

MENTAL HEALTH JOINT COMMISSIONING STRATEGY

CONSULTATION PACK

HOW TO USE THE CONSULTATION PACK

AS AN INDIVIDUAL / IN PAIRS

1. Type your answers directly on to the feedback chart or ask someone else to do it for you – you can complete it over several days if you prefer to.
2. You may want to print out the strengths definition list for quick referral. Alternatively you can print out the card shapes, cut them out and pick them at random.
3. Pick a service
 - a. List the things that you think work well about it in column 2
 - b. If you are focusing on one particular service you may want to enter it in column 3
 - c. Pick a strength, enter this in column 4
 - d. Think about how the service you have chosen promotes this strength. Enter this in column 5
 - e. Enter your thoughts about how this service might be improved or developed in column 6
 - f. Has thinking about this service given you any ideas for new services you would like to see developed? If so, enter them in column 7
4. Start over again with a new service and different strength until you have completed as much of the feedback chart as you want to.
5. If there is a service you want to comment on that is not represented on the chart, please add it to the feedback chart and pick a strength card to go with it
6. Save chart as Word document.
7. Email completed chart to hermoine.wildey@hants.gov.uk

IN A GROUP

If working in a group, consider requesting a paper based pack by contacting hermoine.wildley@hants.gov.uk. Otherwise we suggest you use a laptop and projector so that the group can see and agree their answers as they are typed in.

1. Print out the strength cards, cutting them out so they resemble a pack of playing cards. You may also wish to print out the service and strength card definitions.
2. Appoint a group leader / facilitator.
3. Appoint a typist / scribe.
4. Working in a group, individuals take it in turns to pick a service from the list on the feedback chart. The group then discuss what works well in this particular service and enter their findings in column 2 of the feedback chart against the appropriate heading.
5. If you are focusing on one particular service you may want to enter it in column 3.
6. The same person then picks a strength card which should be entered in column 3 of the feedback chart and the group then identifies how the service promotes that strength. Enter findings in column 5.
7. Enter your thoughts about how this service might be improved or developed in column 6.
8. Has the conversation given you any ideas for new services you would like to be commissioned? If so please enter your findings in column 7 of the feedback.
9. The next person picks a new service and the process starts again.

10. Continue until you have discussed all the services that apply to your group.
11. If there is a service you want to comment on that is not represented on the cards, please add it to the feedback chart and pick a strength card to go with it.
12. Save the feedback chart as a word document.
13. Email your feedback chart to hermoine.wildey@hants.gov.uk

Service card	Definition of Service
In-patient	Your local in-patient unit e.g. Melbury Lodge or Parklands.
Vocational Guidance	A service that helps you get back to work or stay in work
WRAP	Wellness Recovery Action Planning
Resource Centres / Day Service	Places that people can go to or activities they can join in - you normally need to be referred to these services
Drop-in / Cafe	Usually service user led and run by voluntary sector organisation
AOT	Assertive Outreach Team - they help people who may find it difficult to engage with services but who definitely need some help
CRHT	Crisis Resolution & Home Treatment Team
Horticultural Therapy	A service that gives people the opportunity to work in connection with gardening
CMHTs	Community Mental Health Teams - where your Care Co-ordinator is based
Rape Crisis	Offers a service to people who have been raped or sexually assaulted
IT	Helping people to learn computer skills e.g. MIND IT
Appropriate Adult	A service to support you should you get arrested for any reason
EIP	Early Intervention in Psychosis - a service for young people between 14 & 35 who experience their first episode of a psychotic illness (eg schizophrenia)
Peri-natal services	Services for families with young children both before and after birth
Eating Disorder	Eg anorexia or bulimia
Advocate	Someone who helps you express your views and stand up for your rights
STR	Support Time & Recovery Workers can be based in the voluntary sector (e.g. Stonham) or the statutory sector (e.g. CMHT)

Service card	Definition of Service
Supported Housing	Housing that offers some additional support such as a STR worker where the individual has their own tenancy
Rehabilitation	Short term, usually residential or in-patient services that prepare people for a return to living in the community
Psychological Therapy	Includes CBT, DBT, art therapy and counselling - could be delivered by a psychologist or another member of the team
Service user run groups	Groups run for service users by service users
Self help / Support Groups	Groups that support people focussing on specific issues e.g. based on diagnosis, gender or particular experience
Family work / therapy	Work that takes place with the whole or part of your family focussing on how you can help each other and get along better
Court diversion / MDO	Services for people with mental health problems who come into contact with the courts (MDO or MENDOS = Mentally Disordered Offenders)
Service user organisations	Organisations run by and for service users eg Raise!
CAB	Citizens Advice Bureau
Care Coordinator	The person who co-ordinates your care on behalf of the NHS Trust
Group Homes	Houses where people live together with a high level of support
Access to Voluntary work	Opportunities provided for people to get involved in volunteering

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Strength card	Definition
Recovery	How does this service help people's recovery?
Hope	How does this service help people to feel hopeful about the future?
Empowerment	How does this service help people to become more confident and in control of their lives?
Personalisation	How does this service fit with the new model of personalisation and self directed support?
Self-management	How does this service help people to manage their wellness?
Self-confidence	How does this service increase an individual's self-confidence?
Identity & self esteem	How does this service enable individuals to increase their sense of identity & self worth? i.e. make them feel valued and good about themselves
Social networks	How does this service support people in building social networks? i.e. getting to know different groups of people in the community
Positive relationships	How does this service support people in building up relationships that help them to live a more positive life? e.g. with partners / friends / family
Living skills	How does this service enable individuals to develop their living skills e.g. cooking, public transport
Work / occupation	How does this service help people prepare for/find work or other activities/occupation or retain work

Strength card	Definition
Respecting the individual's dignity	How does this service demonstrate its respect for the dignity of the individual? Does it treat people with respect etc?
Moving forward	How does this service help you to get on with your life as opposed to staying in a place that isn't so good?
Developing new skills	How does this service help you to develop new skills? These could be work related home related or about getting on with other people
Involving people who use services	How does this service involve people who use services in decision making and other areas of activity?
Social inclusion	How does this service promote an individual's inclusion in wider society? e.g. does it encourage and support the user of public facilities such as libraries, leisure centres and evening classes?
Choice	Does this service offer choice in relation to the way it is delivered? Or is it one-size fits all?