

# HUMBER NORTH YORKSHIRE PROVIDER COLLABORATIVE



Humber and North Yorkshire  
Specialised Mental Health, Learning Disability and Autism  
Provider Collaborative

## NEWSLETTER

# 12

## April 2023

### Microsoft Teams



Wednesday  
26th April  
1.30 to 3pm



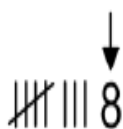
### Interactive session



Welcome to the  
Humber North  
Yorkshire PC Event



Presentations  
Services to Present on their  
SeQuIn Tool Action Plans  
and Progress



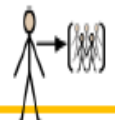
HNY SeQuIn Summary &  
New Schedule



Single Point of Access—  
service user questionnaire  
feedback



HNY PC Update



Involvement Update



Next Steps . . .

At the last HNY Engagement Event we had a shared presentation from all 3 services about their Action Plans from the SeQuIn Tool over the last year. This looked specifically at Involvement, Meaningful Activity and Recruitment. We had an update from the Provider Collaborative as well as from the Involvement Team, and we also had the opportunity to provide feedback on the service user questionnaire that will be provided after an Access Assessment.

We agreed that the next meeting in October would be face to face. Thank you to everyone for your contributions!

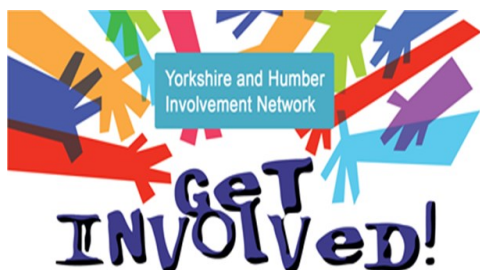
Contact Holly, Charlotte or Jo for more information:

[Hnf-tr.involvement.network@nhs.net](mailto:Hnf-tr.involvement.network@nhs.net)

[www.yorkshireandhumberinvolvementnetwork.nhs.uk](http://www.yorkshireandhumberinvolvementnetwork.nhs.uk)



**Humber Centre**  
**Clifton House**  
**Stockton Hall**  
**Humber North Yorkshire PC**  
**Involvement Network**  
**& All guests**



**Humber and North Yorkshire**  
**Specialised Mental Health, Learning Disability and Autism**  
**Provider Collaborative**

# Clifton House Action Planning

Clifton House

The SeQuIns

Secure Quality Involvement Tool



## How Have We Done Involvement



## Involvement

Our actions were to....

**Restart Patient Council.**

**Create agenda boards for our community meetings.**

**Set up photo boards of key people, e.g advocates, user involvement lead and carers champions.**

## We struggled with.....

Agenda boards on all wards (we are working on this!)

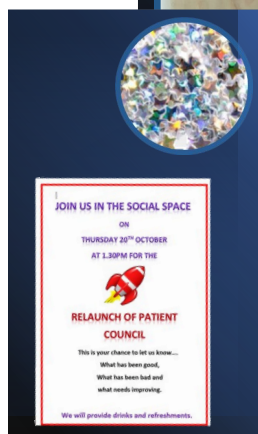
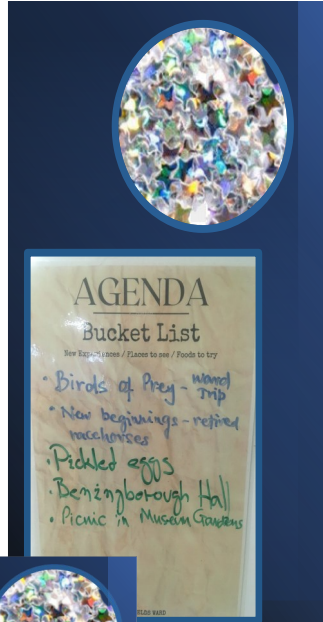
The photo-boards need updating and our photos are rather small!

## What's going well

**Weekly Community Meetings on wards.**

**Monthly Patient Council Meetings across the wards.**

**Service User Reps are invited to feedback views at the site wide Clinical Governance Meetings.**



## Our Patient Council Barbeque.....

Over 40 people attended, including patients, domestic, ward and managerial staff.

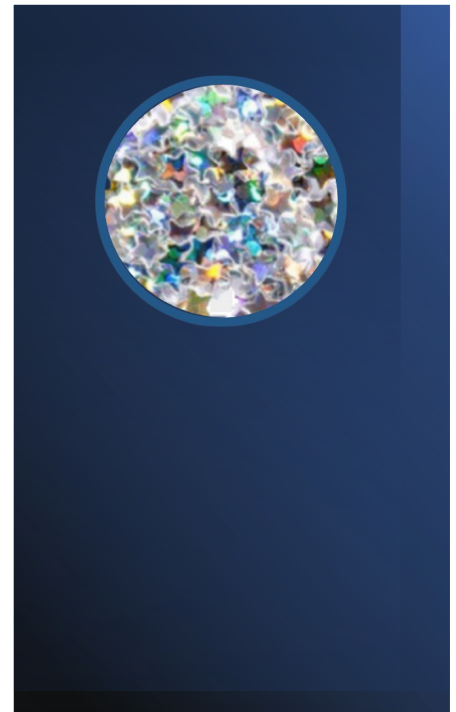
**Collaboration. Hope. Encouragement. Empowerment. Respect. Support. Fun**



## Meaningful Activity

### Our actions were.....

- Revamp ward board games etc.
- Open up the Shared Space for all.
- Place information in family room about local places.



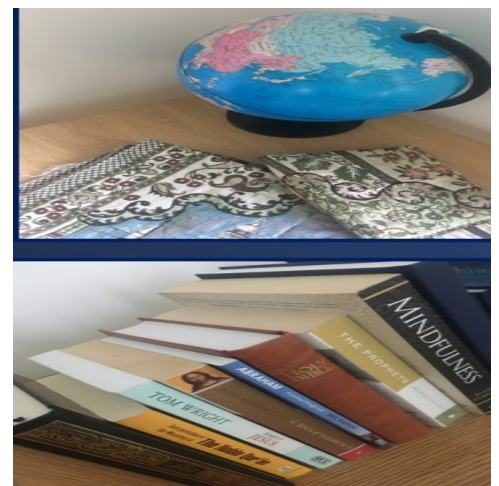
## Whoops, we are not quite there....

We bought some new items, but have had issues with procurement getting them in time.

- We are now buying items for spring and summer – fishing gear, plants and seeds for the polytunnel.

We have cleared out the rooms in the shared space, and they are slowly coming back into use. This includes:

New literature and prayer mats for the contemplation room





We use our local walks to take photos of what is available locally .

Collecting information for the family room.

## Recruitment and Retention

### We intended to.....

Create a leaflet inviting service users to help recruit new staff.

Invite service users to help develop the recruitment process within the Trust.



### Whoops, we are not quite there....

Three service users living in the community are helping develop the Trust recruitment process.

The Psychology department involve service users in recruitment as standard. ....We are working to roll this out to all departments.

Once this has happened we will finish the leaflet.

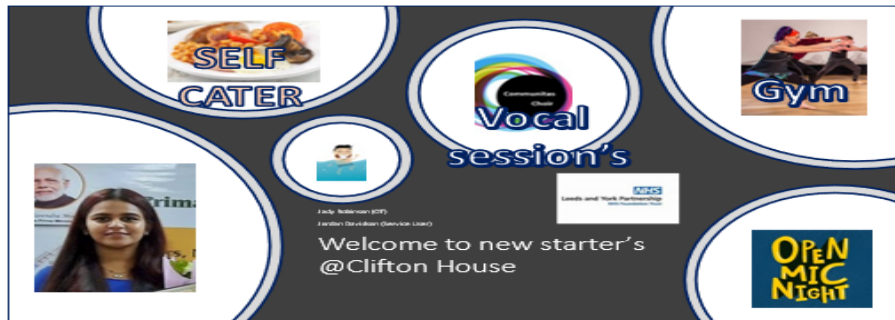
### But we have achieved.....

Letters of appreciation from the Recruitment Department when patients have helped recruit.

Payment and certificates for service users who have helped with interviews.

A patient created a PowerPoint and presented it at the staff Forensic Induction.

# And he.....



Was paid for his contribution

Received a letter of thanks from the Service Manager.

## Other Stuff Happening

We have also.....

# Revamped the ward business cards.

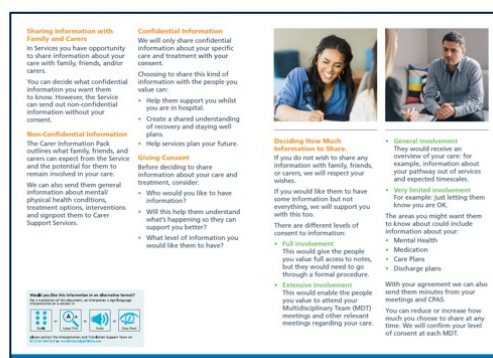
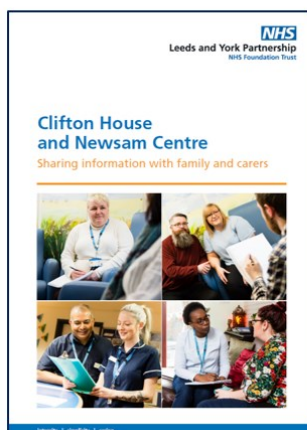
Created a Sharing Information Leaflet.

**NHS**  
Leeds and York Partnership  
NHS Foundation Trust

**Bluebell**  
Clifton House  
Bluebeck Drive  
York  
YO30 5RA

**Reception**  
01904 294 100  
**Bluebell**  
01904 294 107

**The bus:** Outside Museum Gardens. Green Line, number 2 bus  
**York:** Leaves from Museum Gardens  
**Clifton House:** Stops at East Cottages  
**Price:** £2.00 single fare  
**Last bus:** 8.00pm / 6.05pm on Sunday  
**Fleetways Taxi:** 01904 365 365  
**Price:** From town to Clifton House approximately £10.00



Collaboration. Hope. Encouragement. Empowerment. Respect. Support. Fun



**Sharing information with Family and Carers**  
 In Services you have opportunity to share information about your care with family, friends, and/or carers.

You can decide what confidential information you want them to know. However, the Service can send out non-confidential information without your consent.

**Non-Confidential Information**  
 The Carer Information Pack outlines what family, friends, and carers can expect from the Service and the potential for them to remain involved in your care.

We can also send them general information about mental/physical health conditions, treatment options, interventions and signpost them to Carer Support Services.



**Confidential Information**  
 We will only share confidential information about your specific care and treatment with your consent.

Choosing to share this kind of information with the people you value can:

- Help them support you whilst you are in hospital.
- Create a shared understanding of recovery and staying well plans.
- Help services plan your future.

**Giving Consent**  
 Before deciding to share information about your care and treatment, consider:

- Who would you like to have information?
- Will this help them understand what's happening so they can support you better?
- What level of information you would like them to have?

**Deciding How Much Information to Share.**  
 If you do not wish to share any information with family, friends, or carers, we will respect your wishes.

If you would like them to have some information but not everything, we will support you with this too.

There are different levels of consent to information:

- **Full involvement**  
 This would give the people you value full access to notes, but they would need to go through a formal procedure.
- **Extensive involvement**  
 This would enable the people you value to attend your Multidisciplinary Team (MDT) meetings and other relevant meetings regarding your care.
- **General involvement**  
 They would receive an overview of your care: for example, information about your pathway out of services and expected timescales.
- **Very limited involvement**  
 For example: just letting them know you are OK.





The areas you might want them to know about could include information about your:

- Mental Health
- Medication
- Care Plans
- Discharge plans

With your agreement we can also send them minutes from your meetings and CPAS.

You can reduce or increase how much you choose to share at any time. We will confirm your level of consent at each MDT.

**Would you like this information in an alternative format?**  
 For a translation of this document, an interpreter, a sign language interpreter or a screen reader.

Please contact the Interpretation and Translation Support Team on 0113 2517116 or [translation.support@hns.uk](mailto:translation.support@hns.uk)



This helps service users decide how much information they want shared with relatives or friends.

## Ordered new prints for the walls from photos chosen by patients





**Humber Teaching**  
NHS Foundation Trust

Involvement and engagement in the forensic division. Humber Centre, Pineview, South West Lodge and community.

## What's Happening?

- ▶ **SEQUIN Benchmarking-** The secure quality improvement tool.
- ▶ **Meaningful activity**
- ▶ **Recovery college partnership**
- ▶ **Education**
- ▶ **Patients Council**
- ▶ **Dining experience**
- ▶ **Family/ friends and carers**
- ▶ **Story telling with NHS England**
- ▶ **Recruitment workshop**
- ▶ **5 year plan poster winners**

## SEQUIN Benchmarking- 2022/23

Q1-Involvement

Q2-Meaningful activity

Q3-Recruitment.

Q4- Update and action plan reviews and presentation of outcomes.



## Sequin Benchmarking- 2023/24



## Meaningful activity

- Activity coordinators in post on every ward.
- Scoping exercise to identify what is meaningful activity for both services users and staff..
- Vocational activity priority need.
- Review and top up of ward resources.
- Recovery college partnership.

## Recovery college “Freshers Month” and Volunteering/vocational skills fair.

Plans for a Timetable of taster activities will be offered by the recovery college throughout the month of June.



Plans for a Volunteering/vocational skills fair for patients to attend so that they can learn more about volunteering and vocational opportunities that they can access on their leave, which will provide links to the community and transferable skills for when they are released in the future.

# Taster sessions

SESSION/WORKSHOP	DATE	TIME	LOCATION(S)
Easy Tai Chi	05 June 2023 & 19 June 2023	10.30 - 11.30	Humber Centre
Easy Tai Chi	05 June 2023 & 19 June 2023	2pm - 3pm	Pineview
Barriers to Employment	07 June 2023	1 - 3pm	Pineview
Wellbeing Through Creativity	12 June 2023	1.30 - 3pm	Humber Centre
Creative Writing	15 June	1 - 3pm	Humber Centre
Intro to Dragon Project	21 June	1 - 3pm	Humber Centre
Photography	19 June	1.30 - 3pm	Humber Centre
Digital Storytelling	26 June	1.30 - 3pm	Humber Centre
Men' Health	03 July	1 - 3pm	Humber Centre



## Education and Development

- ▶ Education lead and coordinator now in post.
- ▶ Open University courses have started
  - ▶ There has been positive feedback from service users around this:
    - ▶ “Enthusiastic, chatty and friendly”
    - ▶ “Emily has been really supportive. Helped with corrections, will offer guidance and explanations. I am offered weekly sessions which has made the process smooth”

## Speech and Language Therapy Updates

- ▶ New Streamlines has be set up and produced.
- ▶ Joint sensory exploration day
- ▶ A communication and vocational skills group joint with OT has been successfully run across at the low secure unit



## Woodwork



## Occupational Therapy

- ▶ A new Band 5 rotational occupational therapist has joined the team
- ▶ Each ward now has it own dedicated Activity Co-Ordinator
- ▶ A communication and vocational skills group joint with SLT has been successfully run across at the low secure unit
- ▶ New across ward groups have been developed such as Recovery Through Activity, Self Identity Group and Future planning which are all being taken to Clinical Network
- ▶ A Vocational Hub is being jointly developed with Education and Development Tutor





**Our Voice**

**Patient Council Terms Of Reference** NHS Humber Teaching NHS Foundation Trust

**What is our purpose?**  
To meet the needs of the patients.  
To gain patient support from staff.  
Build better relationships between patients and staff.

**How often do meetings take place?**  
Every 2nd weds of the month 10:30am—12:30pm.  
Snacks will be provided.

**Who can attend?**  
Everyone can attend! We aim to have a representative from all wards for both patients and staff. We also invite advocacy and members of the management team to attend.

**What are my responsibilities?**  
It is the staffs responsibility to aid and support the patient council.  
It is the patients responsibility to attend the meetings and voice the opinions of everyone on the wards.  
Everyone must work together to achieve the best outcome.

**How will we know things are changing?**  
Improvements will be made over the space of time if we make ourselves heard.  
A monthly 'You Said We Did' action tracker to be provided to all wards

**Our mission statement is:**  
**Actions Speak Louder Than Words!**



## Patients Council

# The Dining Experience.



Highlighted as a patient council priority.



Taster sessions



Themed days



Environment changes/new tables/ chairs/ [table cloths](#)/ [music](#).



Staff eating with service users.

## Family/ friends and carer engagement.

- ▶ Friends and family open days.
- ▶ Independent chair for possible future family/ friends/ carer group.
- ▶ Staff training- Family inclusive care coordination training- 26 staff trained in Dec and January.
- ▶ Train the trainers day for 10 staff planned for May 25<sup>th</sup>.



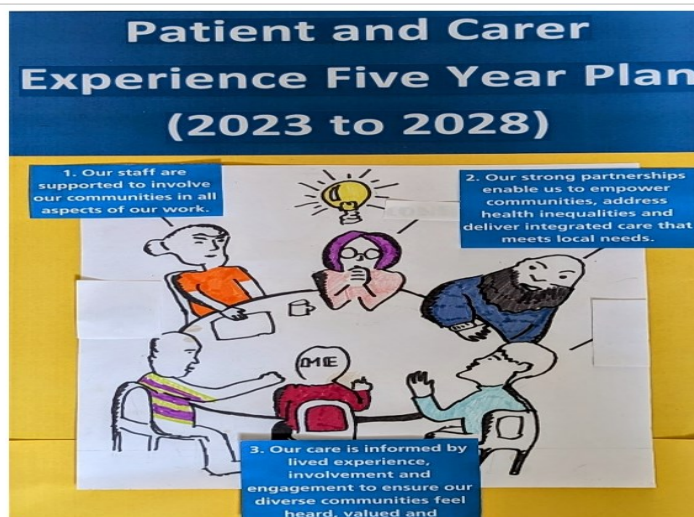
# Story telling with NHSE

A Patient and 2 staff members from Southwest lodge have shared their story and made a video with the support of the HOPE platform for NHS England to share and discuss at a national level.

The Video made is planned to be shared with the patient council.

## Recruitment workshop

- ▶ 5 service users and staff are supporting a recruitment workshop in Wakefield on March 30<sup>th</sup> for the Yorkshire and Humber involvement team.



PACE 5-year plan poster winners.



# Stockton Hall Action Planning

## RECRUITMENT SEQUIN TOOL



PRIORY

*WE WILL INTRODUCE A RECOVERY COLLEGE COURSE FOR SERVICE USERS TO ACCESS BASED AROUND RECRUITMENT TRAINING*



PRIORY

*SERVICE USERS ARE CURRENTLY INVOLVED IN A MONTHLY MEET & GREET WITH NEW STARTERS AT STOCKTON HALL SO THEY CAN LEARN ABOUT WHO EACH OTHER ARE.*





**PRIORY**

**SERVICE USERS WILL BE INVITED TO TAKE PART IN PROFESSIONAL INTERVIEWS.**

**REACH**  
Recovery College

A postcard with a dark green background and a grassy foreground. The number '3' is rendered in a large, textured font with orange and blue colors. The text is in white, bold, italicized font. The PRIORY logo is in the top left, and the REACH logo is in the bottom right.

**PRIORY**

**SERVICE USERS TO BE INVOLVED IN THE INDUCTION TRAINING TO DELIVER A PRESENTATION ON INVOLVEMENT ONCE A MONTH**

**REACH**  
Recovery College

A postcard with a dark green background and a grassy foreground. The number '4' is rendered in a large, textured font with yellow and red colors. The text is in white, bold, italicized font. The PRIORY logo is in the top left, and the REACH logo is in the bottom right.

**PRIORY**

**THOSE WHO TAKE PART WILL RECEIVE A LETTER OF ACHIEVEMENT FROM THE PRIORY AS WELL AS A MENTION IN OUR LOCAL NEWSLETTER**

**REACH**  
Recovery College

A postcard with a dark green background and a grassy foreground. The number '5' is rendered in a large, textured font with light blue and dark blue colors. The text is in white, bold, italicized font. The PRIORY logo is in the top left, and the REACH logo is in the bottom right.

# Access Assessment—service user feedback



## Access Assessment Service User Feedback Form

You were recently involved in an Access Assessment meeting to help decide on what help you may need and which service is best to provide this. We would very much appreciate some feedback about how well we did by answering the questions below. Your answers will remain confidential but are extremely important to us.

Thanks for the feedback. I've amended the first question as recommended.

1. Did you receive information about the time, date and what to expect about the meeting from us?

This question is in 2 parts so would be better seperated out – date/time for one question and then what to expect for the second question

Yes No

2. The team listened to my views and opinions during the meeting?



3. I was treated with respect during the meeting?



4. Have you been informed of the outcome or recommendations of the meeting?

Yes No

Feedback on the original option presented

The leaflet we send out explains how service users can receive feedback, so hopefully this covers that query and the feedback form will be sent out within a fortnight of the outcome of the meeting being made, so shortly after the meeting rather than months later.

Feedback suggested having some information about the ways that you could receive information about the outcome or recommendations and is there any options about this?

Service users on the call queried how long after the assessment happened would they be asked these questions so they could remember how to answer and also whether their answers could be altered depending on the outcome and if it was positive or not.

5. Overall, how satisfied were you with the Access Assessment experience?

In terms of being able to change any negative feedback, I'll look into if we can format the form so that the answers cannot be altered once submitted but please reassure people that SPA welcomes all feedback, whether good or bad and we are impartial as the form relates to the providers during the meeting rather than the SPA itself.

Thank you for taking the time to complete this feedback form. Your experience will help us improve the quality of care we provide in the future.



## Access Assessment Service User Feedback Form

You were recently involved in an Access Assessment meeting to help decide on what help you may need and which service is best to provide this.

We would very much appreciate some feedback about how well we did by answering the questions below. Your answers will remain confidential but are extremely important to us.

Amended Questionnaire

1. Did you receive information about:

- a) the time and date of the meeting Yes No
b) a leaflet explaining what to expect about the meeting? Yes No

2. The team listened to my views and opinions during the meeting?



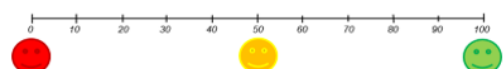
3. I was treated with respect during the meeting?



4. Have you been informed of the outcome or recommendations of the meeting?

Yes No

5. Overall, how satisfied were you with the Access Assessment experience?



Can you tell us why you gave this score?

6. How can we improve the Access Assessment process?



7. Any other comments?



"I am happy to attend the next forum if service users wish to ask any further questions about SPA" Claire Moyser

Thank you for taking the time to complete this feedback form. Your experience will help us improve the quality of care we provide in the future.



# Humber North Yorkshire PC Update



**Humber Teaching**  
NHS Foundation Trust



Humber and North Yorkshire  
Specialised Mental Health, Learning Disability and Autism  
Provider Collaborative

Presentation to the Yorkshire and Humber Involvement  
Network – 26 April 2023  
Gareth Flanders – Assistant Clinical & Quality Director  
Steve Shaw – Head of Adult Secure Planning

## What have we been up to? And what are we planning to do?

Future proofing our  
services – Bed Modelling

Learning lessons  
from national  
reports

Single Point Of Access (SPA)  
Inpatient and Community

Reviewing all pathways

Increased case  
management staff

Appointment  
of head of  
lived  
experience  
and  
involvement



Humber and North Yorkshire  
Specialised Mental Health, Learning Disability and Autism  
Provider Collaborative

Enhancing lessons  
learnt from  
incidents

Appointment  
of the Clinical  
Lead for Adult  
Secure

Learning Disability  
Forensic Outreach  
Service Pilot

Involvement team –  
coming under our  
wings

Unit Quality  
reviews



## Involvement Update...



- Roadshows are complete in HNY – still doing the rounds in Y&H
  - Feedback and findings at the next Y&H Network meeting in July (change of date)
- 2 Involvement and Engagement Coordinator Roles
  - Adult secure
  - CAMHS & Adult Eating Disorder
- Holly taking over from Jo as the Network Lead for HNY
- Jo is seconded in to a new role working in HNY with CPaQT as Lived Experience Lead for the next 12 months



## Next Steps...



- Humber North Yorkshire Provider Collaborative are welcome to join us at our next 'Big Event' on **June 6th**, all will be revealed soon!
- Meet back for this event on the **18<sup>th</sup> October 2023**
  - We are starting to meet face to face again
  - What do we think about this?
  - Do we want to do face to face on the 18<sup>th</sup> October?
    - If so – where?
- Meetings currently every 6 months
  - Is this right for you?
  - Would you prefer it more often?
  - Face to face or virtual?



# Humber North Yorkshire **SeQuIn** Tool Summary- **Meaningful Activity**

- All services submitted meaningful activity data in Q2
- The Humber Centre and Clifton House have also submitted evidence and action plans
- The Humber Centre had 8 amber scores out of a possible 12, raising concern
- In HNY five standards scored 2.6/5 on average, highlighting room for significant improvement for meaningful activity
- There is an opportunity to work as a region on improving experience of meaningful activity and reduction in variation of offer and address potential inequality
- Services will be asked to discuss progress against actions identified in Q4 as a presentation to the HNY Virtual Event to be held in April

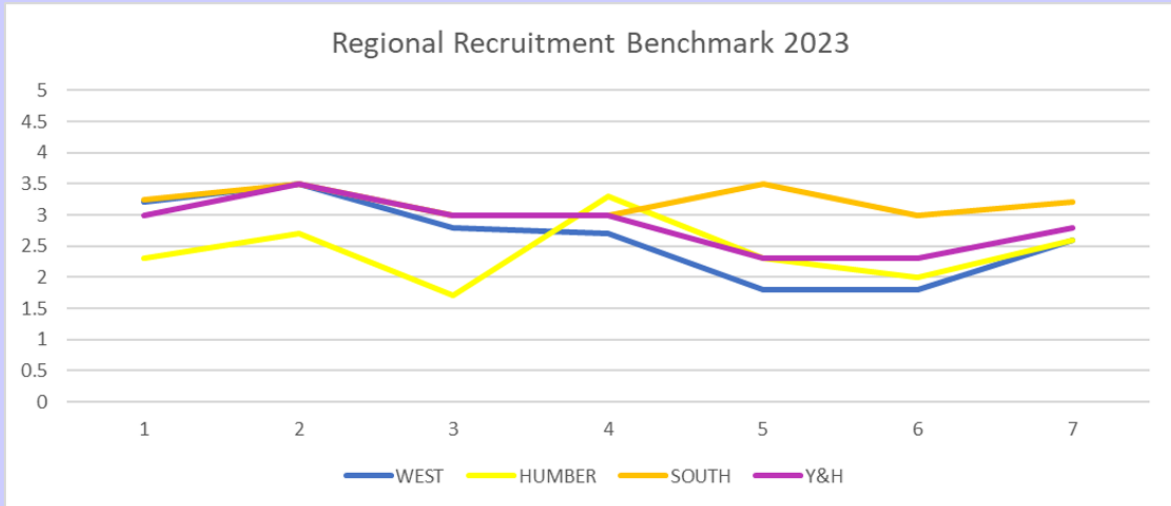
## Humber North Yorkshire **SeQuIn** Tool Summary- How does the data help?

### Meaningful Activity

- Escalated as an issue to the Adult Secure Inpatient Workstream
- Communications sent out to community meetings
- Action Planning here to see if there's a need to address across the PC

	MEANINGFUL ACTIVITY STANDARDS	Humber Centre	Clifton House	Stockton Hall
1	There are lots of different ward-based activities and resources available for service users to choose from that are pathway stage appropriate (medium/low/rehab)	2	3	3
2	There are a range of modern resources for entertainment that are service user defined and pathway stage appropriate	2	3	3
3	Vocational skills and opportunities to build skills are encouraged and promoted to service users	2	3	4
4	Everyone has an individual meaningful activity plan that has opportunity for social activities, hobbies, and interests	2	3	3
5	There is a good balance between on and off ward activities (where possible)	4	2	4
6	Service users have a variety of opportunities to plan their time	3	4	5
7	Service users have a voice in how activity budgets are spent	2	4	4
8	Service users can do activities with family and friends in the hospital or community	2	4	4
9	Activities and therapy are planned over seven days and not limited to normal working hours	2	3	3
10	There are activities designed and planned around transition to make moving on smoother	3	3	3
11	There are wide variety of technology activities available including online safety	2	4	4
12	There are activities that take place that meet cultural, spiritual, religious and well-being needs	1	3	4
	<b>Service Average</b>	<b>2.3</b>	<b>3.3</b>	<b>3.7</b>

# Humber North Yorkshire SeQuIn Tool Summary- Recruitment



Covid and restrictions are still playing a part in limiting how services may be involved in recruitment, there is, however, opportunity for creativity

- Recruitment and retention are a risk across health generally, which has again impacted meeting of these standards





# Feedback Form



If you would like to answer any of the questions asked in this newsletter or provide any feedback then please contact us through the Network email, contact us through our website or ask a member of staff to email us your responses! We can also pass on queries directly to the Humber Coast and Vale Provider Collaborative too.

[www.yorkshireandhumberinvolvementnetwork.nhs.uk](http://www.yorkshireandhumberinvolvementnetwork.nhs.uk)

What has gone well today and why?

What could have gone better and why?

Get in touch with us on: [hnf-tr.involvement.network@nhs.net](mailto:hnf-tr.involvement.network@nhs.net)

What would you like to hear about in the future?

Have you enjoyed it today and will you come again?

Thank you for your feedback as it is really useful in helping us improve





Thanks everyone—we are (in order) Jo, Charlotte and Holly from the Involvement Network Team, and Gareth and Steve from Humber North Yorkshire Provider Collaborative Planning and Quality Team (CPaQT)



Come along and find out what is happening in your area, help us plan for the future and have your say!

SEE YOU SOON!



TEAMWORK

Contact Holly, Charlotte or Jo for more information:  
Hnf-tr.involvement.network@nhs.net [www.yorkshireandhumberinvolvementnetwork.nhs.uk](http://www.yorkshireandhumberinvolvementnetwork.nhs.uk)

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