

“One year on”
Recovery into Practice:
A whole life - Whole Systems Approach

National Botanic Gardens of Wales, Carmarthen 30th / 31st October 2014



Conference Evaluation and Feedback.

Introduction.

Arts4wellbeing specialise in the devising and facilitating bespoke training programmes and delivering accessible, innovative, creative events for organisations, conferences and open days.

Sara and Mike from Arts4wellbeing are delighted to have been invited to participate in such a cutting edge, exciting conference and to be requested to offer their services in their creative evaluating and monitoring of the two days.

In the devising stage of deciding how best to capture an all round flavour of and a more informed, in depth feedback from conference delegates, conversations were had about what was required to be captured, what last years conference was like and what were the limitations / expectations for this years follow on conference.

We list a number of difficulties faced in generally gathering feedback, our response to attempt to overcome those issues and the results of delegate's responses over the two days of the conference.



Barriers to getting feedback:

- People go into auto pilot
- People go into receive mode
- Back to back presentation packed conference schedule with no time for reflection, interaction to main speakers allows no opportunity to gather feedback information.
- People are individuals and respond differently, at different times with different things and have an increased tendency to forget what they really felt / thought of one presentation as it becomes one in a long line of presentations.
- Thinking and reasoning capacity becomes switched off and then when presented with a traditional evaluation sheet, which get cursory attention and a tokenistic response as the main tendency is for people just wanting / needing to network then leave.
- Challenges of getting feedback is often what a person articulates, in conversation / on the spur of the moment is not what they actually write down when asked, all kinds of issues can come into play, ie literacy, handwriting,

(recording something makes it more concrete and so people are more likely to change the essence of what they initially spoke about, losing its power and its more meaningful message).



Proposal:

Having taken on board the information of how last years conference went, in terms of intensity, tiredness and mental fatigue due to the presentation of large chunks of information; a difficulty and a frustration from delegates in processing such a large number of presentations no matter how interesting and groundbreaking.

Our response was to introduce an interactive and dynamic evaluation and monitoring process; we presented initially a raft of multisensory creative responses designed to circumnavigate the mental fatigue, stimulate thinking and input, create an opportunity to capture a deeper evaluation of each persons experience of the event, their reactions to speakers, a way to register their new learning by documenting their ongoing thoughts with emphasis upon how they planned to implement the new ways of thinking and working, that were being presented with.

The overall theme of the feedback strategy was linked to the senses, ie ‘what did you think?’, ‘how did it make you feel?’ ‘What did you see that you liked?’ all designed to elicit a number of personal responses, to specifically capture moments of an individuals journey through the whole conference.

Emphasis on it being:

- Accessible
- Colourful
- Creative
- Accessible
- Interactive
- Playful
- Exciting

Designed to be inviting enough to allow:

- a number of different or similar responses from each person,
- to appeal to a wide range of people,
- to identify and highlight a collective journey / response.

As well as picking up and identifying the new ideas and strategies that conference delegates wish to see implemented as a result of their attendance at the conference.



Chosen Format:

- A large scale, static interactive visual display at the back of the delegate's space that would grow in colour and feedback throughout the conference schedule.
- Flanked either side by two interactive 3D sculptural units.
- These were staffed by A4W team members used to interacting with people from all walks of life to put people at ease and illicit opinions, thoughts and ideas.
- Walk about and mingle volunteers, briefed in how to gather the information required.
- A roving reporter, interviewing and audio recording responses.
- Two A4 paper traditional monitoring sheets.
- A thank you card with a celebratory transformational flying Butterfly.
- Exit snap shot poll washing line - Topper / Pants.





The most valuable contribution people make to any conference is the gift of their time, some give greatly and generously by putting in many hours preparing various matters pertaining to hosting the event, preparing presentations. Others contribute by attending, questioning, adding their knowledge, skills and understanding to the whole. Many participate by beginning to put into practice new ways of seeing and doing and being in their work roles. Changing what needs to be changed, addressing what needs to be addressed. For these reasons and a whole lot more not stated, we handed out individually stamped; thank you cards.

The thank you cards contained a paper flying butterfly.

The concept of the conference delegate's joint butterfly 'release' was to act as a finale, to refresh and revitalise, bring everyone together - connect individuals with the group as a whole in a shared experience of celebrating change, to reinforce and embed the concept of change and transformation.



Sensory Shapes Conference Evaluation Delegates Responses

Day 1.

What did you see that you liked?

- Inspiring approach from Finnish professional - clients not to be spoken about until present
- The beauty of being able to be in the moment
- People from around the world, independently sharing some issues and discovering similar solutions
- Good examples that we want to see in Wales
- That our ' little ' world is working with others 'Little worlds' to become a bigger inclusive world
- Courageous health board staff being open minded and resolute
- Professor Pat ---- a psychologist talking about critical thinking as positive warm and humane
- Reflecting on language roles and power
- Service users choosing their care coordinators and who they would like to work with
- To the individuality of people's recovery - not all fits one size
- Good, passionate people trying to do the right thing
- Care in the community



What did you hear that you liked?

- ENTHUSIASM !
- A lot of senior people in a room 6 days
- *challenging institutional norms *
- Hearing about things in people's recovery toolboxes.
- At one of my blackest moments I used to carry around 3 stones that I found on the beach in a calm moment. All my friends laughed and called me mad.
- How do we help the mental health system/ services to recover ?
- Hearing service users stories !
- 1 1/2 hours a day for reflection
- That the medics are thinking beyond the medical mode
- One knows he knows nothing
- CURIOSITY
- Gives the patient choices
- Stay close and you WILL understand
- Do not talk about the person when they are not there
- Similar struggles
- Systems v, people
- Moving away from just using the medical model
- Critical psychiatry - good that this group exists. Really useful critique
- That there is hope
- Recovery Journeys.
- Positivity.



What made you think?

- Everything has been brilliant, don't get me wrong, but people with mental illness cannot absorb all this information, you can go away with nothing
- Services need to make their own recovery
- People first, conditions second
- Where are the carers, family, friends? Missed them. Their voices are important too.
- Tolerance of uncertainty V service user need for certainty
- Illness - a message for others ?
- Value based system
- Rachel YP Hearing voices Fantastic to hear how her own journey has helped others
- Elements of recovery and cultural values
- How important recovery is, how much it gets overlooked. Individuals don't always get the help they need
- Penny spoke well
- Sitting with uncertainty - YES !
- Link between social services - "child at the centre" and " family group meeting " and putting the person with mental health issues at centre + family group meeting (as per Finland.
- Speaking to the lady from Gaza, made me realise I am going to travel, even though I haven't even got a passport yet.
- Rachel's talk on hearing voices - we have a lot to learn
- Encouraging
- Penny Grippers presentation was heartbreaking, however glad to hear her support network is now great.
- Where do I go to find a more informed approach to coming off medication? How do you know if you can or can't? Always a taboo to discuss - if you come off you won't remain stable - but is that a learned experience ?
- I want to know about this new approach.
- Early interventions in Psychosis.
- Therapies delivered.



Magic moments:

- Excellent to see service users having an opinion on progress and being acknowledged and respected for their journeys of recovery
- Finland - inspiring and do- able and saving resources, why shouldn't services here take it on board ?
- People need to talk more
- I knew it was the right way - I won't change
- Involvement of service users and their views in the learning sets
- Complete sense of hope!
- Thriving not just surviving
- Shared stories
- We need more inspiring people like penny and Rachel to question us as professionals . It's about us all as individuals and not to group and label.
- INSPIRING !
- Solidarity and connection
- Meeting people who I haven't seen in a while
- Learning about Carmarthenshire learning sets
- Magic moment - seeing the magical mike xxxx
- Penny and Rachel - important
- I love the trees and the sea, the sea is very important to me - I put it in my presentation - it's very special
- My recovery song - James Arthur
- Really happy to hear the word recovery being used throughout the day. Need professionals to use this word.
- Excellent conference
- Penny and Rachel - absolutely fabulous
- We are all on the same wavelength and prepared to do something about it



Magic moments continued:

- Inspired presentation from Finland. Collective approach
- Engagement in meeting
- Inclusion of family
- Complete change of practice
- Rachel very inspiring
- Personal stories
- Collaboration
- Inspiring and Refreshing.
- Musical interlude!
- Not treating people as fragile.
- " this was the best bit Creative, alive. Without arts4wellbeing it would have been turgid and academic! " diolch



New learning:

- The evident value of the learning set, I didn't know how they worked
- Meetings like this can inspire and re - invigor
- The integrated care of Finland was revolutionary
- More about filling the adolescent/ young adult gap
- Working towards change
- People from all over the world share the same ethos
- Need more learning sets - include student nurses
- People can make a change!!
- About the learning sets - I have never heard of that before
- Learning from each other leads to further development
- Working together from the ground up can effect change
- The learning sets
- Open dialogue
- It's there and real
- I learned a question
- Where are the psychiatrists?
- About coming off medication - presentation by Marcello
- The development of recovery teams from last year
- Pats presentation made complete sense and gave me a lot of food for thought



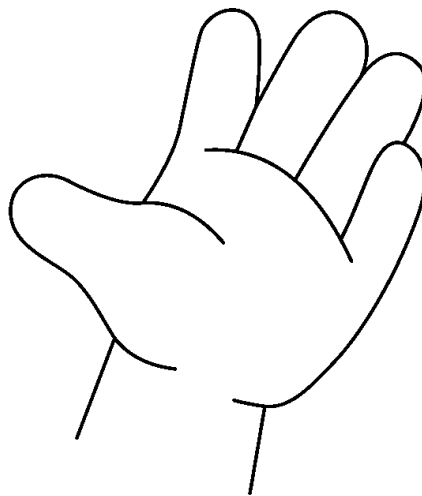
Bright ideas:

- Including student nurses in things such as learning sets
- Next year use open space technology as a method
- Be positive, be loving
- Support/ train lived experience people to help sufferers in recovery - peer support is powerful !!!
- Train (informal) carers. They doing the job 24/7 all year.
- Open channels between med / bio and social / env models
- More OT involvement and activities
- At last: medication causes weight gain UREKA
- Celebrate 3rd sector and recognise their input
- Doodling / colouring helps you concentrate when you are tired, helps with the processing of information
- More patients stories
- Remaining curious about ... Instead of "I know about "
- Link up more with like - minded others
- Give mental health staff basic religious education so they can be sensitive to peoples beliefs
- Common approach and thinking !
- Care in the community is carers - us - the community involve us and save money
- Open doors, no restraint.



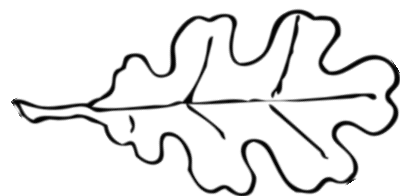
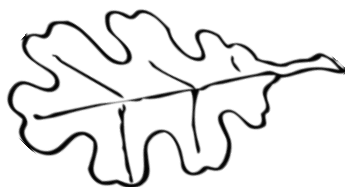
Five things that you will do because you attended this conference...

- Chase decision makers
- Share ideas / Listen / Be open with others / Promote - be proactive
- Join the IMHCN / Get Liza and Julie to come and talk at Uni / Consider research partnerships and make a plan / Get students to reflect on what they have learned / Tell the team about it
- I will feed back ideas to an acute ward I am on at the moment / I will think more carefully how I talk to service users
- Encourage placement to be more active in recovery / Involve service users / Mental health needs to evolve in services to be active in this / Individuality / Recovery as important as environment
- Not speak when service users not there / Introduce more music / Be myself more / Enjoy liberation
- Investigate working with Euan EIP to bring body / H promo into EIP service (from David shires)
- Listen to professionals point of view / Uncover their opinions and experiences / (Still) try to understand why we have only opposing models of mental illness / Is mental illness a dirty word ?
- Try to make change / Teach others what we have learned / Involve student nurses / Placements with HVG / Recovery
- Mindfulness / Collaboration . Therapeutic Relationship / Partnership working / Respect
- Health promotion / Need to communicate / Learn from each other / Differences in services / User experiences



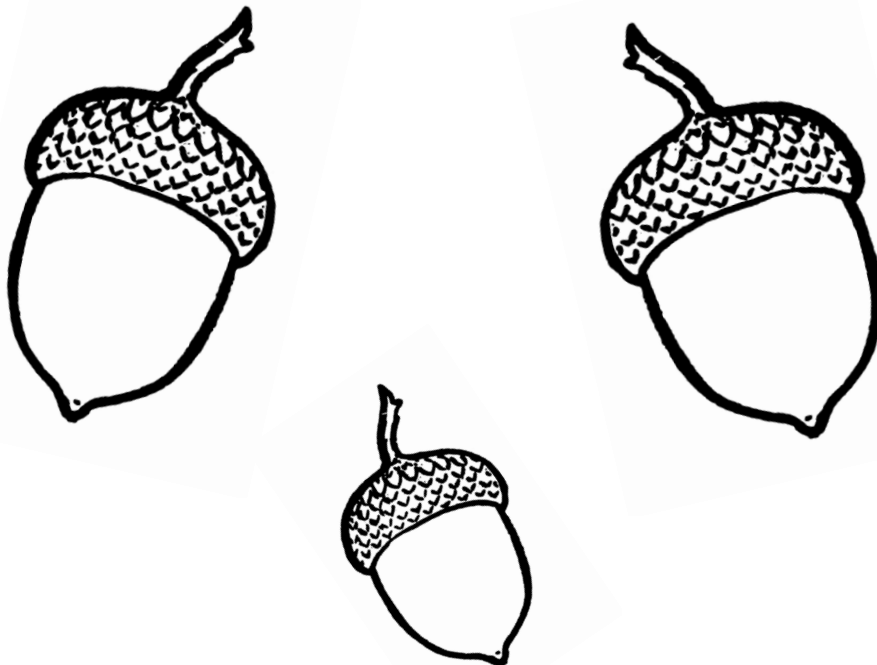
Leaves of wishes for the conference:

- Services need to engage fully with the people who are involved with them. Full participation from the ground up not tokenistic - jan
- I would like to empower service users that I work with in the future to give feedback on their care, what changes would they like to see and to work towards their recovery
- To create an environment where equal partnerships flourish
- The power to shift change without though to 'equal ' relationships between professionals and service users
- I wish to work towards seeing a practice where recovery focused care is the norm
- Collaborative communication
- What was it set up ?
- Sunshine please
- not treating people as fragile !!
- Mental health promotion
- Would like to see learning sets in practice
- Lots of information - Good. But need more light things. :) :)
- Look more at mental and physical health as a whole :)
- More guest speakers in practice to challenge the medical model
- I think choosing a key worker / nurse is a great idea - to maximise the chances of building relationships working towards recovery



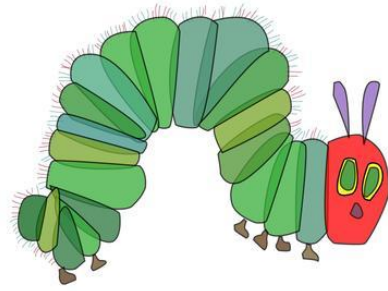
Seeds of Ideas:

- See more widespread peer mentoring to promote recovery
- To strive and breakaway from oppression and custodial nursing
- Choices
- We can all relate to recovery In Mental health or physical health
- I want to meet people with good practical ideas about recovery - Julia Terry
- The idea of measuring outcomes - should this have an economic agenda or should it be service user need driven only ?
- Kindness is the key
- I would like to know how you are getting GPs involved in the process, as they are the first point of contact for many who have MH difficulties
- Service user involvement is always the key
- ASK What is the mental ill health saying? NOT Have to have that person normal



Day 2 - All the above plus:

Caterpillars: Thoughts about change:



- More / wider education about MH including in schools, remove ignorance fear and stigma
- Put the person with MH issues at the centre, not the service
- Recovery starts with a story that has to be heard
- Choice would be the norm rather than the exception
- Open 24 hour access for non coercive support CREATIVITY freedom LIFE
- Let's end the stigma and discrimination of mental health

Butterflies - anything that has transformed your thinking:

- Realising that there are people in influential positions who genuinely want change - We need them!
- Hope
- People should have a lifestyle programme if they are given medication



Can of worms / Philosophical worms

Questions and issues raised - can of worms:

- Fear of talking about reducing or coming off major tranquillisers or medication Where / with who does the ownership of recovery lie, If it lies with the service user how does the empowerment work? What are the outcomes?
- All the endless WAG stuff we have to adhere to
- Benefit systems that encourage people to be dependant / ill !
- Psychiatrists wedded to medical / technical model
- Before you can have a recovery - orientated services first you need more quality in the M.D.T.
- Staff on wards can be very negative towards new ideas. When I suggest things they think I am inexperienced and do not understand
- HARD TO MAKE A DIFFERENCE
- Changing ward cultures



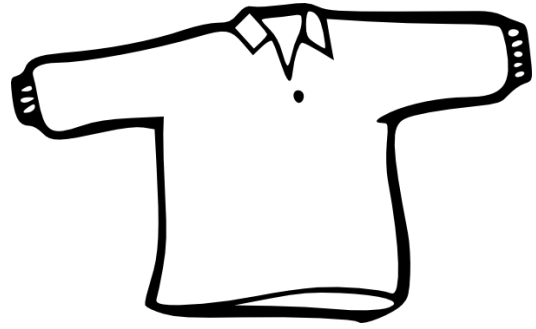
Issues overcome - Philosophical worms.

Philosophical worms - the solutions

- Remembering patients are still people - just saying hello helps
- When faced with an elder laughing and ridiculing your ideas, smile , pull back and re engage later
- Chip chip chip away - through befriending
- Reclaiming communities CYMUNED X
- Talking recovery is great - doing is the challenge - embedding a recovery approach as an action , which needs to happen. !!
- Spend a week as a MH patient on a ward



Was it topper or was it pants?



- Topper - Rich and streaked with compassion
- Topper - Inspired ! Smiley sticker
- Pants - hard work, sticker grumpy face
- Topper - but enjoyed Stickers: smiley face, big tick, well done
- Topper - inspiring Stickers - well done, smiley face
- Topper- motivational two days! Sticker - smiley face
- Topper - Too many speakers, particularly rushed on Thursday but very inspiring
- Topper- TOPS
- Topper- stickers- well done x two
- Topper- Topper ! ten out of ten
- Topper - Fab
- Topper - stickers well done, big tick, smiley face
- Topper- stickers , well done ! Smiley face , big tick x 2
- Topper - it was inspiring ! Speakers were brilliant. Stickers , well done ! Smiley face
- Topper- what an experience. Thank you, topper ! Stickers - smiley face
- Topper Sticker smiley face
- Pants - no lunch on day two after morning event



On Target:

This form was put out on delegate's chairs 1st thing of second day.

With this standard form we measured conference delegate's opinions on eight areas on a 1-5 segmented dart board target. The eight headed sections were:

- The conference. 153 / 175
- Access 140 / 175 (1 comment: Got Lost)
- Facilities 142 / 175 (2 comments: Bad seating / chairs!)
- New Learning 147 / 175
- Information 154 / 175
- Atmosphere 163 / 175
- Catering 134 / 175
- Hard work but rewarding 156 / 175 (1 comment: Don't know yet)

If we score bulls eye as the full five points and each segment decreases in value towards the outer edge scoring 1, out of the 35 completed forms (25 signed and dated - 1 just dated) the total number of points possible would be: 175. (only 3 forms gave full marks)

Header	5	4	3	2	1	No mark	Total
The conference.	18	13	3	1	0	0	153
Access	10	19	4	1	0	1	140
Facilities	13	13	8	1	0	0	142
New Learning	17	13	5	0	0	0	147
Information	18	13	4	0	0	0	154
Atmosphere	24	10	1	0	0	0	163
Catering	10	14	8	1	2	0	134
Hard work but rewarding	18	15	2	0	0	0	156
Respondent Totals	128	110	35	4	2	1	

Can I have a word?

This form was put out on delegate's chairs 1st thing of second day.

A total of 45 forms filled out with 35 signed and dated, 2 just dated and 8 unsigned, undated.

One feedback sheet had only one box filled in, one feedback sheet had corner ripped off)

One word to describe Atmosphere.

Overwhelmed, Happy, Hopeful (3), Inspiring(2), hard work, positive (6), warm, Good (2), friendly (5), Eye opening, Stimulating, Buzzing!(3), Approachable, thought provoking, open hearted, loved it, infectious, Great, turmoil, excited, exciting / accepting, inclusive, positive, peace, heart-warming, inspirational, energetic, enthusiastic, relaxed, encouraging.

One word to describe the conference.

Hard work and rewarding, Inspirational (5), inspiring (8), needed, hopeful, challenging, energy, thought provoking, informative(2), stimulating, interesting(2), fruitful, momentum - full of, fantastic, attractive, powerful, excellent (2) / informative, energising, collaborative, informative, educational, exhilarating, discovery, Tiring, learning, exciting, positive, rich, Day1 tiring / Day2 invigorating.

(one feedback sheet had this corner missing)

One word to describe the Programme.

Varied (2), Rushed, busy (2), Fantastic! Full (6), Recovery, optimistic, positive, educational, infectious, varied (3) and relevant, nice, thought provoking (2), excellent, Promising (recovery), ambitious (2), informative, intense (2), good(2), connected, full on(2) synchronistic, overcrowded - (too many presenters), rushed, crammed, packed, overloaded, busy, overwhelming, stuffed, holistic, too long.

One word to describe the Facilities.

Beautiful Gardens, Neat, Great (3), Pleasant (2)(not the seats), Beautiful (3), Uncomfortable, Peaceful, Practical, Good (8), Excellent (5), delightful, Very Good, Correct! Nice (2), Great (2)(food should have been labelled for vegetarians, Brilliant, Comfortable, OK (4), Good but needed water and / or squash as well as Tea and Coffee, Airy, Adequate.

And finally, what could we have done differently?

More: Less: Discuss: IT. Interactive. Timings. Nothing (3). Slower workshops and in-depth discussion / breakouts.

chairs that don't hate people.

Not so long talks and more breaks.

Less rushed, more time for presenters who have travelled long distances to provide their input.

Take it a bit more slowly.

Agenda was too ambitious.

More time for Q and A.

Agenda less crammed, workshops more interactive.

More info stands - use the Dome too.

Allow more time for the programme or cut some parts out.

Less could be more - done far too much sitting down and it hurts (my bum).

All very good (missed the biscuits but fab welsh cakes / tell people twitter feed at start of conference.

Refreshments at lunch time (Sun) What about a careers view??

More time to go into more depth.

Elaborate on the good stuff.

More time to network.

Given the speakers more time and not cut them short when they have put so much into the presentation, less is more.

Brilliant conference, more interaction and longer breaks.

In-between sessions, keeping people outside the Marque quite - very distracting.

Some speakers were a bit rushed due to time constraints, 2nd day too much crammed in not enough breaks.

Have more time for presentations.

A day longer or fewer speakers (but how would you choose).

More time for workshops - they were rushed.

And finally, what could we have done differently? Continued.

Round table seating?

Better chairs.

Sorted the IT, sort the uncomfortable seating.

Less content more interactions

Less sitting for long periods.

Less content more dialogue.

Allowed some different time slots.

Better time management.

Timings for workshops.

(1 "I don't know" 2 left blank)

By the way....Overall what was your favourite bit?

People. All. Singing! Networking. Trieste. Everything, Sharing. Mingling.

Dr. Pat Bracken Talk. (6)

Presentations by people who are receiving services.

Common hope and sense of purpose.

Rachel Waddingham talk. (3)

Having so many enthusiastic and positive people under one roof.

Service users stories.

Sarah's share.

Learning sets going on and developing - very optimistic.

Evaluation, Arts4wellbeing.

Service users own stories.

Sharing practice from around the world.

Somebody came back from Trieste inspired and ready to act.

Mia Kurtti - simplicity, open, honest and in the moment also Sarah's story.

Hearing from local groups in the workshop.

Hearing individuals stories both professionally and service users.

Examples and good ideas.

Learning sets. Mia Kurtti, Pat Bracken, Peoples lived experiences (valuable).

Mia Kurtti, Marcello Macario, Rachel Waddingham, Mark Sampson, - very inspiring.

Open Dialogue presentation.

Presentation from Malaysia.

Hearing how Julie and Liz were affected by Trieste.

Learning set connecting with environment, (Ecotherapy).

Presentation on Finnish Model, Trieste.

How recovery is possible even in cultures where this could be considered radical.

Satisfaction of presenting.

(3 were left blank)

Roving Reporter

Our roving 'fairy' reporter, empowered to grant 3 wishes for MH sector: - what would they be? Sometimes allowed people just to speak about what they would like to say. She managed to record 13 people, giving a range of views and opinions.

Topper / Pants

Last snap shot exit poll opinion on conference as a whole, we got 15 'Topper's' and 2 'pants'

Graffiti Doodle Boards

Half pre-drawn black and white doodles reflecting images of whole life, whole systems approach for delegates to enter a creative, meditative flow of colouring in, adding images and recording thoughts and feelings. Photographs of images in appendix, transcript of written responses follows:

Listen! Empowerment, Respect, mmmm Cheese, Want a grape? - Thanks, An end to assessment fatigue, media portrayal, Social media connecting or isolating? Peace and Love, End of stigma, Be Yourself, Why can't we just accept people as individuals? Time for some mindfulness, there is hope, Have your say, Live in the now, more time for questions and discussions, time for evaluation could be written into the timetable of day, happy Halloween, share the love, When 'I' is replaced by 'we' even illness becomes wellness.

In Summation

The two day conference had one hundred delegates invited with over 30 presenters. There were 30 volunteers helping out, alongside 10 WWAMH staff present, 30 members of IMHCN and 2 WWAMH Trustees.

- Day 1 Attendance 189 delegates
- Day 2 Attendance 180 delegates.

Day 1 / Day 2 Evaluation Methods.

• audio interviews.	13 interviews
• What have you seen that you liked?	12 responses
• What have you heard that you liked?	21 responses
• A Magic moment.	32 responses
• What made you think?	20 responses
• New Learning	19 responses
• Bright ideas.	17 responses
• 5 things you will do because of conference.	11 responses
• Leaves - wishes	20 responses
• Acorns - Seeds of ideas.	26 responses

Day 2 Evaluation Methods.

• Can of worms	8 responses
• Philosophical worms	6 responses
• Butterflies - Transformation	3 responses
• Caterpillars - Change	6 responses
• Topper	15 responses
• Pants	2 responses
• Targets	36 responses
• Can I have a word	48 responses
• Thank you cards / Butterfly release.	120 handed out

Butterfly Thank you cards

156 primed Thank You cards (36 left over) 120 delegates, volunteers, presenters and staff opened a thank you card, as a group celebrating transformation and releasing their butterflies; two photographs - before and after clearly demonstrate the shift in peoples attention, focus and being present in the moment. The overall feeling was one of intrigue, excitement and wonderment.

Before



After



Arts4wellbeing: Thank You's

We would like to thank WWAMH for the opportunity to devise and facilitate this interactive Evaluation and Monitoring opportunity and their staff support throughout in particular: Angie for her continued faith and support, Marie for her Butterfly winding, envelop stuffing and volunteer facilitator on the two days. Lewis for absorbing our initial pitch, our IT requests and our printing needs. Seah for her interviewing and audio recording and editing, Mererid for her volunteer facilitation on day 1, our volunteer documenting nurses: Louise, Madeleine, Jo, Rhian, Lisa, Natasha, Gemma, Sophie et al. and of course, all the staff who organised the event, all the presenters for their presentations and inputs and all delegates for attendance and contributions as well as Botanic Gardens for their Catering crew and hosting event.

