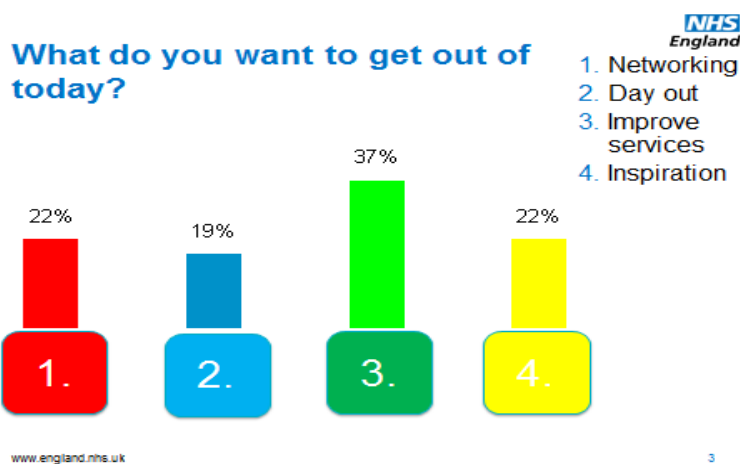


1. Introduction and Overview of the day

Recovery and Outcome Groups are a network of nine regional groups that meet across England, organised and facilitated by Rethink Mental Illness. Each region meets quarterly to bring together service users, staff and commissioners to share best practice and improve the recovery focus of secure mental health services. The National Recovery and Outcomes Conference is the flagship event that brings the regions together to feed into nationally significant work. This is genuine involvement in action!

Olivia Butterworth and Ian Callaghan opened the day. You will all remember Olivia's dress! Olivia and Ian ran through the housekeeping for the day and tested out the clika pads with some early voting. The slide below shows what people wanted to get out of the day and it was heartening to see the many people wanted to improve services.

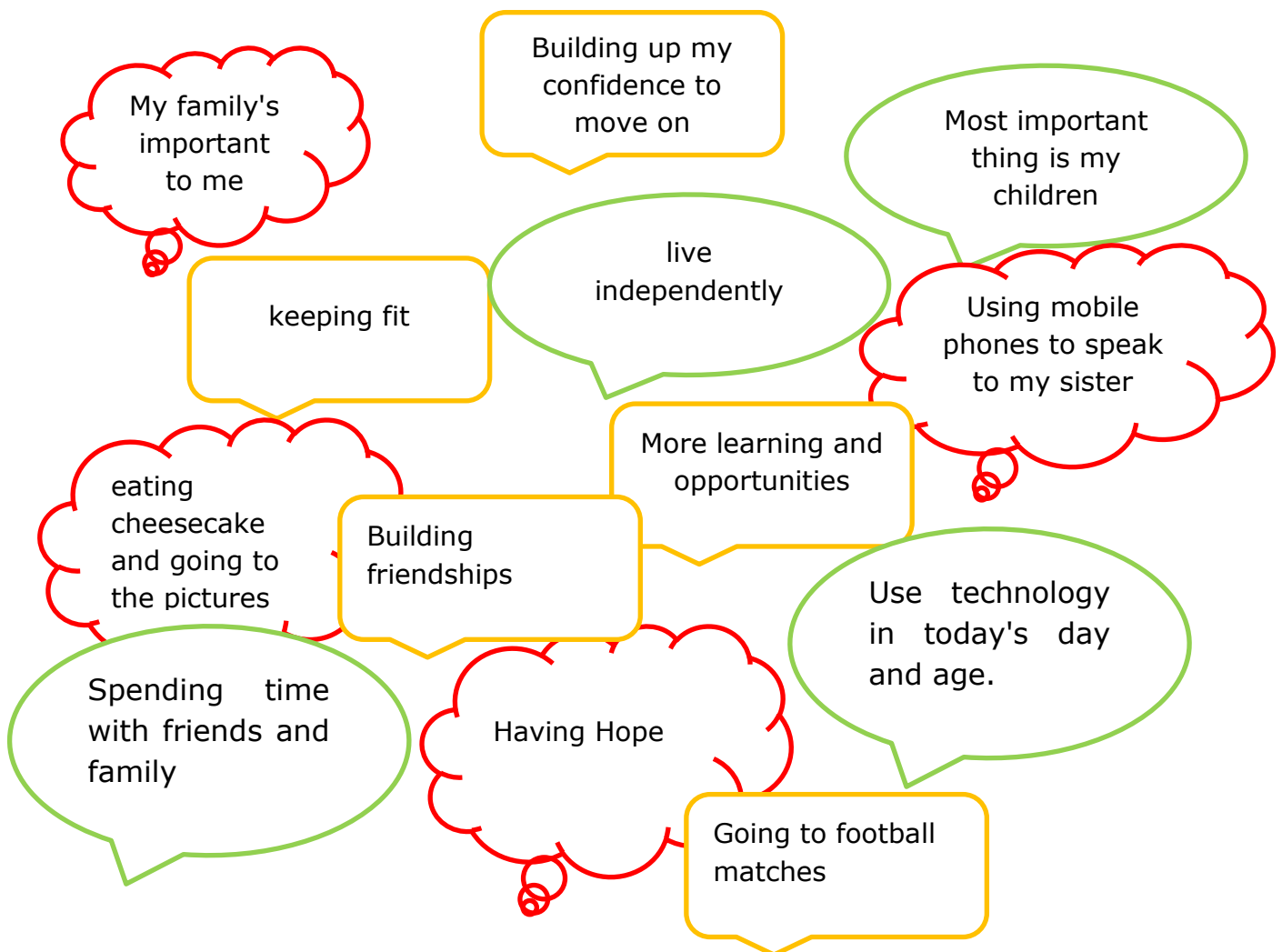


This was the 4th National Recovery and Outcomes Conference and over 400 people attended including around 200 people who are presently in secure services. There were also a number of carers attending this year which added to the discussions. The main objectives of the conference is to improve secured services, to increase recovery focus and help everybody to set their own outcome and goals. Over the last few years the conference has focussed on feeding into programmes being developed by commissioners. This year we wanted to ensure the focus was clearly on people with lived experience and what was important to them. The theme of the day **“it’s about me”** was the start of a conversation and the development of a **‘HOPE Charter’** (read later how the name was developed and voted on) and this work will continue to be developed in the regional Recovery and Outcome Groups.

2. First interactive session – “It’s about me” – what is important to you?

People were encouraged to write on the big speech bubbles the things that were important for them. Once people had written on their speech bubbles people were invited onto the stage to share their statements. We were overwhelmed by the number of people who wanted to share their statements. This really set the scene for the day and was the start of the development for the ‘HOPE Charter’ which it has come to be called.

Below are some examples of the things which are really important to people.



3. A few words from.....

A few words from...

Philippa Lowe,
Chair,
Rethink Mental Illness



Philippa started by saying how proud she was that Rethink is involved in this absolutely amazing event. She also highlighted that this was a very collaborative affair, working with Elysium who very kindly supported the event and so many people from the NHS. But most important of all, all of you people who have come from secure care. “This is really what you call co-production”.

Philippa went on to share her experiences as a carer of a son who has been affected by mental health for over 21 years. She shared her experiences both good and bad of mental health services. Philippa also shared that she had 36 years’ experience of working in prisons as a psychologist.

Philippa told people about two of her concerns. “One is about physical health. Physical health in mental health and the way that physical illness leads to mental illness and vice versa. Mental illness does lead to physical problems and the two things ought to be taken side by side right from the beginning of the illness, and not looked at as a separate aspect of a person so Rethink is very keen on that and so am I”.

Her other interest, was around in the carers of people with mental illness and the support of carers. Philippa went on to say that she was really looking forward to the day, and especially to the development of a recovery Charter.

A few words from...

Joy Chamberlain,
CEO,
Elysium Healthcare



Joy started by saying what a fantastic event it was and what was absolutely wonderful was the high number of service users attending. Sharing that it one of her favourite events of the year. Joy told the room that the best part of her job was spending time with people and hearing what it's like to be a service user. “In reality we can't get better

care unless you actually tell us, so these sorts of events are brilliant". Joy went on to reflect on the good recovery that has been achieved in the last few years and how much has been learnt but how much there was still to learn. "My big buzz word at the moment is hope. I think any organisation working in the mental health sector is working with hope..... Have a great day".

A few words from Jacquie Dyer

"I have been coming to the recovery and outcomes conference for the past three years. I just found it such a source of inspiration. It's not the conference in itself; it's actually the people that are in the room. When we join together as teams right across the country to work together to make improvements to a system that's not been at its best for many decades but the user involvement and the lived experience voice being at the centre and influencing change and influencing improvements, we can already see the harnessing of that energy is taking us in the right direction".

4. Music by the fantastic singer and song writer Hannah Moore

Hannah is Service User Lead for the East of England Recovery and Outcomes Group (ROG). She also works with the NHS England Secure Care Programme and as a Patient Reviewer with the Quality Network for Forensic Mental Health Services of the Royal College of Psychiatrists. She also work alongside her local University on their BSc Mental Health Nursing courses teaching from a lived experience point of view. Hannah said "I love singing and have recently learnt to play guitar, which is a great coping mechanism from me. I'm very excited to be performing today!"

Hannah had written a song in line with the theme of the day "It's about me" Here are her amazing lyrics

*Do you really know yourself?
All the things that you feel inside.
What are the people think of you?
Though you should be your guide.
It's about me.
How I see myself.
Not a china doll.
Just sitting on the shelf.
It's about me, the things I do well.
I know I can do this even though I have been through hell.
I see myself as strong.
But sometimes I feel weak.
I'm just a simple person trying to shine and be unique.
It's time I spoke up, oh yes, I can speak.*

It's about me, how I see myself.

Not a China doll, sitting on the shelf. It's about me the things I do well. I know I can do this, even though I have been through hell. I value myself for the things that I can do. I won't be held back because of the things that I went through. Every day's a journey taking one step every day. Got to love myself completely and never turn away. Every day is a journey taking one step every day. Got to love myself completely and never turn away. It's about me, how I see myself. Not a China doll, just sitting on the shelf. It's about me, the things I do well. I know I can do this even though I have been through hell."

5. Second interactive session – developing 'I Statements'

From the first session we had a vote on the themes 'what is most important to you?' See the results of this vote below. These themes then formed the basis for the development of the 'I Statements' in the second interactive session.



Tables were given a theme from the morning's sessions and the voting. Along with this theme were speech bubbles that people had written earlier in the morning. Tables were asked to develop general 'I statements' from the personal speech bubbles.

Some examples of the 'I Statements' were...

- ✓ *"I want to acquire additional skills such as life and educational, preparing for discharge, which includes art, pottery, cookery and future employment, driving lessons to be more independent."*
- ✓ *"hope and happiness"*
- ✓ *"I want my local community team to stay in touch with me while I'm in secure care"*
- ✓ *"I'd like to build a life with recovery linking up with outside activities and with support with all of I do for discharge to move home".*
- ✓ *I want to know where I go, how to move on to the next stage and know*

- ✓ *"I want to know where I go, how to move on to the next stage and know what care package will be in place.*
- ✓ *"I would like to know if I can learn how to use new technology and computers*

6. Music from Creepz over lunch

Creepz is a hip hop / rap artist from Norwich currently in the Broadland hospital clinic. His passion is music and is constantly making new music "I will soon be participating in a project called the vocal innovation project which will be helping service users better there life skills and passion in music. It's been a long journey getting to where I am now but with all the help and support I've received had encouraged me to stay positive and focus on my goals and ambitions"

7. Warm up after lunch - 'I am what I am' – Gloria Gaynor

This was a perfect song relating to the theme of the conference. We ran the song twice as there was so much energy in the room. Many people from the audience came up and danced on the stage. Amazing!!

Here are some of the lyrics....

*I am what I am
 I don't want praise, I don't want pity
 I bang my own drum
 Some think it's noise, I think it's pretty
 And so what if I love each sparkle and each bangle
 Why not try to see things from a different angle
 Your life is a sham
 Till you can shout out
 I am what I am
 I am what I am
 And what I am needs no excuses
 I deal my own deck
 Sometimes the aces sometimes the deuces
 It's one life and there's no return and no deposit
 One life so it's time to open up your closet
 Life's not worth a damn till you can shout out
 I am what I am*

Steve Gilbert - Mental Health Act Review Vice Chair





Steve shared his personal experience of mental illness, including periods of depression, anxiety and suicide attempts. I have a diagnosis of Bipolar Disorder and Complex PTSD. In July 2010 he had a manic episode and was detained under section 2 of the Mental Health Act.



Steve went on to explain that the government has commissioned an independent review of the Mental Health Act, to offer recommendations for change to mental health practice and to the legislation itself. He explained that over the next few months his team would be looking to hear the views of service users and carers to understand people's experiences of the Act and what the review might recommend be changed in the future.

Following Steve's presentation the room split into tables for discussion.

Below are some examples of the things people think would improve people's experiences of the Mental Health Act.

<p>If I could improve the Mental Health Act, I would...</p> <p><i>make it easier to understand for service users, + family.</i></p> <p> </p>	<p>If I could improve the Mental Health Act, I would...</p> <p><i>Make being sectioned less scary - having a recognisable face there, not just a room full of strangers. Leaving with strangers, being faced with lots of paper work - very overwhelming. This needs to improve!</i></p> <p> </p>
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<p>If I could improve the Mental Health Act, I would...</p> <p><i>make it more recovery focused. More DO's than don'ts mental health not mental illness.</i></p> <p> </p>	<p>If I could improve the Mental Health Act, I would...</p> <p><i><u>START AGAIN!</u></i></p> <p> </p>
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8. Music performance and Art showcase

During our morning workshop, Hoot and Anna were also running workshops in other parts of the building. These workshops were another way for people to have a voice using more creative methods. Below is the feedback from Hoot and Anna.

Music Workshop with Hoot

Hoot believes that we all have a creative and imaginative capacity that is of central importance to our mental and physical health, wellbeing and happiness. Hoot's aim is to use Creative Arts to release that capacity. Their mission is to support the development of creativity to build confidence and esteem, encourage personal growth and foster creative expression.

Hoot was joined on the stage by the people who had been involved in the music workshop and they showed us just how good for us singing can be....

Everyone joined in.....

Whoa... got my feet on the ground. Yeah.

Whoa... gonna lay all my troubles down.

Whoa... got my feet on the ground..

Whoa... gonna lay all my troubles down.

Whoa, got my feet on the ground, my feet on the ground...

Whoa... gonna lay all my troubles down....

Whoa... got my feet on the ground... feet on the ground...

Whoa, gonna all my troubles down.

Art workshop with Anna Geyer – Graphic Facilitator, New Possibilities

Anna has worked in Social Care and Health for 30 years. She is passionate about listening to the views of people who use services and their families and friends and finding ways of communicating them in a positive and impactful way. She does this through Graphic Recording, a process that captures rich conversations through simple images, words and colour. Anna has run the art workshop at the Recovery and Outcome Conference for the last 4 years – we have always been amazed at the results of this workshop and how powerful having a voice through creative approaches can be. Below is the art produced on the day.



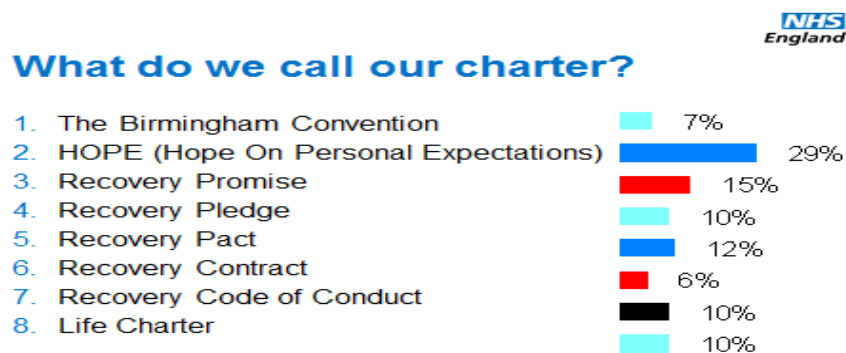
9. Final interactive session - Developing a Recovery Charter

Everybody's input throughout the day was fed into this final session. We explained what it was we were hoping to develop and what we meant by charter?

'A charter is a formal document describing the rights, aims, or principles of an organization or group of people' (Collins English Dictionary)

A recovery charter would say what people can expect of a service that is recovery focussed

People were asked on their tables for ideas of what this document could be called. We then collated ideas and had a vote on the final name



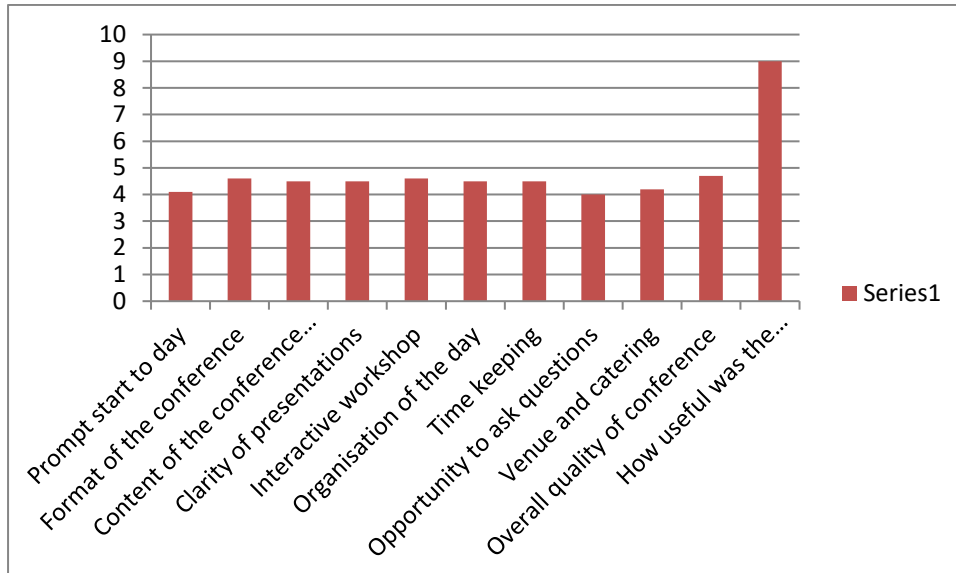
The new charter being developed will be known as the **HOPE Charter!**

Development of the HOPE Charter

Following this session people were then asked to go back to their 'I statements' and think about what the services would do to support. These will continue to be worked up at the regional Recovery and Outcome Groups.

Telling us how we did and what we can do better next year!

Below shows the average score out of 5 in the evaluation feedback (last score is out of 10)



Some comments about the day

What was good?

- Interactive workshops
- The 'I' statements
- Speech bubble exercise
- Statements of service
- People sharing their stories and experiences (particularly service users on their recovery)
- Dancing on stage
- Personal stories
- Musical performances
- Steve Gilbert's presentation
- Networking with other professionals
- Walking on stage – boosted confidence
- 'It's About Me' discussion
- Service users being a big part of the day
- Deciding on new recovery charter
- Opportunity to meet a different range of people; from carers to influencers to service users
- Food

- Enabling service users to voice their view point and feel that their voice is heard
- 'I am what I am' sing a long
- Giving service users, staff and carers an equal opportunity to feedback
- Voting and small group work allowed people to express opinions on topics without feeling pressured
- Hannah's music performance
- Organisation of the conference
- Interactivity
- Opportunity for the voice of the service user to be heard
- Bringing people together (with a shared goal)
- The atmosphere
- Total inclusion of everyone
- Art workshop
- Music workshop
- Inspirational
- Good ratio of service user attendance
- Interactive workshops
- Seeing SUs' find self confidence
- Fun
- Meeting other SUs on different pathways
- Feel like a VIP
- Lots achieved
- Opportunity to make a difference
- Feeling the love and hope in the room

Not so good?

- Music was too loud at times
- Toilets on a different floor with only one lift available
- Disorganisation and queuing at lunch – patients said it was stressful and increased their anxiety
- Coffee and tea was luke warm
- Journey to the venue – 3 hours – cost of taxi
- Finding the venue
- Lack of opportunity for Q&A
- Some of the facilitation came across as a little condescending
- Air con – too cold
- Time keeping
- Lots of info for one day
- Some interactive tasks may need more clarification

- A few services were unable to express their objective towards their recovery pathway
- Too many people
- The voice of our table wasn't heard because the facilitator said our comments were too similar to others but they weren't. This made us feel invalidated.
- Having to go up two flights of stairs for fresh air
- Not enough vegetarian and healthy options for lunch
- Some of the topics were difficult
- Some service users struggled to be able to voice what they had written down in the workshop and began to feel like they were being ignored
- Not highlighting key points of the MHA
- Hectic at break time
- MHA exercise was quite challenging
- Only happens once a year

Additional comments

- Good content, excellent team spirit, good range of presentations, workshops and music
- Workshop too rushed, no time for questions and people entering room for lunch while workshop was still in progress
- Inclusive for service users, carers and staff
- Very interactive, good energy and well presented
- Would be good to have a Q&A segment immediately after presentations or more opportunities for questions
- Draft coming down the stairwell smelling of smoke
- Too much emphasis on female contribution considering the proportion of men in care. Later part of the programme more relevant.
- Accessible for all; geared towards service users' voices and participation
- Needs to be more disability friendly
- Need a loop system for deaf people
- Getting everyone up dancing was fab. Philippa's speech was inspiring.
- Other service users were not given an opportunity to present their contribution
- Good audience interaction
- Staff were good, friendly, clear and concise
- Proud of being part of my service users' recovery journey
- More support staff should come and experience the event
- Need more notice before the event to get relevant MoJ clearances and permissions
- Feel High Secure Hospital Patients are excluded from this event, would like them to be included
- Not an ideal venue for people with mobility issues
- Invitations extended to senior police officers, ministers and health professional

- Rewarding to contribute to the day
- A pathway, workshop, opportunity or roadshow to help more people to become experts by experience
- Quite a long day for some people to stay focused and concentrate
- Better than last year
- Have proved to myself I can now cope with crowds and noise
- Have more zonal ushers
- More vegan options for food