

# SMHF Away Day

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June 2023



# SMHF Unique Selling Points

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30 + years working in community in Sutton 25

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Intentional Peer Support and Training 47

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Our Workforce (lived experience) 33

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Person Centred, non-judgemental care 16

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The One stop shop, non-clinical, open access 60

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Care when (and where) it is needed 23



# Intentional Peer Support and Training

- Ahead of the NHS with our peer support.
- Wide range of Peer support services: A&E, Peri, Crisis Café, Ward, HIU, Health checks, Hearing Voices as well as community.
- We offer training in house and recruit IPS workers with lived experiences.
- We are only organisation in the UK who have course accredited.
- IPS in SMHF can be scaled up to the region - NVQ 2-3 (OCN). Mutual learning from each other.

# Our Workforce

- Approachable/knowledgeable staff. Leading by example (lived experience).
- Mountain of lived experience. Knowledge & expertise - staff & volunteers. Opens people up in a different way.
- Lived experience - voices from those who have been through the system & meeting point to share experiences. Peer led. Peer mentor programme. Using lived experience and offering us the opportunity to grow.
- The workers feel like a family, more than a workplace. I love the flexible work as a IPS worker where I can manage my own mental health. Excellent team of mixed ability and diverse workers. I have experienced warmth & support as a new member of staff.
- Staff are from community. Embedded in the area. Previous service users continue as staff/volunteers later on.

# Person Centered, non- judgemental care

- SMHF is person centered . Don't feel like a 'patient'. Supported for who you are not your diagnosis/label.
- Look at person not the diagnosis. Giving people back their sense of identity, self-worth & purpose. Belief in recovery. Looking forward.
- People treated as people not diagnosis.
- Safe environment where you feel welcome, supported and not judged.

# One stop shop, non clinical, open access

- No criteria and tick lists.
- Few other organisations have such a variety of services. Other services restrict length of support
- Non clinical, Service user led organisation.
- No referral needed.
- Versatile on services provided (difference projects). One stop shop. Flexible care. SMHF has different departments that help people across the board.
- The speed in delivery – no waiting. Out of hours. 7 days a week. Holistic approach.
- Free activities that promote well-being. Activities alleviate loneliness.
- Free trips – Activ8
- No boroughs have a newsletter like the Voyager.

# Care when (and where) it is needed

- Flexible and quick. No waiting lists or time limits. No criteria.
- Immediate access to most services (unlike eg: NHS?). Don't need a referral. Immediate response for support.
- Quick contact once referred by doctor or Uplift. Provides out of hours local and immediate response with the Crisis Cafe.
- Provides a sense of belonging at a time when there is a focus on discharge of mental health patients to community GP care.
- Move people towards goals, encourage independence.
- Being present in community – IPS in the community, at A&E . Open often, flexible. Face to face.



# Making the most of our USPs

- Publicise
  - Outreach; Social media; Tell stories; Share experiences; Capture the journey
- Record keeping
  - Record what we do as evidence, eg, peer support, signposting
- Gather feedback
  - Look at other ways to get feedback – conversations and discussion groups

# Making the most of our USPs

- Partnership Working
- Collaboration & communication across SMHF
  - Share the knowledge
- Maximise Diversity
  - Broaden our reach



# Project Ideas

- Transition Youth To Adult Mental Health Worker
- Young People's Hub (18-25)
- Better Communication Within SMHF And The Different Services (Prevent Misinformation/ Anxiety)
- More Staff For Day Service
- Perinatal group
- Outreach To Promote Who SMHF Are!
- Increase Peer Support Staffing On Front End
- The Daytime Service - Reducing Isolation

# What next?

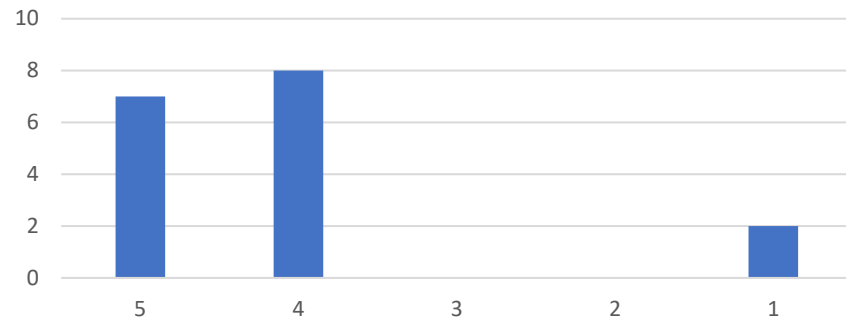
- Feed into the update of the Strategic Plan to 2028/9
  - High level, forward thinking
  - Put together by Board
- Prioritise actions, based on
  - Priorities in Sutton (staff, service users, commissioners)
  - Urgency & need
  - Easy wins
  - Availability of funding
- Work up project Ideas
  - Great outlines
  - More work
  - More conversations
- Continuing to collect evidence on impacts
- Promoting our USPs and making them work for us

# Initial actions

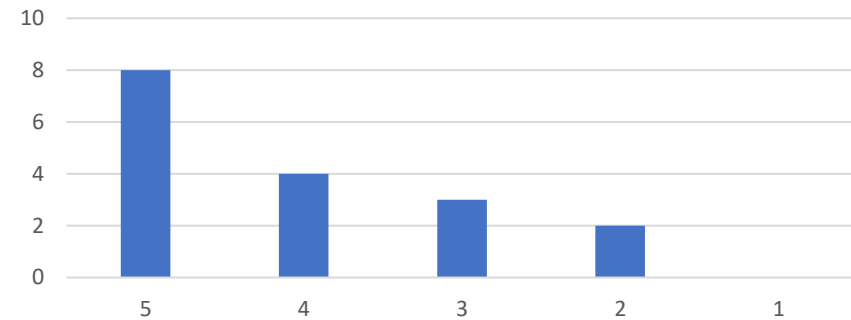
- Sunday opening – applied for funding
  - end Oct – end March this year and next
  - Including extra support worker
  - & outreach to harder reach groups
- Crisis café – appointed additional crisis support worker working 10 hours per week to make links and outreach to BAME and disadvantaged groups
- Gathering stories from people using peer support and crisis café for promotion and justification

# Feedback from the day

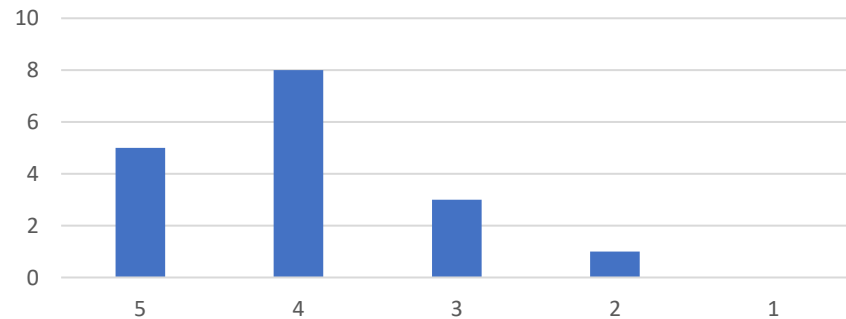
How useful did you find the event? (5 stars = highest, 1 star = lowest)



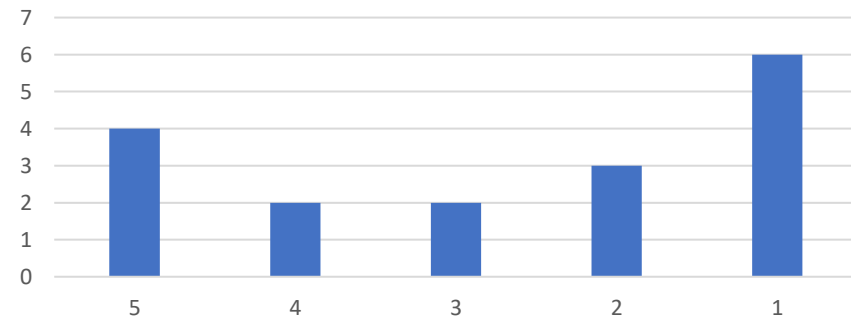
How would you rate the food? (5 stars = highest, 1 star = lowest)



How would you rate the venue? (5 stars = highest, 1 star = lowest)



How would you rate the crazy golf? (5 stars = highest, 1 star = lowest)



# What did you enjoy most about the day?

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- Meeting up with other SMHF staff from different parts of the organisation
- Working together and pooling ideas
- Doing something positive and proactive
- Being together as a team, collaborating on future plans.
- Sharing similar concerns

I think working in teams on a table made for an interesting conversation allowing us to share our ideas and listen to the work from our peers on the other tables

Seeing colleagues I don't always get the chance to see in a non working day environment. SMHF has got some awesome people working for them. By doing the exercises, was interesting to see that many of us are concerned about similar issues, as well as issues we may not all not have thought of. Was good getting different perspectives from different areas of expertise



# What would you like us to change for next time?

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- Longer tea/coffee break mid morning/shorter day
- Different venue/Have the day at SMHF to save money for other more pressing projects.
- A choice of activity
- Possibly more team building
- Maybe to give staff choice on the venue and activity .
- Have some fruit available at lunch.
- Send out information earlier
- Mix people up more
- Make sure to invite everyone

# Suggestions for places or themes for future awaydays

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- Have it at SMHF and ask people to bring their own food. Funding was mentioned many times during the day or rather the lack of it. The money we would save for these projects would be hugely helpful.
- Venue was excellent
- Saving money on the venue and hold the meeting at the drop in, after lunch in a restaurant , where we have hired out a space.
- I thought it was very well thought out.
- Regular update on service developments and the tenders.
- Not golf not so far away and some where you can hear and see what was going on
- I would like to go to Horton Golf club again.
- Possibly somewhere nearer Sutton and more accessible
- Possibly looking at a public event where we can share information and network with other organisations and raise more awareness of our services and peer Support
- Bowling?

# Other comments

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- Overall, much appreciation for the day
- Good to see people from across the organisation
- Want to see the feedback from the day
- Want to see suggestions implemented as much as possible

Can't say yet I'll give it time to see what, if anything, will change

It will be interesting to see what areas of concern that were brought up, such as not taking on new projects until existing ones are set up properly, need for new staff all round and lack of sharing information will actually be acted upon or are our voices just for appeasement. An update on issues in a few months time or during the quarterly All Staff Meeting would be supportive and helpful

Will there be feedback re what/when suggestions will be implemented or what the next steps are?