

Transforming Mental Health Partnering for Person-Centred Mental Health - The Journey to Recovery

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PENN Awards

1st March 2018



Cyngor Sir
CEREDIGION
County Council



Pembrokeshire County Council
Cyngor Sir Benfro



Who are we?

Hywel Dda University Health Board

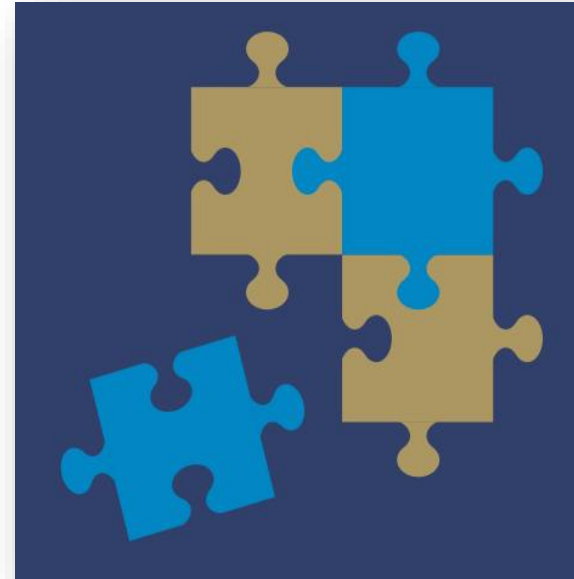
- Providing NHS healthcare services for people in Carmarthenshire, Ceredigion and Pembrokeshire.
- 9,871 members of staff
- Population of 384,000
- Quarter of the landmass of Wales
- MHLD Directorate of 1066 staff



Working in Partnership

Our Ethos.....CONNECT

- **C**ommunity
- **O**pen Access
- **N**eeds Led
- **N**othing About Us Without Us
- **E**ngagement
- **C**ollaboration
- **T**imely Help and Support



Continuous Engagement and Co-production

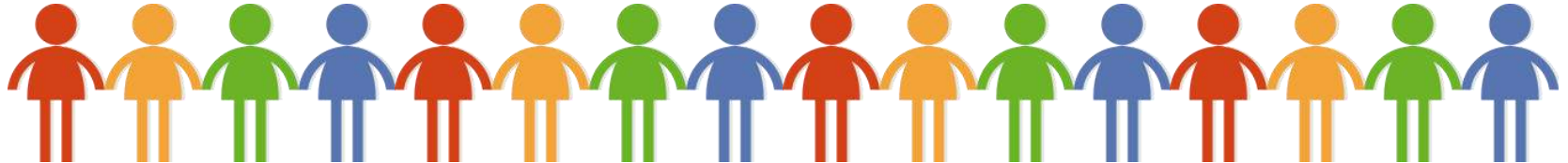
“Co-Production - Coming together to find a solution”

- The Mental Health Programme Group - **Service Users, Carers, Staff, Partners, Third Sector** - Equal partners to create a co-produced model
- **WWAMH** - Service user review of national & international best practice service models
- **International Learning** – Twinning agreement with Trieste MH Services – International Learning sets / Exchange programme / WHO & IMHCN
- **Collaboration** – NHS Wales MH Leaders Collaborative / Mid Wales Healthcare Collaborative / WWCP / ARCH & Regional Planning



What did we want to achieve?

- A joined up service
- Meets the needs of all
- Dynamic, flexible, responsive, easy to access
- For all needs
- Early intervention, promoting independence, within the community
- Evaluated by service users and carers



True co-production

Service users are citizens

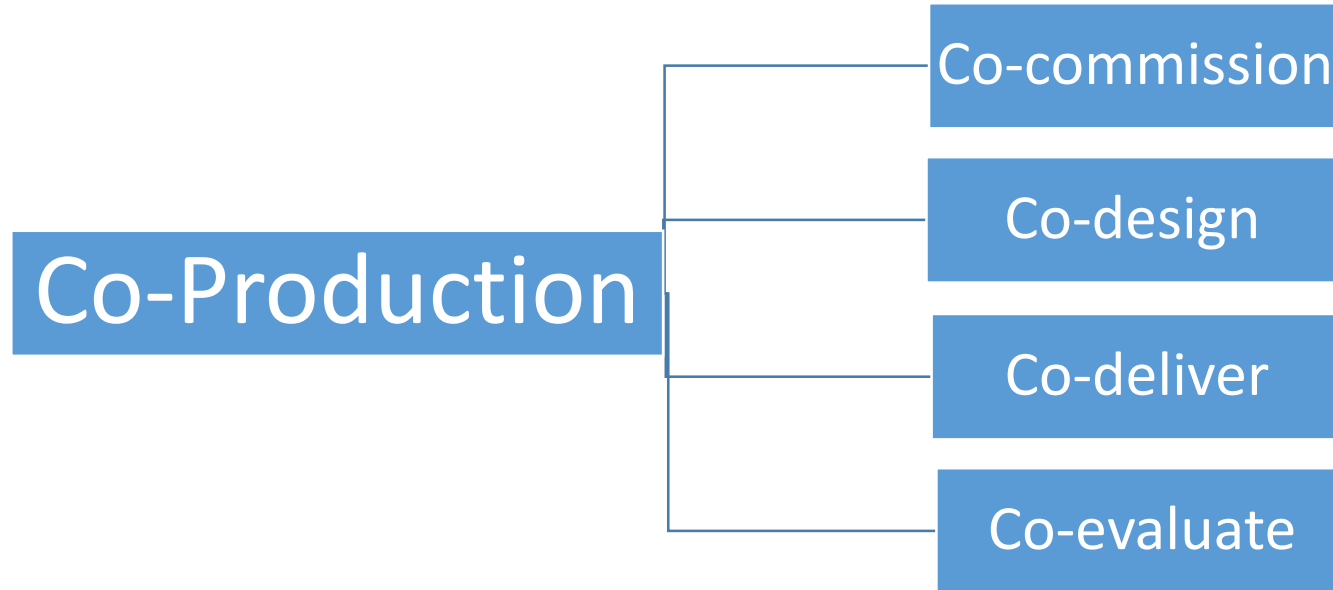
Citizens and professionals work together to

- Define their needs
- Design the answers
- Deliver the service
- Evaluate the success

Working together every step of the way



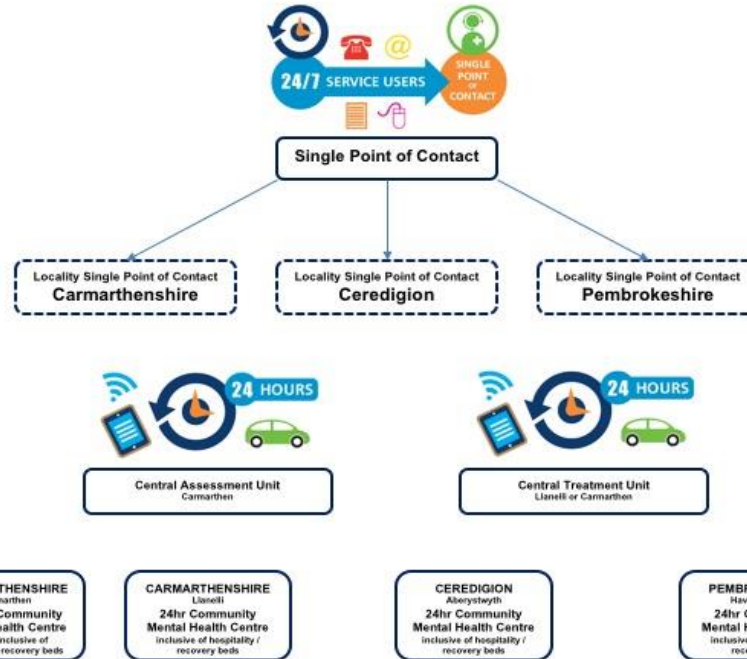
Co-producing services, co-creating health



Impact

- Improved relationships with service users and their supporters
- Genuine empowerment to influence decisions
- Focus on whole life, recovery, social inclusion, freedom and choice
- Developing a consensus model of future care together

A co-designed future model of care



COMMUNITY SERVICES
Linked to Mental Health Centres, support and advice provided throughout Carmarthenshire, Ceredigion and Pembrokeshire.

Future success

- Continued co-production into delivery of care and support
- This is the start of the journey
- Pause, reflect, listen, feed back
- The value of continued communication with frontline staff, service users, carers and stakeholders
- Genuine collaboration
- An organisation that listens more than it speaks

Key learning 1

- Multi-agency programme group was essential
- Having the right people in the room allows for the right conversations
- People come together despite differing viewpoints and experiences
- All members have an equal voice

Key learning 2

- Getting key messages across
- Use of language
- Clearly articulating the vision
- Dispense with jargon
- Engage, listen, reflect