

Raising the Bar in Stockton... 15<sup>th</sup> July 2009  
Transforming Services for Older People's Mental Health Event Evaluation

North East Mental Health Development Unit  
a healthy



in partnership with **Stockton-on-Tees**



This event took place on Wednesday 15<sup>th</sup> July and was hosted by the North East Mental Health Development Unit through the Mental Wellbeing in Later Life Programme, in partnership with and facilitated by, Mental Health Commissioning for NHS Stockton-on-Tees and Stockton-on-Tees Borough Council.

Delegates were asked to complete an evaluation form at the end of the event. This was also an opportunity for people to sign up to the proposed "transformation group" to work to change the way the older people's mental health services are delivered in Stockton-on-Tees. The response rate was 53%% (42/80 delegates) and twenty-eight of these expressed an interest in joining the group.

**1. How useful did you find the following sessions?**

Respondents were asked to rate each session on a scale of one to five, with one being "not useful" and five being "very useful". The responses are shown in Figure 1 below.

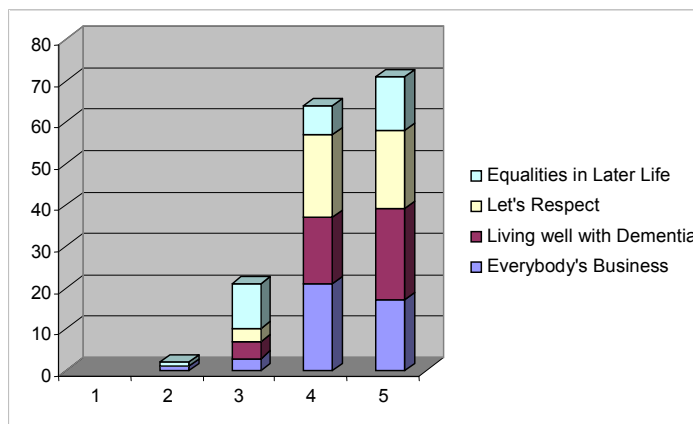


Figure 1: Ratings of each session

**1b. How useful did you find the table activities?**

There were two table activities: Activity one asked groups to measure Stockton's provision for dementia in relation to the objectives set out in the Living well with dementia: A National Dementia Strategy. The second activity asked questions based on the theme of older people's mental well-being, and asked groups to complete a Thought Tree" setting out issues, current provision and the ideal for Stockton.

Respondents were asked to rate each of the table activities on a scale of one to five, with one being "not useful" and five being "very useful". The responses are shown in Figure 2 below.

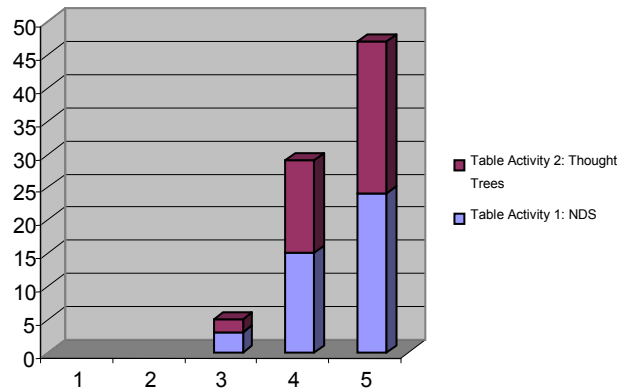


Figure 2: Ratings of each table activity

## 2. What key messages do you think you'll take away with you today?

There were 35 responses to this question. The overwhelming message from the responses received (26%) was the importance of **partnership working**, with some of the examples of this being:

"We need to work together to make this strategy work", "more partnership work needed to meet future needs", and "need to...network and work collaboratively to make the most effective use of existing resources". Closely linked to this was the need for better and more communication, and training needs.

The use of existing resources also featured strongly in the responses, and also the need to look at using what resources were available in a different way.

The message that several people said they would take away related specifically to implementation of "Let's Respect". This seems particularly relevant, since one respondent highlighted the "lack of knowledge and education on the part of hospital staff".

Importantly, older people's mental health issues were highlighted as a key message from the day, that there was a greater understanding for some on what was happening at a national and local level for older people's mental health. However, several responses also stated that there was still work left to do in Stockton-on-Tees. Other key messages highlighted included:

"An impressive level of commitment and enthusiasm"  
"Moving forward with new ideas"  
"The involvement of carers is key in developing strategies"  
"Passionate about older people"  
"Agencies struggling to provide services"  
"Need to improve access to service" and linked to this "Equality"  
"End of life care"  
"Ideas of training packages...learning what is happening in other organisations"

### **3. Is there anything that you'll do differently now as a result of attending today's event?**

The response rate to this question was 60% (25/42). 20% of respondents (5/25) simply stated "no". For those who *did* say that they would do things differently following the event, the responses to this question fell into three main groups:

- i) Better use of existing resources
- i) Networking
- ii) Awareness raising of mental health issues

Further information on each of these groups is given below.

#### **i) Better use of existing resources**

20% of responses (5/25) fell under this heading. These included "giving more thought to existing community resources", attending some of the resources to better inform staff about what's already out there, and raising awareness among hospital nursing staff about resources in the community and how to access them.

#### **ii) Networking**

The responses showed that the networking opportunities that the event provided were highly valued by those who attended. 24% (6/25) of those who responded to this question said that they would network more effectively and more often, and it was also clear that good links had been made with other services on the day. There was an interesting comment on one response to the question that links were going to be made to the Stockton Celebration Generation Group in order to develop some intergenerational work around older people's mental health.

#### **iii) Awareness Raising of Mental Health Issues**

This was another common theme with 20% (5/25) of respondents highlighting this. The majority of responses seemed to come from a range of health care professionals. Responses showed a desire for a greater understanding of older people's mental health issues on a personal level, but also in raising awareness among staff through the accessing Mental Health First Aid Training, and raising awareness of local resource with staff, for example.

Other responses received were:

"Adapt the way I communicate with clients"

"Reinforce the challenges of the equality agenda"

"Too many to list!"

"Learning Disability interface work"

"Work harder at achieving this"

"Currently doing a gap analysis. Information gained [from the event] will feed into this"

**4. What did you think of the refreshments provided?**

Respondents were asked to rate the refreshments on the day on a scale from one to five with one being "poor" and five being "very good". The responses are captured in figure 3 below:

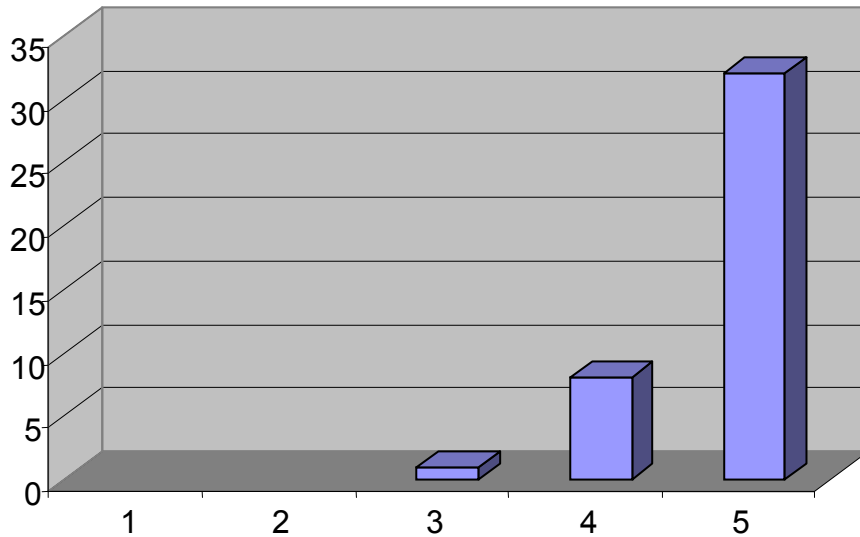


Figure 3: Rating of refreshments

**5. How would you rate the venue?**

Respondents were asked to rate the venue on a scale from one to five with one being "poor" and five being "very good". The responses are captured in figure 4 below:

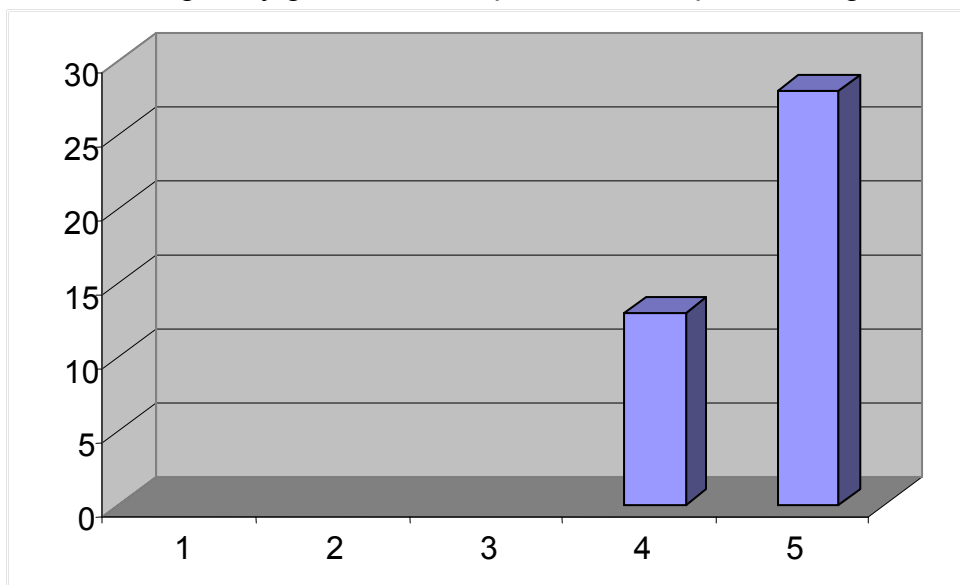


Figure 4: Rating of venue

**6. Are there any other comments you'd like to make?**

Some really positive feedback was received, with the following additional comments being made:

"The event should be repeated to re-emphasise the importance of older people's mental health"

"A very enjoyable, informative day Lots of networking—valuable information"

"An excellent event. Very productive group/table work"

"Very enjoyable and interesting day"

"Really good networking"

"Thank you for a wonderful day"

"Many thanks for the day and inviting me to be a part of it"

"Well-organised day"

"1. The video on Let's Respect brought home the message. 2. Need to make North Tees Hospital more aware (raise awareness and application of the care pathways for depression, delirium and dementia".

"There seems to be a need for a co-ordinator to bring together representatives from the hospitals, care homes, social services and other relevant agencies to streamline services and procedures and share best practice. It could be a network that only meets as required and otherwise shares information electronically".

"Excellent conference"

"Really enjoyed the day"

"I would like to have more sessions like this"

"A very useful and effective day"

"I work in the PCT for the four Tees areas [as a Public Participation Officer]. We are looking to set up a newsletter and would like to promote all local NHS services in these area"

"I don't know much about the older people's agenda. I found that today's event has given me lots of insight and I've learnt a lot...I thought the event was great and the speakers were all fantastic"

"Too warm in the conference room; Need amplification of speakers' voices"

"Noisy after lunch from the kitchen behind the [event] room; Some carers said the venue was difficult to access"

"The only negative thing was someone taking photographs"

"The second table exercise could have been clearer"

## 7 Summary Conclusion

The aims of the day were to:

- i) Bring together a wide range of people who work with and care for older people in Stockton
- ii) Set the context for Everybody's Business and the National Dementia Strategy in Stockton
- iii) Raise awareness of older people's mental health (and particularly for the acute trust)
- iv) Securing interest in a "transformation" group to move forward with the way older people's mental health services are delivered in Stockton.

Eighty people attended the event, and these were made up of a range of professionals in health and social care, community services (including the library service), service user representation and carers of people with dementia. The responses in the evaluation show the value of the event in terms of the networking opportunities it provided, and also of a future need and willingness to develop further networking.

The positive feedback on the first two sessions of the day (Everybody's Business and the National Dementia Strategy) and comments received on a greater understanding of what's happening nationally and locally in terms of older people's mental health demonstrate that the second aim of the day has been successfully met. There was a real sense of older people's health being everyone's concern, and a commitment to taking this forward in Stockton-on-Tees.

All of the speaker sessions were positively received, and feedback on the evaluation forms shows that people went away from the event with a better understanding of older people's mental health and the problems that need to be addressed. The value of the "Let's Respect" information was commented on by a number of people who attended, and a positive message was that people were going to work to implement the recommendations set out in this campaign. Virtually everyone left with a "Let's Respect" toolkit which is an extremely encouraging sign!

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Representatives from the acute trust recognised from discussions at the event that there was a need for improved training and awareness among hospital staff, and "Let's Respect" certainly highlighted this.

There was an encouraging level of interest in the "transformation" group, with a range of professionals and carers signing up on the day. The terms of reference and aims of the group will now need to be finalised and an initial meeting arranged to begin the process of bringing about change to the delivery of older people's mental health service in Stockton-on-Tees.

## **8 Outcomes for North East Mental Health Development Unit**

On 8<sup>th</sup> September 2009, Stockton held their first Transformation Action Group (TAG) with the meeting attracting around 20 people from a range of agencies and organisations and including carers. All of the attendees were present at the 'raising the Bar Event'. There was also a strong view that service users should be involved in the group and this was to be explored. Other outcomes of this first meeting included:

- Change in practice in the way Stockton approaches the development and improvement of mental health services for older people. The previous network was found wanting and un-sustainable and from the event hosted by the North East mental Health Development Unit, a stronger, inclusive group has been formed.
- From the event, the creation of a multi-agency group including commissioners, acute care, third sector, users and carers the Transformational Action Group has been formed to support and develop, at a strategic level, plans to meet the needs of the older people of Stockton for future years.
- Development and agreement in principle of Terms of Reference which will help strengthen sustainability of the group.
- An outcome framework which will enable the group to prioritise those issues that most effect local citizens.
- The bringing together of an experienced, knowledgeable, committed and enthusiastic group who will strive to take forward service improvement, cost effectiveness and service sustainability.
- The Transformation Action Group is a multi-agency group including health and social care, acute care, third sector and carers committed to driving forward service improvement and value for money.