



# Sharing Ideas & Innovation



**OLD TRAFFORD, MANCHESTER**

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# Contents

**Page 3. Meet the 2017 Event Team**

**Page 6. Community, Social & Vocational Initiative**

**Page 13. Recovery & The Arts**

**Page 19. Health & Wellbeing Initiative**

**Page 25. Breaking Down Barriers – Tackling Stigma**

**Page 31. Outstanding Service User – Individual or Team**

**Page 37. Service User Choice Award**

**Page 39. Entertainment**

**Page 40. NSUA 201**

## Meet the 2017 Events Team

**We would like to acknowledge the hard work, commitment and dedication of the 2017 team without whom the event would not have been possible.**



**Stefan, Team Leader**

**Emily, Deputy Team Leader**

**Michael, Entertainment Lead**

**Steve, Entertainment Lead**

**Mark, Marketing Lead**

**Stefan 2, Marketing Lead**

**Rob, Admin & Finance Lead**

**Keelie, Hospitality Lead**

**Callie, Hospitality Lead**

**Neil, Team Leader, Ashworth Hospital**

**John The Trophy Man, Ashworth Hospital**

**Josh, Delegate Pack Design & Printer, Ashworth Hospital**

**Michael, Trophy Maker, Rampton Hospital**





**The team all received a beautiful wooden box as a memento of the day and their achievements. These were handcrafted by their colleague Michael, The Peaks Unit, Rampton Hospital who spent over 80 hours working on them.**



**All our guests received a beautiful handmade invitation designed and produced by our team at Cygnet Hospital Kewstoke.**



# **Community, Social & Vocational Category**

**Judged by Mick Burns, NHSE  
With  
Glynn, Michael, Rob & John**





## Safety in Town

### Mersey Care Whalley NHS

A service user has been speaking to businesses in the local area to sign up to the safety in town scheme to enable service users to feel safe when in the area and to feel comfortable approaching shopkeepers if they are feeling vulnerable.



## Want to Know More?

[Tracy.collard@merseycare.nhs.uk](mailto:Tracy.collard@merseycare.nhs.uk)

## World of Wellness

### Ravenswood House, Southern Health NHS Trust

**World of Wellness is an inpatient training and wellbeing initiative designed by acute forensic patients for other inpatients and staff who cant access talks or training to attend or enhance recovery. Bespoke recovery training and interventions are delivered in the hospital setting for staff and service users from internal and external sources.**



**Want to know more?**

**[Jayne.dollery@southernhealth.nhs.uk](mailto:Jayne.dollery@southernhealth.nhs.uk)**



## **'Sew Amazing' - Community Knitting Group Cygnet Hospital Kewstoke**

**These two ladies had an idea. They wanted people to join them, to have conversation, to drink coffee, to eat cake and to knit. They arranged the information flyers themselves, they contacted local coffee shops to ask if they can use their premises and they arranged leaves and transport accordingly. The group has continued to meet regularly and attract increasing numbers.**



**Want to know more?**

**[susannahdarwall@cygnethealth.co.uk](mailto:susannahdarwall@cygnethealth.co.uk)**

## Ashworth Hospital Patient Band

## Mersey Care NHS Trust

**Patients from Ashworth Hospital have written and rehearsed three original songs with minimal guidance from staff, showing teamwork, creativity, physical skill and a desire to create something personal and unique in their recovery journeys.**



**Want to know more?**

**[tracey.macadam@merseycare.nhs.uk](mailto:tracey.macadam@merseycare.nhs.uk)**

## **Dementia Care Centre Memory Wall.**

### **The Spinney, Elysium HealthCare**

**The project was completed for a dementia day care centre in Wigan. There were a number of staff and patients involved who created an amazing 50's street scene of the Wigan area. Tasks included measuring and preparing wood, painting the scene and fixing it to the wall.**



**Want to know more?**

**[kathryn.swindell@elysiumhealthcare.co.uk](mailto:kathryn.swindell@elysiumhealthcare.co.uk)**

## The Life Rooms

### Mersey Care NHS Trust

**Mersey Care has breathed new life into the former Walton library in Liverpool by transforming it into a centre for learning, recovery, social inclusion, health and wellbeing. The Life Rooms opened its doors in May 2016 and has already had over 8000 visits to the service.**



**Want to know more?**

**[Gary.thorpe@merseycare.nhs.uk](mailto:Gary.thorpe@merseycare.nhs.uk)**



**Recovery & The Arts**  
**Judged by Wayne Saville, ExE**  
**Consultants**  
**with**  
**Steven & Rob**

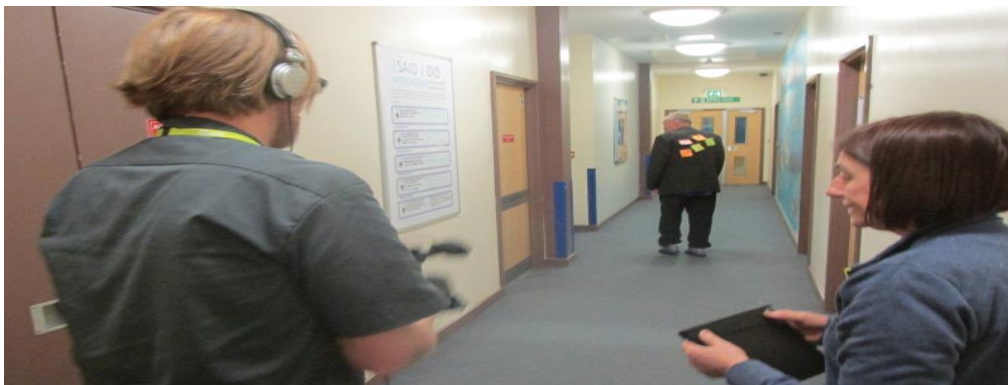




## Unlabelled

### Cygnet Hospital Stevenage

**Unlabelled is a film written, produced and acted by service users. Unlabelled aims to tackle stigma surrounding mental health within services and in the community. Service users have presented and screened the film in local schools, colleges and Police stations to educate and build awareness since its production in 2016.**



**Want to know more?**

**[patriciasimmons@cygnethealth.co.uk](mailto:patriciasimmons@cygnethealth.co.uk)**

## The Florence Awards Waterloo Manor, In Mind

Service users chose to celebrate the hard work of staff at Waterloo Manor with an awards ceremony that coincided with International Nurses Day on the birth date of Florence Nightingale, the Florence Awards were created – a service user driven and led project.



Want to know more?

[charlottebyrne@inmind.co.uk](mailto:charlottebyrne@inmind.co.uk)

## AC Recovery Songs and Stories

### Ravenswood House, Southern Healthcare NHS

**AC recovery songs and stories is a collaboration between two peers who have travelled successfully through the forensic system. Vital to their recovery was “making every moment count”. They have designed and shared nationally and locally a series of inspirational and motivational songs and stories about their recovery journey.**



**Want to know more?**

**[Jayne.dollery@southernhealth.nhs.uk](mailto:Jayne.dollery@southernhealth.nhs.uk)**



## Recovery College – Platinum Circle

### Waterloo Manor, In Mind

The Waterloo Recovery College was re-branded by our service users to be called The Platinum Circle a unique, inclusive and fun name that didn't have negative connections to 'school days' and 'homework'. Platinum is precious and used as a catalyst and was felt to promote the value we hold in recovery. The circle links well to our logo and embraces the never ending need to learn and share. Everyone is welcome to join the Platinum Circle.

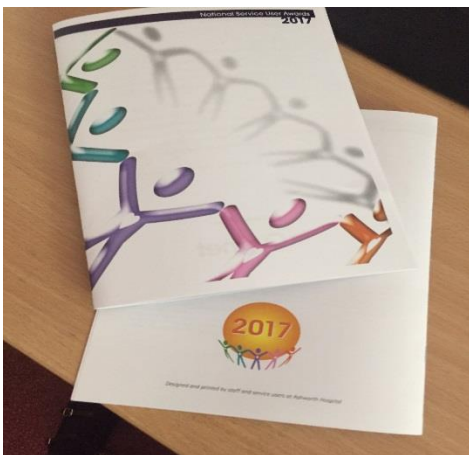


Want to know more?

[charlottebyrne@inmind.co.uk](mailto:charlottebyrne@inmind.co.uk)

## Using Recovery & Art to make the trophies and delegate packs for the National Service User Awards Ashworth Hospital, Mersey Care NHS Trust

**Patients and staff from Ashworth Hospital can proudly say they have the pleasure of working together in designing, creating and providing the trophies and the delegate pack for the National Service User Awards for 2015, 2016 & 2017. It has been an honour to be part of something so worthwhile.**



**Want to know more?**

**[tracey.macadam@merseycare.nhs.uk](mailto:tracey.macadam@merseycare.nhs.uk)**

# Health & Wellbeing Initiative

## Judged by Rosie Ayub, NHSE

### with

### Alec





## Digi DBT

### The Peaks, Rampton Hospital, Notts Healthcare NHS

**Peaks Unit patients are creating an app containing audio based around mindfulness. Patients involved completed DBT and were keen to help others. This is patient led creating audio and animation to aid DBT learning through multimedia. The creation of mindfulness skills with media broadcast technologies**



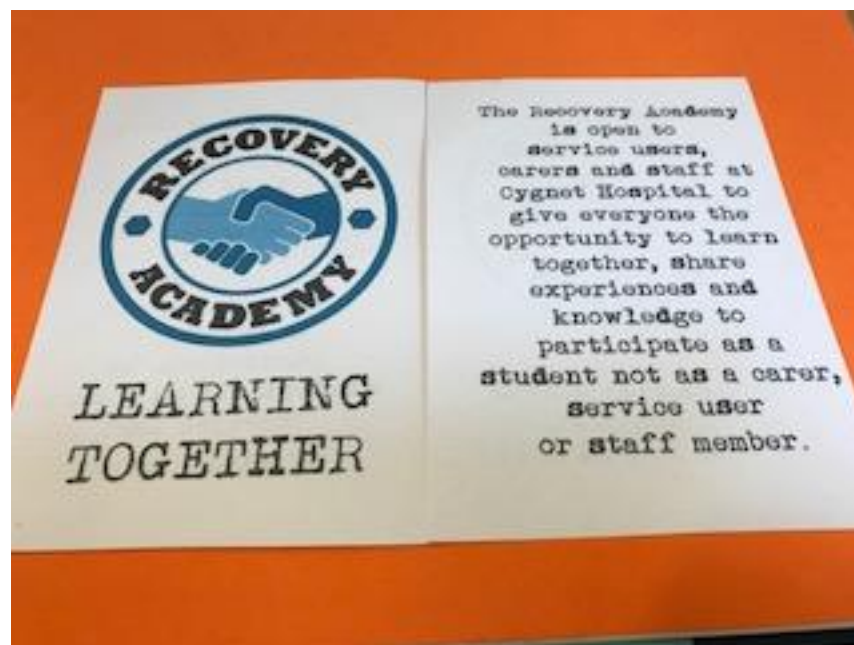
**Want to know more?**

**[martina.griffiths@nottshc.nhs.uk](mailto:martina.griffiths@nottshc.nhs.uk) or**  
**[rose.braisby@nottshc.nhs.uk](mailto:rose.braisby@nottshc.nhs.uk)**



## Learning Together – Our Recovery Academy Journey


















In April 2016 we embarked on a journey to set up a Recovery College. A key feature of this was that we ‘all got on the bus at the same stop’. We thought it would be easy, but then we visited a working college and found out it wasn’t. We learnt together to create our Recovery College as a team which was led by a service user who was Head of College.



Want to know more?

[louisebannister@cygnethealth.co.uk](mailto:louisebannister@cygnethealth.co.uk)

## The Peaks, Rampton Hospital, Notts Healthcare NHS

THE PEAKS MEANINGFUL ACTIVITY PLAN	
 <b>MONDAY</b>  10.15-11.15am Library - Treatment wards  6.00-7.00pm Volleyball	
<b>TUESDAY</b>  6.00-7.00pm Gym	
<b>WEDNESDAY</b>  6.00-7.00pm University of Life	
<b>THURSDAY</b>  6.00-7.00pm Gym	
<b>FRIDAY</b>  6.00-7.30pm Games Night - Pictionary/Bingo	
<p>This timetable has been put together by the patients on The Peaks for off ward activities. To create opportunities for social interaction and to promote healthy lifestyles.</p> 	<b>SATURDAY</b>  9.00-10.00am Walking Group  10.30-11.30am Gym  1.30-2.30pm Astro-turf Kickabout  6.00-8.00pm Film Night
<p>If you would like to attend a session you need to inform staff on your ward by 9am so that they can contact the team leader coordinating activities to have your name added to the activity list.</p> 	<b>SUNDAY</b>  9.00am-10.00am Breakfast  10.30-11.30am Walking Group  1.30-3.00pm Activities Table Tennis  6.00-7.00pm Gym

**Martina.griffiths@nottshc.nhs.uk**

## Events Coordinators

### Annesley House, Priory Group

The events coordinators promote patient choice, social inclusion and community awareness by organizing monthly events for peers across the hospital and on occasions from other units. The groups encourage others to actively participate in chosen events both in the unit and the community. Accompanying them is the OT mascot 'Brainy McBrainface'



Want to know more?

[donnafarrand@priorygroup.com](mailto:donnafarrand@priorygroup.com)

## Nic – Service User Smoking Cessation Lead

### Wyvern Ward, Cygnet Hospital Derby

**Our hospital went smoke free in April 2017 and for the previous year we were preparing for this. Nic has been our service user lead on this project and has worked hard to ensure service user views and ideas are part of the process**



**Want to know more?**

**[louisebannister@cygnethealth.co.uk](mailto:louisebannister@cygnethealth.co.uk)**



# Breaking Down Barriers – Tackling Stigma.

Judged by Anne Beales, Disability Rights UK, Former Director Together UK

With  
Neil and Ron







## **United Voice Choir for LYNFEST**

### **Moorlands View, Bradford and District Care Trust NHS**

**Moorlands View United Voice Choir comprises of service users and staff. Playing many regional events their songs, delivery and collaborative approach area a powerful motivation to many. 2016 saw United Voice members stage LYNFEST a music and arts festival for Bradford District Care Trust's forensic, acute, rehabilitation and elderly inpatients and their carers.**



**Want to know more?**

**[christopher.weston@bdct.nhs.uk](mailto:christopher.weston@bdct.nhs.uk)**

## Recovery College Peer Trainers in Forensics Chaffinch Ward, River House, SLAM NHS Trust

**Trainers are service users within forensic services who were trained to co-produce and co-facilitate Recovery College courses across the secure services within the trust**



**Want to know more?**

**[miriam.pucyutan@slam.nhs.uk](mailto:miriam.pucyutan@slam.nhs.uk)**

**Inspired Service Users make a 'Recovery Scrapbook' to inspire others.  
Cygnet Hospital Bierley**

**Having watched videos about overcoming mental health problems, service users felt inspired and hopeful about their own recovery. They decided collectively capture and record their reflections and hopeful ideas in an animated scrapbook, which they could draw comfort from at times of need and share with struggling others.**



**Want to know more?**

**[kellyelsegood@cygnethealth.co.uk](mailto:kellyelsegood@cygnethealth.co.uk)**

## **Tie Dye for Pride**

### **Waterloo Manor, In Mind**

**To celebrate choices in sexuality and to further understand different relationships, we at Waterloo mirrored the Leeds Pride and had an afternoon of festivity including rainbow tombola, rainbow cakes and pizza, a disco and decorations.**

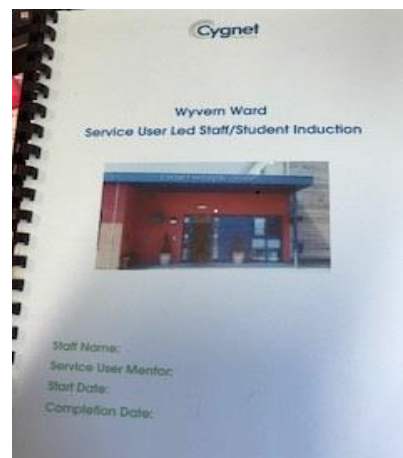
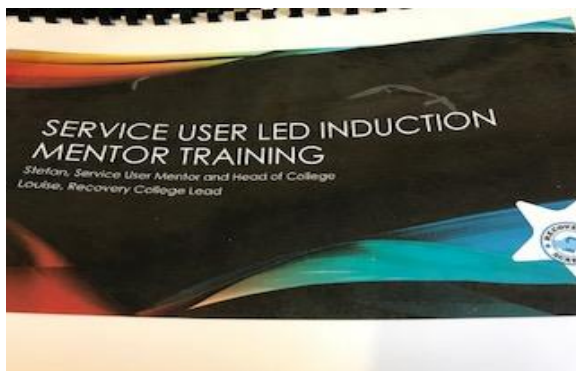


**Want to know more?**

**[charlottebyrne@inmind.co.uk](mailto:charlottebyrne@inmind.co.uk)**

## Service User Led Induction and Mentorship Course Wyvern Unit, Cygnet Hospital Derby

Service Users developed an induction booklet that they will mentor all new staff and students through as part of their introduction to the ward. The induction book contains key competencies staff must achieve and encourages them to work in a service user and recovery focused way. A service user Mentorship Training Programme was also developed to support service user to become mentors and deliver the induction.



**Want to know more?**

[louisebannister@cygnethealth.co.uk](mailto:louisebannister@cygnethealth.co.uk)



# Outstanding Service User Individual or Team

Judged by

Ian Callaghan, Rethink  
with  
Carmel & John





## The Appreciation Awards

### Tamarind Centre, Birmingham & Solihull NHS Trust

The Appreciation Awards is a pioneering annual ceremony where service users coordinate, nominate and recognize the positive achievements of both peers and staff members – no matter how small. Entirely led by service users the project is recognized as empowering and enabling, likely to benefit wider cohorts within the wider forensic service.



Want to know more?

[ashley-christopherfallon@bsmhft.nhs.uk](mailto:ashley-christopherfallon@bsmhft.nhs.uk)

## Outstanding Service User Involvement in Peer Support Linden Unit, Jigsaw Independent Hospital

This service user has been involved as a patient rep in numerous hospitals over 15 years using her own experiences and insight in to the running of healthcare services to inform and support other patients in their recovery. She also plays an active role in support groups within the community.



Want to know more?

[ctegbo@equilibriumhealthcare](mailto:ctegbo@equilibriumhealthcare)

## Painting as Therapy – John the Artist Wyvern Unit, Cygnet Hospital Derby

John found painting and art approximately 6 months ago and has used this to express his emotions rather than expressing them in a negative way as he had done previously. Subsequently, John has tried to use his experience to benefit others by presenting them with art work and more recently becoming a teacher at the Recovery College to teach others the benefits of painting as therapy.



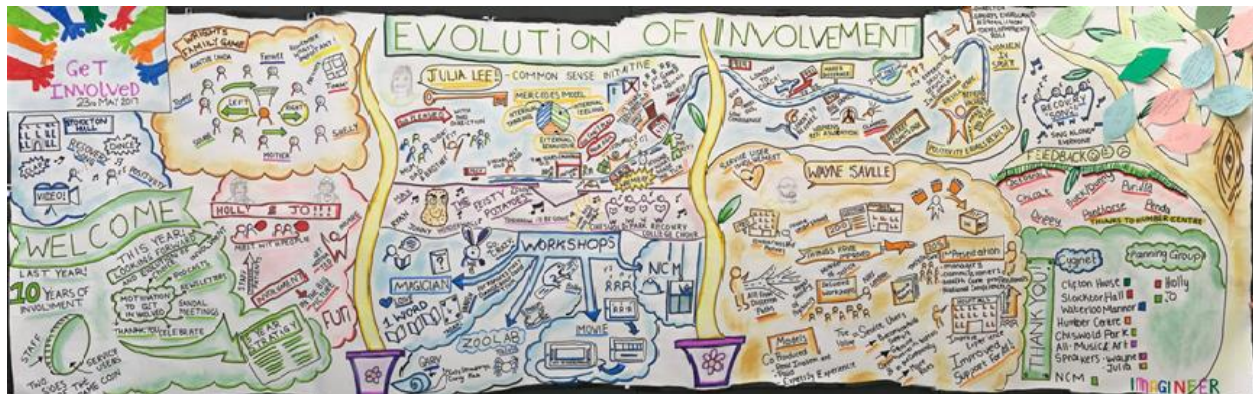
Want to know more?

[louisebannister@cygnethealth.co.uk](mailto:louisebannister@cygnethealth.co.uk)

## Yorkshire & Humber Involvement Network

### All 16 Low & Medium Secure Services in York & Humber

The Yorkshire & Humber Involvement Network brings together secure services with the aim of sharing best practice, encouraging and motivating people and supporting innovation. Service Users, staff and commissioners all meet together on a regular basis to drive the CQUIN work and to share best practice in a number of ways to improve services for all.



Want to know more?

[Jo.harris9@nhs.net](mailto:Jo.harris9@nhs.net) or [holly.alix@nhs.net](mailto:holly.alix@nhs.net)



## PROM, DROM and Empowerment Structure

### Cygnet Hospital Bury

**Service User led forum that spans 15 wards, which includes a variety of services such as deaf, hearing, medium/low secure and adolescent services. Structure was co-designed alongside service users across all services and aims at ensuring the voice of the service user is heard at every level.**



**Want to know more?**

**[JohnWiggans@cygnethealth.co.uk](mailto:JohnWiggans@cygnethealth.co.uk)**

# **Service User Choice Award**

## **Voted for by Service Users attending the event**

**Presented by**  
**Olivia Butterworth NHSE**

Each year service users attending the event have the opportunity to vote for their favourite runner up in each category using a live electronic voting system. The winner voted for in each category is then entered into the Service User Choice Award where an overall winner is voted for by service users.



# Service User Choice Award



**Outstanding Service User in Peer Support**  
**Linden Unit, Jigsaw Independent Hospital**



**The Life Rooms**

**Mersey Care NHS Trust**

**Using Recovery & Art to make the trophies and  
delegate packs for the National Service User Awards**  
**Ashworth Hospital, Mersey Care NHS Trust**  
**Learning Together Our Recovery College Journey**

**Cygnet Hospital Derby**

**Service User Led Induction & Mentorship Course**  
**Wyvern Unit, Cygnet Hospital Derby.**

## Entertainment

We were delighted to welcome to the stage some very talented service user performers and artists throughout the day.

Ashworth Hospital Band

Mersey Care NHS Trust

[tracey.macadam@merseycare.nhs.uk](mailto:tracey.macadam@merseycare.nhs.uk)

The Annesley Belles

Annesley House, Priory Group

[donna.farrand@priorygroup.co.uk](mailto:donna.farrand@priorygroup.co.uk)

Creepz

Broadland Clinic, Herfordshire Partnership Foundation Trust

[Vicki.aiken@hpft.nhs.uk](mailto:Vicki.aiken@hpft.nhs.uk)

Fitz

St Andrews Birmingham

[MPChristie@standrew.co.uk](mailto:MPChristie@standrew.co.uk)

Edenfield Drama Group & MaD Theatre Company

Greater Manchester Mental Health Trust

[Kevin.scallon@gmmh.nhs.uk](mailto:Kevin.scallon@gmmh.nhs.uk)



## NSUA 2018

**We would like to thank everyone who came to the Awards and made the day amazing.**

**We are currently recruiting our team and planning for the 2018 event.**

**Keep up to date with all the latest news and how you can get involved including applying to be a service user Judge and How to Make a Nomination.**

**[www.nsua.org](http://www.nsua.org)**

Hello and welcome to the National Service User Awards website!

On this website you will find all the info you need about this project; (how it started and what it is) as well as other, interesting bits of information.

Go ahead, click on!



**About** >

- > About the awards
- > Judging Panel
- > Events team
- > Venue



**Nominations** >

- > Make a Nomination
- > Frequently asked Questions
- > Getting involved
- > Award Categories



**2017 Venue**

The 2017 National Service User Awards will be held on 19th April at Old Trafford. For more information about the venue and how to get there click the button below.

**Find out about the venue** >

**Or email [louisebannister@cygnethealth.co.uk](mailto:louisebannister@cygnethealth.co.uk)**

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