Going Beyond Harm… Raise Your Voice | Evaluation
Scottish Patient Safety Programme for Mental Health and Carers Trust Scotland

Monday, 3 September 2018
Trades Hall of Glasgow, 85 Glassford Street, Glasgow, G1 1UH

Delegate Information

<table>
<thead>
<tr>
<th>Registered Attendees</th>
<th>58</th>
<th>Registered on the Day</th>
<th>2</th>
<th>% of Delegates who attended</th>
<th>82 %</th>
</tr>
</thead>
</table>

Delegates were asked to identify, during registration, if they were carers or service users:

- **Carer**: 10
- **Both a service user and carer**: 3
- **Service User**: 4
- **Non service user or carer**: 42
- **Misc (Yes to service user or carer)**: 1
- **No response**: 0

Delegates identified themselves from the following organisations, this does not include either carers or service users registered by these organisations:

<table>
<thead>
<tr>
<th>Organisation</th>
<th>Count</th>
<th>Organisation</th>
<th>Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>Bipolar Scotland</td>
<td>1</td>
<td>NHS Grampian</td>
<td>1</td>
</tr>
<tr>
<td>Carers Trust Scotland</td>
<td>2</td>
<td>NHS Greater Glasgow &amp; Clyde</td>
<td>4</td>
</tr>
<tr>
<td>East Ayrshire Carers Centre</td>
<td>1</td>
<td>NHS Highland</td>
<td>1</td>
</tr>
<tr>
<td>East End Carers</td>
<td>1</td>
<td>NHS Lanarkshire</td>
<td>6</td>
</tr>
<tr>
<td>Health and Social Care Alliance</td>
<td>1</td>
<td>NHS24</td>
<td>2</td>
</tr>
<tr>
<td>Scotland</td>
<td></td>
<td>RAMH Acumen Network</td>
<td>1</td>
</tr>
<tr>
<td>Healthcare Improvement Scotland</td>
<td>11</td>
<td>Support in Mind Scotland</td>
<td>1</td>
</tr>
<tr>
<td>HSCP Glasgow City</td>
<td>6</td>
<td>Voluntary Sector</td>
<td>1</td>
</tr>
<tr>
<td>NHS Ayrshire and Arran</td>
<td>2</td>
<td></td>
<td></td>
</tr>
<tr>
<td>NHS Forth Valley</td>
<td>2</td>
<td></td>
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</tbody>
</table>

At the end of the event we tested a new method of evaluation. Graeme Morrison and Mario Medina, both from Healthcare Improvement Scotland, introduced the Head, Heart, Carrier
As part of Healthcare Improvement Scotland’s Improvement Hub (ihub), SPSP activities support the provision of safe, high quality care, whatever the setting.

Bag and Dustbin evaluation exercise. They asked delegates to write a comment about something they learned, felt, will take away or leave behind from the day. See the image below:

Of the 36 delegates, not including the organisers, we received 32 completed forms.

Delegates were asked to give a score out of 10 for the overall day, with 10 being the best and 1 being the worst. From the 32 completed forms 23 delegates provided a response, the average score for the day was 7.8

**Head Something I learned**

- Rights under the Carers Act, more details learned but also some need to increase knowledge of Act to better signpost.
- Number of services available – NHS24 & links to Breathing Space, IT innovations; attend anywhere appointments; Young Carers Card.
- ‘That there are different issues in different local authorities.’
- ‘It’s not just rural [locations] that has issues about social isolation, access services urban areas have the same issues.’
- ‘How things have an impact in the adult carers as well as our young carers.’
- ‘There have been significant changes to Adult services in mental health.’
- ‘The level to which mental health of carers is on the agenda.’
- ‘NHS are trying to improve mental health services.’
- ‘…we can all come together and share views to create a better understanding/communication.’
As part of Healthcare Improvement Scotland’s Improvement Hub (ihub), SPSP activities support the provision of safe, high quality care, whatever the setting.

- ‘Great work being done across Scotland by carers and your carers group, professionals, third sector groups.’

**Heart** Something I felt

- ‘Carers voices are valued but often hearing them is a challenge.’
- ‘… I have a greater appreciation of carer role and how this could be improved in services.’
- ‘Good partnership working between organisations helping carers.’
- ‘Gaps in services and signposting for young people.’
- ‘Motivated to advocate for carer investment.’
- ‘More needs to be done for under 16 year olds in regards to mental health.’
- ‘I felt I was listened to and that everyone had a fair share of views.’
- ‘That all the people here were passionate about making a difference.’
- ‘That everyone has a shared vision to improve things for carers.’
- ‘Frustrated at the current barriers for carers especially young carers and carers in rural areas.’
- ‘I felt empowered to voice my opinions.’

**Bag** Something I take away

- ‘Legislation around Carers Act.’
- ‘More info on Triangle of Care, links with others working in mental health.’
- ‘Need to check where my organisation is with Triangle of Care work.’
- ‘NHS24’ and ‘NHS digital services’
- ‘Professionals views and feedback on legislation and the changes the Carers (Scotland) Act has made.’
- ‘Continued motivation to engage carers in my work – they have a wealth of knowledge.’
- ‘Reinforced commitment.’
- ‘Young carers cards, Carers Act, clozapine [handy guides].’
- ‘Think of how we can promote voices of carers and implement learning into service.’
- ‘Making services available digitally (downloadable, useable offline).’
- ‘I am more informed about the issues affecting me.’

**Bin** Something I will leave behind

- ‘More dependence on digital resources.’
- ‘Assumption regarding remote and rural being just remote and rural Scotland.’
- ‘The worry I didn’t have enough time to attend today.’
- ‘Ideas and information for other people’
- ‘Links with professionals who want to listen to the thoughts of young carers.’

Any additional comments on the event?

- ‘Good event highlighting legislation and rights for carers and great conversations on how inequalities for this group could be addressed. Good conversations on limits and benefits of new technologies. Could have been some carers talking about their experiences – good and bad.’
- ‘Helpful to hear from others involved with carers.’
As part of Healthcare Improvement Scotland’s Improvement Hub (ihub), SPSP activities support the provision of safe, high quality care, whatever the setting.

- ‘Too much focus on high level support when people are in a hospital setting – what about lower level in peoples homes and how this affects their carers and young carers mental health.’
- ‘Enjoyed the conversation cafes – felt it was a great opportunity to network, to share experiences and learn from others.’
- ‘It would have been nice to see more carers at the event as it was mostly professionals.’
- ‘There were elements of the day that were informative but I felt that it would have been beneficial for a Carers Centre to have an input on how they deal with mental health issues and someone to have spoken about their experience as a carer.’