



HearME Events–Autumn 2017 Update Report



MyLifeDynamic is a suite of services throughout the whole of Aberdeenshire to support people with mental health problems and those with Autism on their recovery journey. These services look and feel very different to the traditional models of support and are based on fundamental principles of empowerment, resilience and hope.

The HearMe element of the service offer our communities and stakeholders the opportunity to have their voices heard in relation to mental health support and care throughout the area. The World Style Café events are but one of the service user involvement tools delivered by the Community Peer Facilitator across Aberdeenshire. The findings in this report are the result of three World Café type events held in Autumn\Winter 2017 in Banff, Inverurie, and Banchory, representing North Central and South of Aberdeenshire. They are part of an on-going series of World Café events which are part of the HearME element of the MyLifeDynamic service delivered by SAMH throughout Aberdeenshire.

The World Café feedback events come from the recognition that in order to deliver and adapt services to the changing needs of those experiencing mental ill-health there must be mechanisms in place by which to capture the feedback of those both with experience of mental ill-health and of those working to support them. The questions developed therefore bear this in mind.

It is the intention that feedback taken from these events will influence similar future events and help us shape and influence our services in order that we can deliver the best support possible.

The events were held in September, October and November of 2017 in Inverurie, Banchory and Banff respectively. Invites were sent out to partnership services and service user peer groups across Aberdeenshire. 40 people participated across the three events. In Inverurie twenty five people attended, of which seven were professional staff from services. In Banchory five people attended, four of which were professional staff from services, and in Banff twelve attended with three of those being professional staff from services. We have taken learning from each event to enable us to upscale the events and achieve far higher levels of participation from individuals who have personal experience of accessing services.

The theme of the events examined what, if any, mental health recovery resources are available in our communities and how does that help raise and strengthen our recovery

capital. The questions used were developed with the input of individuals and groups who have a lived experience of mental ill-health.

The Questions

The intention of the questions posed is to try to best understand a persons lived experience, therefore they are formulated in a way to best capture this. Usually this will be asking the attendees to reflect on their own direct experiences, rather than posing questions of either a hypothetical or of a closed type. We have tried to develop questions which can best capture this. Bearing this in mind we have used any feedback given on the quality of the questions in developing them further for upcoming events.

There are three questions posed at each event, where attendees are given twenty minutes to answer each. The questions posed at the events were:

Q. 1) – What resources are available, within our communities and services, in the maintenance of mental well-being?

Q. 2) – In what ways does your community help contribute towards the maintenance of mental well-being?

Q. 3) – What can services do to help maintain and strengthen your community supports?

Key Points and Recurring Themes

As might be expected the discussions around the tables at events generally followed much of the same themes and threads. The most important key points and themes noted underneath in summary:

Better signposting, central info hubs, making for easier access to information and resources about mental health awareness available and visible in our communities.

Easily accessible, highly visible information available throughout our communities and community spaces, in GP's surgeries, schools, libraries and community centres and promoted more through media campaigns on television, social media and the press. Additionally the need for the creation of local one-stop-shops\signposting hubs was recognised as a much needed and important resource.

Increase mediums for voices to be heard. Create and offer more opportunities within our communities for public discussions around mental wellbeing and continue opportunities for service user feedback, which can influence improvements to mental health services.

Stigma can be greatly reduced by offering people the opportunities to bring the mental health agenda into our communities through organised consultations i.e., through regular HearME events, mental health awareness weeks, promote the benefits of community led physical activities in mental health wellbeing (walking groups, etc.)

Increased training opportunities available to volunteers\peers\service staff.

Research shows that support in a peer group setting is hugely beneficial for most people¹, so support availability and encourage the use of community groups by making it easier for them to be sustained. Therefore, peer groups need their facilitators and peers to be highly trained in mental health awareness and peer support group facilitator skills. Provision for training should be made more widely available for all.

Increased promotion of mental health awareness in schools, focusing on preventative solutions at a younger age, teaching younger people and teachers mental health coping skills and tools.

Teach our younger people more about their own and others mental health, signs to look for, strategies for coping better, advice on who to turn to for help.

Encourage our local services to work more closely in collaboration with each other.

The experience of professional staff from services who participate in regular partnership update meetings has shown that in local areas where services communicate more on a regular basis, the service users receive a higher quality of service, especially where services can find opportunities to work in conjunction with one another. Regular local partnership services update meetings involving professional staff from services has proved successful.

Actions to be taken by MyLifeDynamic

Improve and broaden the opportunities for the voices of those with lived experiences to be heard. HearMe Community Peer Facilitator to initiate and host a series of 3 additional informal opportunities (one north, one central, one south) by end July 2018.

Contribute to and promote opportunities for training and support for volunteers engaged in group and individual support settings. HearMe Community Peer Facilitator to develop and deliver volunteer peer support training by end of August 2018.

¹ <https://www.mentalhealth.org.uk/a-to-z/p/peer-support>

Contribute to increased visibility and promotion of mental well-being throughout Aberdeenshire communities. HearMe Community Peer Facilitator to develop various workshops designed to promote and support resilience and well-being throughout Aberdeenshire by June 2018.

Organise and participate in regular partnership working meetings, events and discussions throughout Aberdeenshire. HearMe Community Peer Facilitator will endeavour to continue engagement and ongoing discourses with partnership agencies throughout 2018.

These actions will be an ongoing task for the Community Peer Facilitator and the rest of the MyLifeDynamic team throughout 2018.

Summary

Stakeholder views and feedback is very important to SAMH and the MyLifeDynamic service is strongly committed to service improvement through direct interaction and regular discourses with its stakeholders. We are already achieving this through the regular HearME events being held throughout communities across Aberdeenshire. In this way, by bringing the issue of mental health into our communities in a highly visible and accessible way, we are helping tackle the stigma around mental ill-health. We will also extend and develop this system of gathering views and opinions by various mediums so that we can best capture what our stakeholders needs are, and use this to better develop our service, while rigorously adhering to the values and principles that make our service both unique in experience and empowering to those who wish to engage with us. We will continue to develop and deliver our means of capturing feedback from those with lived experience so as to enable us to continue improving the MyLifeDynamic service. Further, we will also seek to contribute the feedback to help influence and affect the wider agendas of services provision - those aspects which pertain to our Local Authorities and Commissioning Boards, to ensure their ongoing accountability to our communities.

We also endeavour to continue a commitment to working in connection with other partnership services to ensure our stakeholders receive the best quality of engagement possible. One of the ways this takes places involves the MyLifeDynamic service participating in various steering groups, such as with the suicide prevention service Choose Life. We also ensure that our signposting knowledge is up to date and relevant and that we work closely with local signposting services.

Currently in development at MyLifeDynamic are our volunteer programmes which will offer individuals with lived experience the skills with which to support others within a peer support group setting. We will also train individuals to organise and deliver events and community engagements throughout Aberdeenshire under the scope of the HearMe service. We will also be looking for volunteers appropriate to helping deliver our Listening Project and Cultivate services. These volunteers will be trained and supported to the highest

standard which will enable them to confidently support individuals referred into the MyLifeDynamic service, providing the unique opportunity for anyone looking for experience volunteering within an exciting and dynamic high quality service.

SAMH works closely with the Scottish Government and has regular consultations in which we and our stakeholders have the opportunity to directly influence government policy around the mental health agenda. Stakeholder feedback from our HearMe events is put forward to be used in these consultations with our MSP's and with the recent appointment of a Scottish Minister for Mental Health it is now more possible than ever that anyone can have an influence on how we take forward the issues around our mental health and well-being. This stakeholder feedback will include how we can influence the delivery of messages around early intervention in schools and to our children and young adults. SAMH are a managing partner who host the anti-bullying campaign RespectMe, which looks to tackle bullying and stigma and we will continue to look for opportunities to have a visible presence in schools, colleges and community centres throughout Aberdeenshire to promote and highlight these issues.

It was highlighted in all three events that a noticeable gap in provision in some of our communities was in the availability of central information and signposting hubs, places in our communities where someone looking for help or support could go to find out more information about what's available in their area. There are already places in which these central information hubs have been established in parts of Aberdeenshire which are proving successful. Therefore it is recommended that more provision is made in communities across Aberdeenshire to provide adequate information centres to ensure our communities are provided with the most relevant information and signposting tools relating to local support services as possible. MyLifeDynamic are committed to this through the inclusion of the Know Where To Go element of our service and in addition through our ongoing dialogue with other key stakeholders.

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