



Pictured: High Peak Engagement Group, a space where Experts and staff meet regularly

## Autumn | Winter 2024

### Welcome



2024 has flown by, bringing a change of home for Mental Health Together. We said a fond farewell to Healthwatch Derbyshire who have hosted us since 2017. Since April we've been settling into our new home within the engagement team of the NHS Integrated Care Board (ICB) for Derby & Derbyshire. We are pleased to report the ICB has been true to its word and has not changed the way our service is delivered.

So we have continued seeking and making opportunities for voices of Experts by Experience to be heard by those who design and deliver services. Our Experts share valuable insights about services which helps to change decision making.

We hope you enjoy our highlights and please do contact us if you'd like to know more about our work or get involved as an Expert by Experience.

#### Get in touch with us:



01332 981601



[ddicb.mentalhealthtogether@nhs.net](mailto:ddicb.mentalhealthtogether@nhs.net)



[www.mentalhealthtogether.co.uk](http://www.mentalhealthtogether.co.uk)



@MHTDerbys



Mental Health Together

#### Highlights

- Introducing new Expert by Experience
- Experts shape staff training with Derbyshire Healthcare
- Our new guide for co-design

# Are you receiving our updates?

Scan with your device to sign up to our bi-monthly e-bulletin:



Voices of lived experience are shaping change.

Subscribe to see our updates.



Follow our social media channels:



@MHTDerbys



Mental Health Together

## Introducing one of our new Experts by Experience



**“My goal is to champion inclusion, share my experiences and spread awareness**

**I also have my own social media, blog and podcast.”**

<https://bio.site/Legallydetained>



Hi, I am Hannah,

I am an Expert by Experience and I am excited to have joined 'Mental Health Together'.

I am a lived experience activist and advocate working in the field of mental health, neurodivergence and inclusion.

I have worked with over 25 organisations in youth voice, lived experience and advisory roles across the charity sector including being:

- a Youth Consultant for Mind
- on the The Mighty Creatives Youth Board
- a Young Ambassador for the National Autistic Society
- an Ambassador for ADHD UK.

Having extensive experience with mental health services in Derbyshire I am honoured to be part of championing the voices of patients ensuring they are at the centre of everything we do.

An actor, artist, musician, dancer and champion of change, I hope to use my own experiences and story to inspire others through the power of creativity.



# Experts by Experience are shaping Staff Training

Our Experts have had several opportunities to make a vital contribution to mental health staff training during 2024.

Being reminded of the importance of listening to patient and carer voices and the difference that truly person-centred care makes has an impact.

## Co-production training

We spent a morning with the High Peak Living Well Community Mental Health Team in September. The specific request was to deliver co-production training for all staff.

Co-production is when you form a partnership between people who deliver services and the people who use those services. You bring together the best of both sets of expertise and value them equally. We encouraged the team to think about whether they currently work in partnership and if not how they might start taking steps to do so.

“ It was amazing to finally be in the same room as the CMHT team who have been treating my son for the past 20 years. Rose, Carer Expert ”

Jean and Rose reflected on how it felt for them and the person they care for to be on the receiving end of services that you have so little knowledge and control over.

To be given a genuine voice and to feel really listened to makes all the difference in the world.



Pictured: Jean and Rose at High Peak team away day

A feeling of partnership between professionals, the person receiving care and any carers is the best formula for the journey of recovery. We look forward to hearing how the team take forward their learning and work in partnership with those using their services.

“ It was helpful to discuss the challenges and advantages of co-production, and how it can be implemented into daily practice in smaller, but meaningful ways. It was also helpful to hear Rose and Jean's stories – the experiences they have had in services and the challenges of being a carer. It helped to reiterate the importance of person-centred care and a reminder that things which are day-to-day for us (e.g. turning up to our office) may be scary and challenging for others (turning up for an appointment). ”

Claire, Community Psychiatric Nurse (High Peak Living Well CMHT)



# Risk Assessment training

Inspiring from beginning to end, this co-produced training involved a partnership between Nina, Expert by Experience and Julie, Nurse Clinician, who share many years of experiences from two different perspectives. Nina as a person who has had many admissions to acute and intensive care units and Julie as a mental health nurse.

“From my experiences in hospitals and under the CMHT I think it's critical that staff learn from us and implement their learning, and that has been my overarching aim. Co-producing this piece of work has given me some self-confidence.

Nina, Expert by Experience

Together they have co-produced risk assessment training material in video format for Derbyshire Healthcare NHS Foundation Trust. The training will be mandatory for all their registered clinicians.



Pictured: Nina and Julie talking with Niki about their work together

Scan me with your device camera to access the recording:



Or type this link into your search engine:

<https://bit.ly/MHT-Coproduction>

Nina has been able to reflect on her experiences of the way nurses have assessed risk for her in many different situations. This brings rich insights that have influenced the style and content of the training.



“People currently receiving services, and their carers, are our most precious resource and will absolutely have the most relevant stories to inform the way we do things.

Julie Sheldon, Nurse Clinician

# In-Patient Care training – a New Model of Care

Experts by Experience are working with professionals from Derbyshire Healthcare NHS Foundation Trust as they develop their New Model of Care staff training. The first wave of this training is being delivered to around 900 staff between September and November 2024. Training is initially focussed on 3 key areas:

- 1 Establishing and delivering a purposeful admission
- 2 Giving care in ways that are trauma-informed
- 3 Using sensory interventions to decrease distress

Shelagh has shared her insights into personal admissions to hospital via a recorded interview with Niki from Mental Health Together.

Her 15 minute recording is being used in the Purposeful Admissions training.



As a retired school teacher, Shelagh reflected on the need for purpose and activities. “I wouldn’t have wanted to try and keep control of a class without these things”. When she was in hospital she found herself writing up a timetable for activities that didn’t exist at the time!

Having both physical and mental activities available, and being part of your own recovery plan makes such a difference.

Receive an update on the model of care training by subscribing to our bi-monthly digital e-bulletin (see page 2).

“

It was interesting to reflect on my time in hospital and to see just how much needs to change.

It felt good to think that my work with Niki and Paul could be influential in changing attitudes and improving the experience of patients and staff on the wards.

”

Shelagh, Expert by Experience

“

It has been so helpful to have someone with lived experience supporting this training. What struck me is that what Shelagh says is exactly aligned with what we are trying to achieve. Her focus on the importance of therapeutic activity, personalisation, and simply treating people as equals who have goals, is exactly what is needed.

”

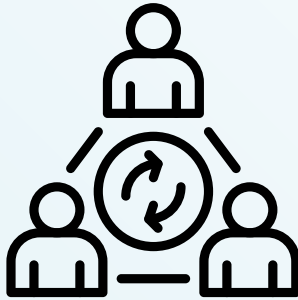
Paul Blakeman, Professional Educator at Derbyshire Healthcare

## New Good Practice Guide

# Co-designing services with voices of lived experience

If you are wondering how to begin co-designing with the voices of lived experiences, we can help.

This guide has been developed with advice from our Experts and Professionals to give people the courage and tools to co-design solutions together.



Our second guide is designed to encourage professionals to adopt a co-design approach with Experts by Experience who have the best understanding of the services and what does and doesn't work for them.

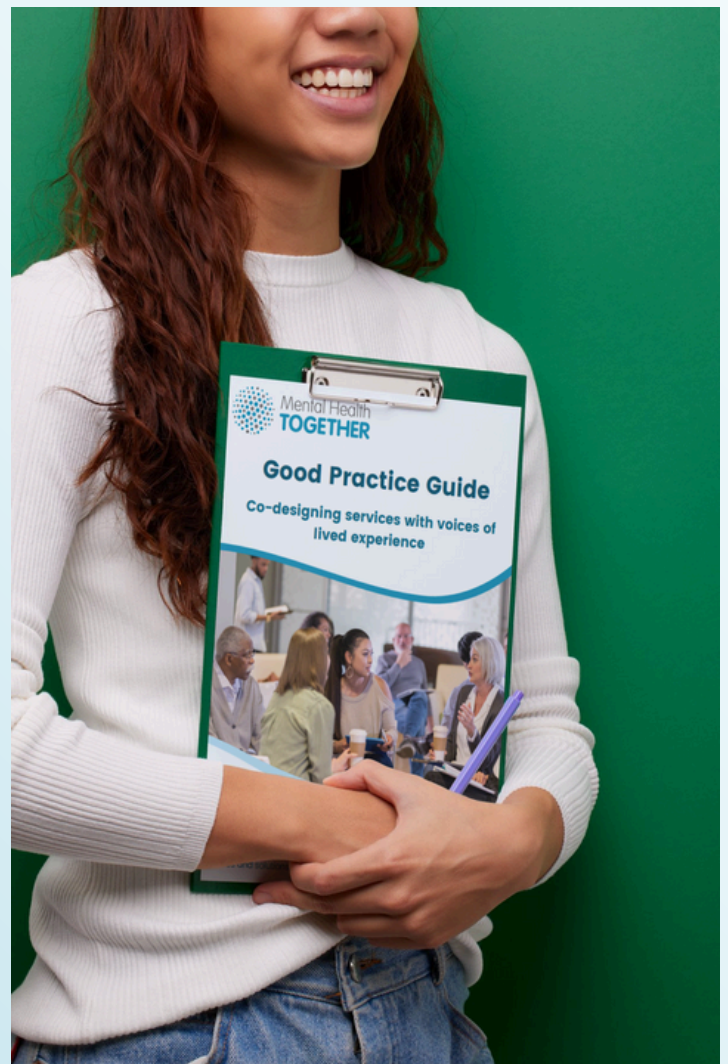
The Guide is intended to support professionals from all disciplines to have a go at co-designing solutions and services with those who use them. We hope it is reassuring and inspiring, initial comments have been very encouraging!

“ I love this. I will find it really useful as a guide, but also as a reminder to think about co-design in everything I do. ”

**Consultant Nurse,  
Crisis Resolution & Home Treatment  
Service**

[Download the guide](#) on our website under 'News and Information'.

Or get in touch with us and we can send you a postal copy or organise getting some copies to your team.

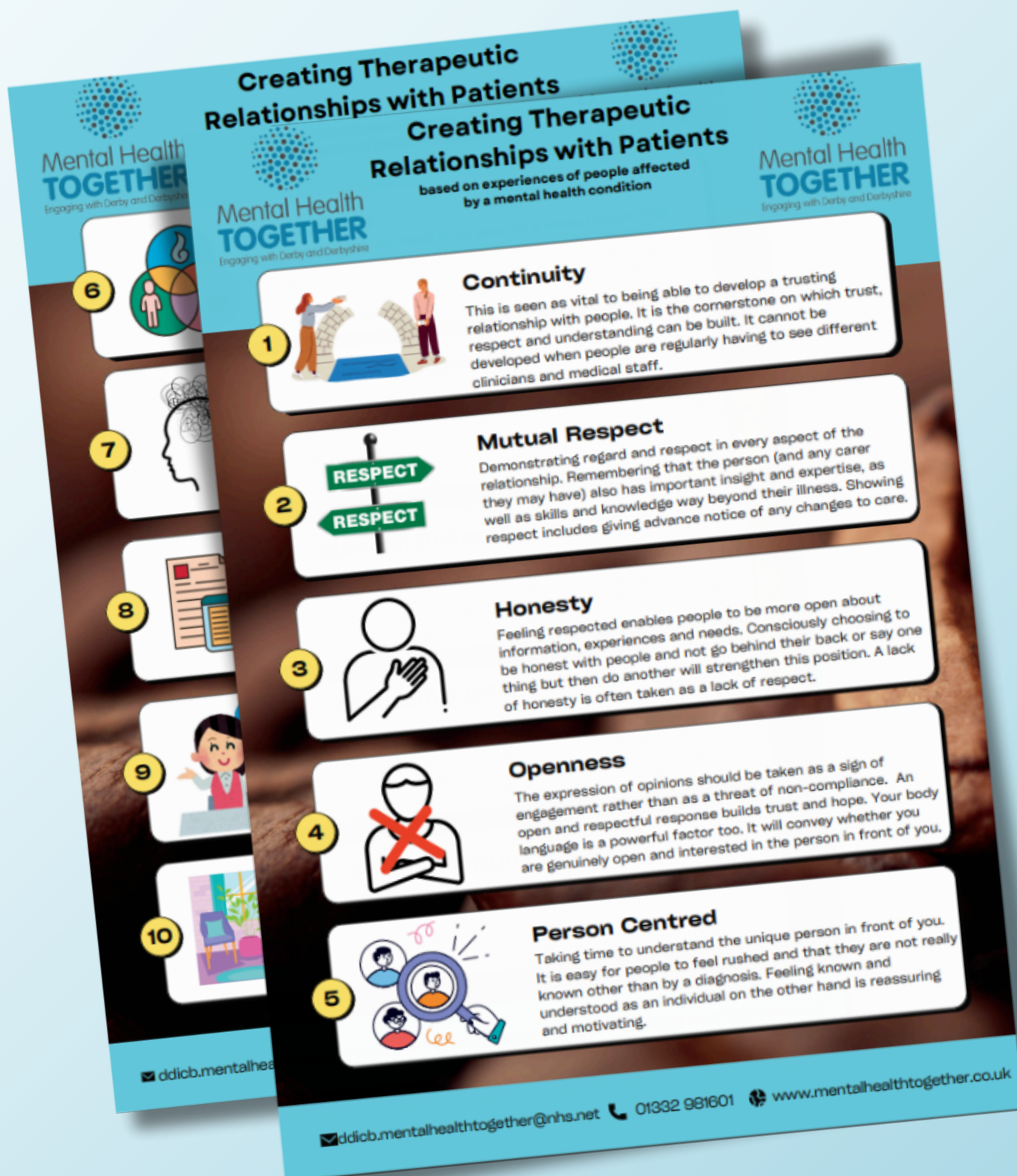




# Top Tips for Staff from our Experts

Our short Top Tips document provides a reminder for all health and social care professionals of the vital ingredients for therapeutic relations.

Shaped by voices of lived experience, we encourage you to download this two-sided A4 document from the QR code:



**Creating Therapeutic Relationships with Patients**  
Mental Health TOGETHER  
Engaging with Derby and Derbyshire

**Creating Therapeutic Relationships with Patients**  
based on experiences of people affected by a mental health condition  
Mental Health TOGETHER  
Engaging with Derby and Derbyshire

- Continuity**  
This is seen as vital to being able to develop a trusting relationship with people. It is the cornerstone on which trust, respect and understanding can be built. It cannot be developed when people are regularly having to see different clinicians and medical staff.
- Mutual Respect**  
Demonstrating regard and respect in every aspect of the relationship. Remembering that the person (and any carer they may have) also has important insight and expertise, as well as skills and knowledge way beyond their illness. Showing respect includes giving advance notice of any changes to care.
- Honesty**  
Feeling respected enables people to be more open about information, experiences and needs. Consciously choosing to be honest with people and not go behind their back or say one thing but then do another will strengthen this position. A lack of honesty is often taken as a lack of respect.
- Openness**  
The expression of opinions should be taken as a sign of engagement rather than as a threat of non-compliance. An open and respectful response builds trust and hope. Your body language is a powerful factor too. It will convey whether you are genuinely open and interested in the person in front of you.
- Person Centred**  
Taking time to understand the unique person in front of you. It is easy for people to feel rushed and that they are not really known other than by a diagnosis. Feeling known and understood as an individual on the other hand is reassuring and motivating.

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# Getting involved with us

Become involved with Mental Health Together:

- Sign up to our e-bulletin, to allow us to keep in touch with you!
- Become an Expert by Experience (see more details below).
- Professionals – learn more about involving voices of lived experience.
- If you live or work in the High Peak, come and join our High Peak Engagement Group (meets once every 5/6 weeks on a Thursday at Buxton Methodist Church from 1:00pm – 3:00pm).
- Let us know your experiences of mental health services in Derby or Derbyshire (see all contact options below).

## Interested in being an Expert by Experience?

Mental Health Together believes that people with first-hand experience, and those who care for them, should have a say in future services. This is why we are recruiting Experts by Experience, people who have personal, or caring, experience of mental health services.

We will take time to understand your needs and your skills and what time you have available to offer.

We can help you think about the best ways to use your experience to make a difference.

Get in touch with us. We would love to hear from you.



“I am proud to be an Expert by Experience and encourage anyone with lived experience to get involved.”

Matt, Expert By Experience



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