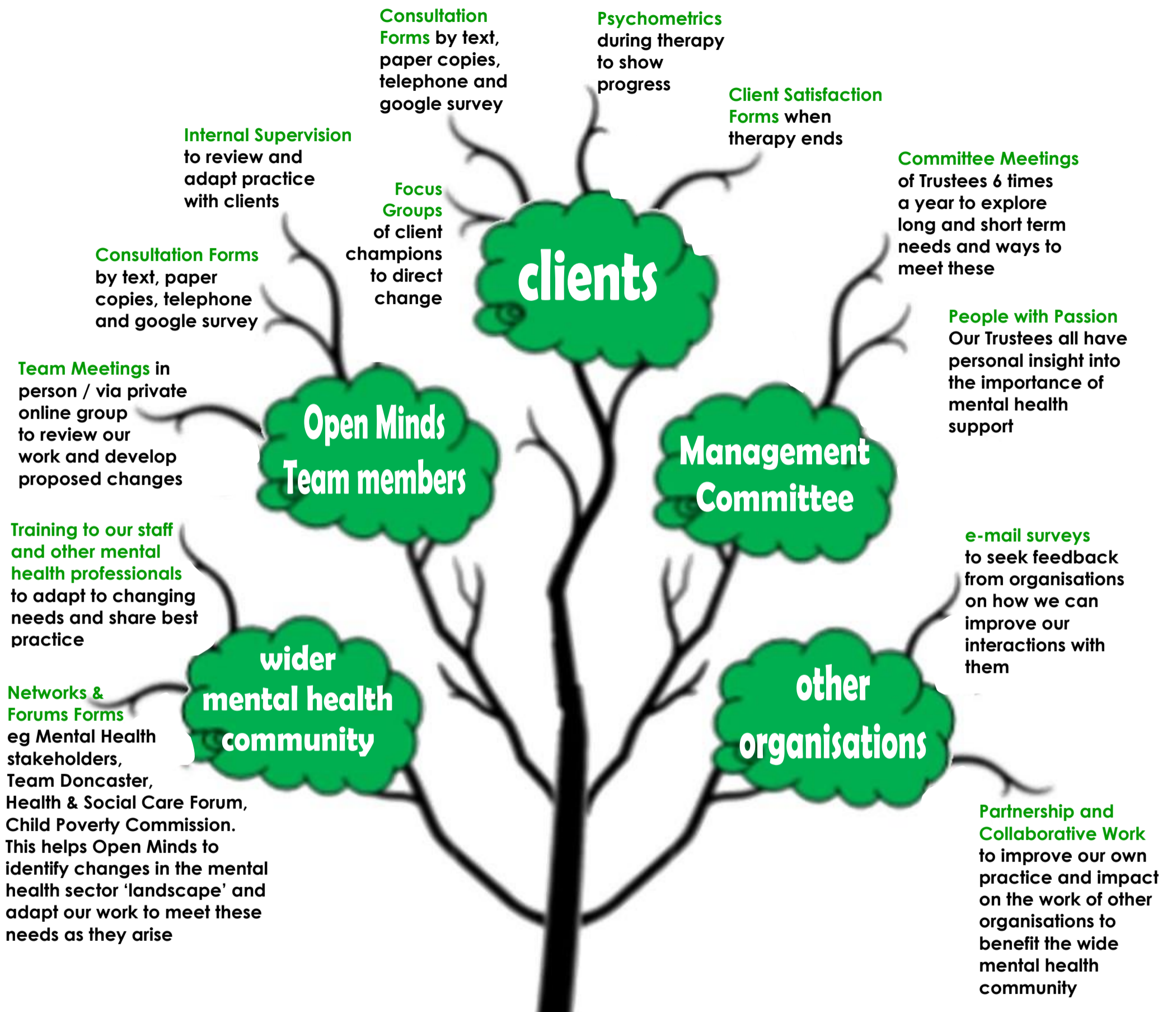


How is Open Minds people led?



Open Minds' Tree of Knowledge How are we people led?

Open Minds use this **continuous flow of feedback** to monitor the effectiveness of what we do and make changes as and when need arises. We are **very responsive** and flexible; showing people that they have been listened to by preparing feedback reports (including a **full annual audit**) explaining changes we are making, and how their feedback has shaped how we work, and how it will better benefit the people we help. If we can't accommodate suggested changes we explain why

How we engage and involve people in the development and delivery of Open Minds

| What we do | Who? | How this contributes to what we do: | | |
|---|---|-------------------------------------|---------------------------|---------------------------|
| | | Review our performance | Create new delivery ideas | Identify & adapt to needs |
| Clients complete psychometric tests at week 1 and then at subsequent 5 weekly intervals to show whether their mental health is improving. The scores are kept anonymous but used to indicate how well the counsellor is helping their clients | Adult Clients And Child/Young Clients | √ | | |
| Clients complete anonymous client satisfaction forms at the end of therapy, to gauge their experience and what we could have done better | | √ | √ | √ |
| Focus groups of no more than 4 clients or former clients are used to gain qualitative feedback on people's experiences of Open Minds, and also to put forward any proposed changes in how we work. Participants are trained to be " client champions " | | √ | √ | √ |
| Anonymous organisational survey / consultation forms are given out periodically in the waiting room to clients and their families/friends/carers to assess what progress we are making, what we are doing well, what we are not doing well and how we could improve | Adult / CYP Clients & Family, friends, carers Employees Volunteers | √ | √ | √ |
| Board Blast suggestion posters are used in the waiting room and focus groups to get anonymous feedback about proposed developments, or our current work. These allow people to write on the paper directly, or stick post-it notes with ideas and comments on to the poster. | | √ | √ | √ |
| Practitioner Support / Internal Supervision is provided to all employees and volunteers to gauge how they are doing, if they need more support, training, or to identify changes we could make | Employees And Volunteers | √ | √ | √ |
| Team Meetings between employees or groups of volunteers allow for feedback on proposed changes and allow us to develop new ways of working in response to any problems identified. | | √ | √ | √ |
| Staff Training provides a forum for developing counsellor's skills when issues being brought by clients change. This is also an opportunity for counsellors to feedback on potential different ways of working in sessions, and improve their practice. | | √ | √ | √ |
| Participating in forums, networks , mental health stakeholder events and such consultations as the child poverty commission. This allows Open Minds to see changes in the 'mental health sector landscape' as they develop, and allows us to anticipate change in the client groups or issues they may bring. For example the impending roll out of Universal Credit will mean many clients dip into food poverty, so we will be prepared to signpost them to other support, and have food at Open Minds so that clients eat in the waiting room (even if only biscuits) and can focus in session. | Community-based organizations Partners / Collaborative working The wider community that we work in | | √ | √ |
| Partnership Working allows Open Minds to formally or informally collaborate on joint projects. These do not always reach the point of joint activity, but may involve Open Minds lending our expertise and experience to help develop activities other organisations will then run. | | | √ | √ |
| Open Minds have an active presence on social media through facebook and twitter in order to connect with people who do not already attend. We can be interacted with in this way | People in the wider community who could benefit | √ | √ | √ |

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Our board of Directors and Management Committee:

Open Minds' Management Committee are all individuals passionate about mental health and getting people the right treatment at the right time. This is because they have each experienced, in their own lives, the problems that can come when people are not able to access the right support sooner enough.

By definition the service users of Open Minds are vulnerable people; most suffer depression or anxiety, and 45% are affected by anger and domestic violence, with many affected by PTSD and suicidal thinking. As a result we have a policy that clients cannot apply to the management committee until 6 months after receiving treatment at Open Minds. This is because it is reasonable to expect that people might need more support from us within 6 months of leaving our service, and to allow people this time to separate their identity as client from potential support or committee member. This protects the client and their ability to return for counselling if needed, but also protects the possible conflict of interest between a client receiving therapy from a counsellor and then becoming part of the management committee which oversees counselling.

Volunteering opportunities:

We have always encouraged clients who are mentally well-enough to volunteer at various events and activities we undertake in order to build their confidence and skills. We have in the past been supported by clients, or former clients, with administrative volunteering, with research and auditing support, with events and fundraising and therapeutic group work. We schedule this so that the client (or former client) will not work on the same day as their counsellor and thereby dilute the therapeutic relationship. We can only offer volunteering opportunities where there are genuine vacancies and need, as these require line-management and support through our organisational structure.

Peer Support

We have in the past, and continue to provide when resources allow, support groups for adults or children and young people with complex needs, which empower the clients to support and nurture one another. These are led by professional counsellors to enable the group members to be sufficiently supported, and if participants need one to one support this is then available.

Service Champions

We are in the process of developing small focus groups of clients to perform an expert-by-experience role in directing change at Open Minds. This would be small groups of clients or former clients who have been assessed as no longer a risk to themselves or others, who can provide feedback on ways in which we can work more effectively.

We ask the questions – what works, what doesn't and how can we improve?

For our annual audit we consult clients, attendees of training, volunteers and organisations with whom we work. This includes anonymous internet and postal feedback by client and counsellor separately, psychometric assessments of client outcomes and telephone interviews.

Examples of learning from feedback

We adapt quickly to changing needs of our client base, restructuring to increase capacity and training our counsellors as more specialist skills become required. people led examples include: **1)** In 2016 – 2017 45% of referrals involved Domestic Violence so we increased our anger and PTSD specialist training. **2)** Feedback prompted us to open more days in the week, and we now open Monday to Thursday 10 til 7pm and Friday and Saturday 10 til 3pm. **3)** For people with mobility issues we have multi-purpose, accessible ground floor rooms and accessible sensory garden. **4)** Having more autistic clients led us to develop more adaptable rooms for people with sensory processing difficulties, and a sensory garden. **5)** We increased our advocacy for people needing diagnoses, and the support we give to people with mental illnesses when attending medical assessments such as ESA or PIP. **6)** When 93% of anger-management referrals needed counselling rather than group work, we moved resources to specialist anger-management counselling. **7)** Our referral forms are designed to ask people what they need from the very beginning of using our service; male or female counsellors, days or times they prefer and more.