A sense of belonging
A joint strategy for improving the mental health and wellbeing of Lothian’s population 2011-2016

Year 4 – Taking Stock
28 May 2015

“A conference for all stakeholders”
Dissemination and Learning Report
A Sense of Belonging
Year 4 - “Taking Stock”

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Overview

‘A Sense of Belonging – Year 4 “Taking Stock”’ was organised by NHS Lothian’s Mental Health and Wellbeing team and a group of key stakeholders and was held on Thursday the 28 May 2015.

The event was attended by over 220 people and was held in the Edinburgh Conference Centre on Heriot Watt University’s Edinburgh campus.

One of the priority actions in delivering Lothian’s strategy ‘A sense of belonging’ was to organise a yearly “Taking Stock” stakeholder event to “ensure that all are informed of progress and to sense check priorities within a rapidly changing context”.

Participants came from a variety of organisations and sectors, including NHS Lothian, local authorities, the voluntary sector, organisations representing people who use mental health services and people who use mental health services. The day included talks to update attendees on key developments and highlight recent work within the four ‘Commitment to Change’ areas:

- Tackling inequalities
- Embedding recovery
- Building social capital and wellbeing
- Improving services for people

The key aims of the conference were:

- To ensure stakeholders are well informed of progress
- To highlight key pieces of work
- To provide opportunities for networking

The evaluation forms and feedback gathered at the close of the event indicate that these aims were met. Overall feedback was very positive with attendees finding the programme enjoyable and useful.
Outline of Day

Initially, there were over 300 people signed up to attend this event.

On the day 220 people attended. There were a range of agencies and sectors represented. Some of the attendees had attended the previous Taking Stock events, though for others this was the first time they had attended.

The morning speakers were:

- **Linda Irvine**, Strategic Programme Manager - Mental Health and Wellbeing, NHS Lothian, who gave a progress update on “A Sense of Belonging”.

- **Lili Fullerton** of CAPS, along with colleagues with lived experience, who reported on the findings of the “People’s Conference”, an event that brought together people from across Lothian to discuss and share views on key areas of “A Sense of Belonging”. The presentation highlighted what people who use mental health services value in services and what they would like to see more of.

- **Simon Porter and Ronnie Jack**, Patients Council – gave an overview of the new “Changing Lives 2” book which includes short pieces of writing of people’s experience of their mental health. It also includes staff members’ experiences and reflections.

There was an array of workshops in the morning and afternoon, and ‘a marketplace’ where organisations could network, and promote their services.

Chairperson’s Welcome

The first part of the morning’s conference was chaired by Tim Davison, Chief Executive of NHS Lothian.

Tim began by welcoming all attendees. He gave an account of his personal and professional involvement and interest in mental health, including his understanding and involvement in the history of the re-provisioning of the Royal Edinburgh Hospital.

Tim stated his delight that the building work for the REH is now underway. He thanked both the REH Project Team and the Patients Council for their hard work, commitment and input into the re-provisioning project and their role in making the project happen.

Tim introduced the programme for the day.

Tim talked about these thoughts regarding the impact of Health and Social Care Integration, as this is a significant issue that will impact on the future development of the local Mental Health and Wellbeing Strategy. There will still be NHS Lothian wide Mental Health services, but many local services and planning will be within the Integrated Joint Boards (IJB) in each locality. Within each IJB NHS Lothian will hold 50% of the voting seats, so will be in a position to influence and work with what the locality requires.

Tim outlined some of the current challenges about the implementation of this new model of working. It is a testing time in terms of the economic context, and there is much to be done.
within constrained budgets. Tim spoke of the need to act locally but also to come together to collaboratively plan and deliver mental health services,

Tim then gave a warm introduction to Linda Irvine as the first speaker of the morning programme.

**A Sense of Belonging…Four Years On**  
**Linda Irvine, Strategic Programme Manager, NHS Lothian**

Linda’s presentation gave an overview of the progress that has been made to date in each of the Change Areas of “A sense of Belonging”. Linda began by displaying the last slide of her presentation from last year’s conference. This focused on ‘support, kindness, and care’ and she reflected on how these aspects do guide the work on partnerships and teams across Lothian.

Linda outlined the presentation areas, which follow the four priority areas of the Strategy - Addressing Inequalities, Promoting Recovery and Living Well, Improving Wellbeing and Building Social Capital and Improving Services. In addition, there are four key cross cutting pieces of work which are - Callum, Re:D, Public Social Partnerships (PSPs) and the Transformation Station.

**Public Social Partnerships**

What they are
- Strategic partnering arrangements
- Based on a co-planning approach
- Connect with third sector organisations to share responsibility for designing services based around service user needs.
- Once designed and piloted, services can then be commissioned for the longer term through a competitive tendering process.
- Can be exceptions to this

What they are not
- A cheap option
- A way to steal ideas
- A monopoly of larger 3rd sector providers

There are four PSPs in Lothian: Wayfinder; green space: art space; Rivers Centre, and GameCAhnger.

The Transformation Station is a partnership with QMU to transform services using research evidence to increase quality and reduce cost. It has attracted £2.1 million external funding and NHS Lothian is leading on national initiatives including:
- Autism
- Vocational Rehabilitation
- Prevention programmes

It is a great example of cross sector and partnership working with NHS, Local Authority, Academia, Third sector, Private Sector. It has produced 14 peer Reviewed Publications and to date shared work an findings at 93 peer reviewed National and International Conferences. Transformation Station work is shared across 14 countries to date.
Linda gave an outline of each of the four ‘Commitment to Change’ areas, and detailed some of the work that has been developing for each of these.

**Addressing Inequalities**
- Work developing for adults in terms of Autism
- National roll out of Veterans First Point Model across Scotland
- Mitigating the impact of Welfare Reform through increase in use of Advocacy.
- For children and young people a focus on Psychology of Parenting Project, and a greater emphasis on Looked After Children and sensory impairment and mental health.

Linda discussed the work around “Callum’s pathway and how he problems and issues experienced by Callum are shaped to a great extent by the social, economic and physical environments in which he lives.

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### The Re:D Collaborative

- Changing the way services are developed
- Changing the way services are delivered
- Changing the way professionals work
Examples include:
- Peer Programme – delivered by The Cyrenians – continuing
- Interpersonal Therapy concept completed – now mainstreamed
- Support for Children’s mentoring - partnership
- Independent Individual Advocacy for people in prison – continuing
- Working with women in prison settings
- Floor 6 - Potential Pilot of problem solving justice applied to people who have offended with problematic use of alcohol

and how both work streams are focused on tackling inequalities.

**Building Social Capital and Wellbeing**
Examples of progress were the impact of Activate— Individual Placement Support model to help people back into work and education

**Efficient Use of Resources**

<table>
<thead>
<tr>
<th>Then</th>
<th>Now</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Average time with service = 48 months</td>
<td>• Average time with service = 18 months</td>
</tr>
<tr>
<td>• Capacity of service over five years = 225 people</td>
<td>• Capacity of service over five years = 600 people</td>
</tr>
<tr>
<td>• Investment to make the change - £132,978</td>
<td>• Efficiency savings over 5 years - £4,821,958</td>
</tr>
</tbody>
</table>

Making it Clear – development of a tool to measure resilience focusing on as asset building:

**Making it CLEAR**
Enabling older people to live well within their communities by better understanding what supports them to be resilient

- Used evidence to......
  - Develop **prevention approach** deployed through volunteers/peer support workers
    - unique **self-report tool** to measure resilience,
    - **Targeted interventions** to promote resilience

- Statistical analysis found that older people’s **resilience scores** improved significantly after Make it Clear intervention.
A community venue for partners to use free of charge:

To provide a welcoming and safe environment for people to engage in activities which support mental health and wellbeing:

- Provide a space that is free and accessible for partners
- Maximise the use of the space for art exhibitions and installations throughout the year
- Promote a sense of community and belonging

Recovery and Living Well

Linda described a range of initiatives including:

- Oor Mad History _ Mad People’s Identity course
- Learning Education and Recovery Network - LEARN
- Recovering Conversations
- Lothian Peer Collective
- S1 to S5 workshops
- Mental Health Arts and Film festival
- Communities of interest

She spoke of green space: art space PSP and the opportunities to build strong bridges between the REH and communities:
Improving Services

Linda spoke of improvements focused on:
- Service user led research
- Supporting carers, friends and families
- Focus on dementia journey – dementia friendly city; post diagnostic support; Resource centre; community connections; Midlothian 8 Pillars Pilot; NW Edinburgh
- Small ADHD team now established – education and training; support to general mental health services and specialist input
- Eating Disorders
- Edinburgh Mental Health Locality Partnership Model
- People who may have attracted a diagnosis of personality disorder – matched care model – community; day programme and inpatient unit

Improving Access To Child and Adolescent Mental Health Services

188 patients started their first treatment in March.
  - 62% (117) were seen within 18 wks
  - 71 waited over 18 weeks
1,704 patients waiting of which
  - 1,259 waiting less than 18 weeks
  - 261 waiting between 19 and 26 weeks
  - 181 waiting between 27 and 52 weeks
  - 3 waiting over 52 weeks

CAMHS Workforce and Innovation
- Staffing levels within the inpatient unit and intensive treatment team
- Looked after and accommodated children
- Improving access through locality provision

The work of “Achieve”

The extent of the wait for a diagnosis of autistic spectrum disorder

Children: 74% of cases were over the 119 day target
Children: 59% of cases were over the 119 day target

Delivered Flightgate change programme to reduce waiting for adult ASD diagnosis nationally

<table>
<thead>
<tr>
<th>Measure</th>
<th>From</th>
<th>To</th>
</tr>
</thead>
<tbody>
<tr>
<td>Average reduction of waits</td>
<td>21.5 weeks</td>
<td>17 weeks</td>
</tr>
<tr>
<td>Longest reduction in waits</td>
<td>430 days</td>
<td>68.5 days</td>
</tr>
</tbody>
</table>

The reduction was statistically significant based on a multi level model analysis.
Improving Access Psychological Therapies (Adults)

162 patients started their first treatment in March
  – 41% (162) were seen within 18 wks
  – 96 waited over 18 weeks

3,176 patients waiting of which
  – 1,939 waiting less than 18 weeks
  – 913 waiting between 19 and 26 weeks
  – 253 waiting between 27 and 52 weeks
  – 71 waiting over 52 weeks

Adult Mental Health Innovations which would be new developments funded by the Scottish Government:
• Enhancing the provision of group therapy for each of the five key therapies with the strongest evidence base
• Develop community hubs for mental health and wellbeing whereby people can self refer
• receive support from different partners
• access other supports;
• community prescribing or advice

She gave an example of some innovative work focusing on A & E presentations:

Responding to Crisis at our front doors with IPC –AC

• Psychology approached by Nurses from Crisis Services MHAS and RIE
• In 2012 3,669 assessments carried by MHAS +29% previous year
  – 11% required admission
  – 17% referred to CMHT or PCT
  – 5% discharged to Police custody
  – 5% to IHTT
  – 50% discharged to GP
• Desire to intervene with a useful Psychological Intervention
• Dr Patricia Graham and Charlotte Lemaigre developed IPC-AC and obtained the original IPT Author’s endorsement

What is sought to do and how
• To reduce distress, risk of self harm and suicide by providing 4 sessions of therapy as soon as possible (flexible)
• Improve help seeking from natural network
• Assist with appropriate access to other services
• 2 days of training plus weekly supervision of case work
• Early results are very promising
Linda described the latest PSP -

Progress with Phase One of the RH:

The Royal Edinburgh Hospital

2012 – ‘for real!’
2013 – ‘for even more real!’
2014 – ‘we said it would happen!’
2015 The building is going up

And the Wayfinder Graded Support Model:
She spoke of the exciting “GameChanger” PSP and its focus on:

Social Justice

Inequalities

And the emerging GameChanger priorities of:

- Promote health improvement and health promotion messages – maximising national awareness initiatives and campaigns
- Promote and provide opportunities for vulnerable groups and communities to be engaged with sport and exercise activities
- Provide opportunities for green space initiatives which focus on diet, exercise and eco diversity
- Promote and support participatory activities which harness the power of sport and the arts to build community cohesion and capital
- Create further educational and employment opportunities including the development of social firms and enterprises
• Develop Easter Road Stadium and Ormiston Training Centre as community assets and destination places
• Build on existing initiatives on mentorship and peer work with a particular focus on children and young people at risk of offending and people who are/of have been in contact with the Criminal Justice System
• Create a Families Centre at Ormiston with a network of support in community settings – for families experiencing challenges to visit and get support
• To seek to utilise the available development land at Easter Road Stadium to meet local needs through delivering positive social outcomes.
• Maximise opportunities for income generation and fund raising
• Ensure that developments are robustly evaluated and learning is disseminated

Linda then finished her presentation with some outlining of the priorities for the coming year. This included a focus on:

• Physical and Mental Health Care together, so that the physical health needs of people are accounted for.
• The first episode of psychosis so that people can be treated well and treated early.
• Looking at graded support for individuals to assist people to live well.

Linda also stated that she has been asked to engage with the newly developing national Mental Health Strategy, and will feedback to the national team after the Taking Stock conference.

Linda then introduced the next set of presenters.

**People’s Priorities**

*Lothian’s Voices*

The presentation was given by a group of seven presenters, who have all been involved in the CAPS Advocacy led People’s Conference. The conference is a yearly event which precedes the Taking Stock event and informs the discussion at Taking Stock so that people across Lothian with lived experience of mental health problems are involved in thinking through what the priorities for work should look like.

The presenters were Ele, Dianne, Lili, Sue, Lauren, Jane and John.

The theme of this year’s People’s conference was ‘Holistic Care, working with all of me’. The presenters gave an outline of the conference and of the feedback from the People’s Conference.

The priorities from the People’s Conference were then discussed in detail. There were 11 priorities which emerged from the conference. These were:

• Quality Peer Support
• Managing finances
• Challenging current belief systems
• Needs led not diagnosis led services
• Services working better together
• Early intervention and crisis services
• Listening to voices
• Being non judgmental
• Listening to how carers want to be involved in care
• Services collaborating together

The presenters then gave some more detail on five of these areas. This gave an overview about how the ideas would translate into actions.

Listening:
- Being able to access medical records
- Asking questions and being part of discussions
- Professionals knowing and understanding that people know themselves and their own needs

Services working collaboratively together:
- Physical and mental health services to work together to support physical health needs
- All service providers to know what other supports are available
- Signposting as part of each service
- Understanding of different services and how they operate
- Stop being defensive about and between different services

Being non Judgmental:
- Having mental health education in primary schools
- Having positive ideas and discussion about mental health experiences
- Engaging with the media impact and finding ways to cease the perpetual stereotyping

Good quality peer support:
- Signposting for this service from GPs and A&E
- Peer support workers at NHS 24
- Greater peer support worker input across other services

Flexible, needs led care;
- More services that aren’t time limited
- Counseling and therapies available and not just pills
- An understanding that recovery and living well is not linear

Ele summed up the end of the presentation by describing the next steps from the People’s Conference. This includes circulating a report from the day as well as presenting to any group or team who are interested in hearing more and working to take this forward.

Linda thanked all the presenters for their input. She then introduced the final presentation of the morning which was focused on the new Changing Lives book.

“Changing Lives”
\textit{Simon Porter and Ronnie Jack, Patients Council}

Simon Porter gave an overview of the reasons behind the book and some of the themes that have emerged from the writings. He stated that mental health can be improved by creative endeavors, and that creating a book is a form of collective advocacy. This book includes inputs from both patients and staff.
He outlined some of the key themes which included; having a sense of freedom, a sense of self, and that spirituality and mindfulness were key for many people in terms of mental health. Inner strength and taking self-responsibility were also key, supported by effective support around a person.

Ronnie Jack then introduced himself and his role with regard to the Changing Lives book. He was the editor for this edition, and described his pleasure at reading and hearing all the stories and testimonies contained within the book. He then read two extracts from Changing Lives and stated how much he had enjoyed being part of the process. He also let the audience know that they could own a copy of the book for free, and that copies were available.

Linda thanked both Simon and Jack, and then moved on to the discussion. This was an opportunity for all attendees to discuss the points from the presentations and to reflect on the morning’s input.

Discussion

There was a focus within the comments on the following:

- It was felt there was a need to focus on GPs and to facilitate understanding with them about various developments and with the needs of people with mental health problems
- It was strongly felt that there needs to be more focus on the physical health of those with mental health problems
- There could be more equality in terms of listening to different voices of experience
- A final discussion point focused on the helpful use of buddies and link workers, as well as peer supporters. This was felt to be useful both for those who are using services and for those who don’t think that there is help available.

Linda and some of the other presenters responded to these discussion points. People were encouraged to take these discussions into their workshops.

Following the discussion there was a break for attendees to have refreshments. After the break people went into their workshop choice. The following is a synopsis of the feedback from the workshops.

In total there were seven workshops running during the morning. Each one ran for around one hour. Each workshop focused on a part of the work included in the strategy. The workshops were interactive and included both presentations and discussion.
Morning Workshops
Participants were invited to select one workshop to attend from a choice of seven. Each workshop lasted an hour.

12S- Resources and Learning
(Facilitated by: Rachel King, NHS Lothian Jacque Nicholson- Edinburgh University Mental Health Support, Christine Johnston- Heriot Watt University, Director of Student Support Jenni Moreland- Edinburgh College Student Support, Sharan Virdee- Heriot Watt University, Equality and Diversity)

This workshop gave participants an opportunity to hear about some of the successful pieces of work that have been developed as part of the 12S Colleges and Universities work in Lothian.

Participants also had a chance to reflect on how and where these resources and ideas could be utilised for their own settings and communities.

Workshop Feedback

- Sharing of practice and good ideas across Lothian – a network would be ideal for this.
- Pressure on students impacts negatively on their mental health. Requirement to achieve to gain employment.
- Refreshing to consider how to work together to meet the needs of students both within or outwith a college or university.
**Independent Advocacy Works For Us**  
(Facilitated by Jane Rubens and colleagues)

This workshop developed by Voice of Advocacy - a group of people who have used independent advocacy - explains and highlights the value of independent advocacy for people who are vulnerable. A central aim is to encourage professionals to recommend independent advocacy to the people they are in contact with.

**Workshop Feedback**

Independence Advocacy is highly valued by people. A main strength is that the advocate only works with and for the person who needs advocacy. An Independent Advocate acts to 'strengthen the voice' of the person they are working with.

The need for and legislative requirement for independent advocacy services is clearly addressed in the Mental Health (Care and Treatment) (Scotland) Act 2003.

**TURNTABLE**  
(Facilitated by Alice McGrath, Michael John McCarthy, Martin O'Connor)

This workshop illustrates how the Turntable Project uses multiple art forms to connect, reach out and share experiences with individuals and communities in an exploration of the ways in which music can enrich our lives.

**Workshop Feedback**

Several participants shared that their appetite to listen to music was a key indicator of their recovery from illness - this was really interesting for the artists. The combination of a particular piece of music with the right question was able to reawaken positive memories.

It appeared that Turntable workshop as an alternative offer within the conference was really appreciated - people were excited before they had even started.
**Rowan - Respect Our Woodland And Nature**  
(Facilitated by Phil Morris – ROWAN project, Orchard Centre Services, Martin Bird – Mental Health Planning officer, Rowan’s Members)

This workshop demonstrates how horticulture and conservation are being used to promote a sense of wellbeing. It introduced the audience to The ROWAN project and shared how connecting to nature can really make a difference to mental health and wellbeing.

**Workshop Feedback**

- The model is transferable to other parts of Lothian. It could be adapted for children’s work/intergenerational work.
- Key themes relating nature and wellbeing were identified including: escape, restorative, mindful, creativity, sense of purpose.
- Good opportunity for networking with animated positive discussions.

**Two Sides of the Same Story**  
(Facilitated by Michelle Lloyd, Lucy Arnott, MECOPP)

This workshop encouraged participants to reflect on the way in which assumptions/generalisations about particular groups of people can impact on the willingness and ability of individuals to access services. It also explored how the creative arts can be used as tools to aid and initiate discussions or training about sensitive and ‘difficult’ topics.

**Workshop Feedback**

- Power of creativity in getting across difficult/challenging messages.
- Harmful impact of making assumptions and how it can stop people accessing services and support.
- Tools shared in this workshop have transferability and can be used to challenge stereotyping and promote reflection.
Psychological and Multi-professional team interventions in dementia
(Facilitated by Dr Jacqueline Wilson, Clinical Psychology, NHS Lothian, Dr Robert Clafferty, Consultant Psychiatrist, NHS Lothian, Colin Macdonald, Alzheimers Nurse Consultant, NHS Lothian, Amelia Cooper, Trainee Clinical Psychologist, Doctorate in Clinical Psychology, University of Edinburgh)

This workshop provided information on a holistic approach to supporting people with behavioural issues and dementia and their caregivers. To discuss the findings from a two year Change Fund project in light of the key performance indicators which were met which were:

- Reducing client and caregiver distress
- Reducing inappropriate use of antipsychotic medication
- Preventing hospital admission.

Workshop Feedback

Service improvement and redesign in Edinburgh Prison
(Facilitated by Karen Forster – Mental Health Nurse, HMP Edinburgh)

The workshop started with some myth busting opportunities around the delivery of mental health care within a prison setting. This workshop then gave an overview of the service improvement and redesign the prison mental health team has undertaken in the past year. This will include the development of a drop in service, nurse led ADHD pathway and care and treatment planning within the SPS prison rules.

Workshop Feedback

- feedback was very positive and questions were asked throughout the workshop.
- drop in service was seen as an excellent way of treating larger numbers of presentations with no need for a waiting list.
- All participants reported that they knew very little about prison population and health care provision and found the
Afternoon Chairperson’s Welcome back

Dianna Manson, Service User, Board Director - VOX, Board Director - AdvoCard, Lay Representative for Mental Health for SIGN and Presenter for See Me facilitated chaired the afternoon session.

Diana welcomed everyone to the afternoon session. She talked of her own lived experience of mental health services and asked everyone to reflect on what had changed over the year, her own conclusion being – not as much as she had hoped, but there was reason to be very positive about the future.

She commented in particular on the need for professions to be more holistic as currently there is a split between mental and physical health and this needed to be reflected in the training received, something which Dianna has been actively involved in addressing with Napier University.

“Living with Eating Disorders – what you need to know” Launch of Booklet and Poster

Collective Advocacy, Eating Disorders, CAPS

The group presented their work on a resource pack for GPs, information booklet and a poster campaign. The work was born out of their personal experiences of attending their GP and its aim is to:

- Encourage people to speak out
- Reduce loneliness and isolation
- Reduce stigma and discrimination

The project was funded by See Me and additional copies have been printed with financial support from the Butterfly Bursary. Booklet available to download at:


Poster:

“Volunteering Changes Lives”

Marion Findley (Director of Services, Volunteer Centre, and Edinburgh)

Marion introduced a short film which has been commissioned by VCE’s Health & Wellbeing Team. The film is a celebration of 30 years work by the team. It is an inspiring and powerful account of how volunteering has assisted a number of people to overcome the barriers and discrimination which accompany mental illness and disability. Marion highlighted the assets based approach of the service and how they have, over the last 30 years, unlocked the talent and compassion of people and used it to help others. Marion thanked Mariola Gracia for her commitment and endless patience in working on the project and to NHS Lothian (Strategic Mental Health and Wellbeing Programme) for financial support.

The film can be viewed at:
http://www.volunteeredinburgh.org.uk/volunteer/Blog_Article_Depository/New_Film
Afternoon Workshops
Participants were invited to select one workshop to attend from a choice of seven.

Conversations for Change
(Facilitated by Pam van de Brug & Elspeth Morrison)
This workshop raised awareness, participation and the audience for Conversations for Change a public art project about mental health. A series of events to generate conversations about mental health in everyday places in the community of Edinburgh. You might call our events artistic interventions, experiments or interruptions to your day. In September 2015 a final artwork will be created.

Making it CLEAR: Understanding and Supporting Resilience in Older People
(Facilitated by Jacqueline Pentland)
This workshop provided opportunities to discuss the Making it CLEAR “community living, enablement and resilience” initiative and the significance of building resilience in communities of older people.

The workshop explored the impact that research and practical delivery of measures and interventions focused on improving the resilience of older people has had upon communities in Edinburgh.
**Turntable**
(Facilitated by Alice McGrath, Michael John McCarthy, Martin O’Connor)
This workshop illustrates how the Turntable Project uses multiple art forms to connect, reach out and share experiences with individuals and communities in an exploration of the ways in which music can enrich our lives.

**Workshop Feedback**

Several participants shared that their appetite to listen to music was a key indicator of their recovery from illness - this was really interesting for the artists.

The combination of a particular piece of music with the right question was able to reawaken positive.

It appeared that Turntable workshop as an alternative offer within the conference was really appreciated - people were excited before it began.

**Therapy Works!**
(Facilitated by Massimo Tarsia, Stewart Buchan, NHS Lothian)
This workshop presented an overview of a recent development of psychological therapies services in adult mental health in Lothian. The focus was on CBASP (Cognitive Behavioural Analysis System of Psychotherapy) for the treatment of persistent depression and its recent adaptation to a group format (CBASP-G) in Lothian.

Realisation that as professionals talking about oneself is difficult and to bear this in mind when referring someone to therapy.

Good that CBASP considers the whole history of the person.

Discussion about availability of CBASP and wider relevance to users of substance misuse services.
**Community Compass**
(Facilitated by Eilidh MacDonald, Senior Operations Manager, Carr Gomm, Helena Richards – Community Compass Manager, Carr Gomm, Jennifer Gray – Community Compass Project Leader, Carr Gomm)

This workshop showed the efficacy of the Links Worker / Community Referral approach in supporting vulnerable adults experiencing poor mental health to improve and self-manage their situation.

It gave participants the opportunity to explore the possibilities of integrating elements of this approach into their practice / agency / local area.

Linking people in to the services they need helps overcome barriers and improves health and wellbeing.

Flexibility and openness is key - referral process, criteria, length of support etc.

**Re: D Collaborative Concept Tests**
(Facilitated by Suzie Black, Lynda Ross Hale, Peer Mentors)

Re: D is an innovative collaboration. It was established to combat the negative outcomes for individuals and communities that arise from deep-rooted inequalities. It aims to do this by:

- Changing the way services are developed
- Changing the way services are delivered
- Changing the way professionals work

This workshop will describe 3 Re:D Collaborative Concept Tests that focus on delivering these aims within a criminal justice setting.

Discussion regarding role of peer mentors including the positives and negatives of using the term “peer” in the job title.

Participants highlighted key barriers which get in the way of accessing services.

Learning from Re:D Collaborative concept tests was discussed and delegates reflected on how this could be applied to other services.
Does volunteering promote a sense of belonging?
(Facilitated by Heather Hunter, Queen Margaret University, Marion Findlay, Volunteer Centre Edinburgh)

This workshop explored how volunteering benefits people with lived experience of mental health problems. It identified the challenges and obstacles individuals encounter when they wish to volunteer, and looked at ways of overcoming these. There was discussion about current research being undertaken into the impact of volunteering.

Benefits and challenges of volunteering

Most concerns were about welfare reform impacting on volunteering

The brief descriptors and feedback only capture the essence of the workshops.

“Head, Heart, Bag, Bin”

Sheena Lowrie, Mental Health and Wellbeing Team
Participants were asked to complete forms regarding things they had learnt, felt, will take away and would change about today’s event. A total of 99 forms were received and following are the responses gathered.

Head (something you have learnt from being part of this event today)

<table>
<thead>
<tr>
<th>Learning More</th>
<th>Keeping up to date</th>
</tr>
</thead>
<tbody>
<tr>
<td>There are many organisations and projects out there. It is a matter of collaboration and collective effort</td>
<td>I don’t think I appreciated the breadth of work being undertaken on the “A Sense of Belonging” agenda</td>
</tr>
</tbody>
</table>
| I have learnt of a wide variety of projects existing                           | Great update and overview of what is going on in the mental health field. I think that today has an essence belonged to the “lived experience” of mental health – good to see services developing around these “voices” + “experiences”.
| Great overview of the many excellent initiatives in Lothian, from Tim and Linda at the start of the day. Really useful “update” | Impressed with the strategic plan as presented by Linda |
| That there are lots of services that help out there                            | Update and changes taking place – all very positive |
| Many resources / projects which are around in the Lothians to refer clients    | Lots of enthusiasm for innovation and collaboration currently across Lothian |
| Enjoyed hearing from service users and their journeys towards wellbeing        | Messages are being reinvigorated                                                  |
| I get lots of information about new                                             |                                                                                   |
conferences which are coming. Also got new ideas and information about community work.

- All sorts of projects and organisations I’d not come across before
- That as a collective we are starting to sing from the same hymn sheet.
- I’ve learnt more about current strategy and wider range of projects in place
- Art as a way of breaking down barriers & stigma of mental health issues
- Great to hear about the various projects and organisations that help people.
- Learned more about different organisations for signposting
- About other organisations & resources available in Lothian.
- There are many organisations and projects out there. It is a matter of collaboration and collective effort
- The wealth of projects and organisations doing positive things for mental health
- How much we already have to share
- The many different ways and organisations are providing wellbeing
- The number of ongoing projects / initiatives throughout Edinburgh
- Edinburgh is getting a new-build hospital
- “Assumptions are the termites of relationships” Harry Winkler, Aka The fonz from Happy days
- How to engage with other groups
- The importance of sharing good ideas
- and that determination is there to keep focusing and changing these to move forward
- Progress on strategy (Linda Irvine)
- Linda Irvine is dedicated and inspirational and a “force of nature” so everything at strategic level is brilliant and wonderful… but this does not always become reality at ground level.
- Great to get an update on service from last year’s event
- To be given some information on the strategy
- Building of new Royal Edinburgh is underway
- Finding out about projects
- More information about the progress of the developments in Edinburgh regarding mental health.
- Mental health services small grant projects offered by universities and colleges
- The number of ongoing projects / initiatives throughout Edinburgh
- Information
- Too much to summarise but a lot to think about.
- Constant needs to link up with all services

<table>
<thead>
<tr>
<th>Positive</th>
<th>Service Users</th>
</tr>
</thead>
<tbody>
<tr>
<td>• There is some excellent work going on out there with something for everyone to belong to.</td>
<td>• Just how important and beneficial service-users’ views can be/should be in all of planning of services both NHS &amp; 3rd sector.</td>
</tr>
<tr>
<td>• That passion for something can override my fear of speaking out</td>
<td>• The person’s experience</td>
</tr>
<tr>
<td>• The will to improve mental health in Lothian</td>
<td>• Great to hear what people with lived experiences want &amp; need to help with wellness</td>
</tr>
<tr>
<td>• Learned a lot. Good networking</td>
<td>• How powerful the testimony of the service users can be</td>
</tr>
<tr>
<td>• There is a lot of solidarity</td>
<td>• People with lived experience should</td>
</tr>
<tr>
<td>• Networking</td>
<td>• It was good for networking</td>
</tr>
</tbody>
</table>
• How committed and enthusiastic people are when provided with a focus
• How much improvement in mental health
• A lot about how many people are involved in change
• How well services are working together
• We are all awesome! You are all awesome!
• Many people working in the mental health sector, who are passionate & driven and that lots of good things happening
• I am part of a machine made of public, private & third sector working hard toward the same goal. My small part does matter!
• Lothian is moving towards integrating physical and mental health
• I wasn’t aware of the extent of the good work that the volunteer exchange has done for mental health

**More Specific**

- Reminded of the importance of creativity – thinking creatively to think of new ideas, using art/music as a way of bringing people together and supporting rehab.
- About personal contracts for volunteers to acknowledge ‘V’s support needs and review them
- The value of information sharing sessions for patients’ families when dealing with behavioural symptoms of dementia
- About the creative efforts to raise MH awareness
- Volunteers
- Making it CLEAR, validated questionnaire
- CBASP Model
- Citizen science principle, a Sense of Some Place
- Volunteers
- Culture of and challenges faced by gypsy travelers community
- More about Re:D network
- Factors affecting distress in dementia

<table>
<thead>
<tr>
<th>More Specific</th>
<th>More Specific</th>
</tr>
</thead>
<tbody>
<tr>
<td>- Dementia workshop – older people</td>
<td></td>
</tr>
<tr>
<td>- Power of CBASP in treating depression</td>
<td></td>
</tr>
<tr>
<td>- Cyrenians – Peer working</td>
<td></td>
</tr>
<tr>
<td>- People’s priorities</td>
<td></td>
</tr>
<tr>
<td>- In “Therapy Works” session, - finding out about myself. Some uncomfortable truths!</td>
<td></td>
</tr>
<tr>
<td>- Eating disorders appear to be the “Fashionable” or “in Vogue” mental illness in Edinburgh at the moment.</td>
<td></td>
</tr>
<tr>
<td>- There is still a huge amount of discrimination towards the Gypsy/traveller community</td>
<td></td>
</tr>
<tr>
<td>- Priorities from the People’s conference</td>
<td></td>
</tr>
<tr>
<td>- Carr Gomm – Community Compass – learnt about the invaluable service – delighted it is available an my catchment area</td>
<td></td>
</tr>
<tr>
<td>- Lots more about the challenges facing volunteers</td>
<td></td>
</tr>
<tr>
<td>- New projects</td>
<td></td>
</tr>
<tr>
<td>- I want to find out more about Mindapples – love your mind.</td>
<td></td>
</tr>
</tbody>
</table>
• Valuable info about “Conversation for Change”
• The power of volunteering
• Advocacy – talked to several workers vs. Peer support workers
• A Sense of some Place – this could be useful
• Project developments can be led by people with lived experiences
• Powerful stories about prisons
• About Carr Gomm Community Compass Project in Craigmillar - would find it really positive to have a resource like this in West Lothian
• Sense of people being interested in wellbeing rather than recovery
• Variety of people from volunteer their time to peer involvement + projects
• How advocacy works
• How mental health services are delivered in prisons and the issues they are facing.

• CLEAR – lots of information about this research by QMU
• Learned more about the Volunteer Centre – its impact etc - very moving film!
• CBASP
• What it’s like to be a peer support workers ( and to employ them)
• Power of volunteering and the health and wellbeing team@Vol Edinburgh Centre.
• People with mental health problems need support and to be noticed. People are people, it does not matter what kind of colour, disability you have and we should care of everybody
• We need a Mental Health Third sector conference please
• CBT has many cross over with other therapeutic approaches
• Finally understood who is “Callum”
• Volunteering provides great opportunities for people
• Dementia session is very useful both professionally and personally.

Heart (something you have felt or experienced from being part of this event)

Music
• Refreshed! Turntable- brilliant fun!
• Really, really enjoyed the music workshop (turntable)
• The turntable workshop - brought back old age memories and feelings of happiness and sadness – brilliant!
• Nostalgia – memories of positive from Turntable workshop and negative experiences of music throughout my life.
• Connections with others via music (Turntable workshop)
• Turntable workshop very interesting
• The possibility of using the Arts in tackling stigma
• Being 10 + 15 again – the “Turntable” workshop and thinking about music you love.

Lived Experiences
• Being part of people’s shared experiences
• User excerpts of stories of Changing Lives also heart warming
• The many stories, very important in the understanding of mental health
• Personality Disorders, self-harm, etc are not being obviously addressed. As a borderline, this has cemented the idea that PDs are not much of a focus.
• Importance and power of people sharing their stories to change hearts, minds, communities and services
• Huge conversation from people who have / are experienced/ing mental health issues problems. Stories of changing lives
• Reminded about power of the
**People**

- Dianna Manson should have her own radio show, total star!
- Positive – energised and so glad we have Linda Irvine on our side
- ‘Belonging’ rushed
- Enormous empathy re one story of accessing individual advocacy (Esther)
- Simon Porter’s “Invisible Butterflies”
- Jo - Very powerful to hear from people with lived experience. I find hearing their stories stays with me longer than facts or figures! Jo McFarlane was fantastic!
- “Changing Lives” stories. Humour of Ronnie is brilliant lived experiences of service users. Was moved to learn when listening to the creativity that was unleashed especially Jo, she was inspiring.
- Lothian Voices, Simon Porter & Ronnie Jack still talking about the same needs not being met 30 years later. (sad in some ways)
- Felt emotional when I heard Jo’s poem being read by Ronnie Jack
- Moved as always, by Jo’s poems
- Wonderful poem, read by Ronnie
- I was impressed from talking to Diana
- Very moving account of person’s experiences of not being believed & only through advocacy got support
- “Changing Lives” Story
- Really enjoyed Ronnie’s reading from the “Changing Live” book – the story and poem were very powerful
- Delight at seeing Dianna chair so well
- Poems – Great!
- Overwhelmed by all the projects, information presented today – too much to take in from inputs
- I didn’t like having to rank ALL the workshops in order of preference

**Belonging**

- Belonging and pride. I felt safe, secure and welcomed and with

**Belonging**

- Sharing
- Very moved by the effort, creativity

**narrative**

- Very touched and inspired by case studies, narratives and people
- Inspiration from service users
- Recovery train is still moving on four years down the line – well done!
- Power of lived experience and the skills and knowledge people have e.g. Dianna said, don’t write people off.
- Service user’s involvement is vital for services and people recovery.
- Being part of the Rowan Group Workshop and sharing my experiences
- Quite emotional listening to people talk about experience
- People’s stories have been very moving.
- Inspired by the individual stories of speakers
- Very moved by service user’s accounts and perspective & the willingness to share these.
- It IS difficult to talk about mental health in everyday conversations (even with mental health colleagues) - or is this self-stigma?
- The openness, honesty of the service users – talking about themselves – very moving
- Positive inputs – stories of Changing Lives II and Jo’s poems
- “Laughter” “I have felt touched by personal experiences shared.
- Not only people with mental health problems suffer from stigma
- Felt a little saddened that individual made statements only o negative experiences with NHS – Drs/nurses
- It was very informative.
people who value and understand me. I feel proud to have been a part of this conference.

- Lots of committed people in this field. Lots of free tea, coffee, sandwiches, fruit
- Good to reconnect with others in the field, and build on relationship and networks
- I felt very touched by the kindness and compassion people have for one another. We need to promote this—great work!
- Meeting lots of great people (already known and new people)
- Great networking
- Inspired – particularly by the eating disorders group, the volunteer centre video and the patients council ‘Changing Lives’
- Felt very moved by the Eating Disorders group for their booklet and all they have done.
- We are all people with real lived experiences, more or less. It is possible for “professionals” & “Service Users” to connect on a human level
- It does not matter what specialty you are—we are all the same, having same goals to better community, better society
- It’s always great to be with others who care about mental health services and the future – changes, people’s voices, sharing ideas etc. Very touching.
- Hope! Very encouraging to know that NHS Lothian are so committed to the people they serve.
- Empathy with people with a variety of diagnosis and lifestyles
- Felling of belonging
- Hopeful
- Encouraged that there is help available for all our mental health.
- We are not alone!
- That people need to be treated with dignity and respect, to direct their own lives and be heard.
- Sense of a supportive community working in mental health field.

and passion of the conversations for change team.

- Very angry at learning about how very useful and meaningful services are being cut i.e. EBSS
- Having worked in mental health for many years I have begun to question if I will continue in this field…the stories and experiences I have heard today reinvigorate
- -The awkwardness of something new and then settling in
- Inspired
- Hope, pride, surprise, inspiration
- The passion I do hold for my profession and gives me the hope to continue.
- Connection and reconnection with people in the same field of mental health
- Rekindled passion re my work and thoughts on future developments I feel very refreshed and motivated
- Connection with the whole
- Felt valued
- Amidst the financial difficulties, there remains a willingness to keep pushing to improve the experiences of those accessing services
- Hope for dementia care
- Impressed by the range of services available and the wide range of perspectives.
- Hope for continued improvement of mental health services in Lothian.
- Occupational therapists value the individual first before seeing their mental health issues. We already do holistic work. I felt we are put in the shadows but have valuable work.
- It seems there is a long way before everyone realises that holistic and individual spiritual development as well.
- Felt valued and appreciated. People I did not know come up to me to thank me for speaking. I was not expecting that!
- feel part of a community working in this sector
- Proud of all those doing their bit for
- Inspired and motivated by the variety, range and opportunities around
- A sense of belonging to individual-like minded in their approach to a still stigmatised condition.
- Overwhelmed in a positive way!
- Enthused – to feel part of a wider community of people genuinely committed to improving mental health services
- The amount of support and good will and encouragement that I felt from others.
- Included

the mental wellbeing of themselves and others and working together.
- Inclusiveness- being with like-minded people
- Heartened by the fact that people are willing to work in partnership with each others.
- Inspirational
- Inclusivity

<table>
<thead>
<tr>
<th>Bag (something you will remember and take away from this event e.g. information for signposting)</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Information</strong></td>
</tr>
<tr>
<td>- Information about projects that would possibly be beneficial to my community in West Lothian</td>
</tr>
<tr>
<td>- Lots of information about different services that will enable more signposting</td>
</tr>
<tr>
<td>- Information for signposting. Contacts valuable for networking and follow up action / partnership working</td>
</tr>
<tr>
<td>- All the useful information. As a soon qualifying OT I feel that this day helped me to be more aware of the services that are in progress</td>
</tr>
<tr>
<td>- Eating disorder info, changing lives book, recovery stories book</td>
</tr>
<tr>
<td>- E.D information</td>
</tr>
<tr>
<td>- Lots of useful info from the stalls to take back and share</td>
</tr>
<tr>
<td>- Number of organisations able and willing to offer support in the community</td>
</tr>
<tr>
<td>- Info re advocacy</td>
</tr>
<tr>
<td>- There are lots of links out there – good organisations, good people 😊</td>
</tr>
<tr>
<td>- Info re RE:D, Willow and Cyrenians</td>
</tr>
<tr>
<td>- I have learnt so much and bagged plenty of leaflets</td>
</tr>
<tr>
<td>- Info from Stalls. Meeting other people and networking</td>
</tr>
</tbody>
</table>

| **Workshops**                                                                                       |
| - Enjoyed the “Therapy works” workshop and the need to push GPs for referrals for this service!    |
| - Both the workshops inspired new ideas and I have many projects buzzing around to take forward...great opportunity for networking |
| - Dementia workshop look at external factors and impacts on behavioural changed, the variant which cause distress |
| - Prison service talk, learned so much, positive too!                                              |
| - The ROWAN project – loved it!!                                                                  |
| - Rowan Project – what’s out there in local communities                                           |
| - The Volunteer work shop.                                                                        |
| - Turntable music workshop                                                                        |
| - Music workshop was great – will see how this could be made use of.                              |
| - Volunteer Centre Edinburgh, making it CLEAR (may be useful to my service)                       |
| - Conversations for change, idea about peer support                                               |
| - Conversations for change – a great arts project that is taking on board much what we all need to happen. |
- Info
- Networking and will take and use new information.
- Opportunities for making groups aware of what is available in the community
- Useful organisations to signpost clients to.
- Some interesting leaflets.
- Lots of connections made with organisations who have so much to share with our students at QMU
- Networking – building linked with other services – we can all work together to help people.
- I have made useful contact with people willing to offer support and advice.
- Information about CLEAR to discuss with my team about using as part of assessment.
- Volunteering info, advice for carers helpful too, picked up some leaflets
- Resources and place to refer clients
- Chatting with the information tables and taking information can be passed on to my participants.
- New See Me Stationery – pen, pencil and Post-its.
- Lots of new contacts
- Obtained Tel Numbers of Advocate
- Networking inspirations – eating disorders stuff
- Details of a project at REH which may overlap well with something in trying to initiate
- Google MINDAPPLES
- The individuals met who are able to either provide a link to support others who couldn’t peer support themselves.
- Know how to make best use of signposting opportunities

**People’s voices.**
- Conversations for Change
- Turntable Workshop – fantastic workshop so much fun – great idea which can be ‘stolen’ + taken back to the project – ‘Loved it!’
- Will introduce Community Compass to a PCMHT and increase awareness of the service. Hopefully will be useful to my client group.
- Will try and make contact with Community Compass.
- Turntable approach – could easily adapt/use in lots of situations
- Making it CLEAR, and the resilience tool
- Linking with Turntable and information and volunteering
- To see all sides of a person’s history
- MECOPP project and challenging assumptions
- Peer worker guidelines
- Want to find out more about CLEAR’s involvement with support from the start in East Lothian
- Power of Collective Voices! - Advocacy and People’s Conference
- LGBT event on dementia

<table>
<thead>
<tr>
<th>Presentations</th>
<th>Learning/understanding of services</th>
</tr>
</thead>
</table>
| - Finding out all about *living it up*  
- “Changing lives!”  
- Really enjoyed hearing about the new ‘living with eating disorders’ project, will take info leaflets and pass on  
- The ladies from CAPS – eating | - To keep going.  
- Sense of increased optimism because of what has been achieved and what seems possible.  
- The amount of work which is going on  
- A better understanding of how mental |
disorder booklet to pass to our close friend. I wish they were in Perth
- People’s conference presentation – Excellent and very representative of views of service users and people with lived experience.
- Eating disorders group
- Jo McFarlane’s poetry!
- Stories of Changing Lives
- Volunteer film
- I was very impressed with all the work by the Patients Council and have taken away a copy of the “Changing Lifes” book.
- The book about survivor stories/poems
- Books
- Stories of Changing Lives II – thank you
- Ronnie Jack!
- Advocacy – collective and independent
- Individual advocacy stories – very powerful
- Read stories of Changing Lives II
- Looking forward to reading the book
- All

health services are developing in Lothian
- Progress (though slow) with GP awareness
- Learning from putting stakeholder at the heart of the decision-making process
- Range of support available
- There are useful tools to use in the practice to make someone’s wellbeing better
- Work of Edinburgh Cyrenians and working with people who have experienced trauma
- How to refer in East Lothian for therapy
- Reminded that I need to do some work with SRN
- Ideas for my service development and ideas for presenting my service
- Mic resilience tool – will look at this more
- How to network and refer to projects.
- Visit external organisations to have insight when referring service users
- Continue to think innovatively and don’t give up.
- Speak to GP
- To keep in mind how professional intentions fed to people in recovery. To consider advocacy – listening.
- A lot of good people doing good work
- The need for more peer support, buddying and befriending.
- It is good to talk!
- Engagement
- Curiosity about next steps
- This way of evaluation!
- Common ground

Bin (something that you thought wasn’t so good or you would want to leave behind e.g. in relation to the day as a whole, organisation of day)

<table>
<thead>
<tr>
<th>Time</th>
<th>Venue</th>
</tr>
</thead>
<tbody>
<tr>
<td>Time goes too fast!</td>
<td>Have large auditorium</td>
</tr>
<tr>
<td>Not so much as a bin but would have liked more workshop time, a better opportunity to network than sitting in a lecture room</td>
<td>Auditorium like audience. Bring back round tables!</td>
</tr>
<tr>
<td>I think I would have preferred the</td>
<td>Noise from adjoining workroom in PM session</td>
</tr>
<tr>
<td></td>
<td>Very poor planning of rooms to have</td>
</tr>
<tr>
<td>Timings to be better managed during the day • Keep to time</td>
<td></td>
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<td>----------------------------------------------------------</td>
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</table>

| a very noisy session Bruce B with a flimsy wall between that room and another workshop (quiet!) in room B. Please have floor plan in pack (although ideally don’t have conference at Heriot Watt!) • Include Internet Password – people want to Tweet about the event • The heat in the place was unbearable at times • Would like more signposting. • Small corridor • Good venue – but a whole day without sunlight isn’t good for you! • Nothing huge – a very good day overall. Maybe not have stalls spread out so far and any chance there could be enough seats to sit on at lunch time. • Venue Location • Some of the rooms felt stuffy and a bit small |

<table>
<thead>
<tr>
<th>Workshops</th>
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<tbody>
<tr>
<td>Room 1A was very near a noisy hall and it was difficult to hear at times. Both my workshops were in this room • Noise coming from Bruce room B!! • Workshop on ‘Therapies work’ – too short time to cover subject. Very confusing and uncomfortable. • Not being able to go to all the workshops • A service user became quite distressed by the volume of noise/voices and had to leave the session in Bruce A. • I found it difficult to locate rooms for workshops. Perhaps made clearer would be less time consuming. Morning Workshop good – but couldn’t hear ourselves think some of the time because of the noise from the other room next door (only a thin dividing wall). • The “therapy work!” workshop was strange- I am not sure about starting off looking at yourself about important things &amp; then stopping was very unsettling and left me uncomfortable. • Room for Advocacy workshop too noisy</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Presentations</th>
</tr>
</thead>
<tbody>
<tr>
<td>Possibly introducing / reintroducing the strategy for those who have not been on the “sense of belonging” journey before. Sometimes felt a bit lost when discussing things at the beginning. • Didactic presentations • .Although children’s ‘stuff’ was alluded to during the intro, it hasn’t featured a great deal during the day which would have been good. So important! • CAPS- too much detail re conference they held (could have just fed back priorities identified) • The chairperson recap what was already said so far today. She was witty, brilliant, charismatic person but I felt recap is unnecessary. • End felt a little overdue but different because all the info was relevant! • I felt that the main service was a wee bit long – may be time for movement breaks (just standing up from our Chairs) would have been good. • Linda’s presentation too rushed. • Too many slides/too quick – headache! Pictures/diagrams easier</td>
</tr>
</tbody>
</table>
- The “Therapy works” session & fell was jargon-lead, however was good to identify that people who would feel vulnerable during therapy.
- More workshops.
- The person who kept talking over me in the workshop. Boo hiss!
- I found the “Therapy works” session useful and interesting but then asking people to share parental experiences perhaps may be difficult for people
- Volunteering workshop (pm) basically a recruitment drive for volunteers for the woman’s research project.
- Did not get chance to sign up for workshop
- Regret missing the Turntable workshop
- Focus and length of workshops variable.
- Too much stats and referrals in Community Compass project and no time for interaction.
- Advocacy workshop (am) – blocked off from the music workshop by a thin partition; the noise from next door was extremely intrusive, and at odd with the distressing stories we were trying to listen to in the advocacy workshop
- Just a pity we were not able to hear/experience of the entire workshop.

<table>
<thead>
<tr>
<th>Feelings</th>
<th>Nothing</th>
</tr>
</thead>
<tbody>
<tr>
<td>My judgments I might have had about others – mainly other professionals!!</td>
<td>Nothing!</td>
</tr>
<tr>
<td>Can’t think</td>
<td>No negative thoughts about the day. A wholly positive experience</td>
</tr>
<tr>
<td>Came on my own today. The only people who spoke to me were people I approached with greetings, questions etc. Not about the conference but about the delegates – but surely in this we need better social skills</td>
<td>I want to come back next year! <em>Nothing negative</em></td>
</tr>
<tr>
<td>Belonging commonality acceptance</td>
<td>Everything was good; there is always something to learn. Every experience is important / useful</td>
</tr>
<tr>
<td>Re feelings about non-conference things – wish I could have left at door.</td>
<td>I really enjoyed the day. Very well organised thank you!!!</td>
</tr>
<tr>
<td>Negative memories of haloperidol</td>
<td>Nothing really!</td>
</tr>
<tr>
<td>My label: “Bipolar” – deleted!</td>
<td>Cannot think of anything!</td>
</tr>
<tr>
<td>That NHS Lothian is led by a man</td>
<td>Nothing</td>
</tr>
<tr>
<td>General Organisation</td>
<td>Catering</td>
</tr>
<tr>
<td>-------------------------------------------------------------------------------------</td>
<td>--------------------------------------------------------------------------</td>
</tr>
<tr>
<td>• Badges with people’s name and organisation available at start of the day</td>
<td>• Food – sandwiches not labelled</td>
</tr>
<tr>
<td>• Paper bags were annoying</td>
<td>• Not enough salad / fruit</td>
</tr>
<tr>
<td>• Were the ‘right’ people at this event? Were there people who needed to hear the feedback from the People’s conference present to hear it?</td>
<td>• It was difficult to know which were the vegetarian sandwiches as no tags on sandwiches</td>
</tr>
<tr>
<td>• Would have preferred more time for discussion &amp; networking.</td>
<td>• Food could be a bit more healthy 😊</td>
</tr>
<tr>
<td>• More support for service users who have physical issues that compromise their attendance. Good to see more of them. My own support from John Armstrong is brilliant!</td>
<td>• Would be good if sandwiches could be labelled with contents! (it would speed things up too)</td>
</tr>
<tr>
<td></td>
<td>• Coffee not too great</td>
</tr>
<tr>
<td></td>
<td>• Would have preferred more choice for lunch – sandwich were nice but would have enjoyed variety.</td>
</tr>
<tr>
<td></td>
<td>• No cake – what happened?!</td>
</tr>
<tr>
<td></td>
<td>• No sweet treats!</td>
</tr>
<tr>
<td></td>
<td>• Lunch variety could be better!</td>
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<tr>
<td></td>
<td>• Please ask for labels on the sandwich plates next time (for vegetarians etc)</td>
</tr>
<tr>
<td></td>
<td>• A more varied lunch would have been good. Fruit was great + coffee was good.</td>
</tr>
<tr>
<td></td>
<td>• Just my biscuit wrapper!</td>
</tr>
</tbody>
</table>

**Poems to end the day**

*Joanna McFarlane*

After the second workshop, participants returned for a Poems Recital by Joanna McFarlane to end the day. Joanna thanked Linda for inviting her to close the day with some poems. Following are the poems she read and her accompanying remarks.

“You thought you were going to get away without any cheap digs at psychiatrists, didn’t you? No, controversial as ever, Linda has asked me to bring some sass to the proceedings. And who am I to shirk my duty? Noblesse Oblige is my motto. So let’s get this out of the way:”

**POEM: SCIENTIFIC BREAKTHROUGH OF THE CENTURY**

Joking aside, a dearth of empathy is the last thing we could ascribe to Lothian Health.

Today has brought together a wide range of good practice including volunteering, advocacy, stories of changing lives by those who have moved out of long term hospital care, horticulture, the Arts, talking therapies, … to name but a few. So I’m going to pick up on some of these themes in the poems I’ve selected. I’d like to start though with a poem which takes its title from today’s event.

**POEM: A SENSE OF BELONGING**
One of the really exciting developments in the new Royal Edinburgh site is the emphasis on green space and the recognition of how beneficial that is to our mental health. So here is a simple little poem about using nature to help us stay mindful.

**POEM: TREES**

One of the things which have helped me most in engaging positively with services has been independent advocacy – both collective and individual. At times of conflict when I felt I wasn't being listened to, the support of an advocate helped me express myself more clearly and confidently – which is a difficult thing to do when you are feeling frightened and vulnerable and your head is scrambled. My next poem gives a flavour of how advocacy works and why it should always be considered as a referral.

**POEM: STAND BY ME**

It seems trees are becoming quite a theme for me. The 1930’s American black civil rights singer, Paul Robeson, likened poems to trees – or the other way about – so here’s some poetree to change the world and our self perception.

**POEM: THIS LITTLE LIGHT OF MINE**

We’ve heard some very inspiring stories about people who have come through significant challenges and adversity and turned their lives around. When I look back at my own journey through psychiatric care, the people who have helped me most were those who believed in my potential to grow and thrive and to have a decent quality of life even in the presence of debilitating symptoms. Their faith in me empowered me to take risks, to push myself out of my comfort zone and to believe in myself.

**POEM: EMPOWERMENT**

One of the advantages of being officially mad so to speak is that it usually means you’ve developed insight into your condition, and one of the common routes to gaining insight is of course therapy. How many people here have been in therapy? Don’t you love that smug feeling of enlightenment?

**POEM: AT LEAST I’M AWARE OF IT**

Of course that poem also assumes you’re not one of the lucky people who manage to get therapy on the NHS! Service users have consistently said we want more talking therapies and whilst resources here in Lothian are being invested, there is still a long way to go in ensuring they’re accessible to all. Brief behaviour focused treatments don’t even begin to scratch the surface of trauma and invalidation that so many of us have experienced in our early lives. We need a compassionate and holistic response. We need to know that services are listening and working with us to address our needs. That is what today has been about so it seems fitting to leave you with a poem called

**POEM: CONSULTATION & INVOLVEMENT**

Dianna finished by thanking Jo for her amazing and spirit which provided just the right ending for such a special day.

See you all next year!
Evaluation

How did it feel for you?
Attendees were asked to fill in and submit an evaluation form at the end of the day. (Appendix 3) Ninety-nine (forty-seven percent) complete evaluation forms were returned.

Summary and Key Themes
Overall, the day was evaluated extremely positively.

Overall how would you rate the day?

The following table details the rating for other aspects of the day and includes comments from participants. These comments will be considered when organizing next year event. Many thanks to everyone who completed an evaluation form.

Additional Comments

Recommendations/Improvements

- Need more projects in West Lothian
- Would have appreciated something from peer workers
- Employment and moving on from volunteering was missing
- Be great to see more GP’s, maybe a GP workshop next year? Or Trainee GP’s from Edinburgh University?
<table>
<thead>
<tr>
<th>Question</th>
<th>Rating</th>
<th>Themes and Comments</th>
</tr>
</thead>
<tbody>
<tr>
<td>Overall how would you rate the day?</td>
<td>See Diagram A1</td>
<td><strong>Time</strong>&lt;br&gt;As always (and inevitable) there was just so much to keep track of, so more time would have been good!&lt;br&gt;More time for networking would have been useful. Thanks to all involved for the effort put in today.</td>
</tr>
<tr>
<td><strong>Networking</strong></td>
<td></td>
<td><strong>A really powerful, motivating day. Loved learning about therapy and volunteering- fabulous!</strong>&lt;br&gt;<strong>Could have been more networking around the stalls</strong></td>
</tr>
<tr>
<td><strong>General</strong></td>
<td></td>
<td><strong>Great to have so many different projects and organisations sitting together.</strong>&lt;br&gt;<strong>Nice to see so many users of various services taking a leading role</strong>&lt;br&gt;<strong>Really thought it was a worthwhile day.</strong>&lt;br&gt;<strong>Really inspiring, creative and innovative day- THANKS!</strong>&lt;br&gt;<strong>It was an enjoyable day, lots of information, creative inputs, showcasing projects- just prefer more time to discuss and network. Ask Jo to input her poems at the start of the event not at the end, especially when people have left before the end of the event that are not able to appreciate her contribution.</strong>&lt;br&gt;<strong>Very much so, excited by lots of new developments</strong></td>
</tr>
<tr>
<td>Were there adequate opportunities to learn about projects and current work in Lothian?</td>
<td>Yes: 97% No: 3%</td>
<td><strong>Workshops</strong>&lt;br&gt;Would like to have attended more workshops!&lt;br&gt;Maybe need for more non-professional led workshops!&lt;br&gt;Nice and diverse- although would have liked more creative workshops too. Arts/writing/drama. Even small discussion groups</td>
</tr>
<tr>
<td><strong>Market Place</strong></td>
<td></td>
<td><strong>More stall holders would have been great- good variety though</strong></td>
</tr>
<tr>
<td><strong>Time</strong></td>
<td></td>
<td><strong>More time needed to sum up the fantastic workshops and posters.</strong></td>
</tr>
<tr>
<td>Did you feel able to participate in the way you wanted to today?</td>
<td>Yes: 98% No: 2%</td>
<td><strong>Time</strong>&lt;br&gt;A wee bit more time for questions from the floor&lt;br&gt;Too much talking and not enough participant opportunities. No room for input</td>
</tr>
<tr>
<td><strong>Workshops/Discussions/Ease of participation</strong></td>
<td></td>
<td><strong>In some ‘workshops’ interaction was limited because all of the time was dedicated for presentations!</strong>&lt;br&gt;More workshop, less instruction</td>
</tr>
<tr>
<td><strong>Networking</strong></td>
<td></td>
<td><strong>Prefer more opportunity for discussion and networking- less being talked to</strong>&lt;br&gt;<strong>Opportunities to network with stall holders was key</strong></td>
</tr>
<tr>
<td><strong>Environment/Other</strong></td>
<td></td>
<td><strong>I find the arena too large and intimidating to ask questions / make comments</strong>&lt;br&gt;The atmosphere was friendly and supportive&lt;br&gt;Venue easy to get to by bus&lt;br&gt;Eventbrite is great! Paper bag to carry through the day was very helpful...</td>
</tr>
</tbody>
</table>
## Appendices

### Appendix 1 – Programme for the day

“A sense of belonging” – A joint strategy for improving the mental health and wellbeing of Lothian’s population 2011 -2016  
Year Four: “Taking Stock”

A conference for all stakeholders  
Thursday 28 May from 9.30 am – 4.20 pm  
James Watt Auditorium, Edinburgh Conference Centre, Heriot Watt Campus, Riccarton

<table>
<thead>
<tr>
<th>Time</th>
<th>Event</th>
</tr>
</thead>
<tbody>
<tr>
<td>9.30</td>
<td>Registration and Coffee</td>
</tr>
<tr>
<td>10.00</td>
<td>Chairperson’s Welcome</td>
</tr>
<tr>
<td></td>
<td>Tim Davison, Chief Executive, NHS Lothian</td>
</tr>
<tr>
<td>10.15</td>
<td>A sense of belonging…Year Four</td>
</tr>
<tr>
<td></td>
<td>Linda Irvine, Strategic Programme Manager, NHS Lothian</td>
</tr>
<tr>
<td>10.30</td>
<td>People’s Priorities</td>
</tr>
<tr>
<td></td>
<td>Lothian Voices</td>
</tr>
<tr>
<td>10.55</td>
<td>“Changing Lives”</td>
</tr>
<tr>
<td></td>
<td>Simon Porter and Ronnie Jack, Patients Council</td>
</tr>
<tr>
<td>11.10</td>
<td>Reflection &amp; Discussion</td>
</tr>
<tr>
<td>11.30</td>
<td>Refreshment Break</td>
</tr>
<tr>
<td>11.50</td>
<td>Morning Workshops</td>
</tr>
<tr>
<td>1.00</td>
<td>Lunch</td>
</tr>
<tr>
<td>1.45</td>
<td>Chairperson’s Welcome Back</td>
</tr>
<tr>
<td></td>
<td>Dianna Manson, Service User, Board Director - VOX, Board Director -</td>
</tr>
<tr>
<td></td>
<td>Advocard, Lay Representative for Mental Health for SIGN and Presenter for</td>
</tr>
<tr>
<td></td>
<td>See Me</td>
</tr>
<tr>
<td>1.55</td>
<td>“Living with Eating Disorders – what you need to know” Launch of</td>
</tr>
<tr>
<td></td>
<td>booklet and poster</td>
</tr>
<tr>
<td></td>
<td>Collective Advocacy, Eating Disorders, CAPS</td>
</tr>
<tr>
<td>2.10</td>
<td>“Volunteering Changes Lives” – a short film celebrating 30 years’ work</td>
</tr>
<tr>
<td></td>
<td>Volunteer Centre Edinburgh’s Health &amp; Wellbeing Team</td>
</tr>
<tr>
<td>2.30</td>
<td>Refreshment Break</td>
</tr>
<tr>
<td>2.50</td>
<td>Afternoon Workshop</td>
</tr>
<tr>
<td>4.00</td>
<td>“Head, Heart, Bag, Bin”</td>
</tr>
<tr>
<td>4.10</td>
<td>Poems to end the day</td>
</tr>
<tr>
<td>4.20</td>
<td>Close</td>
</tr>
</tbody>
</table>
Appendix 2 – Market Place

Stalls and Posters

• Advocard
• BEAT (Beating Eating Disorders)
• Consultation and Advocacy Promotion Service (CAPS)
• Edinburgh Carers Council
• Health in Mind
• LEARN (CAPS)
• LGBT Health and Wellbeing
• Living It Up
• Moving Minds Display (MECOPP) Stafford Centre and Support in Mind
• NHS Lothian’s Psychology Department - Adult Mental Health, Specialist Services, Substance Misuse Support in Mind
• NHS Lothian- Mental Health & Wellbeing Team
• Royal Edinburgh Hospital Patients Council
• See Me Campaign
• Scottish Recovery Network (SRN)
• Stafford Centre & Support In mind Scotland
### Appendix 3 – “Head, Heart, Bag, Bin”

<table>
<thead>
<tr>
<th><strong>Head:</strong> something you have learnt from being part of this event today</th>
<th><strong>Heart:</strong> something you have felt or experienced from being part of this event</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Bag:</strong> something you will remember and take away from this event e.g. information for signposting</td>
<td><strong>Bin:</strong> something that you thought wasn’t so good or you would want to leave behind e.g. in relation to the day as a whole, organisation of day</td>
</tr>
</tbody>
</table>
Appendix 4 – Evaluation Form

Overall how would you rate the day?

<table>
<thead>
<tr>
<th>Of no value</th>
<th>Very worthwhile</th>
</tr>
</thead>
<tbody>
<tr>
<td>0</td>
<td>1</td>
</tr>
</tbody>
</table>

Were there adequate opportunities to learn about projects and current work in Lothian? (Please tick one)

- Yes
- No

Any comments:

Did you feel able to participate in the way you wanted to today? (Please tick one)

- Yes
- No

Any comments:

Any other comments
Mental Health and Wellbeing Programme Team
http://www.nhslothian.scot.nhs.uk/ASenseOfBelonging

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