Safeguarding training for them to attend.

FUTURE PLANS

- We will continue our work around collaborative service change and work with others to implement our model in system and service change programmes as well as spreading the learning around collaborative working across the Trust and the local health and social care system.
- We are looking to work with the Programme Lead for New Models of Care in Forensic Services to look at how service user and carer involvement is a key part of the programme.
- We will be supporting the Forensic CQUINN (Commissioning for Quality and Innovation) around restrictive practice, seclusion and segregation.
- At Rampton we will be working with volunteers and patients on stage 4 of the Sense of Community project.

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 community mental health 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.

PROGRESS SUMMARY

KEY WORK

- We have continued to implement the Triangle of Care across the organisation. The Carers' Trust awarded the Trust its second gold star for completing stage 2 of the Triangle of Care programme.
- We have continued to work with carers to improve information for carers and to train staff in carer awareness.

CHALLENGES

- The capacity to continue to support, advise, monitor and review over 100 teams that have completed the Triangle of Care whilst looking to implement stage 3 with over 100 teams in General Healthcare.

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.
- Between now and next March we will review progress of all the teams that completed Stage 1 and 2.
- As part of national Carers Week the Trust pledged to continue to roll out the Triangle of Care. We also used social media to promote carer awareness and pledges from teams in the Trust.



- We have updated the policy for Information Sharing with Professionals, Service Users and Carers. This now aligns with and incorporates our Guide to Carers and Confidentiality.
- Carers and family from MHSOP were requesting to be at initial assessments and review meetings. Routinely carers are now involved in assessment, care and discharge planning.

COMMUNICATING WITH/INFORMATION FOR CARERS

- We have produced a Quick Guide for Carers, Families and Friends. This includes information about what to expect from services and where to seek help and support.



- The Carers Information pack given to visitors at Rampton Hospital has been recently revised and a film produced for new visitors which is published on the Trust website.
- Carers Link Nurses have been assigned on each ward at Wathwood Hospital who carers can contact. Carers have been informed who the carers link is on their family members ward.
- A carer PSW (Peer Support Worker) is now in post in CAMHS services.
- Welcome packs are consistently provided to every family with a loved one in Silver Birch ward. It is recorded in the patient notes when these have been given, which is audited by the clinical leads.
- We supported and promoted the 17 Carers Roadshow events that offered support and advice to carers in venues across Nottinghamshire.

TRAINING

- Our Learning and Development Department have developed a Carer Awareness Training programme for staff for 2018/19. The aim is to increase Carer Awareness and familiarise staff with the Triangle of Care standards. The course has been co-produced with carers.

FUTURE PLANS

- We will discuss how to progress with the implementation of Stage 3 of the Triangle of Care (General Healthcare teams) with the Carers Trust in September. They currently do not have someone leading on the Triangle of Care and expect someone to be in place in September. In the meantime we will send information out to General Healthcare teams so they can begin to look at how they work with carers.

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.

PROGRESS SUMMARY

KEY WORK

- Worked in partnership with Children's Centres to encourage their use of the volunteering portal, and to adapt the portal to suit their recording and reporting requirements. This will lead to a more standardised approach to managing volunteers.
- The Trust Volunteering Network meet every two months. This brings together the voluntary services coordinators and relevant others (e.g. Safeguarding team) to discuss, debate and decide upon volunteering practice, procedures and policy and to steer the organisational volunteering strategy. This group now review our approach to volunteering against the national

Investing in Volunteers standards. Recently, the group have reviewed and updated the Trust Volunteering Policy (4.03).

- Continued recruitment of Involvement Volunteers, with a particular focus on recruiting and training people to be involved in service redesign/service improvement projects.
- During Volunteers Week, we celebrated and marked the contribution of volunteers in the Trust in various ways, and were involved in the Twitter celebrations. Details provided below.

CHALLENGES

- We are aware of unregistered volunteers operating within our services, and volunteers brought in via external voluntary organisations with whom we do not have an agreement in relation to the necessary checks and training, and adherence to our Trust volunteering policy. We are continuing to seek out these volunteers and organisations but this is a considerable task and new volunteers operate within our services regularly.
- More opportunities for service and carer volunteers are arising which require a high level of knowledge and understanding about the Trust and the wider system. This means that we need to provide more training and education to our volunteers to equip them to contribute to meetings and projects at this level, and many volunteers are precluded from this due to ongoing mental health problems, disabilities or anxiety/apprehension.

WHAT WE'VE DONE

PROMOTION/RECRUITMENT

The Trust currently supports 592 active volunteering and befriending placements (as below), with volunteers in almost every service area:

Local Partnerships – Mental Health	138
Forensic Services	56
Corporate Services	111
Institute of Mental Health	6
Local Partnership – General Health	281

SUPPORT AND TRAINING

- Volunteers receive a review of their volunteering activity, and any current/additional support needs at least every six months, with an opportunity to call a review at any time if required.
- Involvement volunteers have received training over the last six months in:
 - The Quality Improvement methodology
 - Collaborative Service Change
 - School for Change Agents programme
 - Telling your story as part of the expanded Story Shop Programme (see below)
 - Mandatory Safeguarding and Information Governance refresher training
 - Infection Control and Sepsis
- Implementation of EPEC (Empowering Parents Empowering Communities) project as part of national Scaling programme means that 14 parents are now being trained to deliver eight parenting programmes. There will be a second wave of parent recruitment to follow.
- In line with NHS Improvement standards, members of the IEV team are now trained to deliver a bespoke Safeguarding Session for Volunteers, this means that all volunteers can now access the training.

VOLUNTEER CONTRIBUTIONS

- The Involvement Team provided an opportunity for volunteers and members to take part in The School 4 Change Agents training run through the Horizons Team within NHS England. The course supports the NHS Improving Quality paper: 'The new era of thinking and practice in the change and transformation: A call to action for leaders of health and care' by Helen Bevan & Steve Fairman.
- A volunteer that has been working with the IEV Team since the planning of the new Mother & Baby Unit is going onto new things in life, but said this about her time volunteering and being involved: *'I've found it really interesting and it's also been a great way of totally transforming a negative experience. Bizarrely, I think that being so ill has (ultimately) been such a positive for me...'*
- Due in large part to the contributions made by service user representatives and involvement volunteers at Patient Forums and the Forensic Services Patient Experience and Service Improvement Group, issues such as price increases in the patient shop at Rampton Hospital and technical difficulties with hand held devices at Wathwood are now being addressed on behalf of patients. The volunteers and patient representatives have been persistent and effective in raising these issues in appropriate meetings.
- Involvement Volunteers attend all patient forums in every Forensic directorate, speaking on behalf of patients (where necessary) and supporting patients to speak up about important issues. They also help to provide some of the softer intelligence which is picked up during volunteer visits.
- A new complaints group in Forensic Services has been created to enable service user and carer volunteers to review and audit complaints handling.
- Service user and carer volunteers have been routinely involved in CARE reviews, checking various sites against the CQC fundamental standards.
- Involvement volunteers have been co-producing interview training with patients at the forensic campus Recovery Colleges. Volunteers and patients will be involved in the Recruitment Assessment Centres in the Forensic division.
- All new volunteers attend a comprehensive induction day with training specifically tailored for volunteers. All volunteers needing training refreshers or renewals will also attend this. The induction now incorporates elements of the Trust Staff induction; an introduction to the Involvement, Experience & Volunteering Team; Safeguarding; Information Governance; the Volunteer's Agreement and Policies; Boundaries & Support.
- Celebrations of our volunteers and their contributions to the Trust were held on nearly every day of Volunteer's Week (1st-7th June). Two special Involvement Centre meetings were held, the New Volunteer Induction was launched and there was an Information Stall at Millbrook Hospital. Blogs were shared with a volunteer theme every day of this week as part of our Team's wider "70 blogs to 70" countdown to the NHS 70th Anniversary.

 **Involvement Team** @InvolveT1 · Jun 3
You're reading that right. Nearly three hundred volunteers are getting involved across the whole of @NottsHealthcare #NHS70 #70BlogsTo70 #NHS #Volunteers #Involvement @NCVxVolunteers #VolunteersWeek ...
volunteeringexperience.wordpress.com/2018/06/03/vol...



- Work is currently taking place with Learning and Organisational Development, Peer Support Trainers, Volunteers and the IEV team to co-produce bespoke training days to develop the skills of volunteers to help them better contribute to service change and projects.
- Volunteers are regularly requested to recount their personal experiences as part of their contribution to projects, for example at staff inductions, training or conferences. A tool has been collaboratively created with volunteers to help them develop and structure their story, whilst maintaining their own individuality. Future sessions are being planned in Centres to help support volunteers in using this tool to create their personal stories.
- A number of sessions have been held within the Involvement Centres for new volunteers interested in Story Shop to help them develop and create their own personal stories and to add to the current “Story Volunteers” who are contributing to the training of junior doctors.
- Recent quote from a patient about the value of their befriender match: *“She is kind and nice to talk to, I enjoy her company. I can trust her and she trusts me. I get happy butterflies in my tummy before she arrives and I am very happy when she is with me. It is a perfect match, we never stop talking when she is here”*
- Involvement volunteers chair Involvement Interview Panels at Wathwood Hospital and support patients in interviewing for new clinical staff.
- In Adult Mental Health services, volunteers are helping to facilitate the therapeutic group programme at 145 Thorneywood Mount, and also co-facilitating a new Hearing Voices Programme for people with Psychosis across City Local Mental Health Teams (LMHTs).
- Dog Therapy sessions are offered by a volunteer once a week at Hopewood. These will take place on all three Wards eventually, with the PICU (Psychiatric Intensive Care Unit) being more on a 1:1 basis. Young People were finding it very beneficial and calming.
- Young people who have accessed group work in CAMHS are volunteering to support others through the process. This is also leading to many more young people accessing involvement opportunities.
- A project has begun to introduce more opportunities for young people to volunteer in CAMHS and a process is being devised in order to give consideration to the age of the volunteer and the opportunities available to them.

FUTURE PLANS

- A new ‘Volunteering in Forensic Services’ refresher training course is to be co-produced with service user and carer volunteers, to ensure that people feel competent and confident about volunteering in Forensic Services (with a specific focus on boundaries and safety).
- The School for Change Agents 2019 programme will be facilitated for Involvement Volunteers once the dates are announced. The hope is to widen the participation to include more volunteers and staff; and to also be more involved in the online community and wider conversations happening globally.
- The Quality Improvement Team will be providing their Bronze Award training to more volunteers. This training covers the key principles of QI; why QI is important and the Trust's Commitment; an introduction to the Model for Improvement and the QI framework; step by step project management of a QI project; and QI tools and techniques.

- We will be undertaking a mapping exercise to establish where unregistered volunteers are operating and which organisations are enabling volunteers to enter our services without us being assured that the necessary checks and agreements are in place.
- We will be having a concerted recruitment drive towards the end of this year to recruit volunteers with a specific interest in helping to improve services and being involved in collaborative service change/redesign. The hope is to recruit people with experience of the full range of our Trust services, including general health.

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.

PROGRESS SUMMARY

KEY WORK

- We continue to send e-bulletins and opportunities to members about a range of involvement activity both in the Trust and externally.
- We continue to work with health and social care organisations to improve how we collectively work with and involve our communities in service changes and developments.

CHALLENGES

- To ensure that our diverse communities are listened to and involved in service changes and developments. Through our work around collaborative service change we are working with partners to make this a core part of service changes.

WHAT WE'VE DONE

MEMBERSHIP

- The Trust currently has 9471 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 (posted to those who request this), uploaded to the Trust website (and Trust Intranet for staff members) and shared on social media and Involvement blog. The latest edition included information about our AGM/AMM, the NEON research study, Secure Hospital Care – a guide for carers and information about an Expert People Panel.
- Opportunities are emailed to members according to their service interest/preferences. Recent examples include information about the Nottinghamshire public health consultations and an opportunity to be involved in developing action plans in response to feedback received in adult mental health services.

- 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 forensic high secure services.
- We have undertaken a members' satisfaction survey with bulletins improved as a result of the feedback received (15% response rate).
- An electronic welcome pack is sent to all new members with an email address (welcome pack posted to new members who do not have an email address).
- We have updated our Privacy Policy for public members, in line with new GDPR legislation.
- The Trust held its Annual General Meeting and Annual Member's Meeting on 19 July 2018.
- A Council of Governors election took place in February 2018. Nine new Governors have been elected and attended induction sessions.
- Monthly Governor Assurance meetings continue to take place.

WORKING WITH COMMUNITIES

- The Nottingham Playhouse requested a consultation regarding mental health and anti-stigma to coincide with their 70th Anniversary and the Madness of George III which will be broadcast in cinemas across the country. Volunteers gave feedback on the Playhouse and adaptations that can be made for people with mental health issues. From this, their website has been changed, advisory trigger warnings added, refund policies have been altered, internal paperwork to Directors has been made more robust and seating flexibility is being investigated.
- Self Help UK presented to Involvement Volunteers about the Time to Change Campaign and to promote the Nottinghamshire Hub. Volunteers have started to sign up to be "Time to Change Champions" to help challenge mental health stigma and promote wellbeing in their local communities.
- Healthwatch attended the Involvement Centre meetings to speak to volunteers to get their views on services and ask their "Question of the Month".
- In July 2018 we restarted our S17 Restaurant where patients are involved in the planning, preparation and serving of meals to staff, patients and people from the local community.
- Wathwood Summer Gala took place in the Horticulture area where local producers were invited to sell their products as well as the products already sold. Staff are now looking to put on a similar event in the Autumn.
- The Community Stroke Team in Nottingham West celebrated 'Make May Purple' by setting up stands in the largest health centre buildings and the local supermarkets and in public spaces to engage with the local population raising the profile of stroke awareness and delivering key messages and blood pressure checks.
- South Continence Advisory Service supported the National Continence Week by setting up a stand at the local health centre and were on hand to provide advice and information regarding services and products that are available.
- The two PSWs in perinatal services are planning to start a peer support group that will act as a stepping stone into Open House: a community support group.
- A number of IAPT clinicians attended events throughout the community informing the public of the service. One public event was in collaboration with the Leicester City CCG and Patient

Participation Group. There have been a number of events held at the Leisure Centres, GP surgeries, Sure Start and Centres.

FUTURE PLANS

- To continue to work with partner organisations to ensure that our diverse communities are listened to and involved in service changes and developments.

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.

PROGRESS SUMMARY

KEY WORK

- Involved in the national flurry of Twitter and other social media activity in relation to the NHS 70 birthday, Volunteers week (1st-7th June) and also in the Trust's FAB change week.
- Sustained the upload of all patient experience data within the month it is received to the Your Feedback Matters website.
- Many blog contributions from the IEV team, Trust staff and volunteers covering all aspects of involvement, experience and volunteering.

CHALLENGES

- Our activity on social media is predominantly information-out, rather than engagement for the purposes of gaining patient and carer insight. This requires resource that we are not currently in a position to commit to it.
- A plan has been devised to improve the Your Feedback Matters website, both in terms of functionality and accessible design. The main changes would improve the experience of staff using the website to understand their service feedback. However, we are limited by financial constraints as to what of this plan we are able to implement.

WHAT WE'VE DONE

YOUR FEEDBACK MATTERS WEBSITE

- 2,200 unique visitors to the Your Feedback Matters dedicated feedback website in this period.
- All Patient Voice reports are uploaded to the website once they've been received by The Board of Directors.

TWITTER

- The @InvolveT1 account, for the Involvement Experience and Volunteering team, tweeted 281 times during the period – on a wide variety of events and topics such as Volunteers week, Care Opinion 'Hero of the week', notable patient and carer feedback and staff induction.

- During National Volunteers week, this account shared over 60 tweets relating to volunteering in the organisation, with contributions from numerous volunteers.
- During NHS 70th birthday celebrations in July, the account tweeted and retweeted over 150 tweets, engaging with national and international organisations,

BLOG

- Ninety-six blogs have been published in this period, blogs covering topics including a volunteer's perspective on conducting audits, service user interview training at Rampton and a repost of a blog from the Director of Patient Experience for NHS England and his experience of volunteering.
- In honour of the NHS 70th birthday, we produced 70 blogs including contributions from volunteers and staff from across the organisation. The blog encouraged people to share their views on the NHS, their role within the NHS, their personal experiences of relying on the NHS and their views on how the NHS could improve.

FUTURE PLANS

- To continue to engage with staff, the public, patients and volunteers via social media – to share honest feedback about our organisation and to encourage people to share their feedback and to get involved in service change.
- To further advance the search and reporting functionality on the Your Feedback Matters website to enable staff to better understand what is being said about their services.

3.7 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.

PROGRESS SUMMARY

KEY WORK

We have been taking part in the Patient Experience Collaborative which is a national piece of work bringing together health Trusts around the country organised by the Patient Experience Network and Northumbria Healthcare. As part of this we have met with a number of other mental health Trusts to lead on a framework/approach for feedback in mental health Trusts.

WHAT WE'VE DONE

- As part of the Patient Experience Collaborative we have taken part in four workshops with 12 other Trusts to share learning and good practice in a number of areas such as meaningful use of stories, experience-based co-design and measuring what matters. We have been asked to take a lead on developing a model that works for patient experience in mental health/community trusts and are working with five other Trusts on this.

- The COPPS (Co-produced psychiatric simulation) group has produced a number of posters on its work which have been accepted at:
 - Medical Education Conference
 - Derby University
 - Royal College of Psychiatry Medical Education Conference
 - National Association of Voluntary Services Manages

FUTURE PLANS

- To continue to be part of the Patient Experience Collaborative and to develop a model for feedback in mental health/community trusts.
- National Specialised Commissioning Team (NHS England) are meeting the Involvement Lead for Forensic service to review and discuss Involvement at Rampton

Paul Sanguinazzi
Head of Involvement and Experience
September 2018