With all of us in mind

Being connected
Links with Jönköping

Being connected

With all of us in mind
Introducing Joe

What does Joe value?

Being connected

With all of us in mind
No decision about me without me

- Dialogue groups
- Service evaluation
- Training
- Strategy groups
- Recruitment
- Service development
- Service Improvement
- Involving people strategy
The right environment

Being connected

With all of us in mind
Service Evaluation

The best thing about Peppermill is that it teaches me how to cope with life. Andrew

I have not self harmed since coming to Peppermill. Chris

If I didn’t come to Peppermill I would probably concentrate on my illness and get worse and worse – I think I would be in hospital a lot. Phillip

I would be a recluse if I hadn’t found Peppermill. Alan

Being connected

With all of us in mind
Our vision – from good to great

Develop a “Think and Do Bank” - a network of service users, carers, staff and partners who can work together to support decision making within the organisation, and where possible influence decision making with our partners e.g. commissioners
Esther and Joe coaches

- They drive for competence
- Support improvement projects in the frontline
- Secure own time for Esther
- Smoother workflow - Lean
- Catching improvement ideas
- Inspire colleagues to keep up the good mood and improvement work
- Quality improvement in caring
- Patient Focused

Being connected
With all of us in mind
Heart = Values

Head
- Resilience, Credible
- Listening, Humour
- Passionate, Assertive
- Common Sense, Helpful
- Non-Judgemental

Hands
- Facilitate Change, Knows Limits, Practical and Theatrical Knowledge
- Empower People, All-Rounder
- Work-life Balance, Consistant Approach, Looking for Skills in Others

Hands = Skills

Heart
- Empathy, Embrace Change, Approachable, Jo(e) has a voice, Walk in Jo(e)’s Shoes, Culture Challenger, Respect, Integrity

With all of us in mind

Being connected
The Story circle

• relaxed and supportive environment
• with experienced and skilled facilitators
• explanation of rationale to participants
• Including a person using services, unrelated carer, a member of staff, a student, a facilitator and a co-facilitator
Thinking with your heart

• Strong correlation between service user perception of service and staff
• Staff very service user-focused
• Biggest issue – constraints of the environment
• Access, room layout, decor and lighting, furniture, information
• Agreed some quick fixes on environment which are low cost through Innovation Fund
New Ideas Incubator

This is what we thought…
Operation Demyst.....

I wish someone had told me.....

What a Care Plan was and why I needed one......

How do I change my Care Co-ordinator......

What a CPA is......

I’m no longer able to work – what do I need to do.....

Who will be involved in my care..............
What will make it work.....

What service users need... What staff need...

Safe
Being connected

With all of us in mind