Yorkshire and Humber Involvement Network

Recovery College CQUIN Bulletin 5

Next meeting:
Thursday 6th July 2017
2-4 Sandal

At the last meeting of the Recovery College CQUIN group on the 6th April, we started off with a presentation from Stockton Hall about their Recovery College Reach. This presentation can be found on pages 2 and 3.

We then went on to have some group work looking at Co-production. This can be found on pages 4 and 5.

After the break we had a presentation looking at all the different Outcome Measures that different services are using to measure the outcomes achieved by the Recovery Colleges. This was followed by some group work to see what everyone thinks about the Outcome measures they have chosen and whether they are working, or if they want to make any changes to them as we are at the end of the first year. The presentation is on pages 6 and 7 and the group work can be found on pages 8 and 9.

We finished with a presentation and discussion from Caron Smith NHS England Senior Supplier Manager about the new CQUIN guidance and ways of reporting that are coming into effect for Yorkshire and Humber secure services for the coming CQUIN year from Quarter 1. Information about this can be found on page 11.

Recovery College CQUIN Agenda

Thursday 6th April 2017   14.00 – 16.00

1. Welcome and Introductions
2. **Presentation** – Stockton Hall
   - Where are we up to?
3. **Group Work** – Co Production and Participation
4. **Presentation** – Holly and Jo
   - Emerging themes from your Outcome Measures
5. **Presentation and Discussion** – Commissioning Team
   - New ways of reporting
6. **Group Work** – Next steps

Contents

Developed by Holly Alix and Jo Harris on be-

REACH
Recovery College

STOCKTON HALL HOSPITAL

WHO ARE WE?

- Stockton Hall is a 112 bedded medium secure unit in York.
- We have 7 wards, 6 male and 1 female.
- The wards include, personality disorder, learning difficulties, autism, acute mental illness and long term, enduring mental illness for older people.

LEARN • TEACH • RE-BUILD • REACH

The Recovery College so far...

- We are very lucky to have our own space for the college
- The patients at the hospital chose the colour scheme (PINK!)

The Recovery College so far...

- Our recovery college is called Reach
- A mix of (RE-covery and teACH)
- We have a Logo and tag line which is on all our paperwork.

REACH

The Prospectus

- We have a snazzy prospectus which details all the courses available to sign up to

The Prospectus

Recovery college courses

- In the first term we offered 19 courses for students to sign up to.
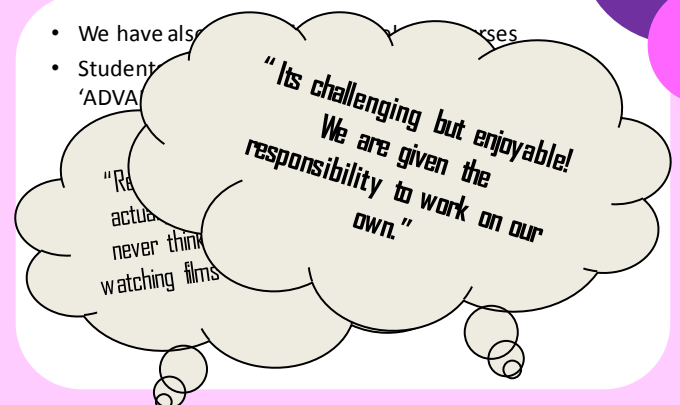- Of that 19, 15 courses were facilitated during the term

The most popular courses were;

- **The gym instructors course**
- **Think tattoos (the history of tattoos)**
- **Food hygiene (accredited)**
- **First aid**
- **Diabetes – Don't sugar coat it**
- **upcycling**

Recovery college courses

- We have als...
- Student...
'ADVA...

"Re...
actua...
never thin...
watching films...

" Its challenging but enjoyable! We are given the responsibility to work on our own."

BARRY
## MY RECOVERY COLLEGE EXPERIENCE...

The Number bit

- Every patient who showed an interest in the college was given the opportunity to enrol onto a course
- In total, 44 patients signed up for 102 course places
- Since the fresher's event (signing up day) more patients have signed up to pop up courses such as

ADVANCED BAKING
MOTHER'S DAY FLOWERS

Individual learning

- Each application form to enrol also contained an Individual learning plan, offering the student the opportunity to set themselves **S.M.A.R.T** goals to work towards during the term.


Survey Monkeys

- As specified in the CQUIN, we were asked to do a needs analysis.
- This was an online questionnaire for both patients and staff to ask what they wanted from the recovery college and what they could offer to help us.
- The needs analysis results helped us to choose which courses to put in the prospectus based on the needs of the students
- At the end of the first term we created a new online survey to gather feedback on the students thoughts of the recovery college so far
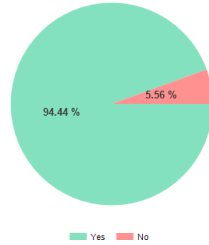- The results were very positive!
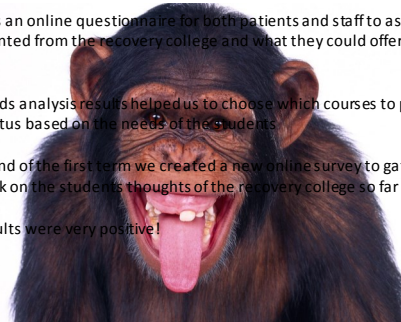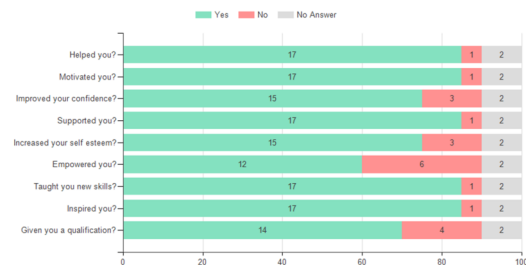

Monkey Results...

Has the Recovery college helped with your recovery?

94.44 %   5.56 %

Yes   No
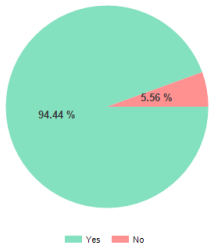
Will you be signing up for more courses in the future?

94.44 %   5.56 %

Yes   No

Monkey Results...

Students have given very encouraging feedback from the college this term!

Co-Facilitating

- A lot of our courses have been co-written with patients and staff
- This helps to make sure the courses are pitched at the right level and are interesting and relevant
- Our train the trainers course aims to give students the confidence and knowledge to help to co-facilitate courses at the Recovery College
- Next term we are hoping to have much more co-facilitation in the college
- This has been one of the main difficulties this term

What's next?

- We are looking at developing new courses that students have suggested in the feedback from last term
- We are going to run more weekend courses
- We will be getting external tutors and guest speakers to come to talk at the college
- We will be holding our first awards ceremony with over 100 certificates to give out!
- We will be planning an open day so you can all come and visit us!

Recovery College—Co-production

What definition of co-production have you used?

What are your experiences of co-production?

Do you have a specific course on co-production?
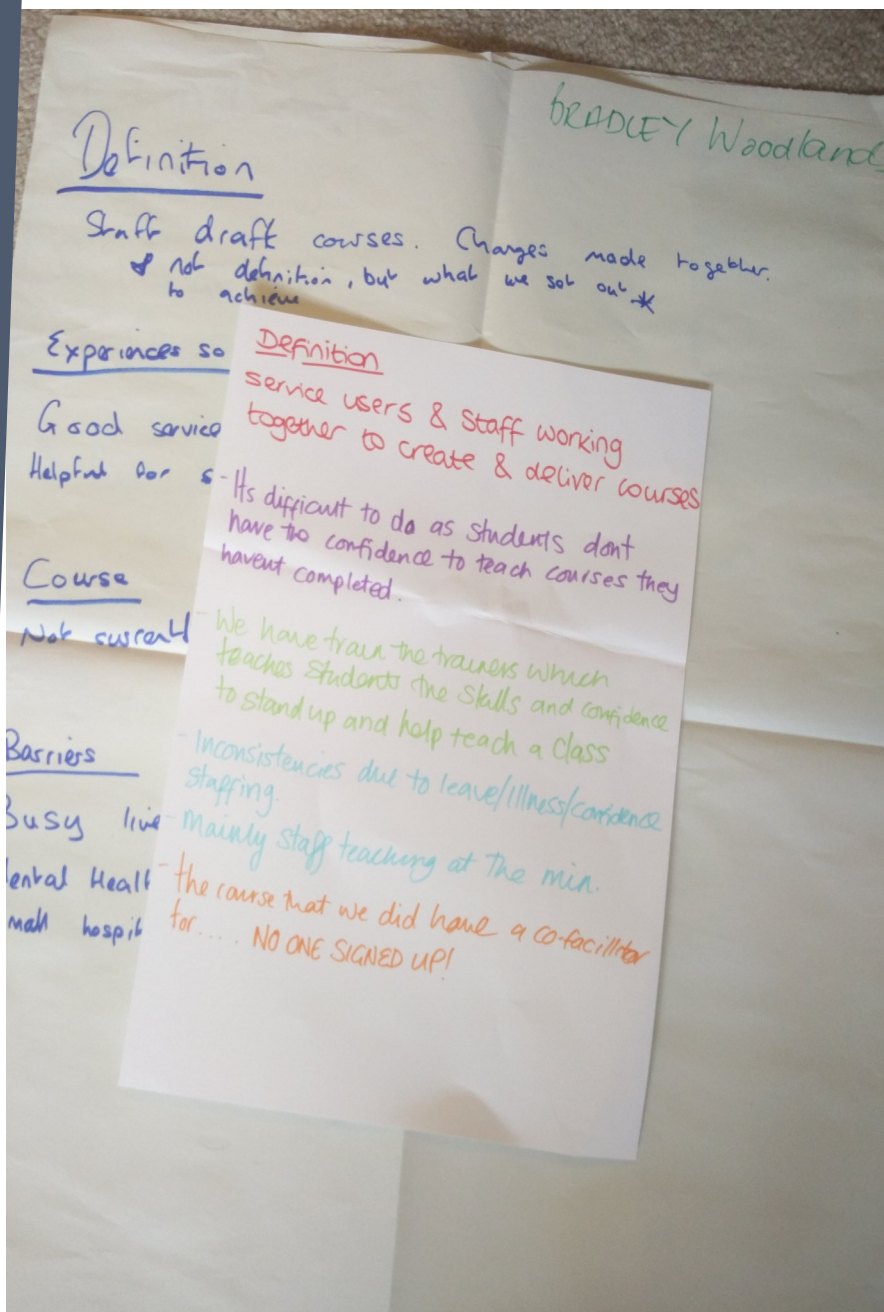
Barriers to co-production

Definition - Staff draft the courses. Changes are made together. Not a definition but what we set out to achieve.

Experiences so far - Good service user experience

Helpful for staff – seeing the service user experience

Course - Not currently, one training workshop so far

Barriers - Busy lives, college, section 17 leave, mental health, small hospital size

Co-production - Anything from presenting – handing out

      Is many things

Experience – same patients want to be involved

      A lot not there – section 17 leave

      Newsletters are co-produced

      Lead – e.g. pastry

Training – how to chair meetings

Barrier – ward based

All across the service

Definition – service users and staff working together to create and deliver courses

It's difficult to do as students don't have the confidence to teach courses they haven't completed.

We have train the trainers which teaches students the skills and confidence to stand up and help teach a class

Inconsistencies due to leave, illness, confidence, staffing

Mainly staff teaching at the moment

The course that we did have a co-facilitator for – no one signed up!
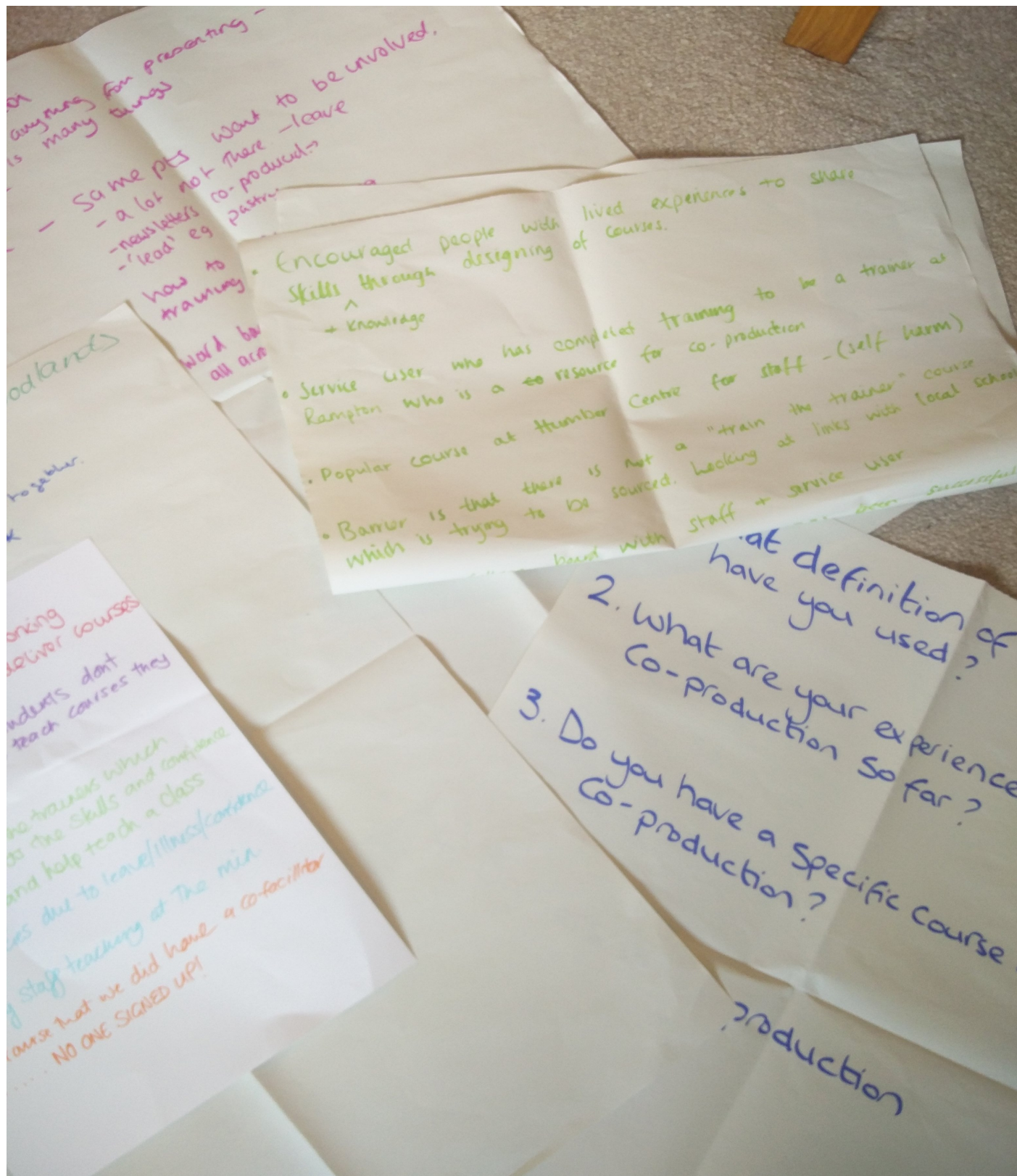
Encourages people with lived experiences to share skills and knowledge through designing of courses

Service user who has completed the training to be a trainer at Rampton who is a resource for co-production

Popular courses at the Humber Centre for staff – (self-harm)

Barrier is that there is not a train the trainer course which is trying to be sourced. Looking at links with local school

Recovery college board with staff and service user

Experiences so far of co-production have been successful

Recovery College CQUIN Group

Outcome Measures

Outcome Measures looked at:

- Waterloo Manor
- Amber Lodge
- Cygnet
- SWYT
- Bradley Woodlands
- Cheswold Park

Waterloo Manor

- **Platinum Circle Guide**
  - CHIME (Connecting, Hope, Identity, Meaning, Empowered)
  - What is the most/least important to you
  - Measure before and after against key questions
- **Process of Recovery Questionnaire**
  - To understand about the process of recovery — what is helpful/unhelpful.
  - Looking at 22 questions and measure at the end of the course.

Amber Lodge

- **Course, Choice and Individual Learning Plan**
  - Learning Plan — what is the course, what recovery goals do you have for the course, have I achieved the recovery goals. (using easy read scoring)
  - Course Feedback — before and after the course — looking at Confidence, Self Esteem, Social Skills and Living Skills.

Cygnet

- **Recovery College Outcome Measure**
  - Statements about recovery
  - Score yourself as to how you feel against each one through a tick box
  - Measure before and after with the same questions and look at the difference.

SWYT

- Forensic Individual Learning Plan
  - Demographic Information
  - Personal Goals
    - Write down your personal goals before the course
    - State whether you've achieved them or not afterwards
  - Course Learning Outcomes
    - Outcomes that are defined in the course prospectus
    - After the course state if they have been achieved.
  - Reasonable Adjustments and extra support
  - 7 questions on Positive Outcomes from my experience at the college – recovery statements

LIGHTHOUSE
Healthcare

Bradley Woodlands

- Recovery College Outcome Measures
  - Recovery Statements – open ended – free text about how you feel about each one (qualitative)
  - Also have easy read version with faces
  - Used before and after the course to measure change.

# Cheswold Park

CHESWOLD PARK
HOSPITAL

- Tree of Hope
  - Hope, Control, Opportunities and Skills
  - Under each of these headings they have recovery statements that helps identify where you want to be, what courses you want to do – designed specifically for your hopes.
  - After each session there is a student feedback form with questions around the Tree of Hope headings – rate yourself on a scale.

Similarities and Differences

- They all include some form of Recovery Statements.
- All have a way of capturing information before and after as a comparison
- Some have general statements where others ask for individual Recovery Goals and then measure whether these have been acheived.
- Some use sliding scale, others use agree/disagree scale, others are free text.
- All fairly brief.

Questions

- ## How did you choose your Outcome measure?
- ## Why did you choose it?
- ## Are you satisfied with it?
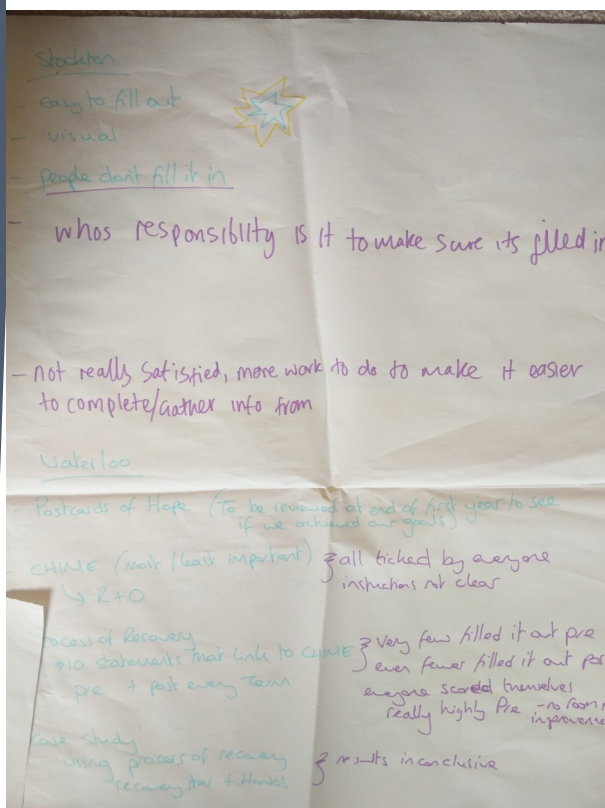
Outcome Measures

How did you choose your outcome measure?

Recovery focussed, information from IMRoC, Not much adaptation required

Why did we choose it?

Easy to measure progress!

Are you satisfied with it?

No. recovery college group (staff and service users) currently re-developing the measure so that it is more pertinent to our service.

How chosen – working research group – recovery college focus group – involvement forum – rolling review

Why? – simple and understandable questions

Satisfied – don't know yet – review when it has been used at the start and finish of a course

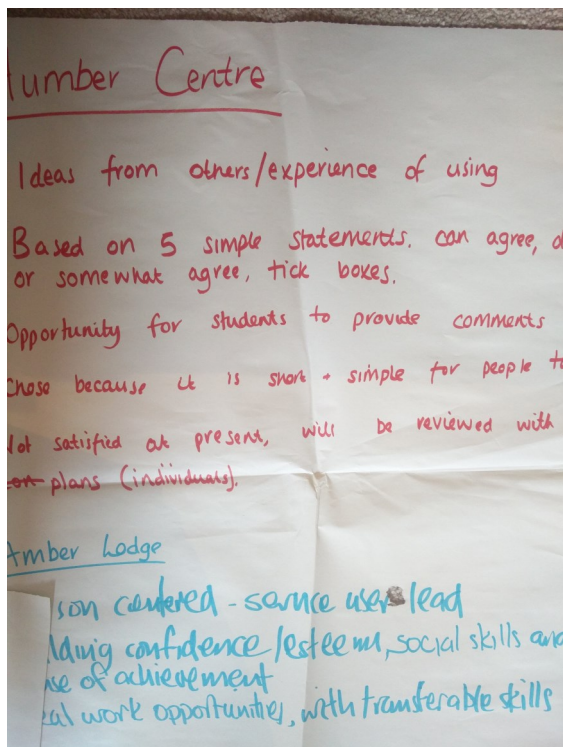The outcomes of the RC were designed to match life skills of recovery

Skills were added as service users felt that they needed to develop specific recovery focussed skills

Developed life "Tree of Hope" model as a way to represent

The outcomes of the recovery college were designed to match the ethos of recovery Skills were added as service users felt that they needed to develop specific recovery focussed skills Developed the 'tree of hope' model as a way to represent the OM Service users rate interventions and match those to their requirements in order to progress through their 'tree of hope'

Easy to fill out, visual, people don't fill it in! whose responsibility is it to make sure it is filled in?

Not really satisfied with it, more work to do to make it easier to complete/gather info from

Postcards of hope (to be reviewed at end of first year to see if we have achieved our goals)

CHIME – from R&O group– most/least important – all ticked by everyone, instructions are not clear.

Process of recovery – 10 statements that link to CHIME, pre and post term –very few filled it in pre, even fewer filled it out post. Everyone scored themselves really highly so no room for improvement.

Case study – using process of recovery, recovery star and HONOS – results inconclusive

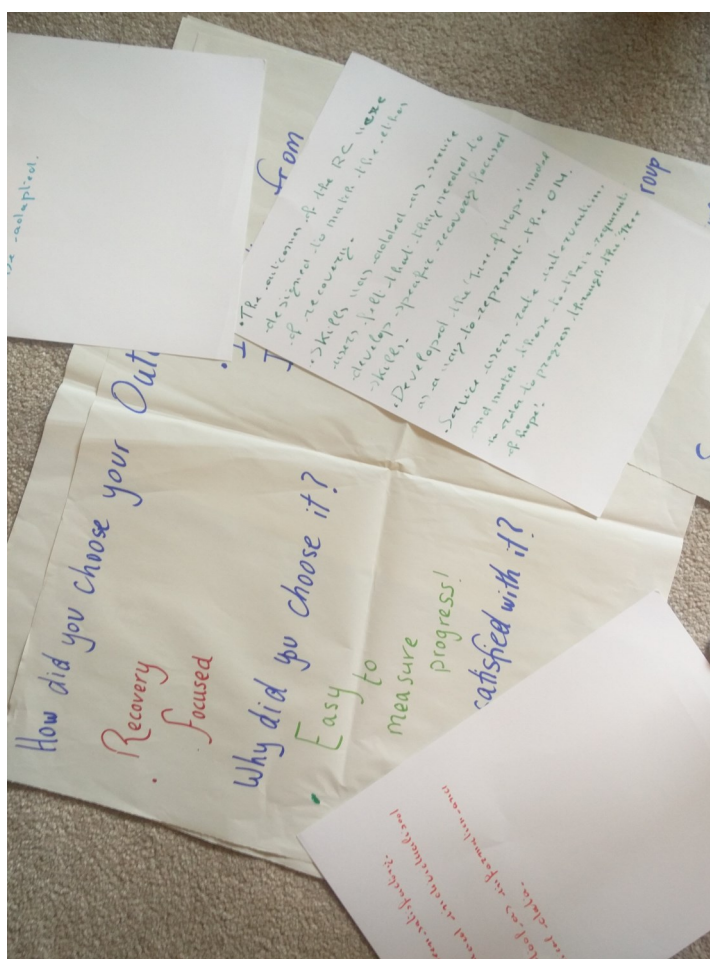Personal accounts and positive feedback more important.

Person Centred – service user lead
Building confidence and self-esteem, social skills and sense of achievement
Real work opportunities, with transferable skills

Graphic representation of OM
Coproduced with service users
Can be individualised

Can be adapted

Trials have been satisfactory
Moving towards individualised outcomes
Useful tool as information and statistical data

Ideas from others/experience of using
Based on 5 simple statements, can agree, disagree or somewhat agree – 3 boxes
Opportunity for students to provide comments
Chose because it was short, simple for people to compare
Not satisfied at present – will be reviewing with learning plans (individually)

Recovery College

GET INVOLVED!
Yorkshire and Humber Network

SHOWCASE

Friday 28th July
2-4 at Sandal!

Please contact Holly or Jo to register your interest in showcasing one of your courses!

SOOO WHAT'S IT ALL ABOUT?

- **ARE** you part of a Recovery College as a facilitator or a student?

- **WOULD** you be interested in finding out about all the Recovery College courses that other hospitals offer, and trying them out?

- **WOULD** you like to tell other people about your Recovery College?

- **WELL** this Showcase event will give you the opportunity to do all of this!

- **WE** are looking for people to run short drop in taster sessions of their Recovery College courses—to Showcase all the great work you are doing!

- **IF** you just want to come along and experience the sessions instead of delivering one of your own—that's absolutely fine too.

New ways of reporting CQUIN for the coming year

The following information is to give you notice that some of the key outcomes on the CQUIN schemes and the reporting processes will be changing for this year. The commissioners have been to the recent CQUIN workshops where they have given an overview of the changes to the reporting process.

As soon as the new outcomes for each CQUIN are announced then we will let you know, it should be within the next few weeks.

17-19 CQUIN Schemes and Reporting - Adult Secure Services

In 2016/17 the CQUIN schemes have been assessed for achievement based on the submission of quarterly reports by each provider, with the reports submitted in their own format. It has been identified by attending the CQUIN workshops hosted by the Y&H involvement team that there is more often than not a disconnect between the work undertaken by the staff and service users to deliver the CQUIN schemes and the paper based evidence reports. Therefore working with the service users and the involvement team we are changing the reporting process for the Adult Secure CQUINs in 2017/18 so that it is a more interactive and standardised process, which better reflects the work being carried out.

As we will have more capacity within the Specialised Mental Health team in regard to case managers than in previous years, it will also enable them to be more involved in engaging and monitoring the delivery of CQUIN together with the support of the involvement team.

A brief summary of the process for reporting the above CQUIN schemes is:

- Quarterly presentations delivered collaboratively by staff and service users. Presentation to be delivered at quarterly contract review meetings if possible within your service.

- Standardised reporting template developed by commissioner once the Year 2 outcome measures have been finalised. This will be a maximum A4 report which provides the audit trail evidence of the presentations. The report will not include any additional documents it is the back up to the presentation.

- Attendance at the CQUIN workshops with expectation of one presentation per year to be part of reporting.

- Case Managers to be more involved in monitoring.

- Achievement will be assessed based on the qualitative information from the presentations and the standardised supporting report.

Recovery College

CQUIN Group

2017 Dates

Thursday 6th July

Thursday 28th September

Sandal Rugby Club Wakefield

2 – 4 pm - Refreshments Provided

Role Description for attending Yorkshire and Humber Network 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