

# Peer Support Fife

[www.PeerSupportFife.org.uk](http://www.PeerSupportFife.org.uk)

*Presented* a *Workshop* with

## Mary O'Hagan

NZ consultant and writer

thought leader on service user perspectives

[www.maryohagan.com](http://www.maryohagan.com) - [www.wellbeingrecovery.com](http://www.wellbeingrecovery.com)

" But they've summoned up a thundercloud and they're going to hear from me"



Leonard Cohen

Monday **28** March 2011

12.30pm **to** 4.00pm

Best Western **Scores Hotel**

76 The Scores, St Andrews, Fife KY16 9BB

Chrys Muirhead, Convener **PS Fife**

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## AGENDA – **Mary O’Hagan** Event

### SERVICE USER PARTICIPATION AND LEADERSHIP IN FIFE MENTAL HEALTH AND SOCIAL SERVICES

28 March 2011 – Scores Hotel, St Andrews

| <b>MASTERCLASS WITH MANAGERS/WORKERS</b> |   |  |
|--|---|--|
| 9.30 - 10.00                             | Introductions & Opening Address:<br><b>Roseanne Fearon</b> , Head of Adult Services,<br>Fife Council Social Work Service<br>Purpose of morning and afternoon sessions | Whole group  |
| 10.00 – 11.00                            | Overview of service user participation and leadership   | Whole group<br>Talk with time for questions                              |
| <b>11.00 – 11.15</b>                     | <b>Break</b>  |  |
| 11.15 – 12.15                            | Obligations and opportunities for service user participation and leadership   | Small groups – mixed NHS,<br>Council and Voluntary Sector<br>Report back |
| 12.15 – 12.30                            | Learning from the morning   | Whole groups   |
| <b>12.30 – 1.30</b>                      | <b>Lunch</b>  | Managers/Workers<br>and Stakeholders                                     |

| <b>STAKEHOLDER WORKSHOP</b> |   |   |
|-----------------------------|---|---|
| 1.30 - 2.00                 | Introductions –poem: John Sawkins<br>Summary from morning masterclass<br>Purpose of afternoon session | Whole group   |
| 2.00 – 2.45                 | Mapping service user participation and leadership in Fife mental health and social services           | Small groups to consider activities and gaps in: <ul style="list-style-type: none"> <li>• NHS</li> <li>• Council</li> <li>• Voluntary Sector Orgs</li> <li>• Interagency</li> </ul> Report back |
| <b>2.45 – 3.00</b>          | <b>Break</b>  |   |
| 3.00 – 3.45                 | Reading: John Sawkins<br>Filling the gaps in service user participation and leadership                | Small groups to consider how to fill gaps in: <ul style="list-style-type: none"> <li>• NHS</li> <li>• Council</li> <li>• Voluntary Sector Orgs</li> <li>• Interagency</li> </ul> Report back    |
| 3.45 – 4.00                 | Agreement on next steps   | Whole group   |

## Introduction

**Mary O'Hagan**, NZ Mental Health Recovery Consultant and Writer, was invited by **Peer Support Fife**, to facilitate an event in Fife on service user (and carer) involvement, funded by Fife Council, NHS Fife and PS Fife (Awards for All). In May 2010 Mary had previously visited Cupar, Fife, and led a morning workshop on this same topic [report on the PS Fife website, *News Archive* page]. **Thanks** to the Fife statutory mental health organisations for jointly funding and attending this event. And to **Roseanne Fearon**, Head of Adult Services, Fife Council Social Work Service, for giving the opening address and welcoming everyone.

Mary is a mental health activist and **recovery leader** who has challenged services and institutionalised thinking for nearly **30 years**. Examples of Mary's work include being an initiator of the service user movement in New Zealand - the first chair of the World Network of Users and Survivors of Psychiatry - an advisor to the United Nations and World Health Organization - a Mental Health Commissioner for New Zealand. More info on [www.maryohagan.com](http://www.maryohagan.com).

**Invitations** to the morning 'masterclass' were sent out to managers and workers in Fife mental health organisations, resulting in participation by 7 **NHS Fife** and 6 **Fife Council** staff. [*unfortunately there was no voluntary sector worker involvement*] Most of the morning group stayed on for the afternoon workshop, joined by stakeholders – service users, carers, volunteers, workers from other areas - representing **Aberdeen, Dundee, Perth, Alloa, Glasgow, Ayrshire** and **Fife**. Around 27 of us in total were present, although a number of apologies were sent from folks unable to attend. There was an abundance of sharing and learning with Mary leading, and networking that will hopefully result in more service user/carer participation and leadership, and mental health service improvements.

Chrys Muirhead  
Convener  
**Peer Support Fife**

## Brief points taken from the morning session [Chrys Muirhead]

- Participation rather than involvement and leadership
- 'we' (service users & carers) set the agenda – leadership – more powerful
- User survivor movement – human rights movement
- Changing our story about how much power we have
- Crisis houses – service users called 'guests'
- Accountability – 'my right to make mistakes'
- Changing underlying beliefs about 'madness'
- Having a 'menu of services'
- Help versus control
- MH Act – inherently discriminating
- Service users involved in research processes
- Evaluating MH services – SRI Tool – action plans
- Health improvement teams
- **Judi Chamberlin** – USA MH activist – “nothing about us without us”  
[Tribute to Judi on National Empowerment Center website](#)

## Stand Outs

choice re involvement

- People won't participate if they think it won't make a difference

agenda setting

- (people) Can be scared

why not?

- Men's culture – don't cry

- Value of 1000 small steps versus giant leap

evidence gathering

- Not good at momentum

- Better communication/participation needed between groups

challenging but positive

- Language

- Users/carers at table from start

Support of children  
& mental wellbeing

caring for  
v  
caring with

## One action (new) to support service user participation

1. Dundee Service User Forum - start setting agenda
  - separate meeting, key staff, more education, self help – wards, day services
  - WRAP
2. Fife NHS & Alloa Klacksun
  - tap into Dundee SU Co-ordinator – Forums - People
3. Glasgow (SAMH) Antoinette – challenge employers re stigma (positive) - SeeMe
  - Hustings, Edinburgh, April
  - Aberdeen - John (VOX) – ringfencing MH monies
4. Perth – organise party – promoting wellbeing for all!
  - be inspired - prevention
5. Fife Council & Fife others – service user charter (input into adult protection)
  - evaluate peer support worker – paid/voluntary? “mistakes easy to put right”
6. Alloa – education, communication, use service user involvement
  - use dedicated pieces of work & don't change!
  - apply some radical, critical thinking
  - implementation & limitations of user-led MH service
  - OR “only maintain the status quo”
  - DLA taken away – computer diagnosis – pressurise government!
  - Consultations make a difference – working in partnership

## Table Discussion Notes (random)

### A. Extent of service user participation

- Rights – legal, moral
- Importance of communication
- Advance statements/directives
- Priorities/interpretation by professionals
- Use of language – soundbites, jargon
- Check understanding of all parties
- Lack of time spent with professional
- Balance – peer involvement & other supports
- Moving on – new experiences – embrace change

### B. Why does SUPL (service user participation leadership) improve services/recovery?

- Able to focus services – right service, right place, right time BUT what about other improvements ... expense – improvement from the perspective of the service user .... the point is better outcomes for the individual – only if convergence of service outcomes & user outcomes
- Better informed
- Restoring self-determination, self-worth, control ... these are determinants in recovery
- Definitions:
  - i. Service user (SU) – anyone who seeks or is required to use the services available
  - ii. Participation – range ... being 'willingly' involved in the direction of one's own care through to representation on service groups (planning, commissioning etc)
  - iii. Leadership – again a range of meanings ... personal control of care & life versus actively directing service provision