



Tees, Esk and Wear Valleys
NHS Foundation Trust



Lived Experience and Cocreation

Tees Valley Joint Health Overview & Scrutiny Committee

28 July 2023

Respect

Compassion

Responsibility



Journey to change

We're making progress on our three big goals.

We want people to lead their best possible lives and our Journey to Change will help us to achieve this.

The most important way we will get there is by living our values all of the time:

- We are respectful
- We are compassionate
- We are responsible

There is always somebody that you can check things with, that you can talk through issues with. It does feel like a big family, where people look after each other."

Adele, manager



1. A great experience for patients, carers and families

Waiting lists down by nearly 50% for children accessing mental health support

46% more people helped to find work by our Individual Placement Service in 2021 to 2022

Investment in a new community mental health hub in Northallerton and a new centre for young people in York

Carers charter launched and being embedded in the Trust

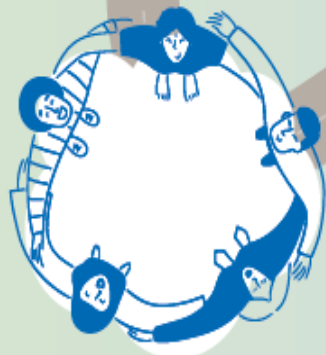
£5m spent on making our wards safer since 2019, and almost £3m more planned in 2023

"The team tried lots of different approaches and medications, and really listened to me. They were so helpful, so supportive, which helped me come out of myself a lot more."

James, patient

"They didn't need to take the partnership working approach they did but have chosen to. It's delivered a new and effective way of working."

Martin, Stockton Council



2. A great experience for colleagues

Recruited 700 more staff since the start of COVID

More streamlined recruitment processes mean new recruits can start working with us more quickly than before

Expanding our wellbeing offer and strengthening staff networks to make sure our staff have a voice

We're on an international recruitment drive too



3. Being a great partner

More mental health nurses working in GP surgeries across our region

Supporting rough sleepers with their mental health with Hartlepool Borough Council

27 more schools joined our mental health support programme

Delivering apprenticeship training to colleagues in partnership with Derwentside College

Our priorities

An unrelenting focus on patient safety and clinical excellence prioritising:

- improvements in patient safety supported by a positive culture
- safe and kind care backed by evidence with outcomes that matter
- empowering patients and carers to be equal partners and help address barriers in care
- co-creating holistic, responsive and integrated models of care
- supporting people to be active members of their community
- being inclusive, trauma-informed and recovery-focused

The role of our lived experience directors

- Brings lived experience to the strategic leadership of our two care groups.
- Symbolises the Trust's commitment to cocreation and the value of lived experience leadership at a strategic and systemic level.
- Advocating for service user and carer voice at every level, with cocreation at the heart of all we do.
- Shared accountability and responsibility for delivery of clinical services, ensuring services provide the highest quality outcomes and experience for service users and carers, and making sure that strategic objectives are set and achieved in partnership with people and families.
- Support cocreation in service transformation, and develop multiple methods to listen to patients and carers to ensure there is a clear linkage between Care Group's operational and clinical leaders and the people we serve.
- Work in collaboration with our partners and regulators to make sure we understand what best in class looks like, to bring meaningful change in the care we provide.

Durham, Tees Valley & Forensics



Lived Experience Director

Chris Morton
chris.morton3@nhs.net

North Yorkshire, York & Selby



Lived Experience Director

Charles Nosiri
charles.nosiri1@nhs.net

Durham, Tees Valley and Forensic Cocreation Board – terms of reference

Our Purpose



We are a group of service users, carers and staff working alongside the Durham Tees Valley & Forensic Care Board to ensure Tees, Esk & Wear Valleys service users and carers receive good quality and compassionate care.

“Cocreation is the active involvement of people with lived experience of mental illness in service design. This has been shown to empower service users, increase the quality and efficiency of services and improve clinical outcomes.”

Who will be our members?



The group includes service users, patients, carers and TEWV staff.

We are an open group, and welcome new members.

Our Values



To provide patient and carer perspectives from an outside view.



To ensure patients and carers have a voice and to be a voice for those who are not represented.



To bring issues into the open, to reduce stigma and increase awareness of mental health



To make a difference

Our Aims and Objectives



Create a safe informal creative space where people are all equal and can speak openly and honestly, working together towards a shared goal Exploring different ways of working, challenging the status quo.



Discuss feedback from service users and carers to feed into the Care Board.



Be open minded and proactive in understanding the barriers and looking at how we overcome them.



Ensure TEWV delivers high standards and good quality care within Mental Health Services as set out by the Care Quality Commission (CQC).



Action led, where changes are needed, suggest ways to improve and develop services and ensure TEWV achieves this.



Form working partnerships to share our experiences of services and expertise, alongside being a voice for those who are absent.



Work alongside the Care Board to embed co-creation to provide expertise to bring strategic decisions around co-creation.

Durham, Tees Valley and Forensic Cocreation Board

- Create a safe space where people were all equal and can speak openly and honestly
- Discuss feedback from service users and carers to feed into the Care Board (CAMHS and ALD to develop/work with spaces created to meet the needs of the demographic)
- Frameworks and structure for supporting staff lived experience
- Be open minded and proactive in understanding barriers to cocreation
- Ensure the trust delivered high standards and good quality care within mental health services, as set out by the Care Quality Commission (CQC)
- Action led where changes are needed, suggest ways to improve and develop services and ensure the trust achieves them.
- Support our role as partners across the Durham, Tees Valley and Forensics system and form partnerships to share experiences of services and expertise, alongside being a voice for those who are absent
- Work alongside the Care Board to embed co-creation to provide expertise to bring strategic decisions around cocreation
- Be diverse and an inclusive facilitator and enabler of cocreation across Durham Tees Valley and Forensics

Cocreation Board early action areas

- **Urgent Care - support transformation within inpatient/crisis services**
- **Feeling safe on our wards performance improvement**
- **Planned Care – support the Community Mental Health Transformation programme**
- **Supporting the workforce transformation**
- **What can we do for the broader communities we serve and systems we participate in? Links to support the development of lived experience forums across Tees Valley**



Lived Experience Forums

Using people's experience and knowledge to help services to be the best they can be



Our aim for the Lived Experience forums

- To put the voices of people with Lived Experience of poor mental health and their unique life context (e.g., human conditions, physical health conditions, disabilities, neurodiversity) at the heart of all mental health service developments, re-design, new designs and incorporate Peer Support in all service delivery
- Supporting people to use their experience and knowledge in any way they can to help service be the best they can be
- Ensuring lived experience facilitation – is always focussing on areas that have been prioritised by people attending forums



Our Journey so far

- Set up Lived Experience Forums in Stockton and Hartlepool
Dates booked in Redcar & Cleveland and planning meeting booked in Darlington and Middlesbrough
- Linked with Community Transformation – presented to the forums, acted on reports (e.g. hub Stockton) forum members involved in scoring panels and feedback reports for TEWV services (e.g. what does a good crisis support service look like? And give to crisis team)
- Lived Experience conference June 2023
Collaborative event by Red Balloons, Starfish, Public Health South Tees, Teesside University & TEWV



Future plans

- Setting up Teesside Lived Experience Forum, sharing the knowledge and learning from each other
- Rolling out the Teesside Lived Experience Charter
- Embed Forums in Redcar & Cleveland, Darlington and Middlesbrough
- Carry on supporting services to be the best they can be, by giving people with lived experience a voice
- Supporting staff training