MAD Alliance
NSUN North West London Mental Health

Day 1
Creative Leadership Programme
Friday 11th September

WELCOME!
Leaders become great, not because of their power, but because of their ability to empower others.

~John Maxwell
Following the programme, we hope participants will be able to:

- Develop & strengthen personal resilience and emotional wellbeing
- Support networking between individuals & groups in North West London with NSUN
- Confidently use personal power and testimony to make a strong case for change
- Promote social justice through sharing experiences
- Actively take part in the Mental Health and Wellbeing Transformation Board for North West London
- Conduct research and make recommendations for improvement
- Use The 4Pi National Involvement Standards to ensure involvement is meaningful
- Be involved to influence social change in mental health service commissioning
- Effectively promote and campaign for quality improvement in services
### Timings

<table>
<thead>
<tr>
<th>Time</th>
<th>Activity</th>
</tr>
</thead>
<tbody>
<tr>
<td>10.30am</td>
<td>Arrive, tea &amp; networking</td>
</tr>
<tr>
<td>10.45am</td>
<td>Welcome, intro and recap</td>
</tr>
<tr>
<td>11am</td>
<td>Session 1 Part 1</td>
</tr>
<tr>
<td>11:45am</td>
<td>Comfort break</td>
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<tr>
<td>12-1pm</td>
<td>Session 1 Part 2</td>
</tr>
<tr>
<td>1pm</td>
<td>Lunch &amp; networking</td>
</tr>
<tr>
<td>2pm</td>
<td>Session 2 Part 1</td>
</tr>
<tr>
<td>2:45-3pm</td>
<td>Comfort break</td>
</tr>
<tr>
<td>3-4pm</td>
<td>Session 2 Part 2</td>
</tr>
<tr>
<td>4pm</td>
<td>Ending of the day &amp; feedback</td>
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</tbody>
</table>
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PURPOSE

The role of the advisors is to provide expert advice to the Mental Health and Wellbeing Transformation Board workstreams to challenge, inform and drive redesign and improved delivery of the Crisis Concordat standards for care and support locally.

The aim is for 32 people to form a supportive and resilient Alliance to 'reach back' into their local communities, support values-led decision making and commissioning (as opposed to profit led and savings driven) within local Clinical Commissioning Groups and the North West London Mental Wellbeing and Transformation Board and to mobilise the service user and carer voice at all levels, independent of providers.
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COMMITMENT

- Attend and actively participate in a 6 week Creative Leadership Programme.
- Share and collect experiences of accessing and receiving care from mental health services.
- Engage positively with the network members and partners.
- Take part in an Experience Based Co-Design research study using Participatory Video.
- Promote NSUN and its activities.
- Provide regular written or verbal updates to the group.
- Collect and present collective testimony to targeted external audiences.
<table>
<thead>
<tr>
<th>Day</th>
<th>Date</th>
<th>AM Session</th>
<th>PM Session</th>
</tr>
</thead>
<tbody>
<tr>
<td>Day 1</td>
<td>Friday 11th September</td>
<td>Introduction to Leadership – NSUN Naomi James &amp; Debbie Roberts</td>
<td>Power, Authority &amp; Influencing &amp; intro to 1-1 peer coaching sessions Janice Lowe</td>
</tr>
<tr>
<td>Day 2</td>
<td>Friday 18th September</td>
<td>National Involvement Standards 4Pi – The Indicators Alison Faulkner</td>
<td>The Personal is the Political Jacqui Dillon</td>
</tr>
<tr>
<td>Day 3</td>
<td>Friday 25th September</td>
<td>Peer supporting Crisis – Stories for Change Brian Joof</td>
<td>Wellbeing Workshop Anjie Chhapia</td>
</tr>
<tr>
<td>Day 4</td>
<td>Friday 2nd October</td>
<td>Forum Theatre Workshop 1 Ian Pringle</td>
<td>Forum Theatre Workshop 2 Ian Pringle</td>
</tr>
<tr>
<td>Day 5</td>
<td>Friday 9th October</td>
<td>Commissioning to Address Ethnic Inequality Colin King</td>
<td>Values Based Commissioning Emma Perry</td>
</tr>
<tr>
<td>Day 6</td>
<td>Friday 16th October</td>
<td>Understanding Public Health Indicators Jonathan Campion</td>
<td>Presentations</td>
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</tbody>
</table>

Programme Overview

The challenge of **leadership** is to:
- Be strong, but not rude;
- Be kind, but not weak;
- Be bold, but not bully;
- Be thoughtful, but not lazy;
- Be humble, but not timid;
- Be proud, but not arrogant;
- Have humor, but without folly.

~Jim Rohn~
6.5 Learning Plan for Service User Leadership Programme

Goal: Please write in this box the goal you identified previously in step one of completing your learning contract.
When I have completed the training programme I will:

Strengths: Please list the strengths/skills you identified previously in step two.

Plan: What I will do on the programme and between the workshops to achieve my goal and who can help me.

Date of plan:
Date to review plan:

7.3 Day 3

Title of Workshop:
Name of Facilitator:
Learning outcomes for the day these should be given by the facilitator at the beginning of each session.

What I learnt today: Complete brief notes in your own words.

What I plan to use from what I’ve learnt:

How I plan to use it and where the opportunities are:

Links to Learning Plan Goal:
Introductions
Session 1:

Introduction to Leadership

Naomi Good & Debbie Roberts

Learning outcomes

• Getting to know each other.

• Agreeing how we will work together.

• Thinking about the qualities of leadership and what we want to work on together and personally.

To lead yourself, use your head; to lead others, use your heart.

Always touch a person’s heart before you ask him for a hand.

- John Maxwell
Our mission
To engage and support mental health service users in England.

Our aims:
To facilitate links between user groups and individuals
To build capacity for service user groups
To broker & facilitate access to service users by policy-makers for purposes of influencing and informing policy-makers and planners.

Our vision is to bring mental health service users and survivors together to communicate, feel supported and have the power and the platform from which to have direct influence at a national level.
A national perspective

- identify
- connect
- communicate
- influence

Systematic and supported approach

- Networking
- Information sharing
- Peer support
- Consultancy

Individual • Service • Strategic

Diversity • Equality • Solidarity • Integrity
The Soul of Leadership (Deepak Chopra)

L = Look, Listen
E = Emotional bonding
A = Awareness
D = Doing
E = Empowerment
R = Responsibility
S = Synchronicity

http://www.youtube.com/watch?v=uuk5IgT-3xM
How would you like to work together?
The Four Agreements are:

1. **Be Impeccable with your Word:** Speak with integrity. Say only what you mean. Avoid using the Word to speak against yourself or to gossip about others. Use the power of your Word in the direction of truth and love.

2. **Don’t Take Anything Personally:** Nothing others do is because of you. What others say and do is a projection of their own reality, their own dream. When you are immune to the opinions and actions of others, you won’t be the victim of needless suffering.

3. **Don’t Make Assumptions:** Find the courage to ask questions and to express what you really want. Communicate with others as clearly as you can to avoid misunderstandings, sadness and drama. With just this one agreement, you can completely transform your life.

4. **Always Do Your Best:** Your best is going to change from moment to moment; it will be different when you are healthy as opposed to sick. Under any circumstance, simply do your best, and you will avoid self-judgment, self-abuse, and regret.

Don Miguel Ruiz
Group Agreements – Good Will Contract

Confidentiality: Don’t share personal information without permission – only share what you feel comfortable sharing

Communication: Actively listen to each other- allow everyone to have their say - try not to monopolise the discussion - stay focused – ok to use humour as long as it doesn’t offend others - respect other view points – try not to use acronyms or abbreviations without explanation

Respect: Challenge the view not the person - respect individual boundaries - promote a relaxed feeling in the group - allow individuality & value diversity – value all contributions

Conduct: Take time out if you need it - allow people to leave the group - challenge discriminatory or oppressive behaviour - devise a means of challenging disruptive behaviour - resolve disagreements within the group - mobiles off or silent – timekeeping try to be punctual
'We ask the wrong question –
Instead of
What is wrong with you?

What has happened to you?.'

Eleanor Longden, 2012
Healthwatch England
Hosted by the Care Quality Commission (CQC) supports local Healthwatch organisations and can recommend enquiries to CQC

National Commissioning Board
Assesses CCG commissioning
Commissions Primary Care, some specialist mental health care, prison and police healthcare

Clinical Commissioning Groups
Made up of GP’s & specialist health professionals
Have a duty to involve local community

Local Authorities
Commissions some services. Hosts local Healthwatch organisations, scrutiny committee & public health. Duty to involve communities.

Health & Wellbeing Boards

Local Healthwatch
Represent views of local people on health and wellbeing board
Provide complaints advocacy
Report concerns about Health Services to Healthwatch England

Secretary State for Health

Health & Wellbeing Boards

Health & Wellbeing Boards

Health & Wellbeing Boards

Hospitals, mental health units, community services

Social care services such as specialist accommodation, day services & training

GP’s, Dentists, High secure services

GP’s Dentists, High secure services

Local Healthwatch

Local Healthwatch

Individuals who use services, carers, community groups, local voluntary & community organisations.
Like Minded Programme Structure

Mental Health and Wellbeing Transformation Board

Steering Committee

Leadership Team/Quintet

MoC Working Groups
- Wellbeing & Prevention
- S&LT MHN
- CMHN
- C&YP
- Other Population Groups
- Enablers

Programme Leadership
- PMO
- Admin support

Convener
- Andrew Howe
- Quintet
- TBC
- Sarah Basham + Steve Buckerfield

Trusts, CCGs, GPs, LAs, Third Sector, Service Users, Carers

1 Fiona Butler, Matt Hannant, Steve Shrub, Clare Murdoch, DAS TBC
2.1 Issue one: awareness and attitudes to the scale and significance of mental health needs in North West London

2.2 Issue two: the promotion of wellbeing, resilience and prevention of mental health needs for people in North West London

2.3 Issue three: the quality of care, coverage and outcomes for people with serious, long-term mental health needs

2.4 Issue four: identification of common mental health needs and access to good quality care

2.5 Issue five: Children and Young people

2.6 Issue six: the quality of care for vulnerable or underserved groups

2.7 Issue seven: the relationship between mental health and physical health

2.8 Issue eight: our systems hinder integrated care
Experience Based Co-Design

• Complimentary to Values-based Practice and Commissioning, Experience-based co-design (EBCD) is a research method that can enable people who access or have experience of needing access to support and services for their emotional wellbeing to co-design services, together in partnership with clinical professionals.

• This approach may prove different to other service improvement research techniques in its possibility for change and power sharing.

• Involves gathering experiences through observation and in-depth narrative interviewing technique using participatory video identifying emotional touch points. From these a short edited film is created.

• This will establish a baseline for involvement based on 4Pi considering the quality of involvement at Strategic, Operational, Community, Individual levels.

• Staff and people with expert lived experience are then brought together to explore the findings and to work to identify and implement strategies and activities that will improve the service or the care pathway.
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Evaluation Methodology 2015
NSUN North West London Alliance

Experience Based Co-Design

The Approach – 4 Steps

- Capture
- Understand
- Improve
- Measure
Experience Based Co-Design – Models of care

The focus is on designing experiences as opposed to systems or processes (thereby requiring ethnographic methods such as narrative-based approaches and in-depth observation)
Understand the experience

**Touchpoints**
- moments of engagement
  - e.g. finding a car parking space

**Emotions**
- how people feel through their journey
  - e.g. scared
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Evaluation Methodology 2015
NSUN North West London Alliance

Improve the experience – the indicators

<table>
<thead>
<tr>
<th>4Pi</th>
<th>Principles</th>
<th>Purpose</th>
<th>Process</th>
<th>Presence</th>
<th>Impact</th>
</tr>
</thead>
<tbody>
<tr>
<td>Individual</td>
<td>Is it led by the person who it is for?</td>
<td>Are people clear on the goal of their care?</td>
<td>Do people know how to update their care plan?</td>
<td>Who is involved to support the plan?</td>
<td>Improved Quality of life</td>
</tr>
<tr>
<td>(Care Plans)</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Community</td>
<td>Is there a commitment to change?</td>
<td>Is everyone clear on the reason for the activity?</td>
<td>Are activities inclusive? Are there different ways to engage?</td>
<td>Are people from marginalised communities involved?</td>
<td>Improved relationships</td>
</tr>
<tr>
<td>(speaking out)</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Operational</td>
<td>Are the options clear and transparent?</td>
<td>Is everyone clear on the benefits of choice?</td>
<td>How accessible is the service? Is feedback provided in timely manner?</td>
<td>Is everyone clear on their role?</td>
<td>Contract for extra staff / self directed services</td>
</tr>
<tr>
<td>(Choice of support services, easy quick access)</td>
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<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>(decision making / prioritising at board level)</td>
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</tbody>
</table>

- Not doing this
- Doing this
- Doing this well
- Evidence we are doing this well