

Patient and Carer Experience and Involvement Strategy

Year 3 review - April 2022 - April 2023



Together

3 years on...

As highlighted in our [Patient and Carer Experience and Involvement Strategy](#) we've continued to encourage people with lived experience to get involved.

Looking through this bulletin you can see the great variety of projects which people have been involved in; from working on a project to see if larger labels can be put on medication bottles, through to giving first hand views about our inpatient areas across the Trust as part of the Patient Led Assessment of the Clinical Environment (PLACE) assessments team.

People tell us that there's so many positive reasons for getting involved. These include learning new skills and feeling valued for using existing skills, the opportunity to meet and work alongside new people, an opportunity to find out

more about what our Trust does and feeling good because people truly help to make a difference. It's so rewarding when people feel a sense of achievement and empowerment!

We'd like to say a big thank you as always to our fabulous, hardworking service users, carers and staff members who really value the opportunity to work together. By working TOGETHER we can ensure that our future services are safe and provide good outcomes and positive experiences to enable people to live meaningful lives.

Thank you for all for your continued support .

Louisa Weeks
Patient and Carer Experience
and Involvement Lead

The Service User Network

Our Service User Network (SUN) is a group of people with lived experience as service users or carers, and has continued to develop and become more diverse.

We welcomed Usmaan Khan as the new co-chair of SUN along with Tessa Francis. Both have lots of ideas about developing the SUN – exciting times!

The SUN continued to meet each month, either online or in person at community venues across Leeds. There have been a mix of speakers at each meeting to talk with members about projects such as:

- LYPFT's long term care plans
- The mental capacity act
- Sexual safety
- The Trust becoming smoke free
- Planning for discharge from services
- Faith room provision in our inpatient units

There were also 'SUN Spotlights' for more in depth discussions about particular topics:

- LYPFT's Trauma informed care training for staff
- The Leeds Care Record
- The Mental Health Act proposed changes to the code of practice

SUN members get involved in all sorts of projects. Colleagues from across the Trust have worked successfully with SUN members on projects such as:

- West Yorkshire PICU redesign,
- Reducing restrictive practice
- Smoke free LYPFT

This year:

- **36** people took part in SUN projects and activities.
- **27** people supported staff recruitment in interviews or as part of panel discussions.
- Over **30** inpatients got involved through completing surveys or attending online SUN meetings. One inpatient has become an active member of two project groups which meet online.

Jackie says "I find SUN organised and supportive"

Mark says "I have found SUN meetings helpful as a source of information about things. One thing I became involved in, initially through SUN, is a reference group for a piece of research being carried out by Hilary Lewis, an NIHR researcher at Leeds University".

Ali says "As a member of SUN, I have learnt about new projects, developments, and plans, with chances of involvement. These can be in different ways that are supportive and inclusive".

LYPFT staff join SUN meetings to keep informed about ideas and initiatives and connect SUN members with their work. Colleagues from the Help from Experts by Experience for Researchers (HEER) group, the Freedom to Speak Up Guardian and the Learning Disability Involvement group often attend.



SUN
SERVICE USER NETWORK

Co designing and co delivering learning and practice development.

Lived experience partners have worked with the Patient and Carer Experience Team and other colleagues to co design and co deliver learning and practice development workshops.

Health Support Worker Induction programme

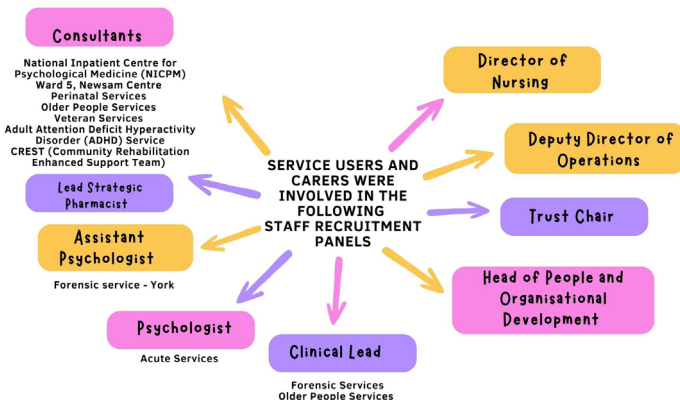
Alan Crump, Practice Development Lead for Healthcare Support Workers asked the Patient and Carer Experience Team to develop workshops as part of the induction programme for new healthcare support workers. Co designing and co delivering with lived experience partners, we now regularly deliver two workshops:

- A carer awareness workshop to explore the importance of involving carers in the care of our service users.
- A workshop exploring what it can feel like as a service user being supported by LYPFT.

Using your lived experience and getting involved

This co-produced and co-facilitated course runs as part of the Leeds Recovery College programme. The session includes topics to show how people with lived experiences of mental health services are speaking up to influence and inform service development. It helps people to get involved in ways which will suit their strengths or interests and improve their well-being.

SUN members often support staff recruitment by joining interview panels or stakeholder panels for a wide range of roles at LYPFT.



Being a member of the SUN

“My name is Carole. I am a member of the SUN group and have lived experience of Trauma. My passion is that I want people to become Trauma aware and informed and that we then have Trauma recovery.

The SUN introduced me to Hayley Lyons, Forensic Psychologist at the Newsam Centre. Hayley delivers the introductory training on Trauma awareness for LYFPT. I had the opportunity to attend two of the training sessions and have a try at co facilitating. I also recommended resources to add to the course. Hayley introduced me to the West Yorkshire Adversity, Trauma and Resilience group which now has 500 members. Through that group I attended a conference on co production.

I have had the opportunity to join various groups and listen to visiting speakers. I have new projects for involvement in the future around my interest in Trauma and coproduction. I have had an interesting and productive time this year with SUN”.




Board stories

At each public meeting of LYPFT's board of directors, people with lived experience of our mental health or learning disability services share their experiences with our senior leaders.

- A service user of the **Northern Gambling Service** described the support she received and the difference it had made to her life
- A service user and a carer shared how they co designed information using their lived experience to support the **reset of pharmacy services** after the pandemic
- Trust colleagues shared the changes made to **recording and monitoring depot injections** for community patients
- Two service users talked about their involvement in visits to hospital sites as part of the **Patient Led Assessment of the Clinical Environment** programme
- One of the peer involvement workers from learning disability services showed the film made to encourage pharmacists to print **bigger better labels on prescribed medication**
- A service user talked about their experiences of being part of the **redesign of West Yorkshire Psychiatric Intensive Care Services**

Andrew says "I did a presentation to the board about how we could improve and promote the role of pharmacy before, during and after admission for a service user and in some cases the carers of service users. It made me feel proud that, as a carer I had a voice and an opinion that would be taken seriously and in the knowledge that certain ideas and suggestions would be implemented and rolled out across the service".

Usmaan says "Taking part in a board story meant that I met some of the directors. I hope to work and collaborate with them in the future".



Faith Rooms at LYPFT hospital sites

The Patient and Carer Experience Team worked with Sam Cowling Green from the Chaplaincy service to ask service users, relatives, carers and staff for their views about faith rooms at our hospital sites.

Sam designed an online survey, workshops and open days at the Becklin Centre faith room which gave lots of ideas and opinions.

One theme ran throughout: the faith rooms are a significant resource to the Trust. They have the potential to be an 'oasis' for service users, staff, and carers during sometimes shattering life experiences. This is true for people who want to practice their religion, or have space to be still and reflect. Everyone believed in the value of the rooms. Improving the use of the rooms has the potential to make a meaningful contribution to the Trust, and how important it will be to co-produce the chaplaincy service with service users, relatives, and staff.

The findings will be used to develop faith room provision at all our Trust sites in the future.

Featured projects

Patient Led Assessments of the Clinical Environment - PLACE

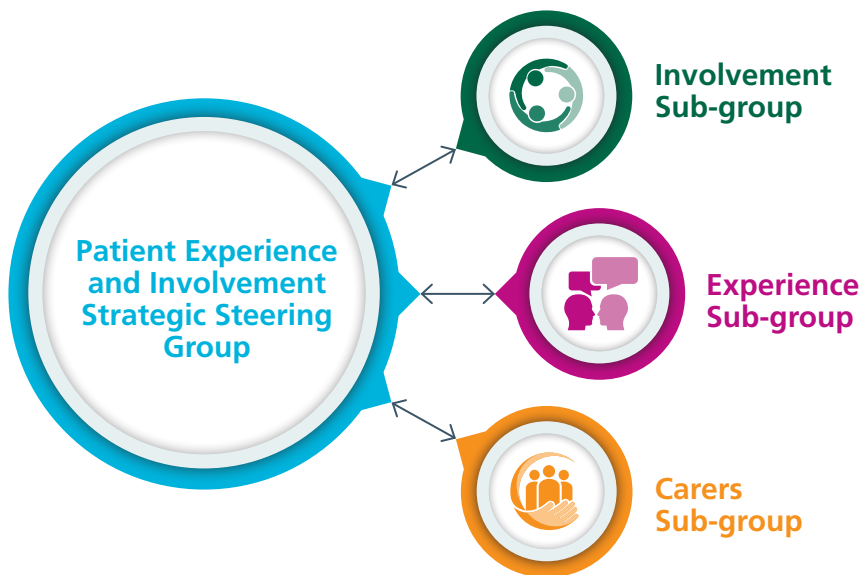
In Autumn 2022 lived experience partners acted as assessors for PLACE visits. They were supported by the Estates team to visit 8 of our inpatient sites to help assess each site in line with the NHS England PLACE visit template.

Each site visit began with a team manager describing the service and the needs of service users supported there. The assessors were shown the facilities and activities available, the outside space and sampled the food on offer on the day of the visit.

Estates staff were really interested in what the assessors had to say who were genuinely encouraged to give their honest opinions. Their views were included in the report and recommendations for each site.

Strategic Subgroup Updates

We ran three strategic subgroups which oversee the work of the Patient and Carer Experience Team. Each subgroup is co-chaired by a lived experience partner and a senior leader, and set their own priorities.



Carers Strategic subgroup

Triangle of Care

We were awarded '2 star' accreditation to the Triangle of Care in July 2022 by The Carers Trust. LYTPFT is one of only 14 Mental Health NHS Trusts recognised as achieving this award.

2 star accreditation acknowledges that we have plans in place to ensure that carers feel fully involved and supported.

This work is a Trust priority so that staff members know about the 6 standards of the Triangle of Care. It then becomes part of everyone's everyday business to involve the relatives and carers in the care we provide to our service users.

Establishing a Carer network

This year we have linked with existing carer support groups. It's been good to hear that several service specific carer support groups have started again this year providing peer support, education and opportunities to feedback to that service. We continue to work with Carers Leeds and Leeds Young Carers Support Service. We are also members of the Leeds Carers Partnership, linking with other NHS providers, local authority and third sector organisations providing support to carers.

Learning from Carer Experiences

It's important that we learn from carers about their experiences of our services. Carers can complete the 'Have Your Say' questionnaire, but we've also trialled a 'Carers Reported Experience Measure' with some services in the Trust. Carer experiences from peer reviews, serious incident investigations, partner organisations and interviews with carers provides valuable feedback, and we will be exploring how this can be more widely shared and used for learning across the Trust.

Sharing carer experiences across the Trust

We ensure that carers experiences are heard at meetings across the Trust, such as the Patient Experience and Involvement Strategic Steering Group, Clinical Governance groups, and the Triangle of Care carer champion group.

Experience Strategic Subgroup

Have Your Say

More people have used 'Have Your Say' to give feedback this year, with over 100 responses per month. The Gender Identity service and Chronic Fatigue service were very successful in receiving responses helped by providing the survey after Attend Anywhere appointments. The teams in the Connect Eating Disorders service worked hard and encouraged significant numbers of in-patients to give their feedback using postcards and on-line feedback.

Improving communication and reducing repetition

Although, we did not make as much progress as we would have liked we will continue to work on this important priority.

Improving the experiences of discharge from our services

In January 2023, the Service User Network held a discussion about what helps successful discharge from our services. Important issues such as involving patients, their family and carers as soon as possible, having emergency contact numbers, feeling safe on discharge and having staged discharge arrangements were raised. The Patient and Carer Experience Team will be linking with Quality Improvement colleagues to support future projects about discharge to ensure they include learning from lived experience.

Involvement Strategic Subgroup

Interview skills training

Many people with lived experience take part in interviews with staff, but for several years people have asked for some training about what to expect and what to do. People with lived experience and staff from Leeds Recovery College, Touchstone and LYPFT's rehab and recovery service worked together to identify relevant issues, key topics to include and the aims and outcomes of the course. We hope the course can be trialled in Autumn 2023. Paul says..." I'm helping to co design this course, it will help give an opportunity to influence who gets a job and work alongside staff".

Increasing the diversity of people involved

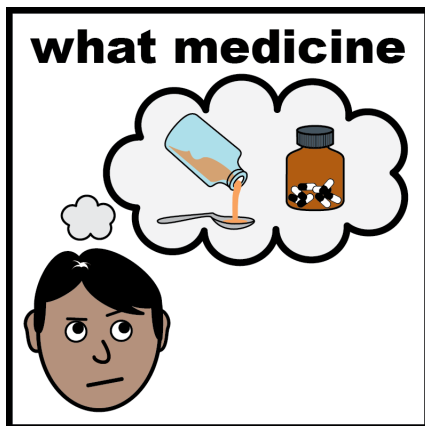
We want to increase the diversity of the people who get involved in our work. We've worked with colleagues and lived experience partners to begin making links and building relationships to encourage more people to bring their unique experience and insight to our work. We will continue to build on what we have done this year in the future.

Community Mental Health Transformation (CMHT) in Leeds

The Patient and Carer Experience Team has been an active member of the CMHT involvement and engagement group and supported two workshops with SUN members. One workshop involved mapping existing skills, knowledge and contacts in local communities and the third sector. The second workshop helped to prioritise next steps for the Transformation project.

Bigger, better labels

This co-designed project began when people with learning disabilities asked for medication labels and information that better met their needs and improved patient safety. A focus group with Advonet's 'Asking You' group for people with learning disabilities took place, where a group member said:



“You go to the chemist, sometimes you don't know what tablets you're taking. Put the name of the tablets in big letters so I know what tablets I'm taking.”

This important project continues to develop. The Learning Disability Involvement Team and the Patient and Carer Experience Team have been co-designing and co-facilitating workshops to test medication labels that are currently available. They have also made a film about this issue.

https://youtu.be/h5L_kiS7L50

The film shows that that medication could have bigger, better labels and be more accessible for people with learning disabilities. The film has been shown to the Learning Disability Clinical Governance meetings, the Trust Medicine Optimisation meeting and the LYPFT board

of directors. The Trust board applauded the project's commitment to co-producing the project with service users. They suggested sharing the film through regional links at West Yorkshire Integrated Care Board and nationally through contacts at NHS England.

We also got support from the Health Equity Fellowship with the West Yorkshire Integrated Care System. This helped us to get mentoring support and make contacts in the region to help share our findings.

We know it takes time for change but we hope that next year's update will show progress of our work in the Trust and perhaps further afield too. Watch this space!

Give us your feedback

After the initial launch of 'Have Your Say', we wanted to encourage more teams and services to start receiving feedback. This year we've been supporting inpatient wards at the Becklin and Newsam centres to work out the best ways for each ward to increase the amount of feedback they receive.



Zoe Turner joined the Patient and Carer Experience Team and worked with a range of inpatient staff and managers. The amount of feedback received is slowly increasing month by month, and Zoe has developed a biweekly 'Have your Say' drop-in session at the Becklin Centre supported by the volunteer service which will be starting in June 2023.

Supporting other teams and colleagues in LYPFT

- Supporting lived experience partners to join expert by experience reference groups for the West Yorkshire Psychiatric Intensive Care Unit (PICU) redesign project and LYPFT's work on reducing restrictive practice.
- Regular meet ups with colleagues from the Patient Advice and Liaison Service (PALS), complaints and Safeguarding teams to identify and respond to emerging themes .
- Bringing the lived experiences of inpatients to LYPFT's 'Smoke Free Trust' initiative.
- Supporting lived experience partners at an Estates and Facilities Team away day as they shared their views on the impact of hospital environments on well being and recovery.
- Ensuring lived experience is included in LYPFT's work on sexual safety.
- Including information about the value of learning from lived experience in the Trust's Unified Clinical Governance handbook.



Raising the profile of carers

- Ensuring carer awareness workshops are part of learning for preceptors and other new staff.
- Working with the Safeguarding team to highlight the role young carers may take in the lives of our service users.
- Encouraging the completion of the online 'Carer Awareness and the Triangle of Care' practice development module by all staff, including Bank staff.
- Continuing to support the Trust wide network of carer champions and carer champion groups in learning disability services and acute inpatient services.



Speak to the Patient Experience Team to find out more and get involved



Louisa
Team Lead



Rachel
Carer
Coordinator



Helen
Experience
Coordinator



Vanessa
Administrator

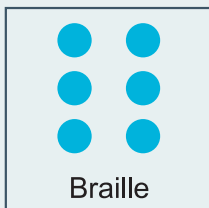
If you would like to get involved in future work with our Trust, please contact the **Patient Experience Team**.

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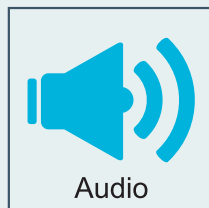
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