

Peer Support Fife

presented

Mary O'Hagan

New Zealand Wellbeing Consultant,
a leading international expert and
original thinker in the field of
mental health recovery based services

★ an initiator of the
service user
movement in NZ in
the late 1980's

★ the first chair of
the World Network of
Users and Survivors
of Psychiatry 1991-95

“having a voice
and
making a difference”

a **workshop** on mental health user/carers involvement

Friday **14** May 2010

9.15am – 12.30pm

Cupar Old Parish Centre
Short Lane, **Cupar**
Fife, KY15 5EQ



peersupportfife.org.uk



AWARDS
FOR ALL
SCOTLAND

LOTTERY FUNDED

HAVING A VOICE AND MAKING A DIFFERENCE
Creating an action plan for developing user involvement

AGENDA

9.00 - 9.15	Registration and Refreshments
9.15 - 9.30	Welcome, introductions and purpose of the workshop
9.30 – 10.00	Interactive talk: User involvement background. <ul style="list-style-type: none"> • What do we mean by user involvement? • What is the history of user involvement? • Why does it need to happen?
10.00 – 10.30	Brainstorm: Mapping user involvement. <ul style="list-style-type: none"> • Where is it happening? • Where is it not happening? • Where does user involvement most urgently need to happen?
10.30 – 10.45	Break
10.45 – 11.15	Small groups: Towards an action plan for user involvement (one small group for each of the types of user involvement identified that needs to happen). <ul style="list-style-type: none"> • What has stopped this type of user involvement from developing in the past? • What levers could help this type of user involvement developing in the future? • What do we need to do to ensure it happens?
11.15 – 12.00	Discussion: <ul style="list-style-type: none"> • Reports from small groups • Decisions on next steps
12.00	Lunch and farewell

Introduction

Peer Support Fife received funding from Awards for All which included the promotion of service user and carer involvement in mental health planning and provision. To further this aim the committee decided to invite **Mary O'Hagan**, international consultant and recovered service user, to facilitate a workshop on this topic. Mary was in the UK prior to attending the **IIMHL** (international initiative for mental health leadership) in Ireland. It was an opportunity to secure the expertise of a mental health activist who had worked since the 1980's in **New Zealand** to influence and change mental health services there.

More than 40 participants attended the workshop, including friends from **Fife** and the **Dundee, Perth** and **Falkirk** areas, many of them mental health service users or carers. The theme was '*Having a Voice and Making a Difference*' and the objective was to create an action plan for developing service user and carer involvement. Mary spoke of her own experiences in the user involvement movement, the **challenges** and **opportunities**. There were small group activities where people joined with others from their locality to discuss their situation, the barriers and levers that might help move on the user involvement agenda.

"Far too much hooey and not enough dooey!" Mary O'Hagan

Group A

- Info pack for users
- Develop partnerships
- Educate ourselves
- Map different groups
- User involvement in day hospital
- Relate user experience to staff (ICP)

Group B

- Improve accessibility to services
- Continuity of leadership
- Education of public eg schools
- Ask users what they want repeatedly
- Info for people with limited literacy

Group C

- Updated info in acute ward
- Visit ward more often (two weekly)
- Info & preparation for people leaving hospital
- Circulate newsletter more widely
- More talking therapy
- Social hub
- More people take responsibility
- Continue recovery training for nurses
- Continue community arts project – involve whole community

Group D

- Central meeting
- One voice
- Phone line
- Identify needs / recruit users

Group E

- Funding for focus group
- Users to attend meetings
- Newsletter
- Staff involvement champion
- Agenda for focus group
- Service users in staff meetings
- Find alternatives for service user involvement