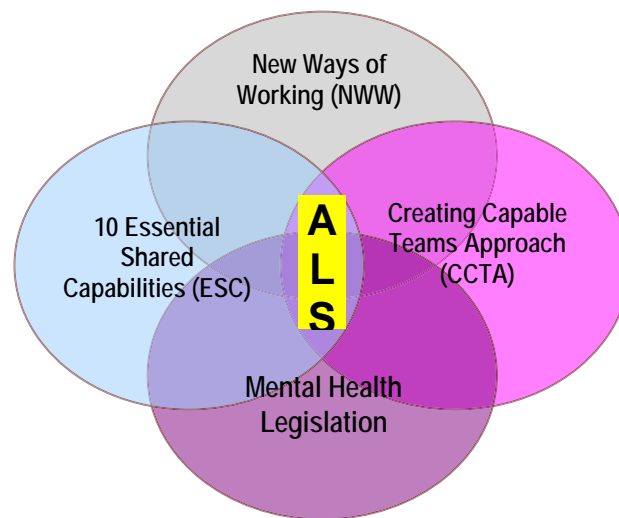


New Ways of Working (NWW) *Action Learning Sets for Service Users & Carers*

*December 2008 – April 2009
Final Report*



“It is vital that every person who needs NHS Mental Health Services is understood, that they get the treatment that works for them with their condition. Everyone should get the best treatment, not centred around a consultant but round a capable team that understands and listens to Service Users and Carers”

Quote from ALS attendees learning log.

Nicki Hollingsworth
YHIP MH workforce lead
December 2009

Forewords

In December 2008 I was invited to join the New Ways of Working Action Learning Sets, together with Steve, another Service User from Sheffield Health and Social Care Foundation Trust. The learning sets were based in York and we spent one day a month there, with homework, assignments and sessions with our mentors, back in Sheffield

The course was well structured and well led, introducing us to new ideas yet giving us the chance to bring our experience to good use as the course unfolded. One development for Steve and I was that we were invited to join the Trust's New Ways of Working Implementation Group

I was also invited by the Yorkshire and Humber Improvement Partnership (YHIP) to give a presentation to at the national new ways of working conference. This was held at Chelsea Football Ground so I related a successful football club to the Creating Capable Teams Approach in the NHS. I have also delivered a similar presentation to a Trust Directorate Meeting and to the Operational Management Group

I now belong to several committees and steering groups in the Trust and I have been appointed Chairman of the Yorkshire and Humber Employment and Learning Skills Group. I feel with the wealth of knowledge I absorbed at the learning sets I am able to influence thinking as a service user

Nev Wheeler O.B.E
Sheffield H & SC Foundation Trust

Attending and participating in the Action Learning Sets in York enabled us to look at how the Trust was working and to encourage Service Users and Carers to participate in the Trusts improvements to promote a better working environment for staff and improved services for users and carers. During the learning sets we were supported by our mentor (patient and public experience lead) and also met with many other professionals in the Trust

The achievements we have gained were contributing to the development of a CPA folder which has received a national award and is being rolled out across the Trust. We also learnt alot about the Trust and how it provides services and how they are structured. We have worked in true partnership with the organisation and whilst we have found some gaps in services we have also discovered that the Trust has implemented a number of new and different ways of working and that user and carer input and involvement has been very positive

On the whole the experience for both of us was very positive and our involvement has been seen as a benefit to the organisation. We look forward to moving on with the Trust in the future in a positive way, together!

Anita Wilson & Diana Swanson
Carers 4 Carers Rotherham

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Please note: information in *italics* denotes that this has been taken directly from written or verbal information provided by ALS attendees

Introduction

In 2007 a series of New Ways of Working (NWW) Collaborative Learning Sets for senior managers, were held across England. The learning sets were facilitated by the NIMHE National Workforce Programme, in partnership with the Royal College of Psychiatry, the aim being to support organisations to take a strategic approach to the implementation of NWW

The learning sets were very successful, however the approach was very top down and although the involvement of Service Users and Carers was clearly emphasised the response did not truly facilitate active participation and engagement. To attempt to address these issues and to foster a 'bottom up approach' that would complement the strategic process, the Yorkshire & Humber region developed a series of NWW Action Learning Sets (ALS) for Service Users and Carers

The programme was led by the Mental Health Workforce lead (YHIP) in collaboration with the User and Carer involvement leads for the NIMHE National workforce programme

Policy context

The **NHS Next Stage Review (2008)** describes a vision for the NHS which gives staff the freedom to focus on needs led, quality services. It highlights the need to listen to, and empower patients and the importance of organising services around people who use the services, not people around services. In response '**A High Quality Workforce**' (DH 2008) outlines how this will be achieved by adopting a 'bottom up' approach and working in partnership with staff, patients, families and carers. It also recognises the importance of workforce flexibility to support changing roles and the development of new capabilities that respond to the needs of service users and the current and future needs of the local community

All of these key principles underpin the learning set content, and approach, which also reflects the need to focus on quality, innovation, productivity, and prevention (QIPP). QIPP is a SHA emerging strategy that aims to improve the health of the population, to reduce inequalities and to improve the quality of health services in the region. To achieve this in the current economic climate will of course be challenging and will mean improving the quality and productivity of services by working in a smarter, leaner more innovative way, without increasing spending

Quality

- Supporting service users and carers to engage with services in relation to new ways of working to ensure that we are delivering the right service, to the right person, at the right time, using the right skills
- Ensuring that users and carers are empowered, informed and central to everything we do, moving from an informing/consultative model to a true engagement/participative model

Innovation

- Using an innovative learning set approach to support, inform and engage users and carers in relation to new initiatives and new and different ways of working
- Supporting users and carers in partnership with host organisations, to develop and share innovations and contribute to the development and ongoing improvement of services

Productivity

- Users and carers participating in the implementation of the Creating Capable Teams Approach which supports teams to focus on the capabilities required to meet the needs of users and carers. The outcome being that teams utilise their skills more effectively and implement more efficient and cost effective ways of working, within existing resources
- Utilising the vast amount of skills, experience and expertise that users and carers bring to the table to enhance service development via a range of methods i.e. peer support, action learning, forums, mentorship and partnership working

Prevention

- Involving those who use the service in its review and development supports the implementation of needs led services which are better equipped to meet the needs of Service Users and Carers
- Active involvement in the ALS equips users and carers with a range of skills, knowledge, and experiences which have a positive impact on their mental health and support them to stay well. All participants reported increased confidence and for some this resulted in further education and recognised roles with their host organisations

Why Action Learning Sets (ALS)?

Following discussion and consideration it was felt that using an action learning approach would be a good way to involve and truly engage with Service Users and Carers in a way that encompassed partnership working, peer support, and active participation. Action Learning Sets are described as:

- Small groups of individuals who support one another in learning and development in an area where they have an interest and wish to increase their expertise.
- Participants will work together, listening and supporting their colleagues, and helping them to decide on courses of action.
- Through questions, discussion and sharing of experience, participants will be supported to move on in their understanding and come to see potential ways forward.

As identified, the ALS philosophy is very much about support, learning together and sharing experiences which fit well with a participative approach to user and carer involvement as opposed to an informing or consultative model. Using this approach

was a new experience for all the attendees and to some extent for the ALS facilitators so it was seen as a valuable learning experience for all.

ALS Preparation

The action learning set format was developed as a two way process during which attendees would gain information from the facilitators and their peers but would also be required to contribute to, and participate in the action learning process. The learning sets were held over a period of 5 months with the aims being to:

- Raise awareness of New Ways of Working and its implications for Service Users and Carers
- Support the involvement of Service Users and Carers in the development and implementation of NWW
- Support innovation, allow time for reflection, and encourage action
- Build on the positive work recently undertaken in the NWW Collaborative Learning Sets attended by senior managers

The preparation, planning, and delivery of the ALS was a partnership approach between the Workforce Lead, User Involvement Lead and Carer Involvement Lead. The intention being to ensure we reflected user and carer needs and clearly demonstrated true engagement and involvement throughout

Applications for the ALS were via an expression of interest form (Appendix 1) and the aim was to have a Service User and Carer from each mental health provider organisation in Yorkshire and Humber.

To support partnership working each organisation was requested to sponsor their Service User and Carer, identify a mentor to provide support throughout the process and pay for travel expenses. To ensure consistency all applicants had to be able to attend all 5 days, agree to contribute to the ALS and commit to undertake the additional tasks identified

Acknowledging the importance of paying Service Users and Carers for their time and contribution, in addition to travel expenses, a payment structure (Appendix 2) was developed to cover the 18 week period. The agreed payment was underpinned by the 'Making a Real Difference' (NIMHE 2007) recommendations, taking into consideration ongoing work completed in between each ALS. To support the process the YHIP expenses claim form (Appendix 3) was adapted to ensure it was user friendly and aimed specifically at the ALS. The options were for attendees to submit a claim for each learning set period or to submit a final claim at the end of the ALS. Whilst some chose to submit regular claims; most attendees opted to claim a final lump sum.

ALS Content (Appendix 4)

The agreed content for the ALS was underpinned by the NWW best practice implementation guide, learning from the senior managers collaborative learning sets

and a knowledge of current workforce issues nationally and regionally. One of the days was also left free to allow the participants to select a subject of choice. The topics covered in the ALS programme were:

- Day One - Introduction to NWW
- Day Two - The 10 Essential Shared Capabilities (ESC)
- Day Three - Creating Capable Teams Approach (CCTA)
- Day Four - Mental Health Legislation (chosen subject)
- Day Five - Grand Finale

In addition to the identified topic each day was structured to allow for a 'get to know you exercise', feedback from additional tasks and a period of reflection. The time allocated to each session was flexible, and was adapted in response to informal feedback and information provided on the feedback forms (Appendix 5)

Participants

Expressions of interest were received from 7 of the 9 provider organisations across the patch and the ALS were attended by a total of 13 people (7 Service Users and 6 Carers) as follows:

- Humber Mental Health TT = 1 Service User & 1 Carer
- Bradford District Care Trust = 2 Carers
- Rotherham, Doncaster and South Humber MHFT = 2 Carers
- Leeds Partnership MHFT = 1 Service User
- Sheffield Care Trust = 2 Service Users
- Barnsley PCT = 2 Service Users
- South West Yorkshire MHFT = 1 Carer
- CSIP = 1 Service User champion

Although the initial aim to get a Service User and a Carer from each organisation was not achieved, the group represented a good mix of people with a wealth of experience across a variety of service areas.

Mentors

Each organisation was asked to allocate a mentor who could:

- Provide support and guidance to the Service User/Carer throughout the ALS process
- Assist and guide the Service User/Carer to undertake the allocated tasks
- Provide information about the organisation and key people within it
- Work in partnership with the Service User/Carer to engage other Service Users/Carers

Although guidance was provided in terms of who should provide the mentorship role, this was mainly undertaken by people with a specific remit in terms of User

involvement i.e. Head of Patient Experience & User Development Workers. The mentorship role was very beneficial providing a route into the organisation as well as a practical and emotional support. Communication with the ALS leads and mentors was either by e-mail or telephone, however feedback at the grand finale highlighted that mentors would have found it beneficial to meet with the ALS leads and other mentors before and maybe during the ALS to share ideas and discuss any issues.

ALS Monitoring and evaluation

Whilst many of the positive aspects of the ALS were seen in the informal discussions during the learning sets and the additional work that took place within the organisations, a number of systems were put in place to try to capture the outcomes of the process

Pre and Post learning set questionnaires (Appendix 6 & 7)

Questionnaires were developed to try to capture the level of knowledge about key topics prior to commencing the learning sets and following the learning sets in an attempt to measure if learning had taken place.

Learning logs (Appendix 8)

Each participant was required to keep a learning log to capture the work undertaken as part of the additional tasks. This document also acted as an aid memoir and provided valuable information for the development of this report.

Feedback forms (Appendix 5)

At each session the participants were asked to complete a feedback form and the results were used to improve and develop the ALS on an ongoing basis

Much of the information provided in the above documentation can be found in the ALS outcomes section below

ALS Outcomes

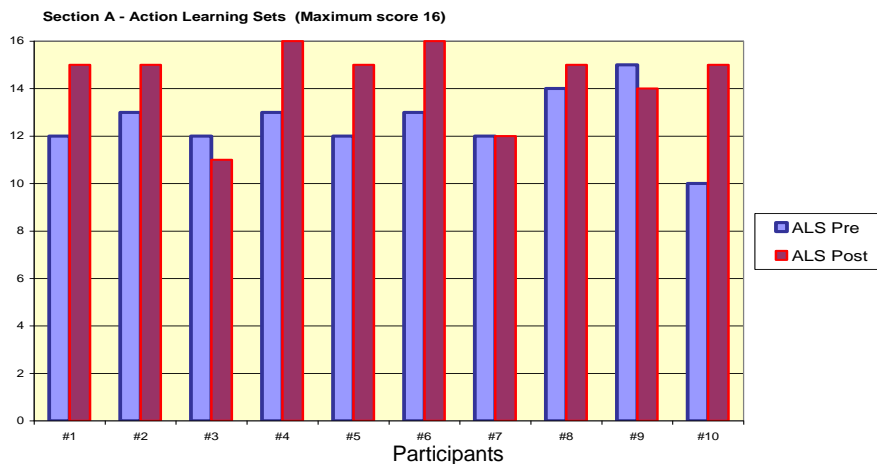
The outcomes of the ALS are demonstrated using quantitative, qualitative, and anecdotal information collected during the 5 month period. The information is not intended to be measurable evidence but more of an overview of the process, examples of progress and identification of lessons learnt

Pre and post questionnaires

The pre and post questionnaires were divided into sections covering ALS, NWW, 10 ESC, and the CCTA. Participants were required to rate themselves against a variety of statements using a scale of 1 to 4, with 1 being 'not true at' all to 4 being 'very true'. The results show the data taken from the 10 participants who completed both the pre & post questionnaires. The horizontal axis denotes the reference number given to each participant whilst the vertical axis denotes the total score given for each section/topic.

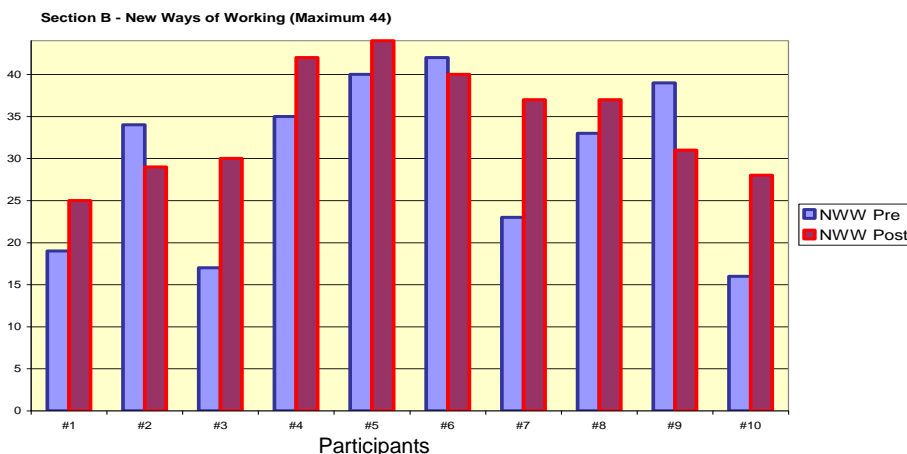
Section A – Action Learning Sets

This section aimed to ascertain people’s understanding and expectations about action learning. Individual feedback from each statement demonstrated that whilst participants did not have an understanding of the ALS process, they were all looking forward to participating, felt it would increase their confidence and thought that they would receive appropriate support from their host organisations. After completing the ALS all participants felt they had a better understanding of the process and most felt it had increased their confidence.



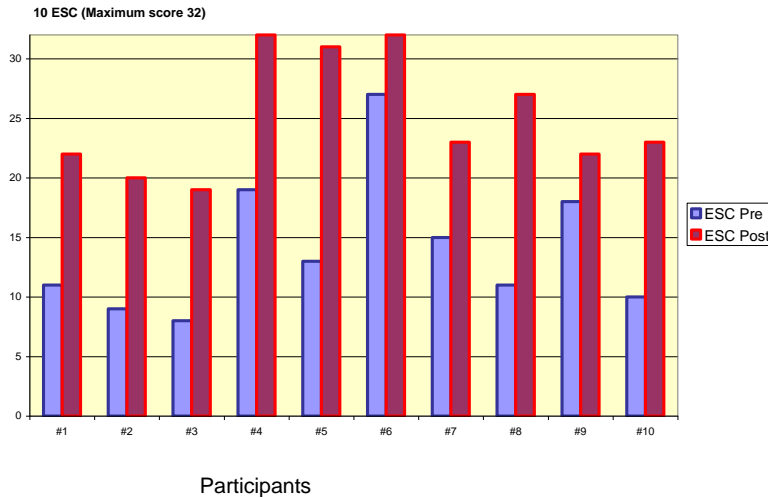
Section B - New Ways of Working (NWW)

Whilst some participants were aware of NWW a large percentage had little or no knowledge. Approximately half the group reported to have been involved in or aware of the implementation of NWW within their organisation whilst all reported that they would like to be involved. Post ALS all participants felt they had a good understanding of NWW, however 50% still reported that Users and Carers were not sufficiently involved in the implementation of NWW and the development of the organisation’s workforce strategy



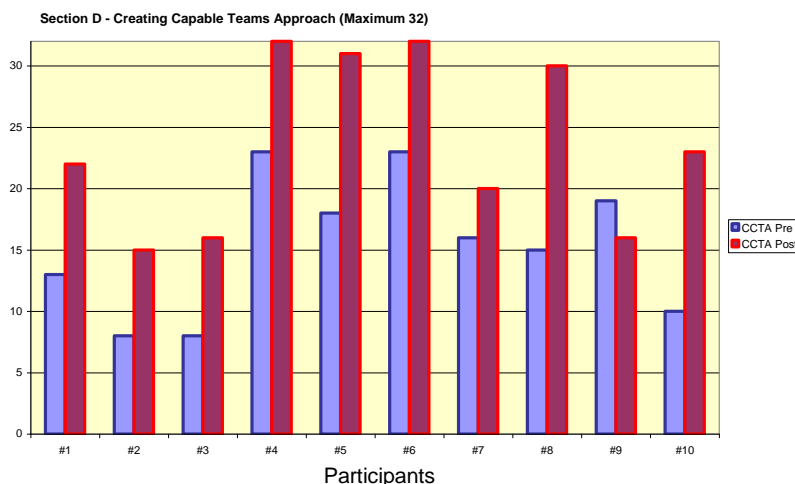
Section C - 10 Essential Shared Capabilities (ESC)

Initially only a very small number of participants had heard of the 10 ESC and only two people reported having some knowledge of if/how 10 ESC was being implemented within their organisation. One person reported that they had been involved in the delivery of the ESC with 75% expressing a wish to be involved in the future. Post ALS all participants reported that they had a good knowledge and understanding of the 10 ESC with 3 people having been involved in the delivery and 80% wishing to do so in the future.



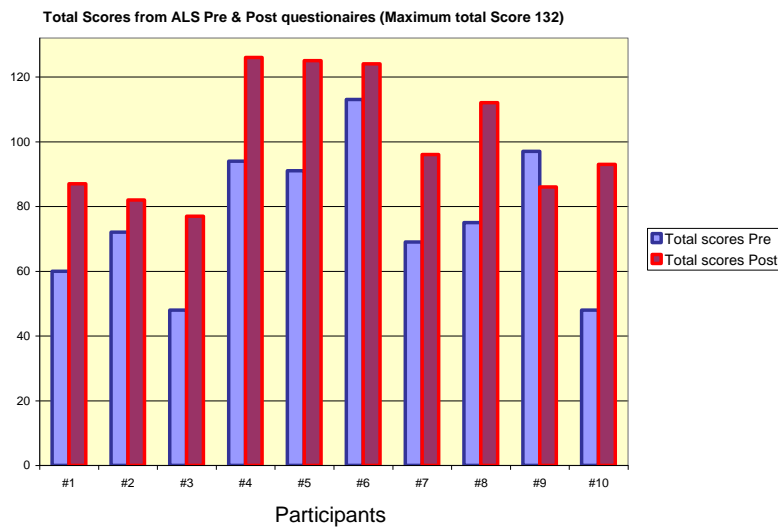
Section D – Creating Capable Teams Approach (CCTA)

70% of participants had not heard of the CCTA, whilst only one person was aware of how it was being implemented within the organisation. However, 60% felt they would like to be involved in the CCTA as a co-facilitator. Post ALS all participants reported that they had a good understanding of the CCTA with 80% demonstrating an awareness of how the organisation plans to implement the CCTA and 60% were aware of Service Users and Carers that have been involved in the CCTA



Total Scores

Each section of the pre and post questionnaire was added up to give an overall total. The evidence suggests that, with the exception of one participant there has been an increased level of knowledge (average increase of 28 points) as a result of the ALS.



Learning Logs

In addition to attending the 5 days, the participants were required to undertake a number of tasks within their host organisations. The tasks were pertaining to the topic discussed at the previous learning set and the results were recorded in the individual's learning log. Participants were requested to submit electronic learning logs with administrative support provided by their host organisations if required.

Unfortunately only 10 individuals submitted their completed learning logs so the information below reflects information provided by attendees from:

- Bradford District Care Trust x 2
- Humber Mental Health x 1
- Leeds NHS Foundation Trust x 1
- South West Yorkshire MH Trust x1
- Barnsley PCT x2
- Sheffield Health and Social Care Trust x 1
- Rotherham, Doncaster and South Humber Mental Health NHS Foundation Trust x 2

Hopes and Fears

On day one, following an introduction to the process and each other, the participants were asked about their hope and fears for the ALS

What are your hopes in relation to the ALS?

- *To become a better working professional*
- *That it will turn out as expected*

- *To meet with other professionals who work in mental health*
- *To meet with service users who take care of, or are a person who has mental illness*
- *An enhanced understanding of NWW, ESC, CCTA. to take back to organisation*
- *To learn about projects programmes, ideas and events in other parts of Y&H*
- *That they listen to people at grassroots – staff, service users, carers, communities*
- *To continue to develop service user and carer involvement in my organisation*
- *Build up a connection with PCT and NW*
- *Good relations with professionals*
- *To have impact on service user and carer involvement*
- *To develop a collaborative group of people I can work with in the future*

What are your fears in relation to the ALS?

- *Giving NWW my 100% commitment because of other priorities*
- *Will I cope?*
- *That I'd be too ill to come on the day*
- *I hope I don't fall asleep by 2:30pm*
- *That I'll be out of my depth!*
- *Everybody does their bit*
- *Too much to take in one day for a SU – medication*
- *NONE*
- *Not understanding what is required of me*
- *That some organisations won't be supportive*
- *That people don't enjoy it*
- *Some people may misinterpret what other people say*
- *That the Trust will not partnership work with Service Users and Carers*
- *Not knowing if I'm doing it right*
- *Is mental health ready for the amount of change?*

Additional tasks

Day one - Introduction to NWW

As part of the additional tasks for day one the attendees were asked to arrange a meeting with their mentor and discuss their support requirements. Key areas of support were identified as follows:

- *Support to access learning materials and information from the internet*
- *Opportunities to discuss issues and relate them to the Trust as required during the course*
- *Mentor to elicit information such as policies and strategies and provide contact details or answers for specific questions*
- *Signposting, introductions and support to meet with relevant people in relation to the set tasks*

- *Help with spelling and I.T*

The remaining tasks were in relation to the implementation of NWW within the organisation and the attendees were required to answer the following questions with support from their mentor

Does the organisation have a NWW steering group? If yes are Users & Carers represented? If not what have you done to address this?

- *Yes - Initially there were no Users or Carers involved but we have addressed this by volunteering and being accepted on to the group*
- *Yes – As part of the Workforce Strategy group, the chair is currently considering how to introduce Service User and Carer involvement to the group*
- *Yes –Head of Social Inclusion, Service User Development Worker and Management Service User representative*
- *No - but it is linked in as part of current reconfiguration work and Service Users and Carers are involved via the Clients Alliance and Assertive Outreach Service*
- *Yes – this is part of the Payments By Results meeting. The involvement of Service Users and Carers in facilitated via the User Carer Partnership Council which meets bi-monthly; supporting information and skill sharing; and consultation and involvement in the development of specific policies and procedures*
- *No – but we contacted the NWW sponsor and mentor to suggest that a steering group be set-up and should include Service Users and Carers. We have sent an email to them proposing this idea which is now being considered*
- *I don't know - There are various dialogue groups for both Users and Carers where any problems or ways of working in the organisation are discussed. As I have only just become aware of New Ways of Working since coming on the course I will now try to explain what I know*

What NWW is already occurring and what are the future plans?

- *The NWW Implementation Group will be taking things forward and implementing NWW. I have also been involved in the re-organisation of the CMHT's reducing the number of teams across the city from seven down to four. This has also involved bringing together health and social Services*
- *(IAPT) Improving Access to Psychological Therapy, Primary Care Graduates Mental Health Workers, Community Development Workers (CDW) and Support Time and Recovery (STR) Workers*
- *Service Users from the Assertive Outreach team were involved in CCTA.*

- *Currently the responsibility of carrying forward the NWW has not been established. Two phases of the NWW had taken place including the 10 ESC and the CCTA*
- *NWW is working well in two areas of the Trust*
- *Within the Adult Directorate 60% of psychiatrists have responded well and doing less routine work. Also clinical psychologists are concentrating on more complex cases. Future plans are: NWW Integrated Care Pathways and Clinical Systems Improvement i.e. eliminating wasteful practices.*
- *STR workers and nurse prescribers are in post in the organisation and we have had contact with all the teams involved. The implementation of new and different ways of working will continue via the Payments By Results Implementation programme*

Does the organisation have a workforce strategy and are/were User/Carers involved in its development? If not what can you do to address this?

- *Yes – But service users and carers were not involved in the initial plan but now we are on the steering group we expect to be involved in any review or update of the document.*
- *No - Undergoing reconfiguration*
- *Yes – Although unsure if Users and Carers were involved so mentor is going to explore this further. However a “Service User Involvement Team” already exists in the Trust and In the Workforce Strategy it states that the Trust is looking to implement NWW which will be done in consultation with the Service User Involvement Team*
- *Yes – However service users & carers were not involved in initial plan but currently exploring ways how they can be involved in the future*
- *Yes – users and carers involved via Service User Development Worker and Service User Network*
- *Yes – but it needs updating. Whilst most policies are on the website they could be made easier to get to. User and carer involvement is good within the organisation and there is a database of Service Users and Carers that are willing to be involved. With regards to NWW we have asked service user groups what their understanding is and about 50% don't understand what it is and are unclear as to the role of the person that currently supports them. Whilst carers seem to have a better understanding it is important that the jargon is reduced and that things are explained simply and clearly. Following the learning sets we have delivered a number of presentations in partnership with senior managers to help raise awareness for users and carers*

Day Two – The Ten Essential Shared Capabilities (ESC)

The attendees undertook a 10 ESC introduction day and were then required to access the ESC learning materials and complete some of the activities as well as finding out the following information:

What is happening in the organisation with regards to 10 ESC and what can you do to support the process?

- *Professional training e.g. nursing and occupational therapy use the 10 ESC to underpin their mental health component and there is more to be done in the Trust but this needs to be balanced against a range of other needs and demands. Having been on this course and invited onto the NWW implementation group and already being a Trust Governor, I feel that I am now in a good position to monitor progress and be fully involved in changes. Before I retired I worked in education and am fully aware of the need for good training, not only to support all staff but to inspire them. **I am happy to be involved in planning and/or the delivery of training***
- *There is currently a new Mental Health trainer in the post who, in time will lead on the ESC training. In the Trust, the 10 ESC underpin everything they do. There is no separate training as such as it forms part of the Care Programme Approach training*
- *There has not been a lot of implementation of the 10 ESC within the Trust. One team completed ESC as part of the CCTA and the team agreed that it was beneficial. Unfortunately nobody within the Trust has moved this forward. **We suggested that it could be used as induction training for new staff and make it compulsory for mental health professionals. Although it would be difficult to put it as compulsory training for the existing qualified staff***
- *Some training has been done in part of the Trust however the main problem is getting staff to commit the time. The ESC is done as part of induction for new staff and there are seven new community development workers for BME communities who are completing the full ESC training materials. **We suggested that maybe our local Service Users monitoring group could promote it to staff and that Service Users and Carers could be involved in the delivery***
- *The 10 ESC principles should underpin everyone's practice and. CMHT's are using them to inform interview practice and questions as well as appraisals and performance reviews, rather than having a specific project to launch them. However some staff members were found to be lacking in understanding and practice and some Service Users are sceptical about efficacy and implementation. **The key is that Service Users and Carers should benefit from 10 ESC. To this end it is vital that they should provide feedback and in the case of serious shortcomings raise a grievance under the established procedure (PALS etc)***
- *The 10 ESC are linked in with Diversity Awareness. This training is open to all members of staff. Service Users and Carers are involved in training. **I could inform Service Users and Carers about these groups as it is important***

that their experience is understood by staff. And that they understand how to handle people well with respect and concern

- *10 ESC is practised by all the staff who are on the payroll*
- *Nursing Strategic Plan shows 10 ESC as part of training for new members of staff and there is evidence that Service Users and Carers are involved*
- *10 ESC are not delivered as a full stand alone package but are integrated into existing training. Some aspects are picked out to allow for more in-depth work to be undertaken e.g. values based practice. Users and carers are involved in training to both internal and external agencies i.e. police, ambulance services and universities.*

Initial thoughts about the available ESC materials

- *It seems ok, it makes you think and try to relate answers to problems to also relates to what we are learning on the course.*
- *Very in depth and an intensive subject that is not easy to wade through*
- *Lots of information*
- *I found it a bit confusing to find my way around the website and making sure I had the right exercise. It was complicated in that there was a whole course there and we only needed a few pages of the course, there were numerous modules that seemed to have the same numbering system etc.*
- *Discussed all three modules with my mentor. Found all three thought provoking and illustrative of the 10 ESC*
- *We had difficulty accessing these electronically however we did have the chance to explore a paper version and thought it would be very useful for all staff, users and carers*

Day Three – Creating Capable Teams Approach (CCTA)

Have any teams already completed the CCTA? If yes how were Service Users and Carers involved in the process

- *Yes- Learning Disability Mental Health Team*
- *Yes – The Assertive Outreach Team, which included 5 Service Users and 4 Carers and was felt to be a huge success. Involvement of Service Users and Carers shaped the development of 20 priority needs and on the whole Service Users and Carers felt it was a very positive experience. They felt that the workshops led to some real changes, the only negatives being the time commitment and the volume of information, which some had initially found to be quite daunting. It was also felt that some work was over-replicated. However the CCTA will be superseded by the Care Packages and Pathways Approach which will now be used to reform and reshape all teams.*
- *Yes – CMHT, Service Users, and Carers were involved and there was a long period of preparation, approximately 3 months. There were 8 different people*

involved who were made to feel like part of the team throughout the CCTA. However unfortunately there are no plans for any further implementation although it has been stated that the Organisational Development would include what NWW is and more

- *No – the Trust is currently focusing on developing a model based on care packages and clusters*
- *No – currently the Trust is focusing on payments by results and the development of care packages and care clusters. The initial focus of the latter has been ensuring that all staff have a good understanding of the process and the next step will be to share the developments with current service users via focus groups. It is essential that any information developed is clear, concise and easy to understand, to support this all information is ratified by the 'get it write' process which involved consultation and feedback from staff and users and carers*
- *Yes - Pilot Scheme within Adult Learning Disabilities but need to have a more systematic roll out*

How could you support the involvement of Service Users and Carers in the CCTA?

- *I can help maintain the level of involvement that our client's alliance experience and 'enjoy'. I am aware that 'we' are not apparently as fully involved as 'we' could be and will work on making sure 'we' can be more meaningfully involved in the future*
- *I would be happy to become a CCTA facilitator*
- *By finding out more about the CCTA and sharing my knowledge with other Users and Carers. I would also be interested in being involved as a participant*
- *I could encourage Service Users to be involved in the CCTA and also explain the basic principles of NWW and CCTA. I would also be interested in being involved as a co-facilitator*
- *With the right training I would be interested in becoming a CCTA facilitator and contributing to any planning group to support implementation*
- *Not happening yet but when it does I would be happy to support the process as team member or co-facilitator or raising awareness*

Day Four – Mental Health Legislation

At the start of the ALS the attendees were given a choice in relation to the topic for day four. The majority of people opted for mental health legislation and following the day were asked to answer the following questions

What is happening in relation to the implementation of Mental Health Act (MHA) New Roles?

- *Training has been ongoing since the announcement of the new MHA*
- *Approved Mental Health Practitioner (AMHP) and Responsible Clinician (RC) up and running*
- *MHA lead attends regular meeting and everything is included into the minutes*
- *An area of excellence within Trust. In the vast majority of cases care co coordinators do a first class and valuable job.*
- *AMHP training ongoing with some nurses taking on the role. The role of Responsible Clinicians continues to be undertaken by medical staff.*

What work has been undertaken in relation to the Mental Capacity Act?

- *Training of the staff is under way.*
- *Issues surrounding young persons and adults lacking mental capacity are recognised and acted upon*
- *Mental Capacity Act was explained and discussed with the Service Users and Carers' reference group before it came into operation.*
- *More work needs to be done in informing the community.*
- *The BBC Radio Service has broadcast a programme informing about the changes to Power of Attorney.*

Are Service Users and Carers involved in Mental Health Legislation? if not how could they be?

- *MHA lead met with Service User group to discuss including Service Users as part of the training and asking Service Users to sit on the board at the beginning. At present we do not know if Service Users have come forward. **If no-one has come forward I could nominate myself now that I have done the NWW Workshops and feel more comfortable about doing this work***
- *Service Users and Carers are involved in training staff regarding the mental health act*
- *Not so much in the case of mental health legislation but clearly objectively in the case of CPA which is a mutual process where the 10 ESC are recognised and in place.*
- *There have been workshops to review the Care Plan Approach. Service Users and Carers along with staff from different departments were involved.*
- *More care needs to be taken in making sure care plans are followed through.*

- *Users and Carers are involved in the delivery of section 12 training and have also been involved in the development of a CPA folder which is being rolled out across the organisation*

Day Five – The Grand Finale

Each participant was asked to deliver a presentation which highlighted; their achievements, what changes have occurred, personal benefits, benefits to their host organisation and their reflections of the ALS. The day was attended by individual mentors and Roslyn Hope (Director of NIMHE National Workforce Programme)

Post Action Learning Sets (ALS) Questionnaire

In addition to the qualitative data provided by the post questionnaire attendees were also asked for their thoughts and suggestions to inform this report and any future developments. (Numbers in parentheses indicate how many people made each comment)

Identify 3 words that sum up the learning sets

- | | |
|--------------------------------|-----------------------------------|
| • <i>Informative (5)</i> | • <i>Improving</i> |
| • <i>Interesting (3)</i> | • <i>Empowering</i> |
| • <i>Thought provoking (2)</i> | • <i>Good</i> |
| • <i>Learning (2)</i> | • <i>Overwhelming</i> |
| • <i>Inspirational (2)</i> | • <i>Intensive</i> |
| • <i>Sharing (2)</i> | • <i>Unique</i> |
| • <i>Partnerships (2)</i> | • <i>Fast</i> |
| • <i>Character building</i> | • <i>Supportive</i> |
| • <i>Enjoyable</i> | • <i>Opens one's eyes</i> |
| • <i>Comprehensive</i> | • <i>Networking</i> |
| • <i>Cohesive</i> | • <i>Confidence</i> |
| • <i>Compact</i> | • <i>Fun</i> |
| • <i>Manageable</i> | • <i>Fresh</i> |
| • <i>Excellent</i> | • <i>Service Users and Carers</i> |

Identify 3 highlights of the ALS

- | | |
|---|---|
| • <i>Meeting everyone (3)</i> | • <i>The team</i> |
| • <i>Friends</i> | • <i>The lunches</i> |
| • <i>Presentations (2)</i> | • <i>Group work</i> |
| • <i>Feedback</i> | • <i>Supportive environment</i> |
| • <i>Knowledge learned</i> | • <i>Structure of each ALS</i> |
| • <i>Grand Finale</i> | • <i>Learning that I knew more than I thought I did</i> |
| • <i>10 ESC session</i> | • <i>Making new contacts from other Trusts</i> |
| • <i>The opportunity to present in London</i> | |

- *Finding out about things in our Trust we weren't aware of*
- *Networking organisation*
- *Gained confidence*
- *Ladder of participation*
- *CCTA*
- *Mental Health Act*
- *Participation*
- *Fun*
- *The tutors held so much time, understanding, and the opportunity to attend other events which linked into our work – hope it can continue. Thanks*

Identify suggestions that would have improved the ALS

- *More time for elements of training and more days (8)*
- *More conferences (2)*
- *Steady as you go!*
- *More group work*
- *Some/most of the exercises seemed to be fact finding rather than real practical tasks to carry out*
- *Learn about other areas in NWW*
- *Practice some role-playing*
- *More networking/local regional national*
- *Continuation of meetings regionally, maybe quarterly*
- *Networking/databases/cross boundary working*
- *Yearly conference (moving on) to keep in touch! 10th October World Mental Health Day?*

Identify benefits for your organisation from your attendance at the ALS

- *The inclusion of Service Users on committees (3)*
- *Pointed out areas that need more work.*
- *Made me feel as though I want to do more for the Trust*
- *Helped Trust to see how other Trusts compare regarding NWW*
- *Gave mentors experience*
- *An improved knowledge gained by a Service User and governor*
- *Increased competence by two Service Users to support the Trust*
- *NWW pressure*
- *I am aware of ALS and can help implement them*
- *Increased awareness*
- *Made them question Service User / Carer involvement*
- *I am going to spread the word*
- *Able to see a weakness in the relationship between clients alliance Service Users and PCT. PCT claim they involve Service Users but we are not involved at the beginning as they come to us for feedback rather than being present at the beginning and being present at the real decisions. Hopefully I can help make this change*
- *They have two representatives*
- *They are well informed about the importance of Service User / Carer involvement*
- *Two-way feedback*

- *More participation from User/Carers, staff, managers – real partnership working*
- *Thinking more “outside the box” to get things done*
- *New ways of information sharing, Users/Carers in the loop*
- *I intend to continue to promote NWW and CCTA within the Trust. Only this week I delivered a joining presentation with the Chair of the NWW implementation group to the Trust Operational Managers group and am involved in meetings and away days as the new structure and amalgamation takes place between health and social Services.*
- *As well as being actively involved in a number of networks, forums and meetings in the organisation our carers group has gone from strength to strength examples of which are:*
 - *Working with the PCT to develop carers’ videos to be shown in GPs surgeries and made available in libraries and other community resources.*
 - *Development of ‘fat ladies swimming in the dark’ an aqua fit class for users and carers which addresses both social and physical health needs. Membership is increasing and we are currently seeking funding from the PCT to increase the number of sessions.*
 - *‘Do carers look good naked’? - We are currently trying to link with Gok Wan to raise awareness of carers needs and we are also hoping to produce a ‘calendar girls’ carers version which we will sell to raise money for the carers group*
 - *There is also work going on in collaboration with Sheffield Hallam University in relation to carers learning through drama*
 - *We are currently working with the university to support student social workers to understand ‘a day in the life of a carer’ which will mean the student actually spending time in the home with a carer.*

Identify personal benefits from your attendance at the ALS

- *More confidence (7)*
- *High expectation*
- *Better understanding of how my Trust works (2)*
- *Networking / meeting people in Trust*
- *A much deeper understanding of NWW (2)*
- *More involvement in local work*
- *The opportunity to make presentations*
- *Pursue speaking*
- *It has given me the **confidence to begin a maths degree***
- *Helped my communication skills*
- *Commitment*
- *More understanding of restructuring of mental health Service*
- *Confidence as a Service User activist – making sure we really are heard and really are present through the whole process*

- Knowledge about mental health Services
- Seeking answers for pre-set tasks
- Able to answer Service User/Carer questions
- Realising professionals don't always know the answers and will listen to your ideas.
- **Doing more presentations than ever across the Trust, Chelsea, STR conference, York – thanks again**
- Linked into many managers in the Trust lots of work over the next few months for Users/Carers
- I have been **appointed Chairman of the Yorkshire and Humber Employment and Learning Skills Service.**
- I felt the course was very helpful to me and has empowered me to make a difference to the Trust and the way it works.

Further comments

- I enjoyed it – carry on!
- An excellent course – well done.
- Excellent course!
- A lot more people will benefit from NWW
- Has built my confidence a lot in relation to mental health Service User issues
- Great fun, more please, let's take it to another level
- The staff at grass roots have been amazing in helping me to get in touch with hard to reach service user and carer groups, BME, abuse and rape, women's groups, older people's Services.

Key success factors/lessons learnt

Throughout the process we were very conscious of what worked well and what could be improved. The following factors were identified using written and verbal feedback from all involved and also from the facilitators' personal experiences of the process

- The development, planning, and delivery of the ALS between YHIP **Workforce Lead, Service User and a Carer** ensured that the ALS met the needs of Service Users and Carers and demonstrated true involvement and partnership working.
 - Future options would be to learn from the experience of ALS attendees by involving them in the planning and delivery whilst supporting them to continue to develop their skills and confidence
- Clear and concise documentation, **information and communication** before, during and after the process
- **Pre booked dates** over a period of 5 months ensuring adequate time is allowed between days for the participants to undertake additional tasks

- Feedback following the learning sets has suggested that the time allowed should have been slightly longer to enable participants to arrange meetings and complete the required work.
- The **sign up and participation of the host organisation** enabled the ALS attendees to explore current and future plans within the organisation and to develop and sustain relationships to support the ongoing development of future involvement.
- The **provision of a mentor** demonstrated ownership from the host organisation and provided valuable support for the ALS attendees.
 - As previously mentioned it would have been beneficial for the mentors to meet with the facilitators and each other prior to, and during the ALS to help clarify their role and to agree support structures
- The development of a variety of **monitoring structures** enabled the facilitators to capture the learning and for the ALS to evolve based on feedback
 - On reflection it would have been good to have had the opportunity to discuss the results of the pre and post questionnaire on a one to one basis with the participants and also to build in additional mechanisms that did not rely totally on self reporting.
- A clear, **User friendly payment structure** that provided prompt payment after each session and allowed individual flexibility with regards to frequency of payments.
 - The existing YHIP expenses form was adapted after the first session following feedback for ALS attendees (appendix 3)
- **The learning log** provided a structured approach to the completion and recording of the set tasks whilst also providing a wealth of information to support the development of this report.
 - The learning log was developed after the first learning set, earlier development would have allowed for more discussion with mentors and participants. On reflection some of the questions could have been more action focused.
- The provision of **clear timely information about each day**, which included a detailed participant's programme, reduced anxieties by ensuring that attendees were clear about what the day entailed and what was expected of them. Whilst the topics for each day were determined at the beginning of the ALS the format of each day was designed taking into consideration the evaluations and experiences of the previous session.
 - An example of which was that at the second learning set it was felt that the time allocated to feedback from additional tasks failed to

- capture the essence of the work and did not do justice to the amount of work undertaken so the programme for the following learning set was reviewed to address this.
- The programme may have been a little ambitious and should perhaps have allowed more time to explore the amount of information that was included in the process
 - The attendees were given the opportunity to attend and contribute to the National Workforce Programme '**Moving on Conference**'. A workshop was dedicated to sharing the work of the ALS and three ALS delegates presented their work to date. This provided a fantastic opportunity to showcase the work and also to increase the skills and confidence of the attendees.
 - Whilst the intention is to hold a regional event to share and spread the works of the ALS consideration needs to be given to how the work can be shared nationally.
 - A **robust promotion and recruitment process** was developed to support the ALS which consisted of a flyer, detailed information about the process and payment and an expressions of interest form. It was left to the organisations to share with their Users and Carers and identify two candidates to take part in the ALS
 - Ideally the opportunity for the facilitator's to present to User and Carer groups within organisations would have allowed for a broader mix of applicants
 - The expressions of interest form should have asked for evidence of existing networks and examples how the applicants intended to share their learning which would have helped to develop capacity in organisations
 - The focus of the learning sets was NWW a **topic which was current and timely**. The sessions were developed to encompass various aspects of NWW with the opportunity for attendees to select one topic of choice.
 - In hindsight a day which looked at presentation and networking skills and building and developing capacity in relation to involvement would have been very beneficial

Conclusion

The learning set attendees had a mix of experience in relation to involvement. For many this was a new concept whilst others had been involved either within their host organisation or external agencies. However, what the learning sets did highlight was the willingness and enthusiasm of people to get involved, despite their previous level of involvement. Most were a little nervous and unsure what to expect on the first day but all demonstrated a willingness to participate, learn, and develop.

All attendees reported increased confidence and a better understanding of how their host organisation works and many developed relationships with other attendees that will continue beyond the ALS. Many of the attendees have now gone on to do great things to support and promote involvement whilst for others their personal journey had a major impact of their life.

The process was a learning experience for all involved and proved to be a very worthwhile and successful way of working in partnership with Users and Carers to promote engagement and involvement in the development and improvement of Service provision.



ALS members at their grand finale!!

Whilst this felt like a good way to engage with users and cares it was a method I had not previously used so I approached it with some trepidation and apprehension. As the lead facilitator my hope was that we could involve and engage with users and carers in a meaningful way that was beneficial to all involved. On reflection the ALS proved to be a fantastic learning experience for the attendees and the facilitators, it was a pleasure to work with a group of people who were so enthusiastic and committed. I would just like to say a big thank you to my co-facilitators Bill and Jen, the host organisations and mentors and an extra big thank you to the ALS attendees who all worked very hard and made the learning sets such a pleasurable and enjoyable experience. Our hope is that others will benefit from our experience to actively engage with users and carers and to benefit from their knowledge and expertise.

*Thanks again to all involved
Nicki Hollingsworth
YHIP Mental Health workforce lead
Nicki.hollingsworth@yhip.org.uk*

Dear Colleague

CSIP Yorkshire and Humber have developed a series of NWW Action Learning Sets which aim to support Service Users and Carers to become more involved in the implementation of New Ways of Working, within their host organisation. The action learning set format will be a two way process during which attendees will gain information from the facilitators and their peers but will also be required to contribute to, and participate in, the action learning process

The aims of the Action Learning Sets are:

- *To raise awareness of New Ways of Working and its implications for Service Users and Carers*
- *To support the involvement of Service Users and Carers in the development and implementation of NWW*
- *To support innovation, allow time for reflection, and encourage action*
- *To build on the positive work recently undertaken in the NWW Collaborative Learning Sets attended by senior managers*

Format

- *There will be 5 Action Learning Sets held over a period of 18 weeks (excluding Xmas and Easter holidays) please see attached overview for dates and details.*
- *Two places (ideally one service user and one carer) will be available for each of the mental health provider Trusts in the Yorkshire and Humber region*
- *Applications will be via an expression of interest process, which will require organisational sponsorship*

Facilitation will be provided by

- *Nicki Hollingsworth – Mental Health Workforce Lead for CSIP Yorkshire & Humber and National Lead for Creating Capable Teams*
- *Jen Kilyon – Carer Involvement Lead for the Mental Health National Workforce Programme*
- *Bill Davidson - User Involvement Lead for the Mental Health National Workforce Programme*

Participants will gain:

- *An understanding of NWW from a national, regional and local perspective*
- *A knowledge of their organisation's workforce strategy*
- *The knowledge and skills required to support the delivery of the 10 Essential Shared Capabilities (ESC)*

- *The knowledge and skills required to support the delivery of the Creating Capable Teams Approach (CCTA)*
- *An understanding of how CCTA and ESC are been integrated into their organisation and what they can do to support the process*
- *An opportunity to develop internal and external relationships and networks to further develop service user and carer involvement*
- *An opportunity to learn from each other and engage in shared learning*

Additional responsibilities

Attendees' will be required to:

- *Commit to attending all 5 days*
- *Actively contribute to the Action Learning Sets*
- *Undertake additional tasks outside of the Action Learning Sets*
- *Gain sponsorship from their host organisation*

The sponsoring organisation will be required to:

- *Identify a named sponsor for the Service Users and Carers*
- *Provide the service user with a named mentor who will provide support before, during and after the process*
- *Provide help and advice in relation to the additional tasks that will be undertaken outside the ALS*
- *Provide reimbursement for service user and carer's travel costs*

The identified mentor will be required to:

- *Provide support and guidance to the service user/carer throughout the ALS process*
- *Assist and guide the service user/carer to undertake the allocated tasks*
- *Provide information about the organisation and key people within it*
- *Work in partnership with the service user/carer to engage other service users/carers*

Y&H CSIP will provide:

- *Co-ordination and facilitation*
- *Venue and refreshments*
- *A payment to Service Users and Carers for their contribution to service development**

* Payment for Service Users and Carers has been agreed in accordance with Making a Real Difference (MARD) recommended payment levels. Please see an additional payment document which identifies how payment is allocated.

**NWW Action Learning Sets for Service Users and Carers
expressions of interest form**

To be completed by applicant – please ensure that you have read all the attached information and are able to attend all 5 days

Name	
Address	
E – Mail	
Telephone number	
Please tick	Service user Carer
Applicant’s Signature	

Host organisation – please ensure that the organisation is aware of the responsibilities identified on that attached document

Name of sponsoring organisation	
Address	
Name of identified sponsor	
Designation	
Telephone number	
E-Mail	
Sponsor’s signature	

Mentor – please ensure the mentor is aware of the responsibilities identified on the attached document

Name	
Designation Address	
Address	
Telephone Number	
E-Mail	
Mentor’s signature	

NWW in Mental Health - Yorkshire and Humber Action Learning Sets Payment Structure for Service Users and Carers

In appreciation of the contribution that Service Users and Carers will make during the course of the learning sets, an allocation of £20 per week, over an 18 week period will be offered to attendees.

This is in line with the Department of Health guidance [Reward and Recognition \(2006\)](#) and does not constitute paid employment nor suggest that they are fit for work.

The payment allocation will be offered as follows:

W/c 1st December	Action Learning Set	£20
W/c 8th December	NWW research	£20
W/c 15th December	NWW development	£20
<i>W/c 22nd December</i>	<i>Christmas holiday</i>	<i>No allocation</i>
<i>W/c 29th December</i>	<i>Christmas Holidays</i>	<i>No allocation</i>
W/c 5 th January	NWW benchmarking	£20
W/c 12th January	Action Learning Set	£20
W/c 19 th January	ESC research	£20
W/c 26 th January	ESC mapping	£20
W/c 2 nd February	ESC development	£20
W/c 9th February	Action Learning Set	£20
W/c 16 th February	CCTA research	£20
W/c 23 rd February	CCTA development	£20
W/c 2nd March	Action Learning Set	£20
W/c 9 th March	Personalisation research	£20
W/c 16 th March	Presentation preparation	£20
W/c 23 rd March	Presentation preparation	£20
W/c 30 th March	Presentation preparation	£20
W/c 6 th April	Presentation preparation	£20
<i>W/c 13th April</i>	<i>Easter Holidays</i>	<i>No allocation</i>
W/c 20th April	Action Learning Set	£20

Payment guidance for NWW Action Learning Sets

Informed by existing guidance, **unfunded service users or carers** (i.e. not paid worker representatives or user representatives who can claim payments locally) attending meetings at the request of the Care Services Improvement Partnership, North East, Yorkshire & Humber Regional Development Centre will be offered fees for their time and expertise.

The decision to allocate the **Action Learning Sets** as an activity which attracts payment has been decided by **Nicki Hollingsworth (Workforce programme lead)** and **authorised by Clare Hyde (Associate director Y&H)** of the Care Services Improvement Partnership, North East, Yorkshire & Humber, Regional Development Centre. It is however the choice of each individual whether the payment is accepted or waived.

Attendees should be advised that payment for participation may be considered earnings by the Benefits Agency and might affect entitlement to Benefits. The rate has been set with the DSS rules on earnings in mind but it is each individual claimant's responsibility to inform the Benefits Agency if any payment received took them above the weekly income disregard limit for their particular circumstances. Most people claiming disability benefits will have a weekly disregard. They are advised to consult local Benefits Agency offices if they are in any doubt about the effects payments may have on benefits. Service Users and Carers should be reminded that benefits' regulations do change.

A copy of the full Care Services Improvement Partnership "Policy for Payments to Service Users and Carers" can be made available on request.

Guidance for claiming for Action Learning Sets

CSIP will provide payment for participation in the Action Learning Sets, which will include attendance on set days and additional tasks outside of the set days.






















Travel will be funded by the host Trust or PCT

There are two options for submitting claims

- **Option One** – Claims can be submitted at the end of the Action Learning Sets
 - *Full ALS 1/12/08 – 26/04/09 = 18 Days = £360*
- **Option Two** - Claims can be submitted at the end of each learning set for the 5 separate periods as detailed below
 - *Period One 1/12/08 – 11/01/09 4 days £80*
 - *Period Two 12/01/09 – 8/02/09 4 days £80*
 - *Period Three 9/02/09 – 1/03/09 3 Days £60*
 - *Period Four 2/03/09 – 19/04/09 6 Days £120*
 - *Period Five 20/04/09- 26/04/09 1 Day £20*

For detailed breakdown of ALS activity see attached sheet

Yorkshire & Humber
 New Ways of Working for Service Users and Carers
 Action Learning Sets (ALS) Overview

<p style="text-align: center;"><u>DAY ONE</u></p> <p style="text-align: center;">1st December 2008: Introduction to New Ways of Working (NWW)</p> <ul style="list-style-type: none">  An introduction to Action Learning Sets  What is NWW?  Benchmark your organisation  Involving Service Users and Carers in NWW  Tasks for Day Two
<p style="text-align: center;"><u>DAY TWO</u></p> <p style="text-align: center;">15th January 2009: The 10 Essential Shared Capabilities (ESC)</p> <ul style="list-style-type: none">  Feedback from pre set tasks  Benchmark your organisation  Introduction to the 10 ESC  Tasks for Day Three
<p style="text-align: center;"><u>DAY THREE</u></p> <p style="text-align: center;">10TH February 2009 : Creating Capable Teams Approach (CCTA)</p> <ul style="list-style-type: none">  Feedback from pre set tasks  Introduction to the CCTA  Tasks for Day Four
<p style="text-align: center;"><u>DAY FOUR</u></p> <p style="text-align: center;">3rd March 2009 : Mental Health Legislation</p> <ul style="list-style-type: none">  Feedback from pre set tasks  An introduction to personalisation  Theme of choice – to be determined during application process  Tasks for Day Five
<p style="text-align: center;"><u>DAY FIVE</u></p> <p style="text-align: center;">22nd April: Grand Finale</p> <ul style="list-style-type: none">  Presentation to demonstrate <ul style="list-style-type: none">  What you have achieved  What changes have occurred  Benefits to you and the organisation  Reflections from the ALS

**Yorkshire and Humber
New Ways of Working for Service Users and Carers
Action Learning Sets - Feedback Sheet**

Date.....

What were the best things about today?

Why did you find these particularly good/useful?

What could have been better?

Do you have any suggestions for the next session?

PRE ACTION LEARNING SETS (ALS) QUESTIONNAIRE

This questionnaire is designed to help us to evaluate the impact of the ALS and to provide information that will inform the design and focus of future work with service users, carers, and mental health service provider organisations

Name
Role
Sponsoring organisation
Date completed questionnaire

For each of the following statements, please indicate how true it is for you, using the following scale: 1 = Not true at all 2 = May be true 3 = True 4 = Very True

A	Acton Learning sets (ALS)	Score
1.	I am looking forward to participating in the ALS	
2.	I have a good understanding of ALS	
3.	I feel I will be fully supported by the organisation during the ALS	
4.	I think attending the ALS will give me more confidence to become involved in the development of the organisation	
	(Maximum potential score 16) total score	
B	New ways of working (NWW)	
5.	I have heard of NWW	
6.	I feel I have a good understanding of what NWW is and why it is needed	
7.	I am aware of some of the work that has happened nationally in relation to NWW	
8.	I am aware of who is leading on NWW within my host organisation	
9.	I am very aware of what is happening in my organisation in relation to NWW	
10.	I can name at least 5 examples of NWW occurring within my organisation	
11.	Service Users and Carers are involved in the development and implementation of NWW within my organisation	
12.	I am involved in the development and implementation of NWW within my organisation	
13.	The organisation has a workforce strategy	
14.	Service Users and Carers are/were involved in the development of the workforce strategy	
16.	I would like to be involved in the development and implementation of NWW within the organisation	
	(Maximum potential score 88) total score	

C	10 Essential capabilities (ESC)	
17.	I have heard of the ESC	
18.	I have a good understanding of the 10 ESC	
19.	I have completed some of the ESC learning materials	
20.	I have completed the full ESC learning materials	
21.	I am aware of who is leading on the roll out of the ESC within the organisation	
22.	There is a commitment to roll the ESC out within my organisation	
23.	I have been involved in the delivery of the ESC materials	
24.	I would like to be involved in the delivery of the ESC materials	
	(Maximum potential score 36) total score	
D	Creating Capable Teams Approach (CCTA)	
25.	I have heard of the CCTA	
26.	I have a good understanding of the CCTA	
27.	The CCTA has been used within my organisation	
28.	I have participated in the CCTA as a team member	
29.	I am aware of other users and carers who have been involved in the CCTA	
30.	I would like to participate in the CCTA as a team member	
31.	I am aware of how the organisation plans to implement the CCTA	
32.	I would like to participate in the delivery of the CCTA as a facilitator or co facilitator	
	(Maximum potential score 28) total score	
E	Personalisation	
33.	I have a good understanding of personalisation and its implications for Service Users and Carers	
	(Maximum potential score 4) total score	
F	Subject of choice	
34.	I have a good understanding of..... and its implications for Service Users and Carers	
	(Maximum potential score 4) total score	
(Maximum potential score 132)Total score for section A – F		
I would specifically like to know more about: (please tick one only)		
The Care Programme Approach The Mental Health Act The Mental Capacity Act IAPT		
Additional information		
Are there any other comments, additional needs etc that you would like to share?		
Date Completed		

POST ACTION LEARNING SETS (ALS) QUESTIONNAIRE

This questionnaire is designed to help us to evaluate the impact of the ALS and to provide information that will inform the design and focus of future work with service users, carers, and mental health service provider organisations

Name	No
Role	
Sponsoring organisation	
Date completed questionnaire	

For each of the following statements, please indicate how true it is for you, using the following scale: 1 = Not true at all 2 = May be true 3 = True 4 = Very True

A	Acton Learning sets (ALS)	Score
1.	I enjoyed participating in the ALS	
2.	I have a good understanding of ALS	
3.	I feel I was fully supported by the organisation during the ALS	
4.	Attending the ALS gave me more confidence to become involved in development of the organisation	
	(Maximum potential score 16) total score	
B	New ways of working (NWW)	
5.	I have heard of NWW	
6.	I have a good understanding of what NWW is and why it is needed	
7.	I am aware of some of the work that has happened nationally in relation to NWW	
8.	I am aware of who is leading on NWW within my organisation	
9.	I am very aware of what is happening in my organisation in relation to NWW	
10.	I can name at least 5 examples of NWW occurring within my organisation	
11.	Service Users and Carers are involved in the development and implementation of NWW within my organisation	
12.	I am involved in the development and implementation of NWW within my organisation	
13.	The organisation has a workforce strategy	
14.	Service Users and Carers are/were involved in the development of the workforce strategy	
15.	I am now involved in the development and implementation of NWW within my organisation	
	(Maximum potential score 88) total score	
C	10 Essential capabilities (ESC)	
16.	I have heard of the ESC	
17.	I have a good understanding of the 10 ESC	
18.	I have completed some of the ESC learning materials	

19.	I have completed the full ESC learning materials	
20.	I am aware of who is leading on the roll out of the ESC within the organisation	
21.	There is a commitment to roll the ESC out within the organisation	
22.	I have been involved in the delivery of the ESC materials	
23.	I would like to be involved in the delivery of the ESC materials	
	(Maximum potential score) 36 total score	
D	Creating Capable Teams Approach (CCTA)	
24.	I have heard of the CCTA	
25.	I have a good understanding of the CCTA	
26.	The CCTA has been used within the organisation	
27.	I have participated in the CCTA as a team member	
28.	I am aware of other users and carers who have been involved in the CCTA	
29.	I would like to participate in the CCTA as a team member	
30.	I am aware of how the organisation plans to implement the CCTA	
31.	I would like to participate in the delivery of the CCTA as a facilitator or co facilitator	
	(Maximum potential score) 28 total score	
E	Mental Health legislation	
32.	I feel I now know more about the topic of choice	
	(Maximum potential score 4) total score	
(Maximum potential score 172)Total score for section A – F		

Additional information

Please list 3 Words that sum up the Action Learning Sets

- 1.
- 2.
- 3.

Please identify 3 highlights of the ALS

- 1.
- 2.
- 3.

Please identify 3 suggestions that would have improved the ALS

- 1.
- 2.
- 3.

Identify 3 benefits for your organisation from your attendance at the ALS 1. 2. 3.
Identify 3 personal benefits from your attendance at the ALS 1. 2. 3.
Any further comments
Are you happy for your contact details to be shared with others? Are you happy for us to contact you regarding future events/information?
Date Completed

Yorkshire & Humber
New Ways of Working in Mental Health
*Action Learning Sets for Service User &
Carers*

Learning Log

<i>NAME</i>
<i>Host Organisation</i>
<i>Mentor</i>

Please use this document to record the finding and outcomes from your additional task. The information recorded will then be used sensitively and appropriately to support feedback and to inform the final evaluation and report

Action Learning Sets (ALS)
Set Tasks from **Day One** (1/12/08)

Make contact with your service user/carer lead or identified mentor
Date of meeting with mentor
Support requirements identified?
Any other issues identified?
Meet with the organisations NWW lead or attendees from the senior management collaborative learning sets (CLS)
Date of meeting
Name of NWW lead (may have a different job title)
Does the organisation have a NWW steering group
Are users & carers represented, if not what have you done do address this
What NWW is already occurring and future plans
Does the organisation have a workforce strategy
Are/were user/carers involved in its development, if not what can you do to address this?
Attached copies of benchmarking sheet completed by other service uses and carers to this document
Any other points you wish to note:

Action Learning Sets (ALS)
Set Tasks from **Day Two** (15/01/09)

Name of education and training lead
Date of meeting with Education and training lead
What is happening in the organisation with regards to 10 ESC
What can you do to support the process
Date registered on the ESC site
Initial thoughts about the available ESC materials
What did you think to Module 3 Activity 3.10 Frank
What did you think to Module 3 Activity 3.13 Alice's admission
What did you think to Module 4 Activity 4.1 Pete

Action Learning Sets (ALS)
Set Tasks from **Day Three** (10/02/09)

Name of person leading on CCTA
Have any teams already completed the CCTA?
If yes which teams have undertaken the CCTA (include name and type of team)
How were Service Users and Carers involved in the CCTA?
What were services uses and carers experience of been involved in the CCTA?
What plans, if any, are there to implement the CCTA in the organisation?
How could you support the involvement of Service Users and Carers in the CCTA?
Would you be interested in being involved in the CCTA as a team participant or co-facilitator (please state which) If yes please state what would support you to undertake this role/s

Action Learning Sets (ALS)
Set Tasks from **Day Four** (3/03/09)

Name of Mental health legislation lead
Date of meeting with MH legislation lead?
What is happening in relation to the implementation of MHA New roles?
What work has been undertaken in relation to the Mental Capacity Act?
Name of CPA lead
Progress to date
Are Service Users and Carers involved in any of above, if not how could they be?

