



# The Five Values Report



## Mind in Cambridgeshire

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Index:

Summary of Five Values..... Page 2

Summary of service..... Page 2

Brief introduction..... Page 3

The 5 Values Report..... Page 4






Peer Assessor Conclusion..... Page 11

Recommendations..... Page 15

Star rating..... Page 17

## Summary of five Values:

The SUN Network's Five Values are the result of a project whereby The SUN Network asked as many people as we were able, what five values they would like to see delivered by mental health services across Cambridgeshire. After consultation, the following five values were chosen:








-  Empathy
-  Honesty
-  Inclusion
-  Personalisation
-  Working Together

A focus group then worked together on what these five values mean. Once that was decided, the focus group worked together on creating a way to assess services against the 5 values.

Two members of the focus group then co-delivered training for peer assessors who now along with SUN Network staff, assess mental health services against the 5 values.

## Summary of Mind in Cambridgeshire

Mind in Cambridgeshire (MiC) is a countywide third sector mental health organisation are affiliated with National Mind. It offers mental health support through, amongst others, the following services:

-  Support 2 Recovery – community support
-  Wellbeing service
-  Changing lives Primary Care Service – Counselling Service and CBT
-  Resilient Together (3-year community development project)
-  The Sanctuary – (Out of hours crisis care support)
-  The Blue Light Programme – Wellbeing Networks for our Emergency Services
-  Mental health training

They offer the following workshops - Anger Management for Men, Anger Management for Women, I Matter Too, 5 Steps to Wellbeing and Anxiety Management

They also run groups for Personality Disorder and Hearing Voices.

## **Brief Introduction:**

For the purpose of this report, Lois Sidney and Anne Wigglesworth from the SUN Network and Clare Pecheur and Nicky Jewell who have previously accessed mental health services visited the MiC offices at St Neots and Cambridge and spoke with staff, volunteers and service users. We also telephoned some service users that were unable to attend on the day and met with further services users face to face. Policies and anonymised case notes were also reviewed.

MiC delivers mental health support from two locations across the county, St Neots and Cambridge, and also offer an outreach service to cover other areas within Cambridgeshire.

The staff at the service were extremely supportive of our visit and well prepared in terms of structuring the day and providing appropriate rooms that allowed for privacy and no interruption, with access to staff and service users. They also provided anonymised client files, policies, procedures and mission statements.

We were able to formally interview 13 service users, and 8 members of staff/volunteers across the services. The questions designed by the SUN Network focus group covered a broad range to ensure coverage of the five values.

# The 5 Values Report:

## Methods and Procedures:

The MiC staff/volunteers that we spoke to had been employed by MiC for between 3 months and 9 years and were all, without exception aware of the MiC values which are:

**Courage – Inclusivity – Respect – Empowerment - Compassion and Integrity.**

The staff/volunteers considered their personal values to be very much in alignment with the MiC values with Honesty, Kindness, Flexibility, and Caring also mentioned.

The interviewers felt that the staff/volunteers were very passionate about their work with clients and were very respectful and maintained confidentiality whilst discussing them.

There is a clear complaints policy for clients, the confidentiality policy is explained to all clients at their initial assessment and all other policies would be available upon request.

## Care plans/ Case notes:

Staff were asked questions around the protocol of care plans and the following was reported:

- The care plans/case notes are collaborative
- The staff ensure that all set goals are SMART
- The plans are reviewed on a regular basis with the client to ensure all goals are still relevant
- The limitations of the service are made clear
- Client support network can be involved but autonomy is encouraged
- Notes are entered after each session
- Clients are offered a copy of the plan
- Clients sign to agree the plan

## **Meeting the needs of service users and the five values:**

All the staff we spoke to felt that they were offered varied and appropriate training and support within MiC and that MiC was a very enjoyable place to work.

All staff had helped individuals at a time of crisis and explained with great empathy how they were able to offer support.

Staff were very clear about the boundaries and remit of their roles and explained at the initial contact with clients what the service could deliver and also signposted to other services as appropriate.

There is no policy currently in place that staff are aware of in regards to time limits to respond to clients. (with the exception of the complaints policy) However, there is a duty worker assigned each day to the Wellbeing team who will respond to calls and emails.

Staff offer a personalised and holistic approach to recovery and are aware that with some chronic cases recovery may not be possible so maintaining wellbeing is prioritised.

There is a resource folder available that staff update every time they become aware of new services or groups and signposting is given to clients, especially if it will support them to obtain their goals.

Not all services within MiC agreed on how information regarding advocacy was shared. Some stated that clients could ask and information was given, some stated that advocacy leaflets were in the starter pack and some stated that they discuss advocacy if the client didn't appear comfortable. What was apparent was that all staff were aware of advocacy and were happy to help clients to access the advocacy service should they require it.

All staff agreed that they considered MiC to employ a high percentage of staff with lived experience of mental health and all staff were aware of previous service users becoming employees or volunteers.

There was confusion around the meaning of 'Engagement' with only a few staff understanding what engagement meant and aware of the variety of methods offered to clients such as surveys, feedback forms and opportunities to shape the future look of the service.

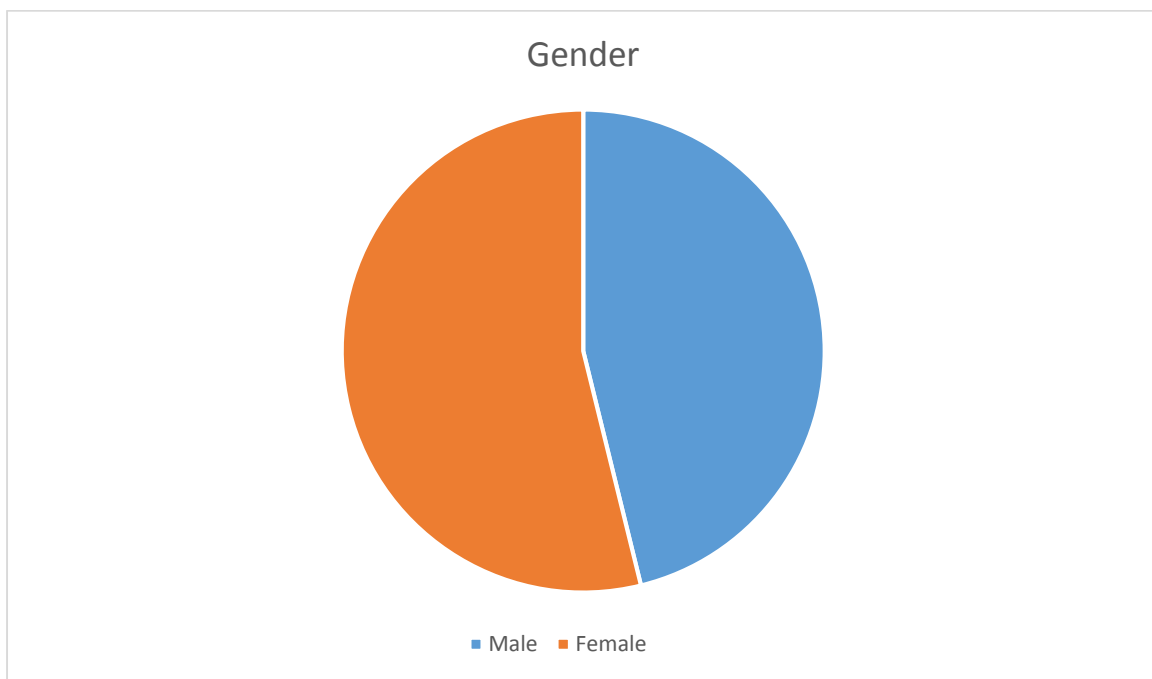
All staff rated MiC 4 out of 4 stars for Honesty, Empathy and Working together. Four of the seven staff rated MiC 4 stars for personalisation with the remaining three staff rating it 3 stars. Six staff rated MiC 4 stars for inclusion with one staff member rating it 3.

### **Environment and staff support:**

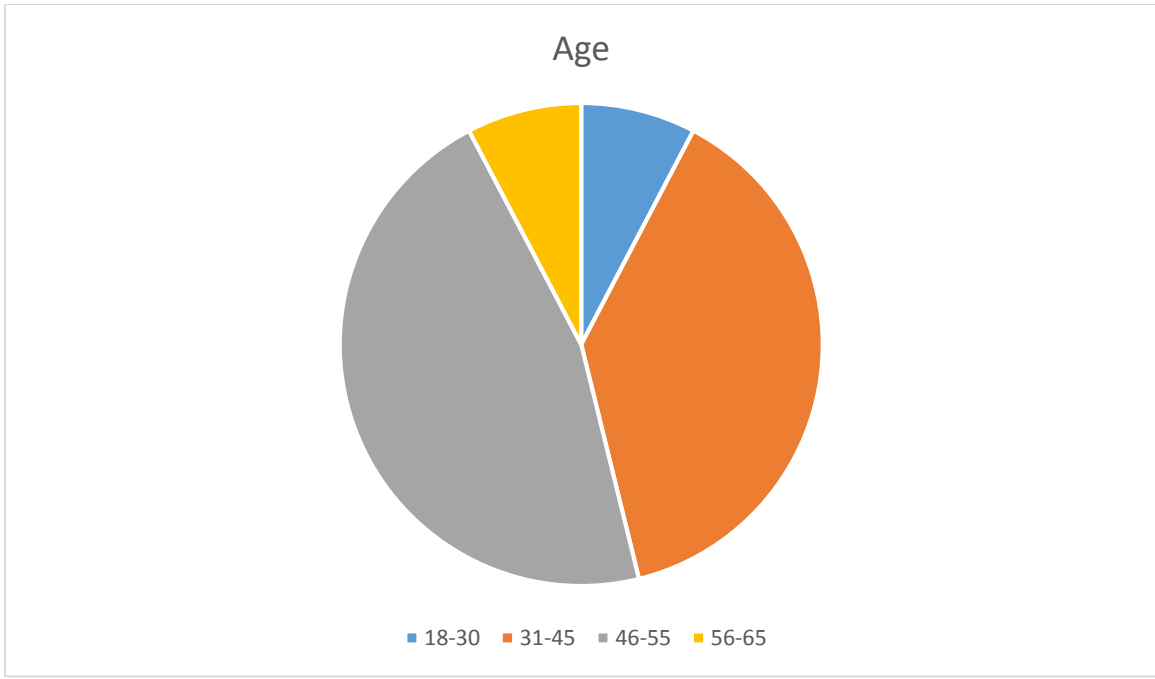
MiC offices have recently undergone substantial decorating and refurnishing and staff agree that the environment in which clients are seen is appropriate and welcoming. The Sanctuary in particular is extremely welcoming and service users (through the SUN Network) had a lot of input into how the Sanctuary's would look. Support to Recovery clients are seen either in the community or at their homes. Staff felt supported by their team and managers and also have an opportunity to attend 6 weekly clinical supervision, where they can share experiences and draw on the support of each other and a qualified clinical supervisor.

### **Service User Feedback:**

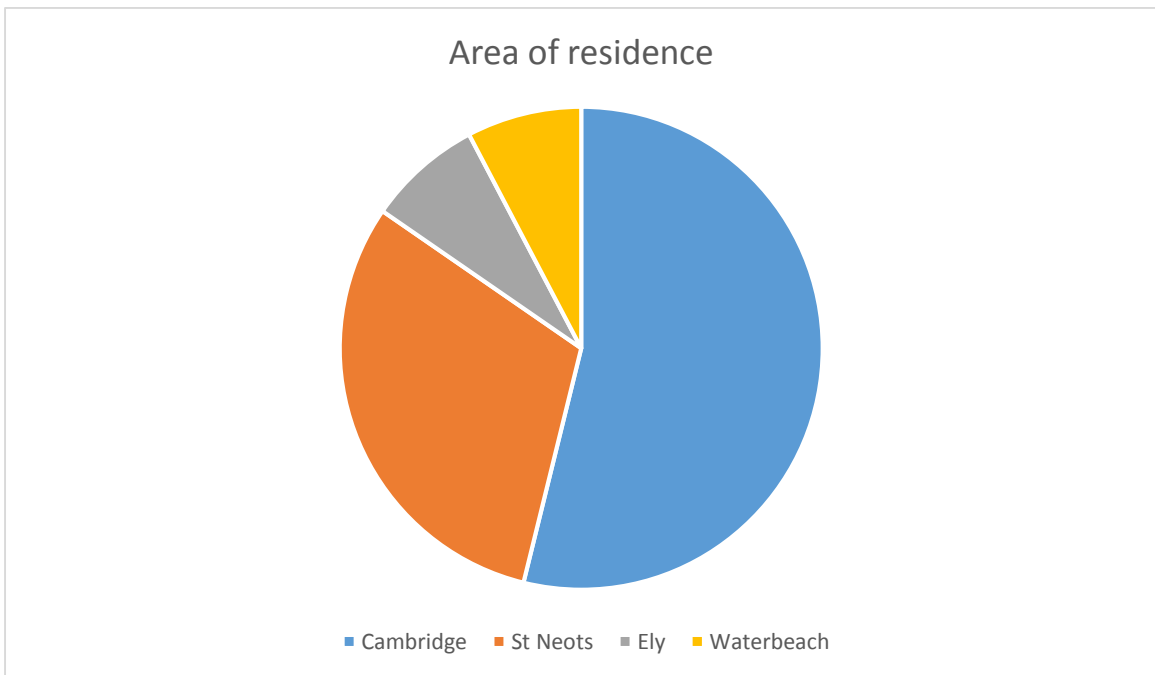
#### **Demographics**



We interviewed 7 females and 6 males

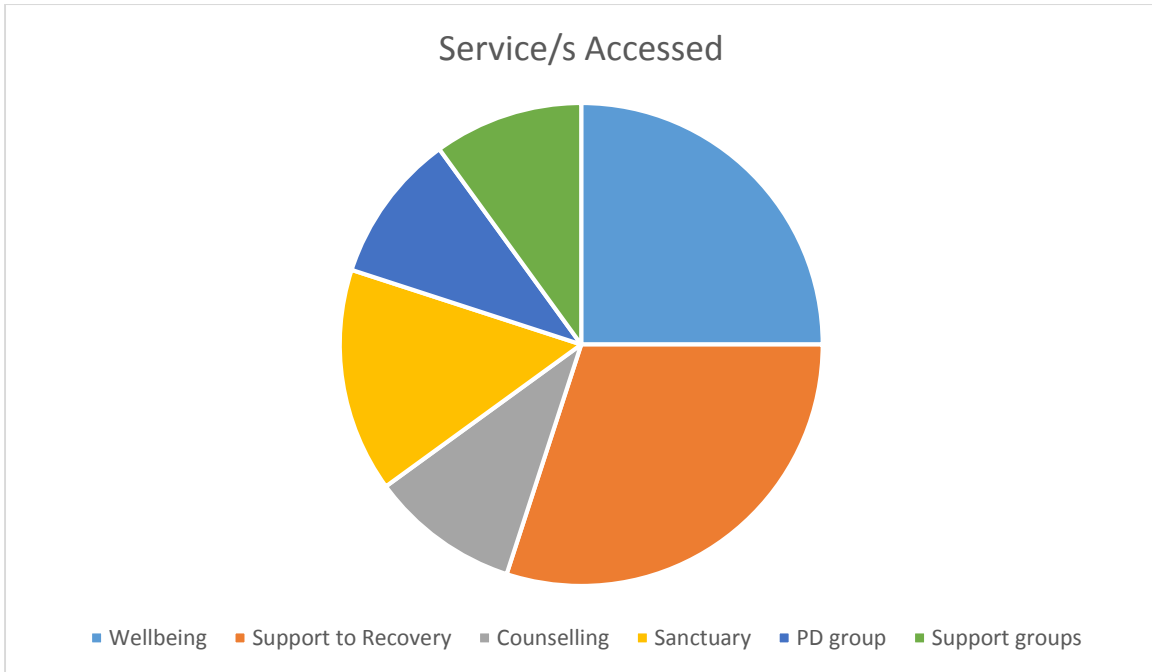


Ages: 18-30 (1) 31-45 (5) 46-55 (6) 56-65 (1)

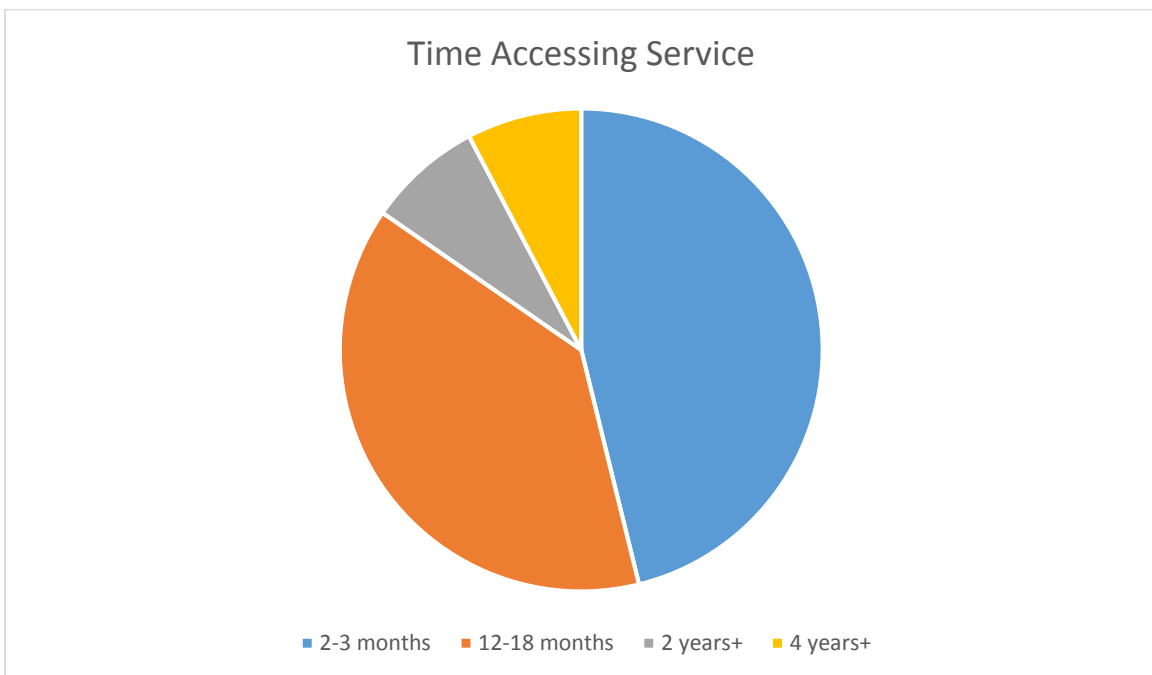


Service Users living in Cambridge (7) St Neots (4) Ely (1) Waterbeach (1)





Some of the service users accessed more than one service –  
 Wellbeing (5) Support to Recovery (6) Sanctuary (3) Counselling (2)  
 PD group (2) Support groups – Anger Management (2)



Time accessing service – 2-3 months (6) 12-18months (5) 2 years+ (1)  
 4 years+ (1)

The clients interviewed were asked a broad range of questions designed to explore their thoughts and feelings about the service they received at MiC.

## **Ways the service met the individual needs in a meaningful way were as follows:**

- Anger workshop has helped me understand my anger
- They are encouraging and not dismissive
- Turning negative into positive
- Someone who really listens in a non-judgemental way
- I feel stronger for coming here
- CPFT let me down and MiC support me
- Showing me different ways of thinking and how to manage problems
- Helped me to deal with issues by giving me the freedom to talk
- Confidentially able to have self-expression around thoughts and feelings
- Helps me access things I never would on my own – community, groups etc.

## **The service and the staff**

Of the 13 service users spoken to, 7 were aware of the service having case notes on them and having had input into those case notes by setting their own goals. Of the remaining 6 service users, 4 weren't formally aware of a case plan or notes but did recall making goals and having a general chat with their key worker, and 2 accessed the counselling service and understood that notes may have been kept confidentially and any goals were verbally discussed within the sessions. All 13 service users agreed with their notes/goals/plans and felt there was flexibility to suit them.

11 of the 13 service users felt that they were able to make choices about the services received. The remaining 2 stated that they were assigned to a service and other services available to them were not discussed.

6 of the 13 services users were aware of how long they could access the service for. The remaining 7 were unclear.

There was a unanimous response that confidentiality was respected.

All 13 service users felt they were treated respectfully and with compassion and there were particular references to staff being 'compassionate' 'brilliant' and 'remarkable' The 13 services users all felt that the service was offered at a pace that suited them and the 3 service users that reported needing crisis support stated that this was managed in a contained and safe way and left the client feeling reassured and able to cope.

All 13 service users felt that the staff were professional and appropriately trained and qualified to be working with them to support their mental health.

### **Policies, Procedures and Complaints**

The majority of contact made out of hours was reported to have been responded to the next working day.

Most of the service users were aware of the confidentiality policy but not of any other policies. They all stated they would be happy to ask for access to policies.

There were two complaints reported, one of which was dealt with to the client's satisfaction, the other was not. And 2 service users reported being sent a male support worker after specifically stating a preference for a female support worker. Both respondents stated that they were not informed of a male support worker being allocated until they arrived for the session.

Two respondents also reported expecting a support worker and no-one showing up and calls and emails not being responded to.

6 of the 13 service users stated they had been signposted to other services.

### **Advocacy, Engagement and future opportunities**

4 of the 13 stated that MiC staff explained advocacy to them, what it was and how it could help. The remaining 9 would like to have been given more information about advocacy.

9 of the 13 services users were aware of peer mentoring and volunteering opportunities, however, only 2 of the 13 had heard of the SUN Network through MiC. 11 of the 13 were keen to hear of future involvement opportunities and signed up to the SUN Networks mailing list.

Other comments given were as follows:

- 🌀 I would recommend MiC to friends
- 🌀 I have benefitted from the service
- 🌀 I had some hiccups with the service
- 🌀 Disappointed that my GP didn't seem to know about MiC
- 🌀 Really good service
- 🌀 It was a shock when a male support worker turned up - I didn't want to open the door.
- 🌀 I think highly of the staff here

- 🌀 Exemplary service. Felt they were attuned to my issues and helped me get back to that happy place
- 🌀 Helped me to reflect on things I would not normally think about
- 🌀 Mind has really helped with my feelings and thoughts
- 🌀 The Sanctuary is brilliant
- 🌀 I don't know where I would be without MiC

## **Conclusion:**

The conclusion is a personal overview written by peer assessors Clare Pecheur and Nicky Jewell:

## **Staff**

The 8 staff interviewed all seemed knowledgeable around their work areas and in understanding the values of their service. We interviewed both management and employees to give a varied viewpoint of the services.

When staff were asked about their personal values, there was a unanimous response particularly around respect, honesty and empathy to be shown to the service users. The main approach adopted by staff is person centred. There does seem to be a lot of service user input into care to ensure the focus remains on the service user's needs. They try and remain consistent with regards to the same worker as much as possible for the duration of the sessions.

There is a transparency and an openness around the policies and procedures and knowing how to access them in particular around the confidentiality policy which is always initiated at the beginning of the sessions.

The staff felt supported and offered comprehensive training throughout employment, this is highly regarded and considered a positive aspect of the job. Regular supervision is provided by management. Any further training requirements are readily offered. A stipulation of this is kept in line with current regulations so is up to date. A few mentioned it is 'good training' and it has 'boosted confidence and morale'

In regards to the confidentiality policy and procedure, there is a strict process to ensure standards are of the highest possible. For instance, the information is password protected and there is a clear desk policy, a need to know basis for sharing information and security for any notes and paperwork. After the six-year archive period, everything is shredded and deleted as appropriate.

The meeting of staff with service users is generally done in a public place (S2R) however, both premises offer clean comfortable and private spaces which have been newly refurbished. It doesn't feel clinical and is a calm and pleasant environment.

All the staff could recall at least one interaction where they have helped a service user through an emotional crisis, and this is done by listening and showing empathy and supporting the person through the crisis. One example was when a staff member exceeded his work hours because it was relevant to help the person through their crisis.

Staff give clear understanding at the initial assessment about what can be achieved and what the expectations are for the service user, so there is no misunderstanding of services provided.

Communication is key. Signposting would be discussed with the service user if that became relevant.

Staff try and respond to service users contacting the service within 24 hours between Monday and Friday. Out of office hours there is an automated response. If the key worker isn't available, another worker will pick up the details of the service user and respond. Responders suggested that there was no set policy in place but they were looking for uniformity. The general rule is they try and action it as soon as possible as 'the client is the priority'

Further to this, staff are very aware of delivering a recovery focused service, however, they are aware that in some cases it could be maintenance as some service users are not well enough to be completely focused on their recovery. They ensure people maintain their independence by 'tailoring the persons support plan to enable them to live as much of a fulfilling life as possible' Other options available and are discussed if relevant, to make sure the focus remains firmly on their recovery.

Signposting can be discussed with the service users. The service users are asked what they feel they need as extra support such as counselling, support groups, Recovery College, workshops, other mental health organisations. This is consistently done by staff from all services.

Advocacy varies in how it is accessed but all staff are aware of it and try to include it if relevant.

A high percentage of the staff have lived experience of mental health and this gives the service user a feeling of empathy and understanding that they are not alone. It gives the service user a sense of achieving their goals, given time. 'Several support workers were previous service users; it works really well.' Service users regularly go on to volunteer and this can lead on to employment.

Further comments from staff about the service include some very positive comments such as 'enjoyment of the job' 'the team are very supportive' 'rewarding, nice people to work with' 'not perfect, but good at what we do' Also worth mentioning are the constraints around staffing and funding because they would like to do more to help the service users.





For the staff, the service is a 4 star rating with the exception of personalisation which was a 3.

## **Service Users**

The 13 service users interviewed were accessing a range of services across MiC and for varying lengths of time.

Self-expression was mentioned many times, as were the levels of confidentiality, which were both seen as positive aspects of the service. Further-more with the confidentiality, the service users were in agreement that this was a high priority.


General support service users reported receiving included:

-  Peer support
-  Positivity
-  Encouragement
-  Support with Dr's appointments.





Most service users are aware of their care plans, but not all. Most agreed that their goals and needs were addressed. They felt they were given choices and there is a flexibility around reviews. Some service users were aware when the last review had taken place and some were not sure. Self-empowerment is encouraged, which can be done by the individual, i.e., using the internet.

Service users were aware that they could have family members with them at appointments, however, the majority of service users do not wish to include them. Pamphlets with details of the service are available on request for significant others to read through.

Some service users are made aware of the length of sessions available, with signposting discussed as an ongoing option. Signposting is generally felt as relevant including the following places:

-  Richmond Fellowship
-  CPFT
-  Lifecraft
-  Careers advice
-  Groups
-  The Edge
-  Advocacy
-  CAB
-  Online
-  Apps
-  The Sanctuary
-  Volunteering
-  Rape crisis





Also, service users are informed of services within the community, including the following:

-  The Butterfly Ladies
-  Fitness
-  Financial support
-  Women's Aid.

The service users are aware that they would have to self-refer to the above.

The policies and procedures gained a mixed response from service users. They seemed to be aware of some of them existing and felt confident that they could ask staff where to find them.

In regards to how the service users are treated, respect and compassion scored highly, and comments included:

-  Space is given
-  Can take my time
-  Very compassionate
-  Information given when needed

The pace at which service users felt they worked was mostly considered comfortable. There was one service user who wished they had been 'pushed more' and they acknowledge that this is a personal preference for them.

Service users would recommend MiC to friends and family. They thought it was:

- 🌀 A really good service
- 🌀 I'm happy, it feels like it has been very beneficial
- 🌀 It helped with thoughts and feelings
- 🌀 I don't know where I would be without MiC

In regards to the training and qualifications of the staff and the professionalism of the service, service users are generally happy with what they receive. One service did leave a service user feeling let down on responding to an initial call but on the whole it is positive.

In general, the five values were pleasing in its findings with positive feedback and a genuine appreciation of the service provided. There was only one person feeling they had not received a response from email or an expected phone call or visit which did not occur. It was not felt by the service user that there was much in the way of an apology. Generally, service users were full of praise and really appreciated the efforts the staff made. They found it to be a professional service and were able to express themselves, and their needs.

Service users and staff worked together to create a satisfying relationship which is built around a confidential and empathic service.

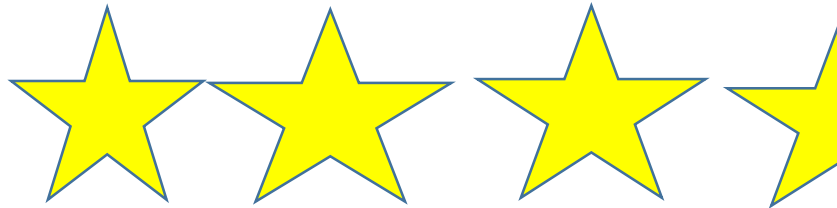
## **Recommendations**

- 🌀 We recommend more emphasis to be placed on sharing care plan/case note content as this was not always clear for the service user.
- 🌀 Policy and Procedure – Although staff were aware of policies, Confidentiality was the only one service users seemed aware of, we recommend more focus on sharing the availability of this information with service users.
- 🌀 Advocacy – Again, staff are aware of advocacy but potentially are not effectively sharing this information with service users, we recommend a more unified comprehensive explanation of advocacy across all the services.



- ✘ Communication – there were instances whereby people were expecting a visit that didn't happen, turned up for a counselling session and the counsellor was ill, received a male S2R worker with no notice when preference is no male workers or waited for a return call that didn't happen. Recommend reviewing communication policy to ensure these things do not slip through the net.
- ✘ Engagement – we recommend that staff have a greater understanding of the SUN Network and service users be offered the opportunity to be involved with the wider mental health landscape by being informed of the varied opportunities available to them through the SUN Network.

# Star Rating



**The SUN Network 5 values peer assessors have awarded Mind in Cambridgeshire 3 ½ stars for their work in the field of mental health support and recovery**

## **Please note:**

**1 star** = Inadequate: Does not meet the requirements of the client. Is not of an acceptable standard. Significant improvements need to be made to meet the clients' needs. Requires another visit.

**2 stars** = Satisfactory: Meets minimum requirements of clients' needs. Improvements could be made.

**3 stars** = Good: Positively serving clients well. Meets all requirements.

**4 stars** = Outstanding: Highly effective, meets all clients' needs and provides exceptionally well.