

# YORKSHIRE AND HUMBER NEWSLETTER 13



At the last Yorkshire and Humber Network meeting on the 16th November we started the meeting with a presentation/motivational talk from Trans2 Performance, an organisation that looks at making the best of yourself. They spoke about different personality types and how understanding our own can help us to relate better to each other. Their presentation can be found on pages 3, 4 & 5. Following this we watched the Service User Guide to Occupational Therapy that the Network developed for the Royal College of OTs. You can find the Imagineer graphic and the leaflet that goes with the film on pages 6, 7 & 8. The film will soon be up on the website!

After lunch we had another guest presenter Rebecca from Chapel House consultancy. She came to facilitate a piece of work with us all about what our values are as a Network to use for the 5 year strategy we are writing. This can all be found on pages 9, 10 & 11. Bradley Woodlands facilitated the team building exercise which was the Human Knot! It wasn't easy but we had fun trying to untangle ourselves! We then did some group work looking at the CPA standards that we are reviewing which is on pages 15, 16 & 17, and finally the round robin on pages 19 & 20.

Thanks to all of you who contributed and facilitated parts of the meeting! Thank you to everyone for your hard work and contributions!



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## Yorkshire and Humber Network Agenda



Sandal Rugby Club Wakefield

Thursday 16<sup>th</sup> November 2017



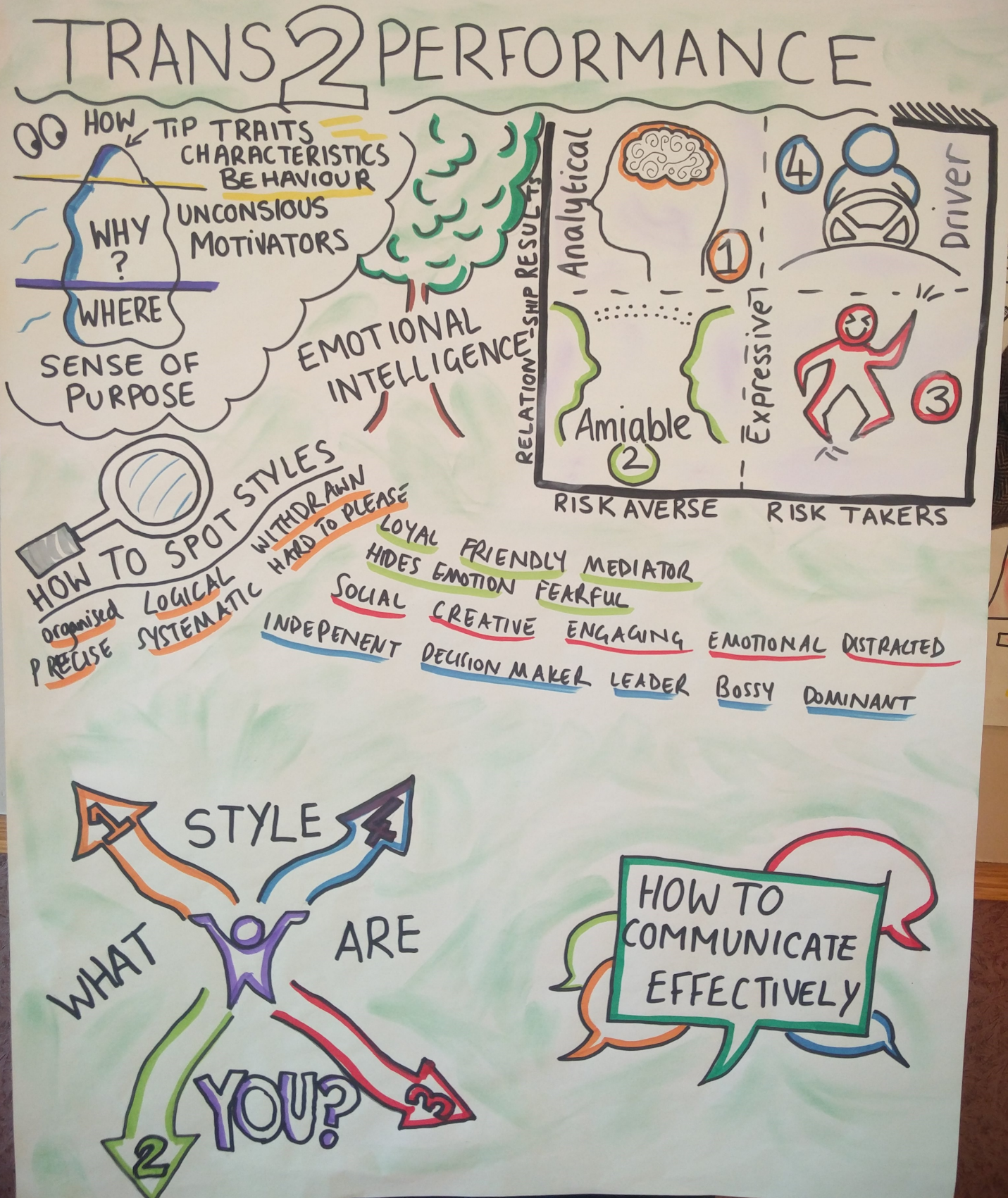
11 – 14.30

- WELCOME** 1. **Welcome and Introductions**
- Motivational Talk** – Trans2 Performance Consulting
- Film** – Service User Guide to Occupational Therapy
- Lunch** Time!
- Our Values** 4. **Values of the Network** – Rebecca Collins Chapel House Consultancy
- Fun** 5. **Team Building!** – Bradley Woodlands
- Break** 6. **Group Work** – CPA Standards
7. **Round Robin** – Update from you
- SUMMARY** 8. **Meeting Summary**

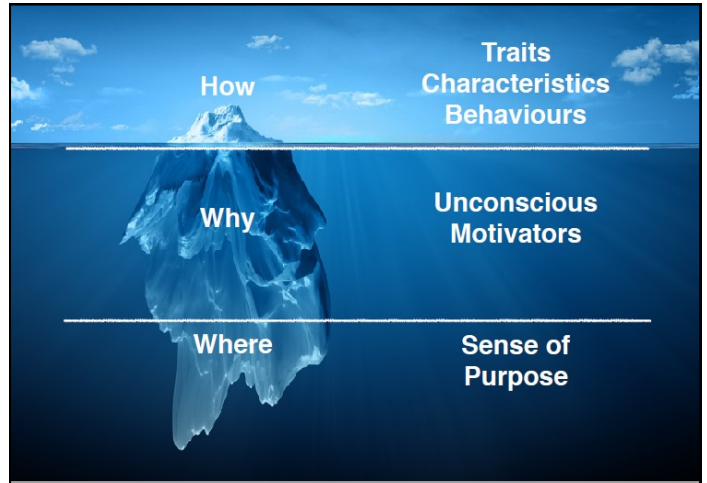


Next Meeting - Thursday 15<sup>th</sup> February 2018

# Presentation—Trans2Performance



# Welcome



## EQ

The capacity to be aware of, control, and express one's emotions, and to handle interpersonal relationships judiciously and empathetically.

Emotional Intelligence is the foundation for Critical Skills. If we engage in Training and Development before improving the emotional abilities of our people, the skills we teach are built on weak foundations

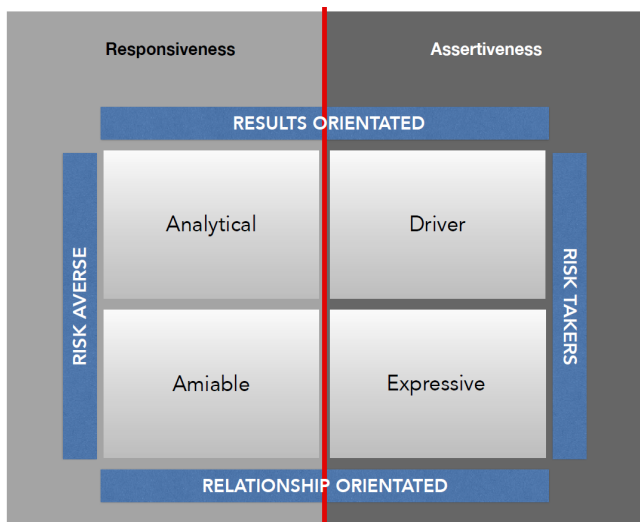


Remember the Iceberg?

Lets look at and identify peoples "above the waterline" behaviours using Merrill & Reid Social Styles.

## What are Social Styles?

Social Style Theory is based on work originated by David Merrill, who used **factor analysis** to identify two scales, identified as *assertiveness* and *responsiveness*. This results in a model that has four quadrants which identify four social styles.....



## The Analytical

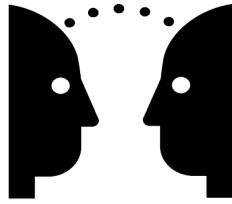


Organised  
Logical  
Precise  
Systematic  
Thorough  
Dependable

Introspective  
Withdrawn  
Hard to please  
Indecisive  
Self centred  
Rigid  
Remembers  
Negatives

The Amiable

- Loyal
- Friendly
- Cooperative
- Mediator
- Avoids Conflict
- Listener
- People pleaser



- Hides Emotions
- Compromising
- Fearful
- Shy
- Worrier
- Lacks pace
- Indecisive

The Expressive

- Social
- Creative
- Engaging
- Recognition
- Outgoing
- Fast paced
- Enthusiastic



- Emotional
- Undisciplined
- Distracted
- Lacks presence
- Exaggerates
- Egotistical

The Driver

- Independent
- Efficient
- Decision Maker
- Pragmatic
- Persistent
- Goal Driven
- Leader



- Bossy
- Quick tempered
- Dominates
- Unforgiving
- Impatient
- Lacks emotion
- Avoids detail

		RESULTS					
RISK AVERSE	<b>Analytical</b>	<ul style="list-style-type: none"> <li>• Quality</li> <li>• Logical</li> <li>• Precise</li> <li>• Structured</li> </ul>	<ul style="list-style-type: none"> <li>• Slow Paced</li> <li>• Indecisive</li> <li>• Over Engineer</li> <li>• Self Critical</li> </ul>	<b>Driver</b>	<ul style="list-style-type: none"> <li>• Goal Driven</li> <li>• Fast Paced</li> <li>• In Control</li> <li>• Decisive</li> </ul>	<ul style="list-style-type: none"> <li>• Pushy</li> <li>• Conflict</li> <li>• Dominant</li> <li>• Listening</li> </ul>	RISK TAKERS
	<b>Amiable</b>	<ul style="list-style-type: none"> <li>• Respectful</li> <li>• Listening</li> <li>• Supportive</li> <li>• Dependable</li> </ul>	<ul style="list-style-type: none"> <li>• Slow Paced</li> <li>• Avoids Conflict</li> <li>• Sensitive</li> <li>• Indecisive</li> </ul>	<b>Expressive</b>	<ul style="list-style-type: none"> <li>• Confident/Social</li> <li>• Fast Paced</li> <li>• Creative</li> <li>• Energetic</li> </ul>	<ul style="list-style-type: none"> <li>• Structured</li> <li>• Emotional</li> <li>• Detail</li> <li>• Overpower</li> </ul>	
	<b>RELATIONSHIPS</b>						

Social Style Exercise

Think about your Social Style for 2 mins and make a note of what you perceive it to be



Do you know who they are?

Write down the name of 3 people you communicate with frequently.

Next to their name, note down their Social Style.

Now write how you could better communicate with them using their style, not yours.



If you know your Social Style and can recognise other peoples, you will automatically start to identify behavioural traits in other people. With this ability and knowledge you will be able to communicate and deal with people in a much more appropriate way according to THEIR style, NOT yours!!

Thank you

## When Dealing with; Driver

### DO

- Focus on the present
- Be brief and efficient
- Get to the point
- Short term, concrete results
- Give them options
- Let them feel in control
- Put them in the "WIN" position

### Dont

- Focus on long term
- Give too much detail
- Be ambiguous
- "Beat around the bush"
- Get too personal
- Get into a control contest
- If you feel your right, don't back down

## Expressive

### DO

- Focus on the future
- Illustrate with stories
- Seek their input
- Focus on the big picture
- Show personal interest
- Stimulate their creative impulse
- Compliment them
- Stress how they stand

### Dont

- Get straight to it
- Dwell on details
- Be impatient
- "Nit-pick"
- Be cool and impersonal
- Be too serious
- Talk down to them
- Neutralise their enthusiasm and

## Amiable

### DO

- Focus on tradition
- Be flexible
- Be informal
- Personal and personable
- Allow "feel good" time
- Emphasis "Team"
- Highlight "Safety points"

### Dont

- Push for too much detail
- Press hard for change
- Hurry them
- Immediate commitment
- Be impersonal
- Confront them
- Attack
- Be dictatorial or autocratic

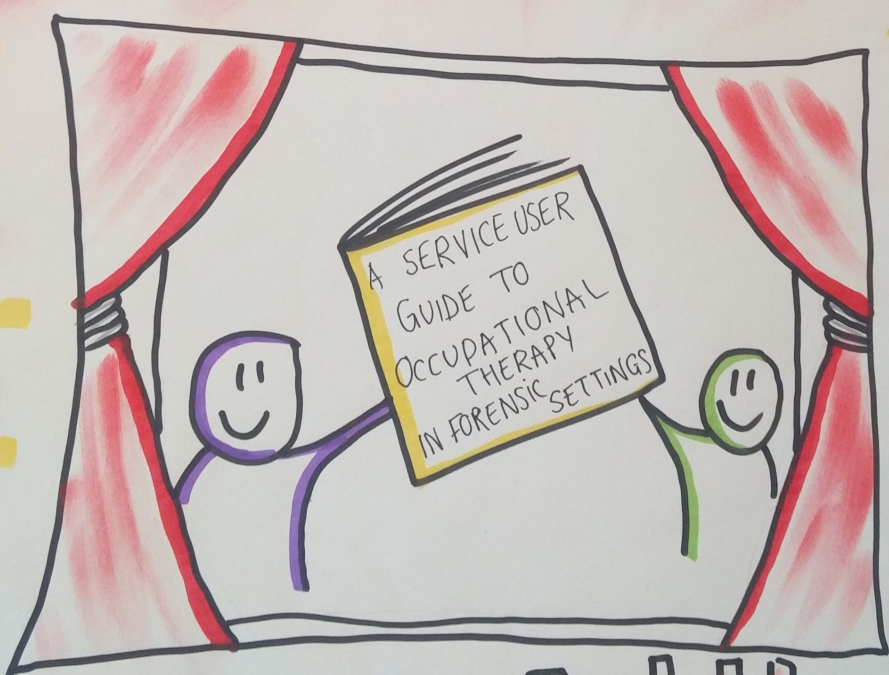
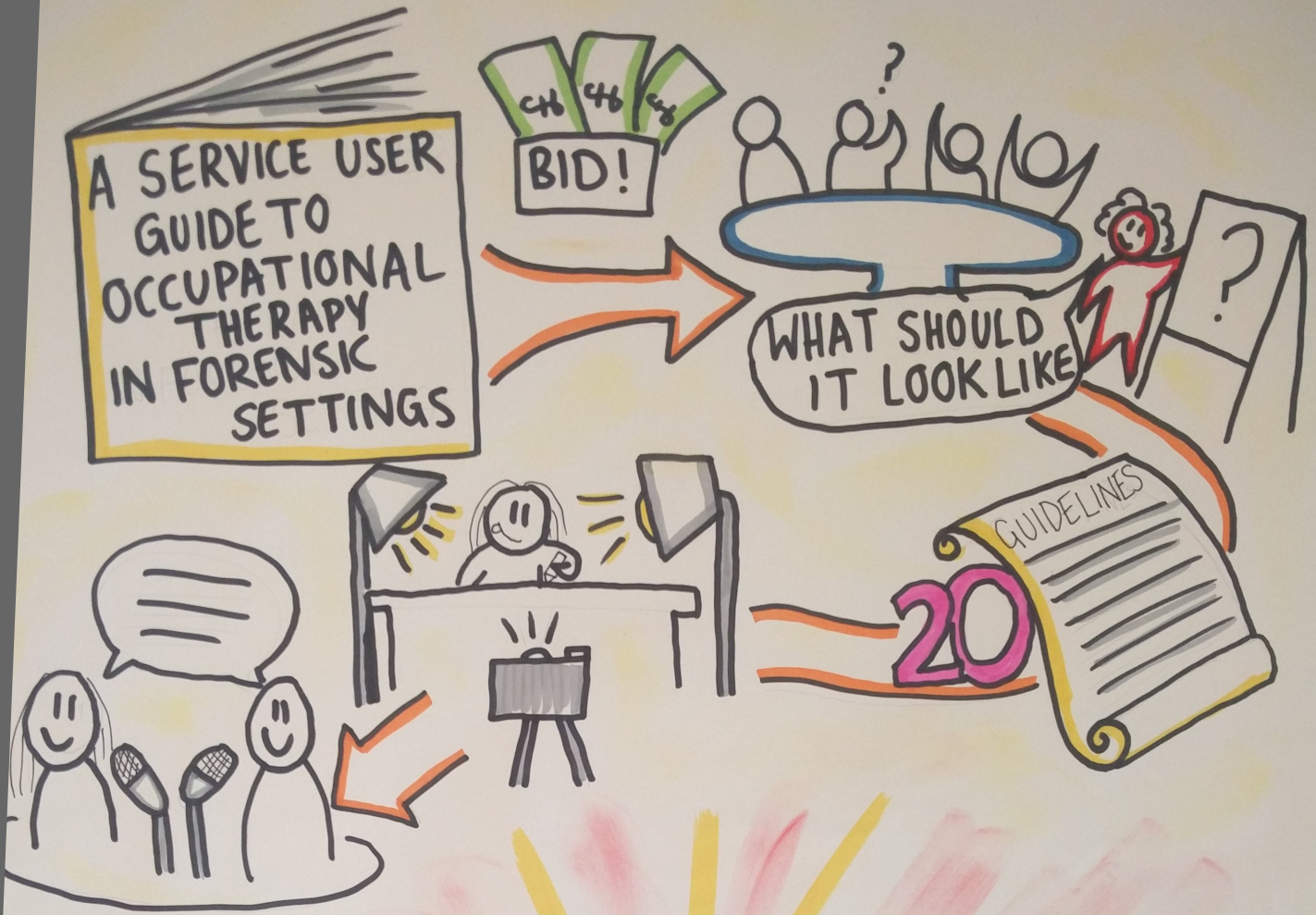
## Analytical

### DO

- Focus on the past, present and future
- Talk facts
- Detail and accuracy
- Be logical and organised
- Give specifics
- Allow time to ponder
- Highlight where they can be 100%

### Dont

- Be vague, inconsistent or illogical
- Intolerant of detail
- Overlook past issues
- Rush
- Be too personal
- Be overly causal
- Appear not too serious
- Want immediate action



TADA!!!

**A SERVICE USER GUIDE TO OCCUPATIONAL THERAPY IN FORENSIC SETTINGS**



1. OTs need to take into account my needs based on who I am - including my gender.



2. OTs should get to know what was going on with me before I came into hospital - what was working and what wasn't. My story.



3. As part of my OT assessment I will be asked what I am good at and what I think I am having difficulties with.



4. OTs will work with me to help identify my recovery needs.



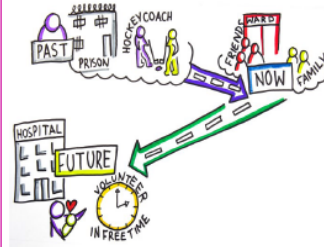
7. I will be asked my views on paid work as soon as possible and throughout my stay.



5. OTs recognise what makes me want to engage in an activity and why I want to do it.



8. OTs will consider what I used to be, what I am now and what I want to be in the future.



6. OTs will help me find activities that are meaningful to me.



9. OTs will plan and organise activities during the week, at evenings and weekends.



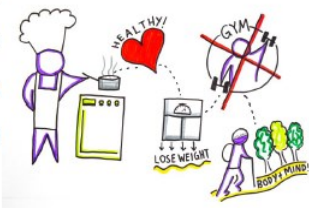
10. As an OT I use different assessments to see how you are getting on.



11. OTs will help me to look at jobs, education and training as part of my recovery.



12. OTs will encourage me to look at my health and wellbeing.



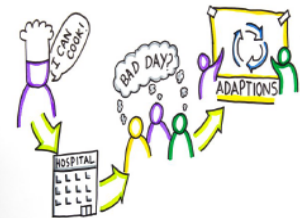
13. OTs will provide opportunities to help me get on with other people.



14. My relationship with my OT helps me to choose and take part in activities that matter.



15. My OT will work with me and my team to help me understand my changing risks, what they mean and what I can do about them.



16. OTs will understand the role my friends and family have in my recovery.



19. As an OT I will run groups that I am trained and skilled to do.



20. As an OT I will help service users and the Multi Disciplinary Team to understand my role.



17. OTs will think about the impact that living in hospital will have on my quality of life, and how I take part in things.



18. OTs need to know what is out there in my community that will help me.



Developed by:



In association with:



On behalf of...

Royal College of Occupational Therapists



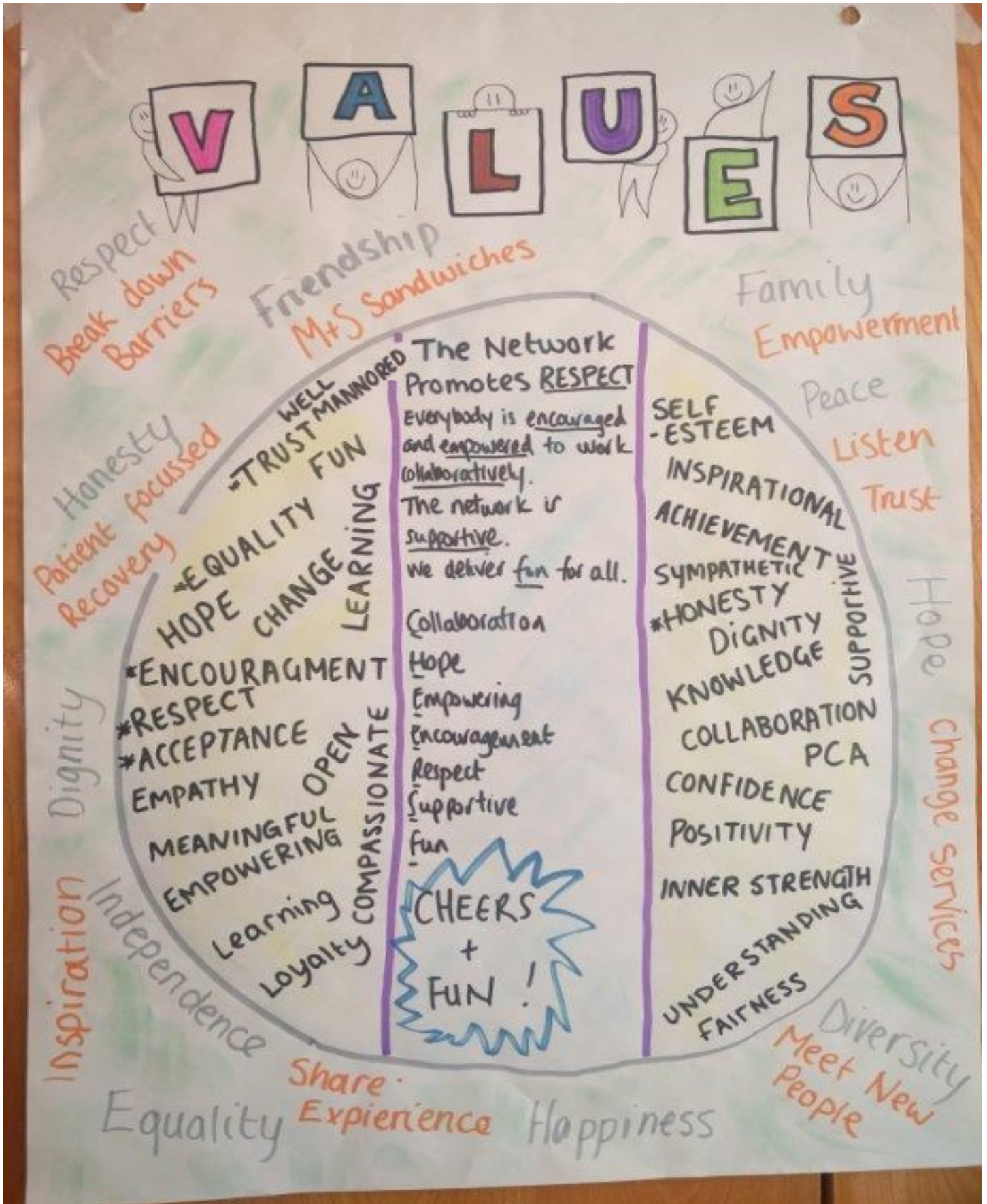
Specialist Section Mental Health





# Group Work—The Values of the Network

This group work was facilitated by Rebecca from Chapel House Consultancy and we spent some time looking at all the values of the Network and coming up with our top values. This is to feed into the 5 year strategy that we are developing as a Network.



# Our Values!

## Final Outcomes!

Supportive, Respect, Hope, Empowering, Collaboration, Encouragement, Fun  
CHEERS & FUN  
The network promotes Respect and Hope . Everybody is encouraged to work collaboratively.

**Trust, Equality, Sharing experience, Hope, Open minded, Rights, Fun, Family & Friends, Change, Mindfulness, Encouragement, Learning, Well mannered, Acceptance, Person centred approach, Respect inner strength, Respect loyalty, Honesty, Self-esteem, Open, Supportive, Compassionate, Firmness, Kindness Achievement, Positivity, Happiness, , Empowering, Empathy, Meaningful, Congruence, Knowledge, Dignity, Confidence, Sympathetic, Understanding**

**Inspiration, M&S Sandwiches, Bring something back, A place in the community, Staff and service, Motivational, Build self-esteem, What you believe, Passing on knowledge, Listen share experiences, Change services, Determination, Interact, Collaborate, Gaining wealth, Share views and comments, Meet new people, Break down barriers, Feeling empowered, Patient focused recovery, Not taking years, Learn new things, Trust**

**Personal Values – Respect, Family – friendship, Self-respect, Dignity, Fairness, Values, Empathy, Mindfulness, Self-centred, Honesty, Supportive, Congruent, Confidence, Fun, Creative, 'time out – self', Trust**

**Network values – Rights, Open minded, Determination, Equality**

Peace of mind, Wisdom, Respect, Loyalty, Honesty, Structure, Self-confidence, Collaboration, Sharing experiences

Trust, Equality, Encouragement, Acceptance, Respect, Honesty

Our values - Person centred approach, Supportiveness, Happiness, Kindness, Self-respect, Empathy, Honesty, Loyalty, Dignity, Trust, Respect, Congruent, Well mannered, Equity, Thoughtful, Sympathetic

Value, Non-judgemental, People valued equally, Willpower, Person centred, Trust (trustworthy) Patriotic, Fairness, Honesty, Spirituality, inclusion/empowerment, Reliability, Respect, Individuality, Encouragement, Positivity, Challenging norms, Love/hope, Resilience, Understanding, Fun, Flexibility, Plenty of time, Inspirational, Self-esteem, Resourceful, Stimulating, Learning, Reducing barriers, Motivation, Confidence, Accuracy

Honesty, Loyalty, Inner strength, Respect, Honesty/loyalty, Peace, Encouragement, Happiness, Empowering, Altruistic, Empathy

Network -

- 1 - empowering
- 2 - meaningful
- 3- encouragement

Meaningful

- 4 - knowledge
- 5 - confidence
- 6 - accepting & understanding

Trust, Honesty, Diversity, Friendship, Equality, Loyalty, Hope, Fun, Peace, Fairness, Achievement, Learning, Encouragement, Inclusive, Distinctive, Change, Hope





## National Service User Awards

### Certificate of Nomination

Awarded to

*Yorkshire & Humber Involvement Network*

In the Category

*Outstanding Service User Individual or Team*



**Well done!!**



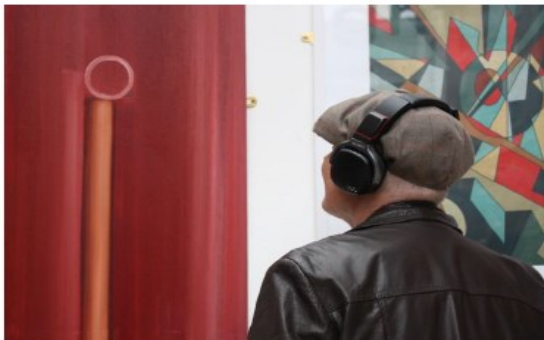
# Thank you for sharing



Below is a recent piece of writing by a patient who was key to organising the exhibition in August at Clifton House. He then went on to display his work at the Arts and Minds festival in Leeds, where he sold both his paintings and donated the money from the sale to Arts and Minds.

*'Earlier this year we had an art exhibition at Clifton House. It was a real success with raffle, food and a genuine celebration of creativity across the hospital. Work was submitted for display by patients, non-clinical staff and clinical staff. Being completely inclusive there was work in paint, sketching, photography, poetry, sculpture, upcycling and cake making.*

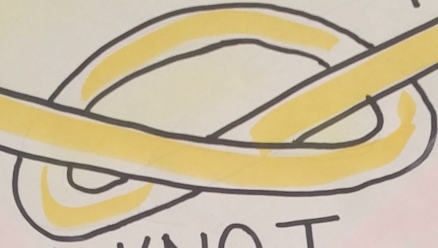
*One of the organisations invited was Arts and Minds from Leeds. They were impressed and on the back of this, three artists showcased their work in 'The Light', Leeds. It was a great experience for all who were involved, with plans for next year's event.'*



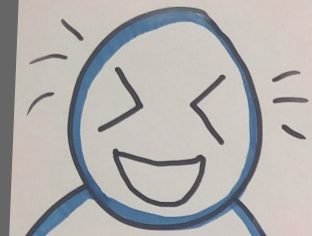
*A selection of the work displayed at 'The Light' by Service User's from Clifton House*

T E A M  
BUILDING!

THE HUMAN



KNOT



THIS WAY!

NO!  
THAT  
WAY



BRADLEY  
WOODLANDS



## **Revised CPA Standards**

*Definition – this is your meeting about your care and treatment and your future recovery goals. It will involve you and your clinical team and take place every 6 months*

### **Before**

1. If there are any changes to your CPA meeting you will be informed
2. You can discuss and agree a plan for your meeting with a member of your team using the checklist provided, including who might attend.
3. You can have support from an advocate in your meeting if you want to
4. You will see your reports before your meeting and have a chance to comment
5. You will have the support to present your own views how you want to
6. You can chair your own meeting or choose someone from your team

### **On the Day**

7. People who write the reports or their representatives will be at your meeting
8. People will summarise their reports, talk directly to you and use straight forward language
9. You will be involved in developing your care plan - this will be agreed at your CPA meeting
10. You have the choice to be involved in all of your CPA meeting. You matter

### **After**

11. You will be given a copy of your CPA care plan
12. Your CPA care plan will be shared with people involved in your care. You can choose who else you would like to share this with.



## CPA Checklist

Timescale	Please ensure the following checklist is completed before the CPA	Yes / No	Reason if not completed
<i>If this is a CPA for a Transforming Care service user where there is also a CTR taking place then please refer to CTR and CPA pack instead</i>			
2 months before	Discussion with service user about who might attend. Send invites		
2 months before	Ensure service user is aware of the choice to have Advocacy support on the day – invite as necessary		
1 week before	Discuss and agree a plan for the meeting with service user using this checklist		
1 week before	The service user should be given copy of reports and have chance to comment		
1 week before	Support the service user to prepare their own views if they want to		
1 day before	Visit the room to check it is ok		
1 day before	Give service user option to chair own CPA or choose someone from their team		
On the day	Service user is able to arrive at the CPA early to welcome people		
Within 2 weeks	The completed CPA care plan is shared with the service user within 2 weeks of the CPA, in a way that they can understand.		
Within 2 weeks	Discuss with service user who they would like their report to be shared with		
Within 2 weeks	Someone from the service user's team to complete Questionnaire with Service User to ensure the standards are being met.		





## CPA Standards Questionnaire

Standard to be achieved	Yes / No
I was able to chat with a member of my team about who attended	
If there were any changes to my meeting I was informed	
I was able to discuss and agree a plan for my meeting with a member of my team using the checklist provided	
I was offered the support from an advocate for my CPA meeting	
I was able to see the reports before the meeting and given a chance to comment	
I was supported to present my own views how I wanted to	
I visited the room where my meeting took place to check it was ok	
I was able to go to my CPA before it started to welcome everyone when they arrived	
People who wrote the reports were at my meeting	
People summarised their reports, talked directly to me and used straight forward language	
I was involved in developing my care plan - this was agreed at my CPA meeting	
I was involved in all of my CPA meeting	
I have been given a copy of my CPA care plan	
I was given a choice about who I wanted my CPA care plan shared with other than my care team	

# Group Work—Round Robin





### Garrow House

- \* Women on interview panels
- \* Lots of new
- \* Training – joint with women and staff
- \* Shared learning
- \* New therapy groups
- \* New furniture and equipment
- \* More out and about– recently went to a Buddhist/meditation day
- \* Regular time with allocated staff
- \* More activities
- \* Some of the women (and staff) went on holiday to a log cabin!
- \* Qualifications and certificates
- \* More access to college courses
- \* Weekend and evening activities
- \* 1:1 time with staff
- \* Workshops eg collaborative risk workshop
- \* Peer support group
- \* Moving on group
- \* Lots of support in moving on

### Waterloo Manor Hospital

- \* Safe wards training
- \* Recovery College – term 3
- \* £1000 profit at shop - voted for what it will be spent on
- \* 6 hour bike ride at gym for children in need
- \* Recovery outcome conference
- \* Relationship workshop
- \* LGBT+ event (gay pride)
- \* PAT dog
- \* Harry Potter day
- \* Halloween party
- \* Charity day – children in need



### Newhaven

- \* Education – on managing emotions
- \* Developing epilepsy awareness
- \* Developing LD awareness
- \* Recovery College
- \* Asian cooking class
- \* Book folding
- \* Computer course
- \* Voluntary Work
- \* Food bank
- \* RSPCA
- \* Farm
- \* Gym
- \* Running
- \* Trips – Liverpool, royal armouries museum, zoo trip, walking groups (Penistone)
- \* Weekly community meetings!!
- \* Future
- \* Raised beds in the garden
- \* Arcade trip
- \* More in house sessions
- \* Gardening
- \* Wood work
- \* Cooking – healthy eating
- \* Education
- \* Ping pong
- \* Music
- \* Monopoly/poker/connect 4
- \* Internet

**Calendar of  
Involvement Events  
for 2018 at Sandal**



**Yorkshire and Humber Network - 11-2.30**  
**Thursday 15<sup>th</sup> February 2018**

**Reducing Restrictive Practice - 2-4**  
**Thursday 8<sup>th</sup> March 2018**

**Recovery College - 2- 4**  
**Thursday 11th January 2018**  
**Thursday 22nd March 2018**

**Y&H Recovery and Outcomes 11 - 2.30**  
**Thursday 1<sup>st</sup> March 2018**



# Yorkshire and Humber Newsletter

*We need you!*

**Do you like....**

**Writing articles?**

**Poetry?**

**Creative Writing?**

**Artwork?**

Please note we will say in the newsletter who sent it in, (first name and service) so if you would rather it was put in anonymously then please let us know.



We would love to hear from you!

We are Holly and Jo, we work as Involvement Leads across all the secure services in Yorkshire and Humber and we want to produce a newsletter so that everyone can share these things with each other.

It will be a great way to find out about what is happening in other hospitals, as well as sharing your work with others.

You can ask a member of staff to send things to us, or you can send them direct if you have access to email on

[holly.alix@nhs.net](mailto:holly.alix@nhs.net)

# YORKSHIRE AND HUMBER NETWORK



Thursday 15<sup>th</sup> February 2018

Sandal Rugby Club Wakefield

11am – 2.30pm

Lunch and refreshments provided

## Role Description for attending the Yorkshire and Humber meetings:

Represent your service and share experiences and ideas

Celebrate achievements and share learning

Find out what is happening in other services

Give your perspective

Meet staff and service users from other services

Take back and share what you have learnt with people in your service

# Goodbye for now!



## But we'll .....

