



Mental Health Joint Commissioning Strategy Engagement Event

Thursday 8th October
Middle Brook Centre
Winchester

THE ENGAGEMENT EVENT WAS
OPENED BY COUNCILLOR FELICITY
HINDSON EXECUTIVE MEMBER FOR
ADULT SERVICES AND



ALEX BERRY DIRECTOR NHS
HAMPSHIRE

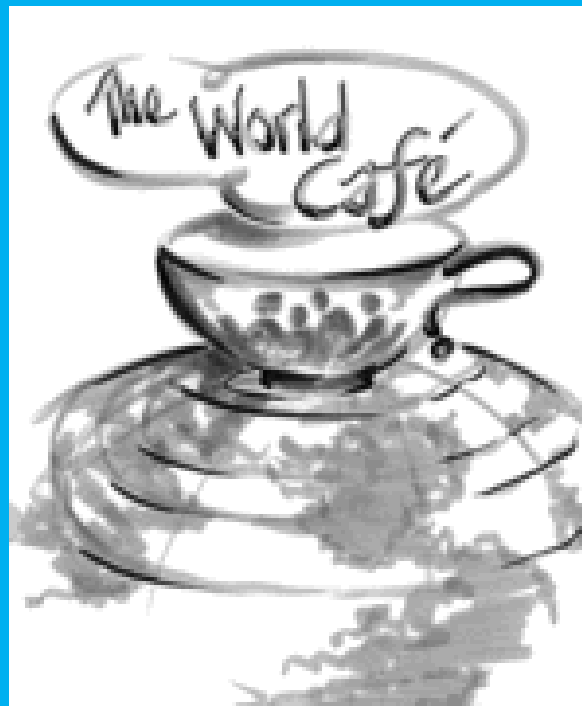


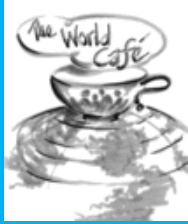
THE SERVICE USER
PERSPECTIVE WAS
GIVEN BY JAYNE DEAN





Welcome to our Wellbeing Café



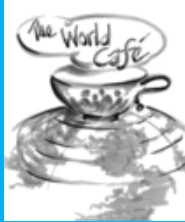


How the Café Worked



The Café is based on the World Café model. To find out more about the World Café visit:

<http://www.theworldcafe.com/>



How the Café Worked



- The Café comprised several rounds of conversation / activity. At the end of each round participants moved to a new table to begin a new conversation with a different group of people.
- At each table one person was designated as table host and stayed at the table to help connect new guests arriving at the table with what had been said previously.

World Café Guidelines

HAVE FUN!!

Facilitate yourself & others

PLAY, DRAW, DOODLE

Listen together for patterns, insights, & deeper connections

CONTRIBUTE YOUR THINKING

LISTEN TO UNDERSTAND

LINK and connect IDEAS

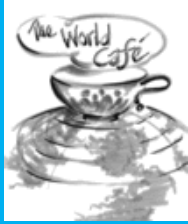
FOCUS
on what matters



Speak with your **MIND...and HEART**



SLOW DOWN...
so you have TIME to think & reflect



How the Café Worked

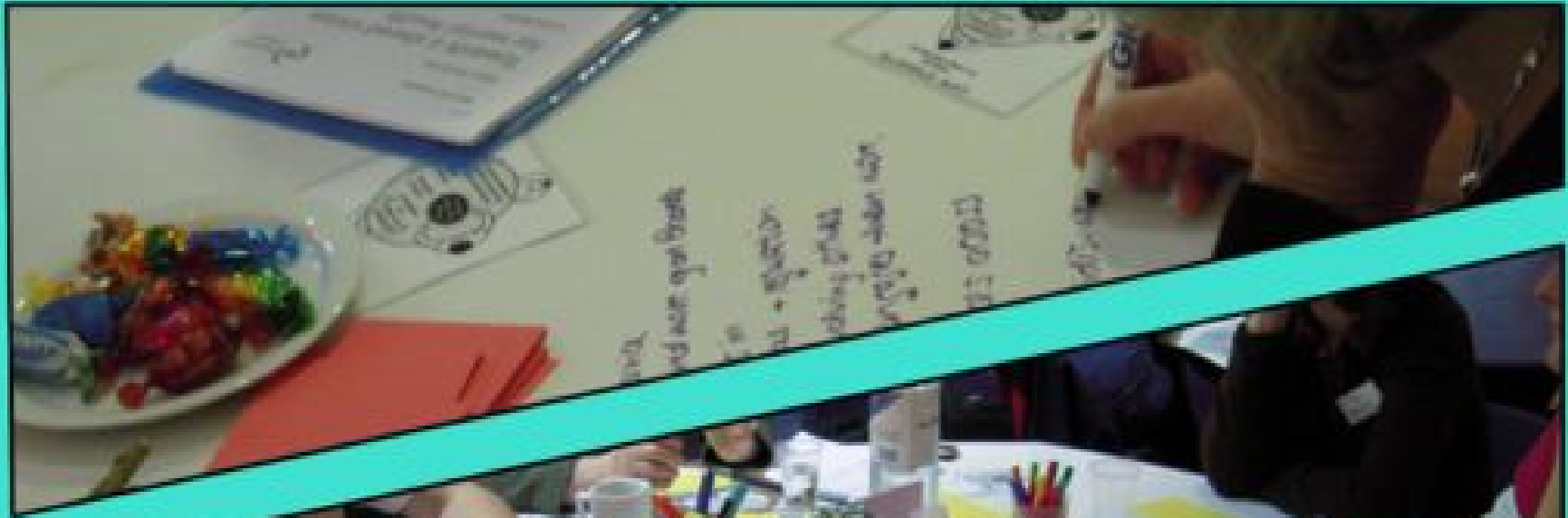


- You will notice that the tables were covered with papers and that a variety of felt tips pens etc. were provided. These were to encourage participants to make notes and doodles on the table cloths of anything that occurred to them.
- Towards the end of each round participants were asked to record their table output more formally - this formal output was collected and placed on the walls. The table cloths were also collected at the end of the event so that nothing was lost!

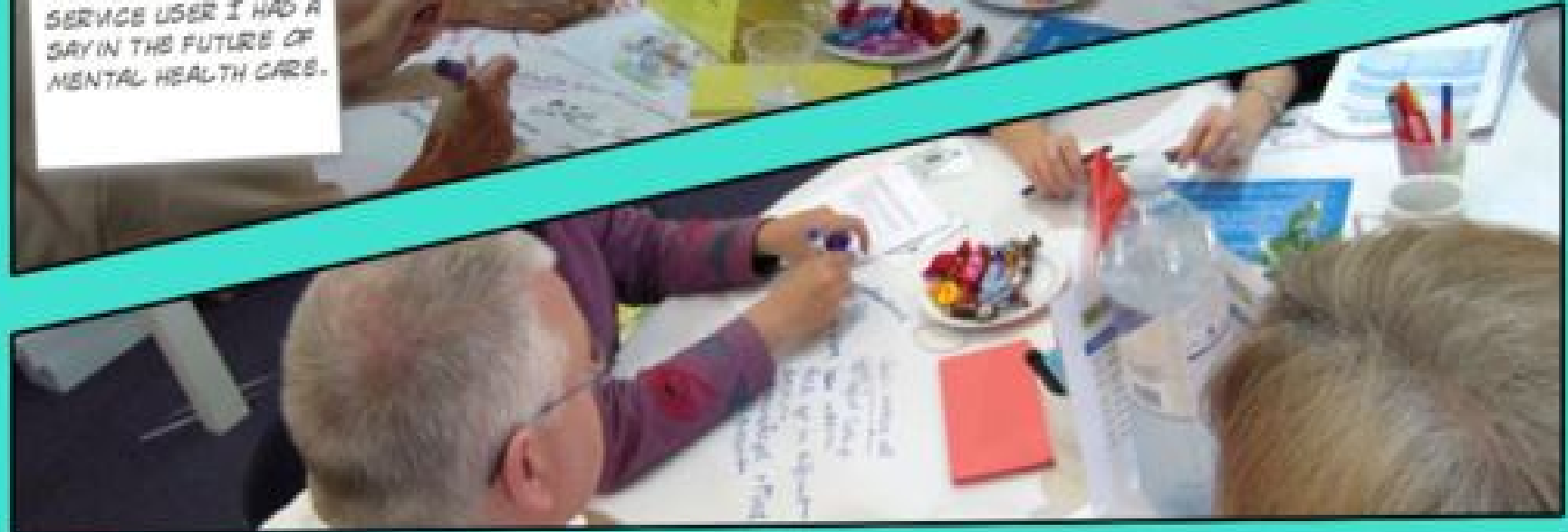


Good way to network and meet others and I feel it is a good forum to put forward ideas and felt listened to





I FELT THAT AS A SERVICE USER I HAD A SAY IN THE FUTURE OF MENTAL HEALTH CARE.





Definition of Services

Services include:

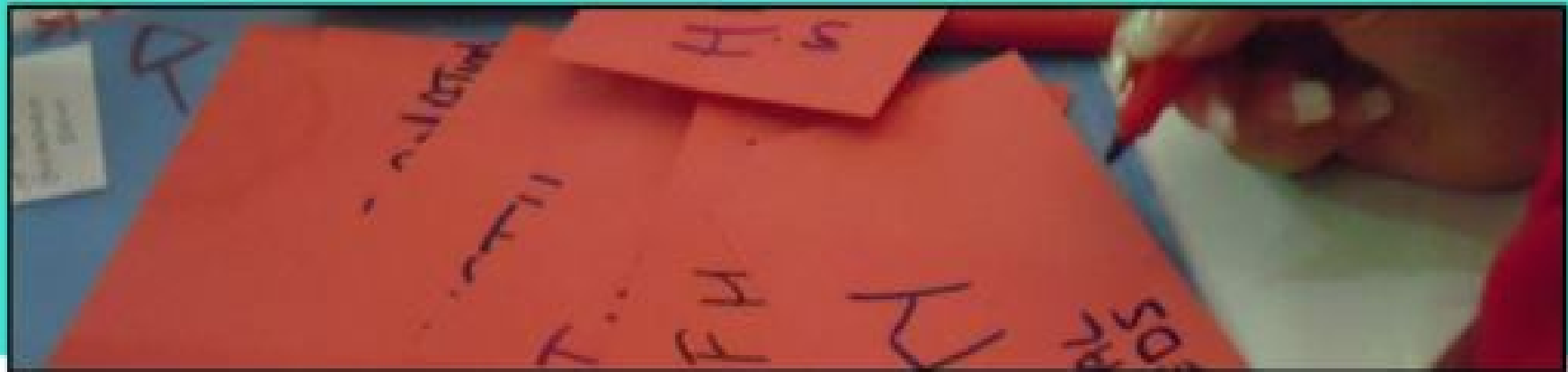
- Health including Primary Care/GP services as well as specialist mental health teams.
- Social care provided by either the statutory (e.g. Hampshire County Council) or the voluntary sector
- Services provided by other service users or carers
- Other things that have helped you that you don't necessarily connect to mental health



Round 1

- What services or aspects of services are working well and why?
- Begin to identify services you would like to see more of in the future

INVOLVING SERVICE USERS WHO ARE ①
'EXPERTS BY EXPERIENCE' IN ALL ASPECTS
OF THE SERVICE.
OVER THE YEARS, ATTITUDES HAVE CHANGED FROM
NOT WANTING SU PRESENT AT SERVICE DISCUSSIONS
TO INCLUDING THEM & SEEKING THEIR INPUT.
THE NEED TO CONTINUE TOWARDS THEM DELIVERING
THE SERVICES.





Round 2

- As you continue to think about and identify what services are working well and why, begin to tease out what core / common features you are noticing when Services are at their best?

Skillplay was a really helpful service as a stepping stone to work

Support to enable people to manage self employment.

VOCATIONAL SUPPORTS AVAILABLE EARLIER TO STOP JOB LOSSES.



PROPORTIONATE
ACCESS TO SERVICES.

EARLY INTERVENTION
CHOICE
IN CONTROL...

TIMELY, AND REACTIVE
SUPPORT.

Functioning well to cope with
procedures -

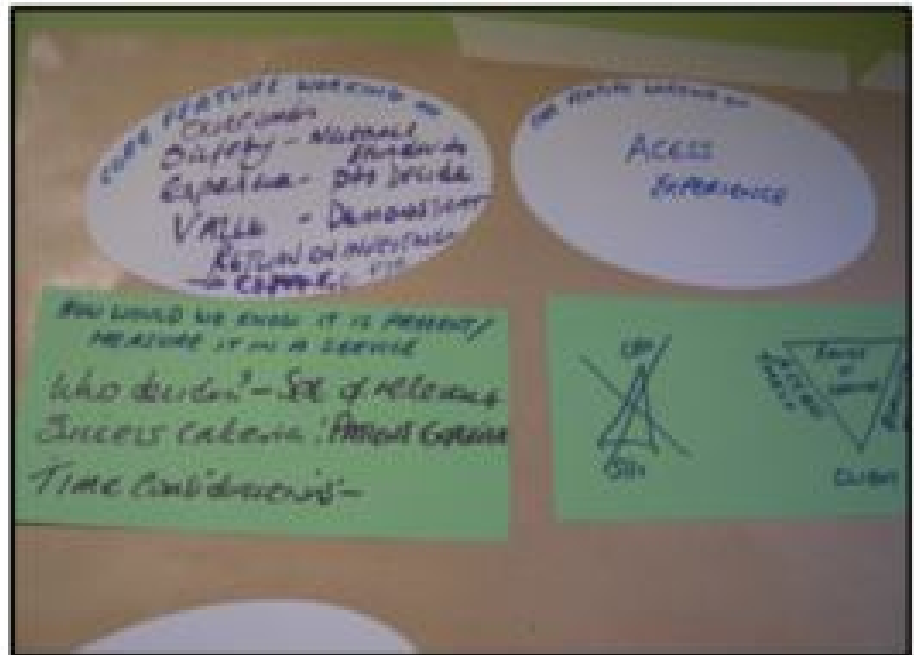
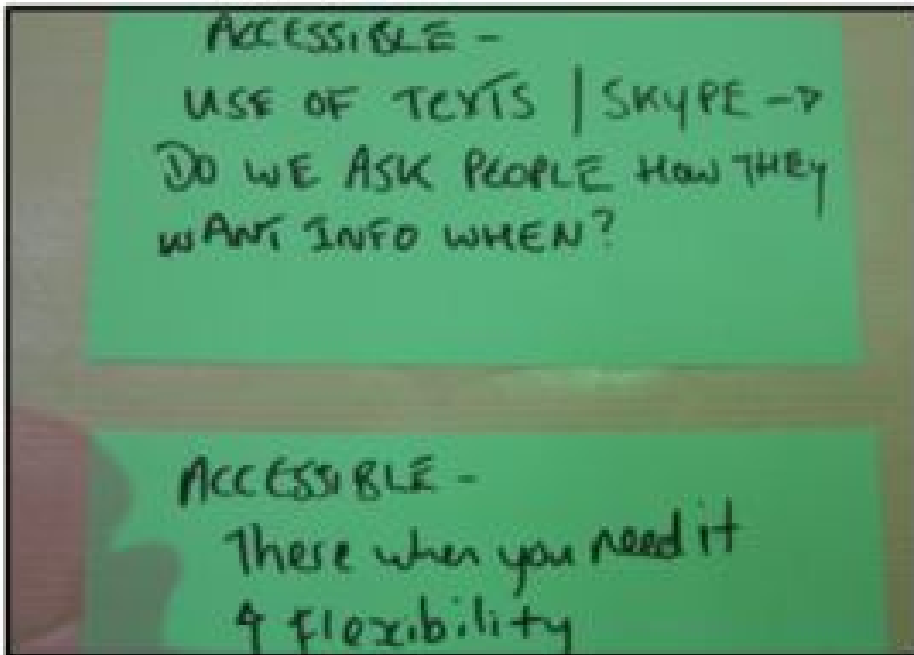
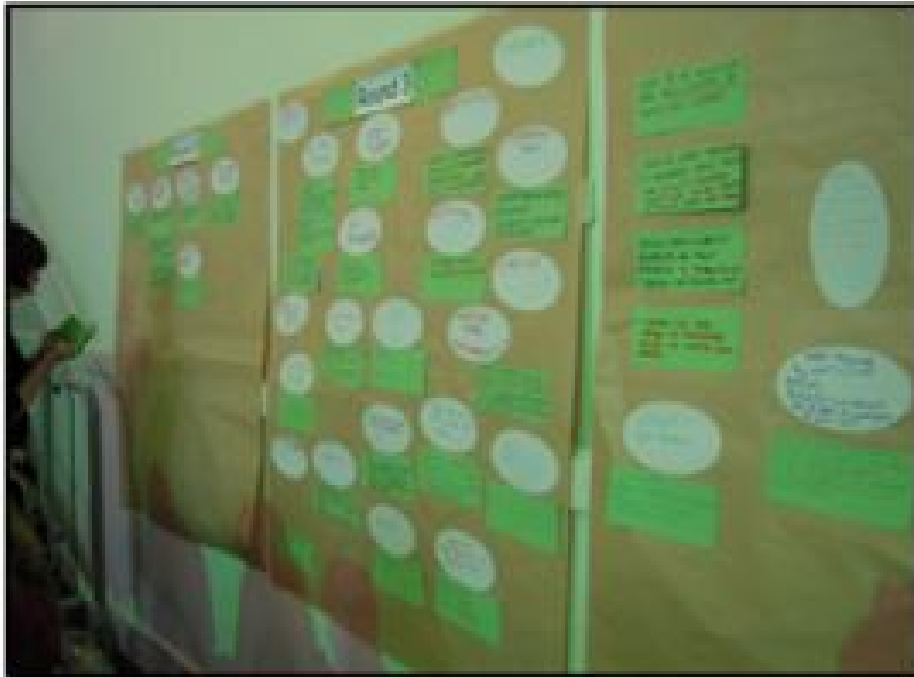
personalised
meaningful ^ outcomes
(not just 'standard'
outcome measures)

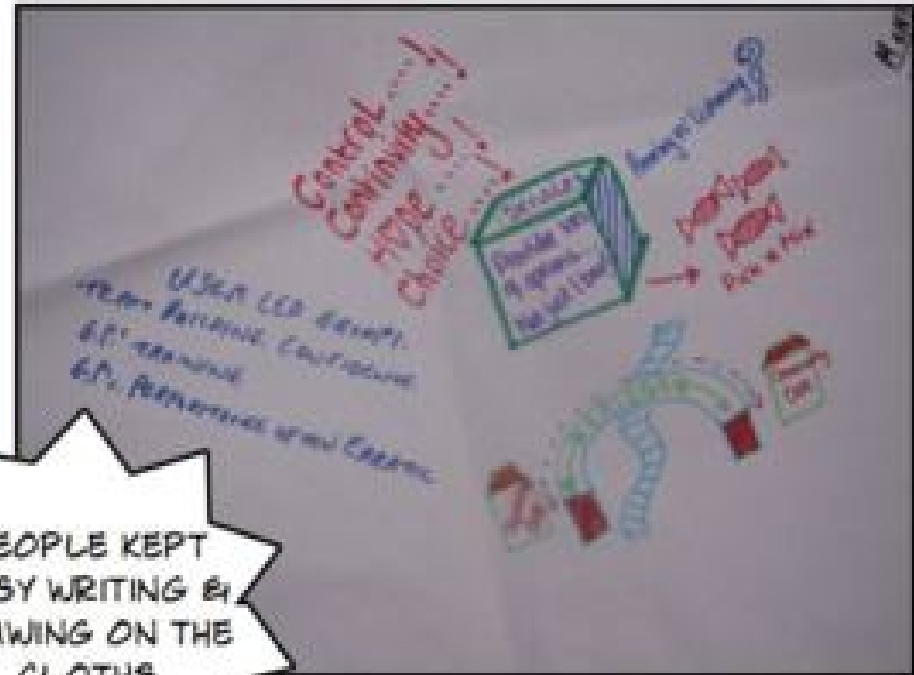
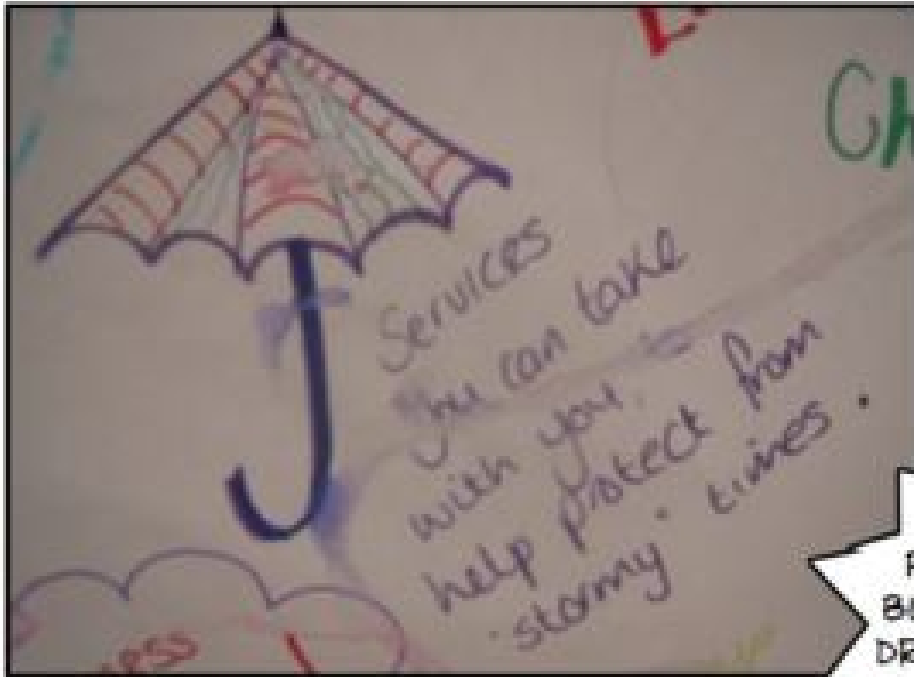
personalised
interventions/
support for
individuals



Round 3

- As you think about the stories about services you have come up with and the core features we have identified so far, begin to think about how we could use these core features to measure future services.
- Taking each feature think about what it would mean, e.g. how would we know services are recovery orientated?



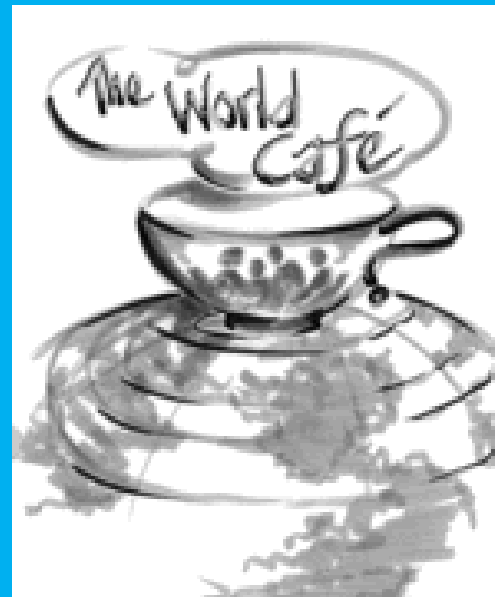


PEOPLE KEPT BUSY WRITING & DRAWING ON THE CLOTHS





Lunch & gallery walk / information stands





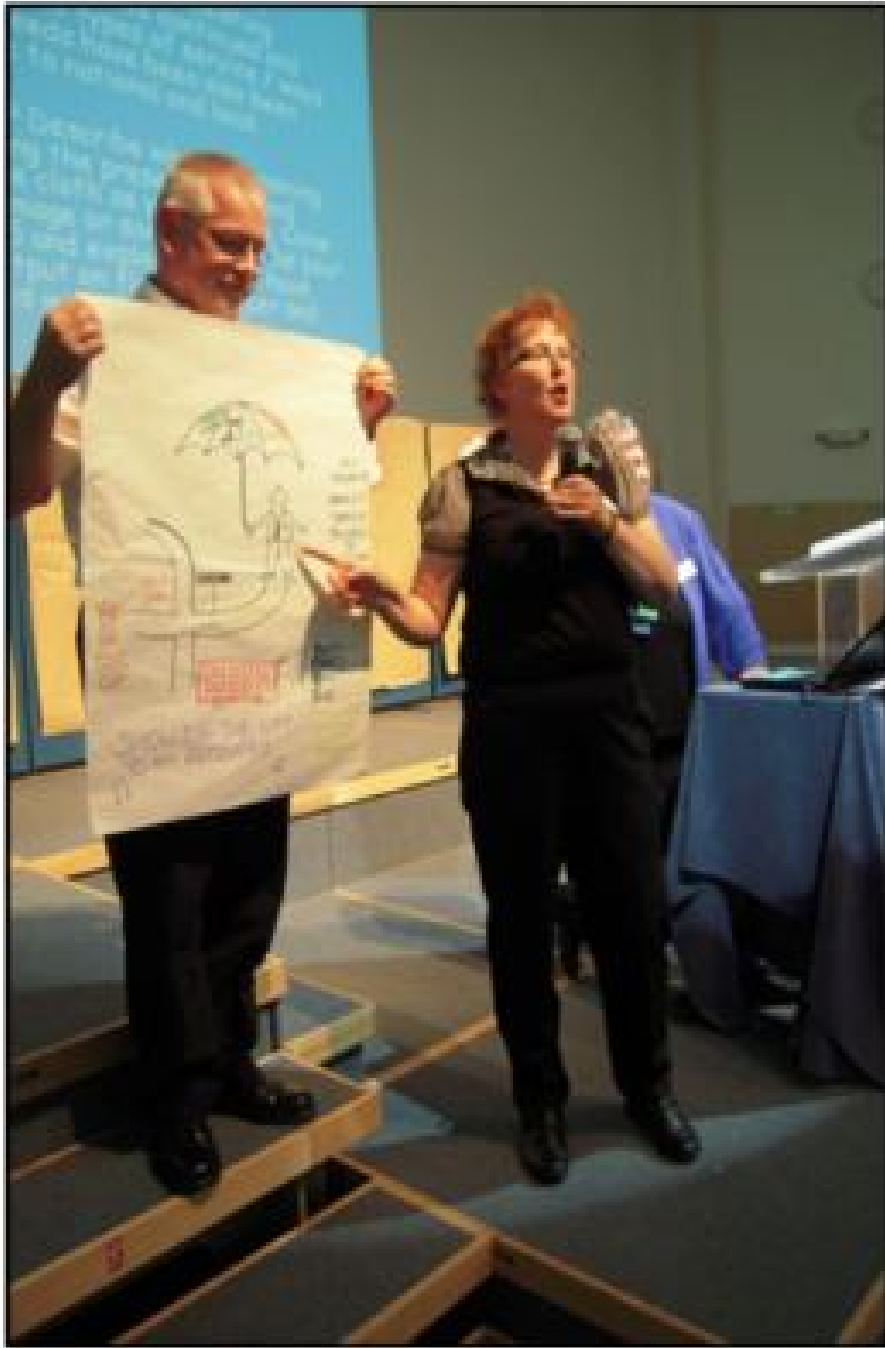
LUNCH & LOOKING AT THE STANDS





Its 2015.....

- We are now in the year 2015 and mental health services are excellent. The best of the existing services you identified in 2009 have continued and been further developed. New types of service / ways of meetings individuals' needs have been also been commissioned in response to national and local strategic development.
- What does this look like? Describe what's happening in mental health now, using the present tense and making notes on the table cloth as you go along. Come up with a word picture, image or song to describe your vision of services in 2015 and explain why you have chosen it. Record the output on flipchart paper and be prepared to share this with the large group.



- care coordinator
- STR workers
- buddies
- covering support



Agency services

follow up on your journey

keeping watch

All agencies working together

choices

personalisation

dead end
can go back by again

Ability to overcome obstacles
of access to services
no target driven service

easy access to services
large/ smaller sites



- partnership working
- One stop shop in Wellbeing centre
- Communication



Service users

Consistency in staff

Social inclusion

- STR workers coordinating volunteers in the community
- More support staff in the community

WRAP universal

Personalisation

Less emphasis on targets

Places of safety

Consistent care across county

Access not just based on 2 care sites

Wellbeing centre

Early intervention

Ageless services

Collaboration between services
everyone communicating

Partnership

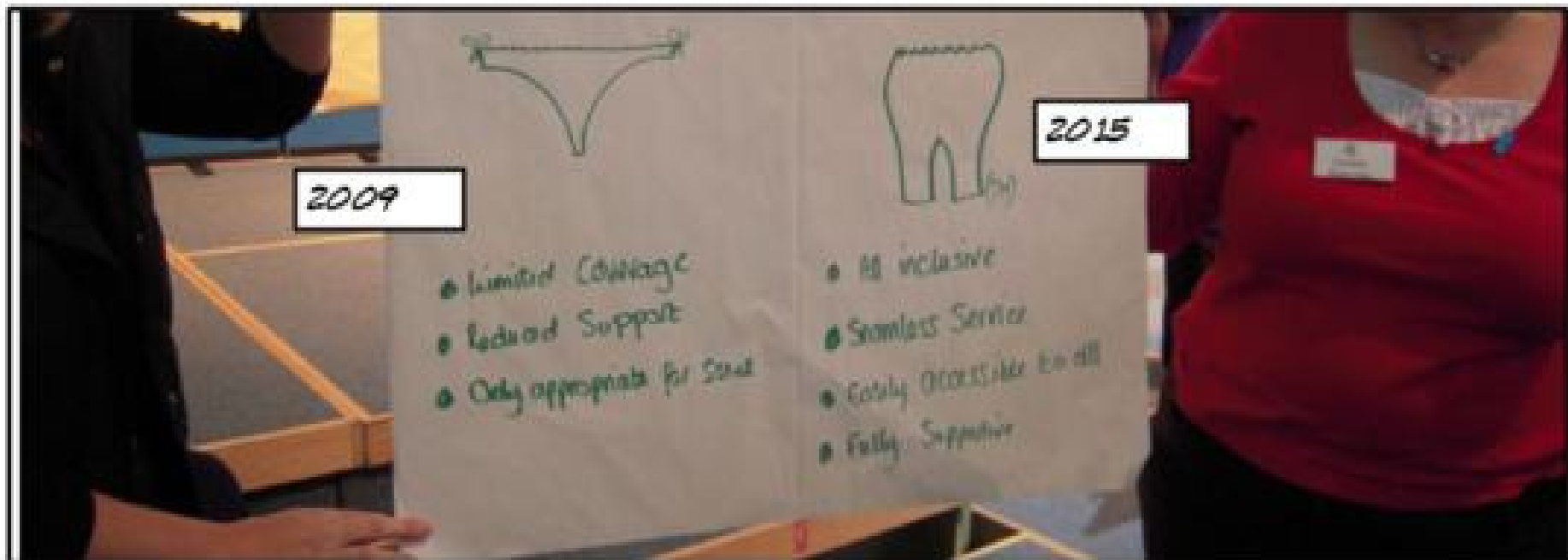
Information sharing



...vices you
been further
of meetings
commissioner
strategic dev
What does it
in mental he
making note
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Ed's 2019







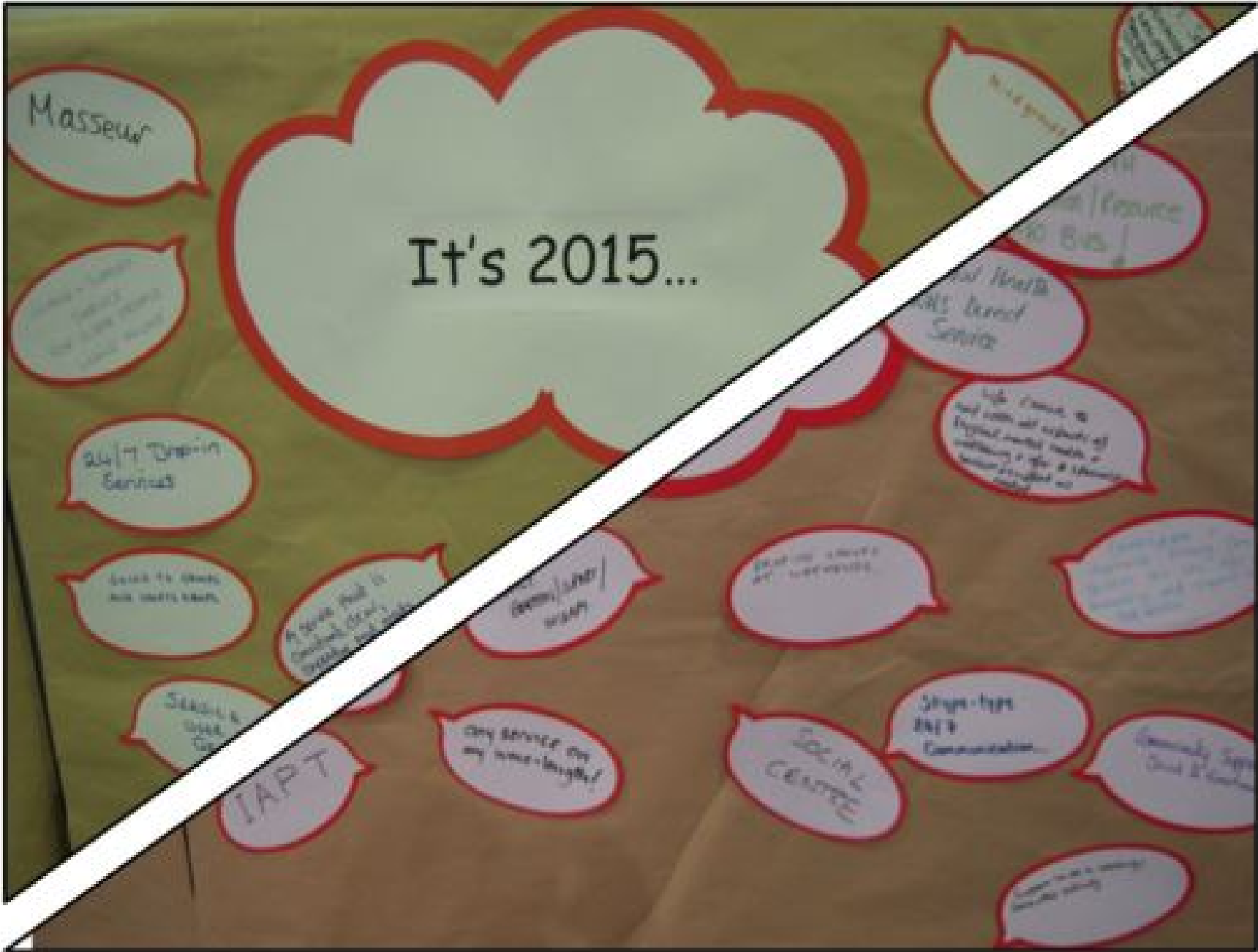
Its 2015.....

- You are still in 2015. As you think about the stories you have told and the images you and others have come up with, list the services you think it would help people experiencing mental ill-health and their carers to access – these don't have to be specialist MH services, and you may be purchasing these services with your individual budget think as widely and creatively as you can!



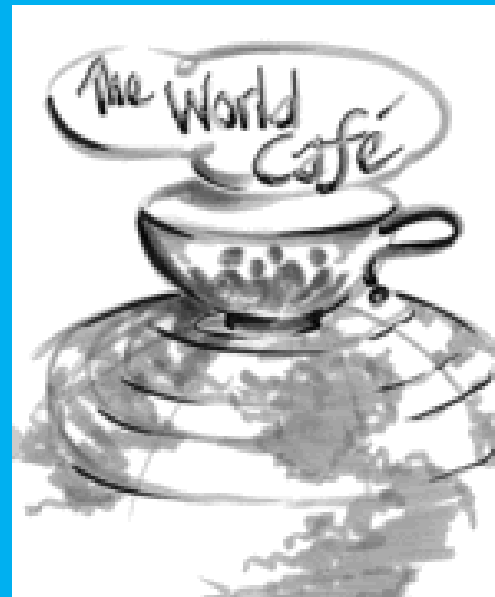
Its 2015.....

- Think of one service you might like to purchase with your individual budget and write it on a speech bubble and post on the wall under the cloud banners at start of break.





Refreshments & Voting



24/7 SERVICE HELPERS

REAL HOME CARE AT "2" on the PLANNING

ONE STOP SHOP

LONG TERM CONSISTENCY BETWEEN PROFESSIONALS AND SERVICE USERS

Equal opportunities for care.

someone to look after my life while I am ill so I can come back to it.

Information Centre like this to help when you have that bit that's up to the health system on your rights and services

CONSERVATION WORK

ADVOCACY SERVICES

Buddy SERVICE

ALTERNATIVE THERAPIES

COUNSELLING

yoga.

WALKING - Ecotherapy

DRAMA

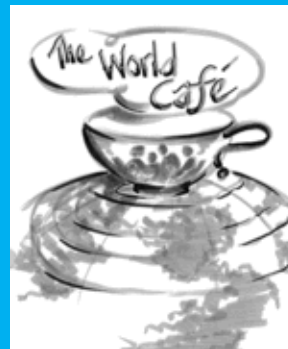
creative games

TAI CHI

INDIAN HEAD MASSAGE



Thank you for taking the time to find out about our Wellbeing Café. To view all the output from the Café visit:





If you would like to take part in the consultation but were unable to attend the engagement event please visit:

Otherwise if you have any questions or comments please contact:

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