MAD Alliance
NSUN North West London Mental Health

Day 2
Creative Leadership Programme
Friday 18th September

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

~John Maxwell
## Timings

<table>
<thead>
<tr>
<th>Time</th>
<th>Activity</th>
</tr>
</thead>
<tbody>
<tr>
<td>10.30am</td>
<td>Arrive, tea &amp; networking</td>
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<tr>
<td>10.45am</td>
<td>Welcome, intro and recap</td>
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<tr>
<td>11am</td>
<td>Session 1 Part 1</td>
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<tr>
<td>11:45am</td>
<td>Comfort break</td>
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<tr>
<td>12-1pm</td>
<td>Session 1 Part 2</td>
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<tr>
<td>1pm</td>
<td>Lunch &amp; networking</td>
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<tr>
<td>2pm</td>
<td>Session 2 Part 1</td>
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<tr>
<td>2.45-3pm</td>
<td>Comfort break</td>
</tr>
<tr>
<td>3-4pm</td>
<td>Session 2 Part 2</td>
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<tr>
<td>4pm</td>
<td>Ending of the day &amp; feedback</td>
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<tr>
<td>Day</td>
<td>Date</td>
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<td>------</td>
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</tr>
<tr>
<td>Day 1</td>
<td>Friday 11th</td>
</tr>
<tr>
<td></td>
<td>September</td>
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<tr>
<td>Day 2</td>
<td>Friday 18th</td>
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<tr>
<td></td>
<td>September</td>
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<tr>
<td>Day 3</td>
<td>Friday 25th</td>
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<tr>
<td></td>
<td>September</td>
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<tr>
<td>Day 4</td>
<td>Friday 2nd</td>
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<tr>
<td></td>
<td>October</td>
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<tr>
<td>Day 5</td>
<td>Friday 9th</td>
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<tr>
<td></td>
<td>October</td>
</tr>
<tr>
<td>Day 6</td>
<td>Friday 16th</td>
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<tr>
<td></td>
<td>October</td>
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</tbody>
</table>
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 (e.g. six months after completion):

7.3 Day 3

Title of Workshop:
Name of Facilitators:
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 what are the opportunities:

Links to Learning Plan Goal
Introductions
MAD Republic
NSUN North West London Mental Health Alliance

Capturing Confidence
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=uuk5JgT-3xM
‘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

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

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 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

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

GP’s Dentists, High secure services

Health & Wellbeing Boards

Individuals who use services, carers, community groups, local voluntary & community organisations.
Mental Health & Wellbeing Governance

CCG Governing Bodies (and Collaboration Board)
- C
- W
- H&F
- H
- E
- B
- H
- H
- CNWL
- WL

Mental Health Trusts
- W
- K&C
- H&F
- H
- E
- B
- H
- H

Borough Councils

Mental Health and Wellbeing Transformation Board
- Chair: Dr Fiona Butler
- Members:
  - NWL CCG Chairs, NWL Local Authority (DASS, DCS and 2 x Public Health), CNWL CEO, WLMHT CEO, CWHHE AO, BHH AO, Dir S&T, Dep Dir MH S&T, WLMHT and CNWL Commissioning Leads, NHS England representative for MH/Specialist commissioning, Met Police representative, Lay Partners, 3rd Sector, Healthwatch, ICHP, Public Health England, GP Federation

Programme Executive

Steering Committee
- Chair: Matt Hannant (SRO), Fiona Butler (CRO)
- Members: SRO, CRO, CEO, (WLMHT), CEO, (CNWL), Director Public Health rep, DAS rep

Wellbeing & Prevention

Common Mental Health Needs

Serious and Long Term Mental Health Needs

Children and Young People

Workplace

Conduct Disorder

Enablers
- Workforce
- Information
- Payments
- Estates

Other Key Stakeholders
- Provider Trusts
- Health & Wellbeing Boards
- London Mental Health Partnership Board
- Joint Overview & Scrutiny Committee

Key
- ----- Provide views
- ----- Line of accountability
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.
MAD Republic
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
### 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 (Care Plans)</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>Community (speaking out)</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>Operational (Choice of support services, easy quick access)</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>Strategic (decision making / prioritising at board level)</td>
<td>Is there sensitivity about language? Is there a commitment to change?</td>
<td>Is there a clear statement of purpose? All clear on the difference they hope to make?</td>
<td>Are communications clear and consistent? Is decision making and representation fair and adequate?</td>
<td>Is there a diversity of people involved? Are processes clear? Is this monitored adequately?</td>
<td>Incentives and support for change and innovation, success</td>
</tr>
</tbody>
</table>