

# Delivering for Mental Health Leading Change

INPUTS FROM AYRSHIRE & ARRAN @ 30 March 07

## 1. Project Description from Application Form

### EMBEDDING RECOVERY INTO CULTURE AND SERVICE PROVISION

In Ayrshire and Arran we are committed to change and place great importance on an explicit values based system of care. We are determined to challenge old systems of working and ensure that everything we do is person centred and reflects best practice.

We aim to embed the concept of recovery into local service provision culture and to ensure that any service developments/changes are consistent with the philosophy of recovery and the Millan Principles. To do this, service providers will require to adopt practices and develop systems and processes that empower people to achieve self-defined recovery goals. Additionally, people who use the services will have opportunity to influence what this will look like. This project will assist us by enhancing leadership skills and knowledge at a variety of levels and assist us to develop and deliver locally agreed objectives.

In Ayrshire and Arran we have been active in recovery, particularly over the past year. With informal support from Outside the Box and advice and support from the Scottish Recovery Network, we established a local recovery network which grows in numbers each time it meets, such is the enthusiasm. We have enabled a group of people who receive or provide services to undertake training in recovery in order that we can plan to widen the scope of this work and 'spread the word'. We are looking at options for peer support. We are holding a conference/ celebration in March to inform people of progress that has been made and to enable people to try out a range of social activities. Already we are hearing of people's optimism.

Over the next three years, and supported by a local mental health review, we aim to significantly alter the shape of mental health delivery in Ayrshire and Arran to one which is recovery focused, irrespective of what age or background an individual comes from. Enhanced leadership capacity will help make this happen, as we wish to shift our working practices in clinical and non-clinical areas. This leadership cohort would have a developmental role in addressing a number of action based elements:

- Establish a baseline of current attitudes and challenges
- A wide programme of training and awareness
- Seek and evidence base for other models of practice e.g. the Tidal Model and development of pilots, use of PDSA – plan, do, study, act cycles
- Careful examination of the needs of people of all ages and in particular at transition points
- Ensuring the practices and procedures firmly evidence a recovery orientation
- Exploration of local opportunities for leisure, recreation, employment, education, volunteering
- Evaluation of changes

The vision of NHS Ayrshire and Arran is "the healthiest life possible for the people of Ayrshire and Arran". Through broad representation on the leadership programme from the mental health sector there would be a commitment to develop a local recovery plan that addresses the elements identified above. This plan will assist us to assess success and will help inform our strategic review of mental health services. The leadership cohort would have extra skills to assist us to achieve the NHS vision and to deliver on the commitments of 'delivering for mental health'.

We recognise that it is an ambitious plan to attempt to change the culture of large organisations. Nevertheless we are keen to change ideas from illness models to recovery approaches and this is foremost

# Delivering for Mental Health Leading Change

in our expression of interest, as we believe that a consistent approach will have the most favourable outcomes for people who use our services and their families.

## 2. Additional Info submitted on 23 March

### 2.1 Monitoring process

The local programme will be co-ordinated within the Mental Health Directorate of NHS Ayrshire and Arran. It will be directly supported by Lesley Brady, Project leader. From a health services perspective, this will sit within the framework of the newly established Governance and Development Group which reports directly to Clinical Governance Steering Group and Committee.

The leadership programme will increase the local capacity to embed the concept of recovery into everyone's world and integrate with Mind Your Health (the local strategic review of services), activity arising from the Mental Health Nursing review (Rights, Relationships and Recovery) and from the work being undertaken in relation to section 26 of Mental Health (Care and Treatment) (Scotland) Act 2003. The programme will add a more formal focus which will add to delivering service change consistent with "Improving patient and carer experience of mental health services".

The wide range of people involved in the programme, along with the local recovery network and those who have undertaken recovery training, will ensure a broad diversity of organisational and group interest.

Our proposal involves very complex pieces of work that aim to have long term impact as well as some short-term gains. Monitoring and evaluation initially will focus on processes.

The various facets of the ongoing work highlight the complexity of monitoring. Cohort members will all have specific local responsibilities on aspects of the project implementation plan – these will be agreed and monitored on a quarterly basis. This will ensure the group ownership and overseeing of outcomes.

- Establishing a baseline of current attitudes and challenges – this work has already started and will be returned to at regular intervals to monitor any changes
- People in the network who have lived experience of mental illness will be invited to determine a set of criteria regarding recovery oriented practices to determine "how will we know when our services are recovery focused?"
- Quantitative data on how many people and backgrounds have been involved and participated in recovery based activity and these activities evaluated.
- What practical changes are planned and ongoing that evidence recovery as a focus, e.g. Wellness Recovery Action Plans, Tidal Model
- Customer satisfaction survey and follow up surveys

### 2.2 Sharing the learning

#### Locally

Regular reports will be provided to:

- ✓ Mental Health Programme Board
- ✓ Mental Health Service Management team
- ✓ Governance and development group and wider governance structures
- ✓ Joint Future groups/CHPs
- ✓ Local recovery network and other forums through our connections e.g. advocacy, service user groups

## **Delivering for Mental Health Leading Change**

and through 'Insight' – NHS Ayrshire and Arran Mental Health Directorate newsletter which has a wide distribution across staff groups and beyond.

### **Outwith the area**

To fellow leadership programme members

Reports in response to Delivering for Mental Health

Explore links with service user publications, other journals

Developing article/report in Community Care Works through the Nuffield Centre of Glasgow University

Explore with Glasgow University whether any student in Masters Degree in Community Care would wish to undertake some research as part of their studies.

**2.3 Project Plan – see Gantt Chart below**



