

# IAGES

## Implementation Phase Summary

October 2017



**NewChapters**  
Mental Health & Wellbeing  
Information Service

**Suffolk** ●●●  
**FamilyCarers**  
Living Fuller Lives

**Suffolk Mind**

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# 1. What is IAGES?

IAGES is a new partnership formed between Suffolk Libraries, Suffolk family Carers and Suffolk Mind. The partnership has been funded by the Mental Health Pooled Fund for the next three years to provide information, advice, guidance and emotional support to people living in Suffolk.

Each partner is responsible for delivering it's own core part of the service and is dedicated to working together as a partnership and also with many other organisations, to create better access to information and support for wellbeing.

In order to help the partnership design and build the new service, a six month implementation phase was given; this was to ensure partners could gather feedback, raise awareness and make plans for what it would look like and how it would work.

This document is a summary of what's happened in those six months, the feedback gathered and what the next steps will be.

## 2. Partner roles

Suffolk Libraries will increase access to information and signposting across the county, using it's buildings, staff and resources; this will include increasing access to books on wellbeing topics, large print and audio books, as well as it's display areas.

The Open Space group (a drop-in session run with NSFT and Julian Support) will be rolled out across the county in the main libraries and libraries will also hold regular information events working in partnership with local community organisations. Alongside this, staff will receive training in mental health awareness to help support them in signposting customers.

Suffolk Family Carers have two dedicated IAGES workers, who cover the county and are responsible for signposting carers and can provide 1:1 advice and emotional support.

The IAGES workers will also support the development and facilitation of Family Carers Open Space groups, which will run with a similar structure to Open Space and be hosted in various community venues.

Suffolk Mind will be recruiting Peer Mentor Volunteers, who will be provided with training, supervision and managed by a volunteer coordinator within the organisation.

The volunteers will support the development of peer groups, as well as the Family Carer/ Open Space groups within the community and will work with partnership organisations to support signposting and information.

# 3. Feedback Workshops & Summary

IAGES held four feedback workshops across the county which consisted of a summary of what IAGES is, an emotional needs and wellbeing training session, followed by discussion and feedback.

The groups used the emotional needs covered in the wellbeing training to inspire conversations and think about what keeps people well. They then fed back how those needs link into information, advice, guidance and emotional support. We also asked the groups to provide us with feedback on website use, paper resources and the proposed peer mentor application process and role.

The aim of these sessions was to help raise awareness of the new partnership and what it hoped to achieve and to gather feedback and ideas from service users, staff and anyone with an interest in wellbeing, to help shape the new service.

Each workshop was advertised by partners through the VASP networks, various social media streams, websites and posters were displayed in order to reach as many different people as possible.

The following pages show a summary of the feedback and suggestions given in each session, and a final summary of the main themes.

# Felixstowe

## Wellbeing needs highlighted...

- Respect
- Control
- Attention
- Meaning and purpose
- Food and drink
- Privacy

## Main wellbeing feedback points given

- Information & education is needed
- Courses & information on assertiveness
- Need to validate each person as an individual
- Information on healthy relationships
- Support in making person-centered wellbeing plans
- Communication & listening skills are important
- 1:1 support and community links both needed
- Awareness of social exclusion & loneliness
- Need to help build people's confidence
- Careers advice
- Opportunities to develop personally—hobbies & professions
- Link with community projects around food and healthy eating
- Information on accessing affordable food
- Help people understand the link between food and mood
- Help support people with healthy boundaries
- Link family carers with respite opportunities
- Partnership working is key
- Self—care is important
- People need to feel listened to and acknowledged

## Was attended by...

- Service users
- Family carers
- Staff from Suffolk Mind, Suffolk Family Carers & Suffolk Libraries

## Feedback on website and resources

- Links to community services & how to access them
- Simple outline of service
- Emergency/ crisis contact details button
- Links to downloadable resources
- Leaflet version of website information
- Information pack to take and work through
- Equality for access—languages, disabilities, LD
- A mix of contact methods—contact form, phone numbers, email, call back service
- Confidentiality/ anonymous access/ privacy mode—website not traceable/ no cookies
- Clear and concise
- Social media
- Up to date information
- Must be simple

## Other feedback given

- Don't reinvent the wheel
- Link up with other organisations
- Develop referral pathways with feedback to ensure customers get the support they need
- Use a variety of locations
- Be aware of volunteer and staff safety

# Lowestoft

## Wellbeing needs highlighted...

Respect  
Privacy  
Community

## Main wellbeing feedback points given

- People prefer face to face when it comes to wellbeing
- Need a comprehensive leaflet
- Need information suitable for all abilities
- Use different forms of media to spread message
- Offer a phone service
- Only have one point of contact
- Make use of community hubs which already exist
- Link to other community assets
- Post leaflets
- Internet access can be difficult, particularly in Waveney
- Make use of paper resources to widen reach
- Link up with Suffolk info—link

## Was attended by...

Service users

Community care practitioner

Homegroup

Carers lead

NSFT

Volunteers

Staff from Suffolk Mind, Suffolk Family Carers & Suffolk Libraries

## Feedback on website and resources

- Not too many clicks to reach what you need
- Use pictures and clear concise language
- Must be easy to read
- No jargon or acronyms
- A London underground style map of services
- An interactive map of resources
- Phone number
- Must be easy to navigate
- Visual aids for those with dyslexia
- Website must be maintained
- Information must be kept up to date and relevant
- Prioritise information—too much is confusing
- Signpost to services and detailed info
- People don't want long lists
- Don't overload the website with information
- Provide links to useful apps for wellbeing

# Ipswich

## Wellbeing needs highlighted...

Community

Attention

## Main wellbeing feedback points given

- Everyone has mental health & wellbeing
- Education and awareness is key
- Must think about locations in terms of barrier
- Community in locations is important
- Volunteering opportunities
- Befriending
- Supporting Lives, Connecting Communities programme a good example
- Carers supporting those with specific difficulties can take on similar behaviours
- Provide peer support and awareness
- Be aware that strong personalities can take over in groups
- Equality is important
- Facilitation to help people access what they need

## Was attended by...

Family Carers

Member of the general public

Carers leads

Dementia navigator

Leading lives

Staff from Suffolk Libraries and Suffolk Family carers

## Feedback on website and resources

- Must think about what already exists online, for example:
  - CAB
  - Suffolk Family Carers
  - Local councils
  - GP Surgeries
  - Libraries
  - NHS Choices
  - Carers Trust
- Must think about accessibility
- Utilise TV & Radio
- YouTube— Accessible videos
- Connect with schools
- Use Social media
- Guidance on using Google for wellbeing

## Other feedback given

- What's on in the community
- Clear and easy to understand
- Personal recommendations
- Information cards
- One strong brand for service

# Bury St Edmunds

## Wellbeing needs highlighted...

Food and drink  
Physical activity  
Security  
Community

## Main wellbeing feedback points given

- Need to use plain English
- Must be accessible to all
- Needs to signpost
- Education is key
- Provide workshops
- Marketing is important
- Sleep, physical movement and food/ drink are all linked
- Needs to be a clear pathway for those caring for people in times of crisis
- Workshops can support prevention
- Raise awareness for Mediation, mindfulness, yoga—all useful for feelings of panic
- Help people understand that both underweight and overweight are damaging
- More information on eating disorders
- More information on alcohol & substance misuse to cope
- Useful information for managing money
- Sharing food is important in bringing people together in some communities
- Understand different cultures and views on healthy eating
- Give advice on cooking and nutrition
- Signpost to eating disorder groups and resources

## Was attended by...

Recovery college  
Homegroup  
Voiceability  
Sue Ryder  
Family Carer  
Social worker  
Julian Support  
Local Patient Participant Group  
Parkinsons advisor  
Arts organisation  
ReEmploy  
Building Community Capacity officer  
CAB

## Feedback on website and resources

- Info pack in libraries, surgeries, pharmacies
- One life website good
- Website needs clear information
- Internet is popular for information on wellbeing
- Information and signposting should be reassuring
- Suffolk Infolink is a good resource
- Make use of social media and Facebook groups



# Feedback on Peer Mentor Volunteers

- The role summary isn't really descriptive of what is expected
- What is expected is a lot for a volunteer
- The role description needs to be really clear
- 4-5 hours is a big commitment, 2-3 hours is more realistic
- It's not necessary to ask for lived experience – everyone has had some experience, whether that be themselves or someone they know
- Would be good if all the mentors could get together for support, as well as supervision sessions, so they are not isolated
- Need to consider the support available for the volunteer, for example if a group takes place in the evening, can they access out of hours support from their supervisor?
- Need to advertise that expenses will be covered
- A lot of the essential criteria is covered in the training provided once an application is successful – therefore, are we asking people to have these criteria before they apply, or is it acceptable for them to gain them through training? If the later, then surely they are not essential?
- Wording needs to be less formal, for example; words such as assessing information, group dynamics etc. may put people off
- Need to remove the question about driving – or make it clear that this isn't necessary, it might put people off

## Common Themes from all feedback

- Education & awareness—People want to understand their own wellbeing and how they can help themselves, as well as understanding mental health and the support available in the community
- More information on substance misuse, eating disorders and the links between physical activity and mental health
- Access to training and information workshops to increase knowledge and awareness
- 1:1 support is valuable and important; people want to feel listened to and don't want to feel passed around between services
- The IAGES service needs to be advertised well, across all areas; professional and public
- Raise awareness of the difficulties faced by those living in isolation/ experiencing symptoms which may make asking for help difficult and work with partners to reach out
- IAGES must not reinvent the wheel; it must work well with other organisations to provide links and smooth journeys for all

# What's happened so far?

During the implementation phase partners have continued to provide information, advice, guidance and emotional support through existing channels and have begun to make improvements and developments throughout, whilst gathering feedback.

- Partners have attended multiple network meetings and information events to begin spreading the word about IAGES and what each partner can provide
- A development structure has been created for the Open Space steering group, including a protocol and terms of reference document for the steering group which aims to make the development of new groups easier, whilst protecting the original ethos
- A new Open Space group has been opened in Haverhill & conversations have begun with partners in other areas for further groups
- Eight Family Carer Open Space sessions are running in Ipswich and Haverhill, from September—November
- IAGES workers with Suffolk Family Carers have been providing 1:1 information and emotional support to family carers
- Suffolk Family Carers have recognised a higher level of demand for emotional support with family carers and a need for tier three support which is not covered by IAGES. They are currently in discussion with commissioners about future possibilities
- A new Volunteer Coordinator has recently been appointed within Suffolk Mind, who will continue the work of our previous partner (Christina Perea). The Coordinator will begin the process of raising awareness of the IAGES peer mentor volunteer positions, in preparation for organising information and training sessions. To date, two potential volunteers have passed the initial recruitment stage and are booked to attend trial sessions; a further 3 individuals have expressed an interest and are to be interviewed shortly
- Multiple information events have been held within libraries and attended by partners within the community, in support of Mental health awareness and world mental health day
- Suffolk Family Carers have been successful in bidding for some limited additional funds to provide support for specific needs relating to conditions affecting mental wellbeing
- Three training sessions have been held since April for Library staff (Suffolk's Needs Met and Effective communication with distressed people); 38 staff attended and a further 13 are awaiting the next scheduled training session in October
- An evaluation form and process is being developed which can be used by all partners and provide evidence of IAGES ongoing

## Delivery highlights so far...

- Open Space and Family Carer Open Space groups were attended over 1000 times
- Just over 2300 people have been signposted by IAGES partners
- Suffolk family carers received 60 new referrals and 71 re-referrals, and had 944 conversations with family carers (Face to face and on the phone)

# Next steps

The IAGES partnership will use the feedback summarised in this document to help improve the information being provided by each organisation, as well as developing new areas of the service.

The following are the priority areas for the next six months:

- **Website**— Specific feedback was gathered referring to website and resource use; this will be used to support procuring a website developer and will provide a base for the design. IAGES plan to ensure that the web developers contracted will continue to work with service users and professionals, so that the finished product is co-produced. It is estimated the new website will be completed by March/ April 2018 but a simple information site will be posted for the interim
- **Volunteers**— The recruitment of suitable peer mentor volunteers for this project will be a priority over the next couple of months and different methods of advertising will be used including online websites, posters and holding information sessions at the libraries for anyone interested in finding out more. Bespoke training will be arranged once we have established a group of volunteers and they have attended at least one Open Space session (supervised). The training will encompass: Suffolk Needs Met, Communication Skills, Dealing with Conflict, Supporting Peer Support Groups
- **Resources**— Suffolk Libraries are looking at book use, especially the Books on Prescription scheme, and will be increasing copies/ resources where needed. IAGES will also start to look at developing information resource packs
- **Open Space**—Groups will continue to roll out across the county and in some areas will involve resourcing new partners to support and facilitate
- **Family Carer Open Space**—Groups will continue to be rolled out across the county and first sessions will be evaluated in preparation for organising further dates
- **Branding/ new name**— A new name will be selected for IAGES, and a logo will be designed to help strengthen awareness and approachability for the general public
- **Additional funding**—IAGES partners will explore options for additional funding the service in the future
- **Launch event**—The partnership aim to hold a launch event early next year (2018) once they have a new name and website procurement secured
- **Evaluation report**—A detailed evaluation report will follow this summary, with a breakdown of services delivered and feedback gathered

## Contact details

For further information please contact;

Sarah Lungley—Suffolk libraries— Sarah.lungley@suffolklibraries.co.uk

Martin Jones—Suffolk family Carers—Martin.Jones@suffolkfamilycarers.org

Jade Lee—Suffolk Mind—Jade.Lee@suffolkmind.org.uk