

MAKING EVERY CONTACT COUNT

#hello my name is...

NHS
Northumberland,
Tyne and Wear
NHS Foundation Trust

Patients and Patience

It's Great Up North Conference Friday 7th June 2019
Lisa Jenkinson
Northumberland Tyne and Wear NHS FT Library Service



Mental Health First Aid (MHFA)



time to change
let's end mental health discrimination

“In a world where you can be anything, be kind.” ~Jennifer Dukes Lee.



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Why I'm here, for compassions sake

- Carer, family neurological disability, friends mental health issues.
- Customer service provider at Walkergate Park patient library.
- Dementia friend
- Expert by experience with depression and migraine since my teens.
- Mental health 1st aider.
- NHS customer and supporter.
- Helped create Love Libraries resolution 2011 Women's Institute
- Time to change champion.
- To share my passion for compassion

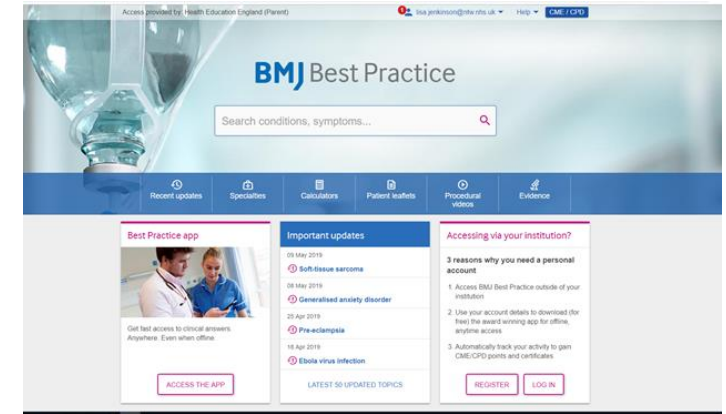


Patient information

Health literacy is crucial

Don't make assumptions ASK

- Accredited charity sites by topic area, make sure it is UK based
- NHS evidence <https://www.evidence.nhs.uk/> (for expert patients)
- BMJ Best practice; A-Z by speciality <https://bestpractice.bmj.com/>
- Health A-Z (NHS) <https://www.nhs.uk/conditions/>
- NICE <https://www.evidence.nhs.uk/>
- Reading well <https://reading-well.org.uk/>



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Making every contact count (MECC)

- (MECC) is an approach to behaviour change that utilises the millions of day to day interactions that organisations and people have with other people to encourage changes in behaviour that have a positive effect on the health and wellbeing of individuals, communities and populations.
- <https://www.makingeverycontactcount.co.uk/training/healthy-lifestyle-information/>



The nice, the demanding

- Nice people tend to be a pleasure to serve
- however their very niceness can be a barrier
- “I don’t want to be a bother” may mean they don’t even ask for help,
- Keeping an eye on them pays off do they look confused, frustrated, a bit lost?
- Demanding people can be a challenge.
- While they know what they want and ask for it and then more, this can be done with charm or without however both strategies can be problematic.
- They may come to expect preferential service which may impact on other users.



and the horrible.

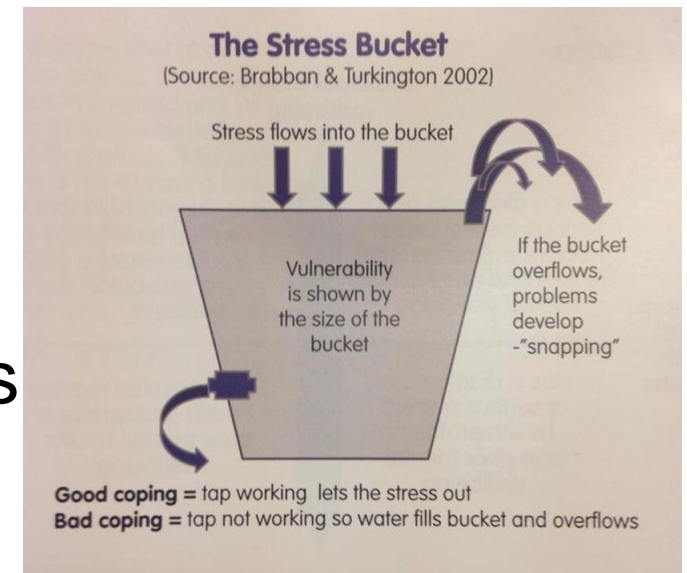
- There are some people who for one reason or another just come over as difficult.
- They may get upset that you are not reacting or understanding them as quickly as they would like.
- You don't know what their journey to this point has been, so pause and ask yourself if I was this upset how would I like to be treated.
- The easiest way is to keep reminding yourself, this too will pass.
- Its ok to not like someone's behaviour, yet remember that the person is not their behaviour and your reaction is your responsibility. They are not making you feel what you are feeling.



Stress Vulnerability

“for there is nothing either good or bad, but thinking makes it so.” *Shakespeare W, HAMLET Act 2*

- Take a moment to reflect on what's in your stress bucket?
- You never know all that's in others bucket or how close to the top the water level is.
- Please don't be the straw that breaks the camels back!
- Feel the fear and do it anyway by Susan Jeffers
- “*Worry is a misuse of imagination.*” -Dan Zadra



How stress works

- I would like you to think about some thing that makes you slightly anxious this can be anything as long as it only about a 3 on the scale
- 1-2 not bothering me at all
- 3-4 Oh isn't that a bit frustrating
- 5-6 Oh isn't that rather frustrating
- 7-8 Oh isn't that very frustrating
- 9-10 It's a sabre-toothed tiger, run screaming away
- How to stay calm in the face of challenging behaviour Activity
- The 10 second rule of Fight, Flight, Freeze and breathe



Smiling is not always the answer.

- If they are not happy smiling can cause a disconnect
- A useful handout is available from Oxleas NHS FT london
- http://oxleas.nhs.uk/site-media/cms-downloads/Dealing_with_Difficult_Behaviour_Fact_sheet.pdf
- Breathing is always the answer
- Count to ten: Before you react to the situation count to 10. As you do this, assess the situation and decide on the best course of action. People who are unwell or distressed are often frightened and need someone else to take control. If you become upset, the individual may feel unsafe and this can escalate the situation further.

Dealing with difficult behaviour

Many carers of people with mental health problems are concerned about how to respond to the person who is unwell. What boundaries should they set and what should they consider to be acceptable and unacceptable behaviour?

When someone is very upset or angry they will often take this out on themselves or on the people closest to them. These situations can be difficult to handle and families and carers can feel powerless to defuse them. There are, however, a number of useful tips that have been developed through practice and experience. The following tips have been compiled with grateful thanks to carers themselves, Rethink and mentalhealthcare.org.uk:

At the time...

1. **Count to ten:** Before you react to the situation count to 10. As you do this, assess the situation and decide on the best course of action. People who are unwell or distressed are often frightened and need someone else to take control. If you become upset, the individual may feel unsafe and this can escalate the situation further.



What's your superpower?

The power to make peoples lives better

- Look after yourself: You can't pour from an empty vessel.
- Imagine you are on a plane and experience sudden pressure loss, stay calm. Oxygen masks will drop down from above your seat. Place the mask over your mouth and nose, like this. Pull the strap to tighten it. If you are traveling with children, make sure that your own mask is on first before helping your children. Self care is not selfish it is essential



STOPP from Getselfhelp.co.uk

<https://www.youtube.com/watch?v=4x35DyHwfto>



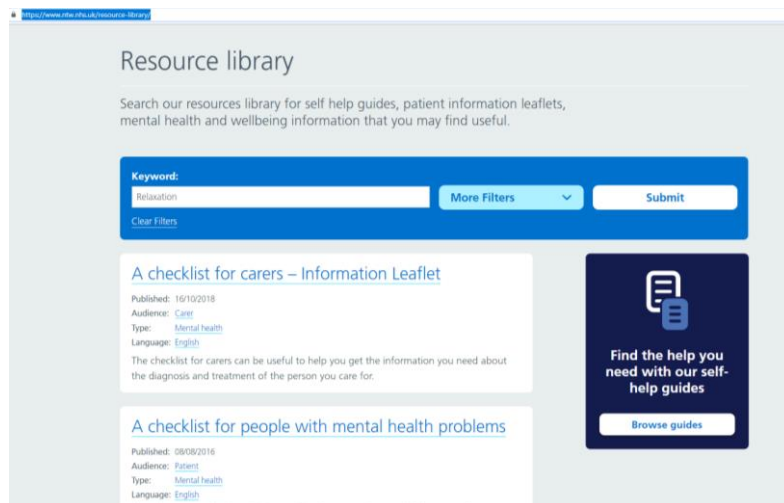
- **Stop** and Step Back, Don't act immediately. Pause.
- **Take** a Breath o Notice your breath as you breathe in and out.
- **Observe** What am I thinking and feeling? What are the words that my mind is saying? Is this fact or opinion? Descriptions or evaluations? Accurate or inaccurate? Helpful or unhelpful?
- **Pull Back:** Put in some Perspective o See the situation as an outside observer. What would a fly on the wall see? Is there another way of looking at it? What would someone else see and make of it? What advice would I give to someone else? What meaning am I giving this event for me to react in this way? How important is it right now, and will it be in 6 months? Is my reaction in proportion to the actual event? □
- **Practise** what works o Do what works, what is most helpful. Will it be effective and appropriate? Is it in proportion to the event? Is it in keeping with my values and principles? What will be the consequences of my action? What is best for me and most helpful for this situation?
- **STOPP** is CBT in a nutshell. Available freely as an app for apple and android.



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Keeping Calm with NTW

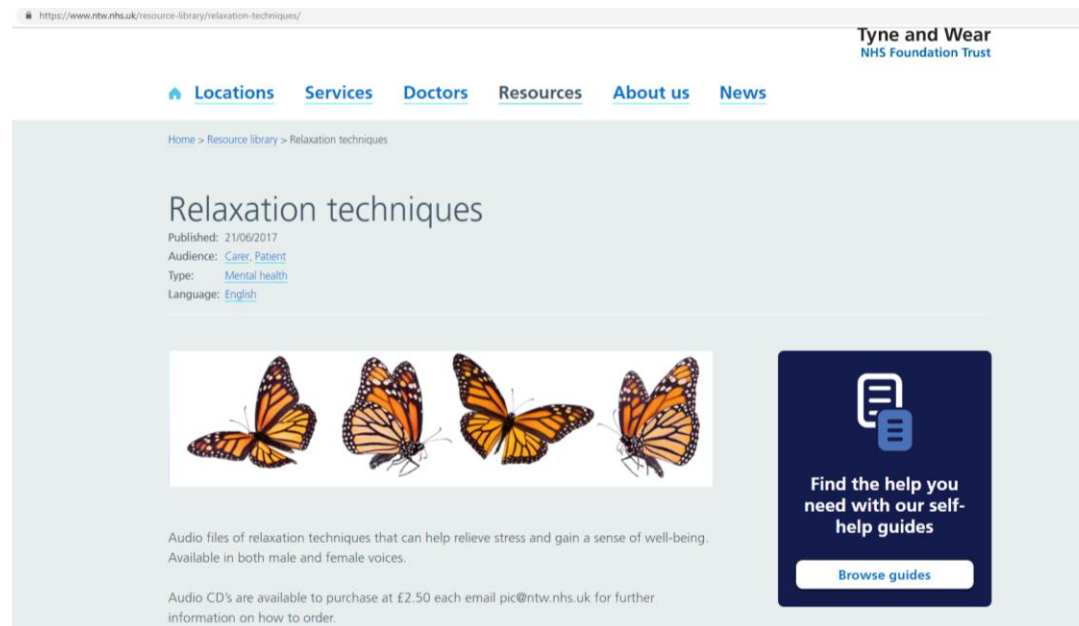
- <https://www.ntw.nhs.uk/resource-library/>



The screenshot shows the 'Resource library' search interface. At the top, it says 'Resource library' and 'Search our resources library for self help guides, patient information leaflets, mental health and wellbeing information that you may find useful.' Below this is a search bar with the keyword 'Relaxation' entered. To the right of the search bar are buttons for 'More Filters' and 'Submit', and a 'Clear Filters' link below. On the left, there are two search results:

- A checklist for carers – Information Leaflet**
Published: 16/10/2018
Audience: [Carer](#)
Type: [Mental health](#)
Language: [English](#)
The checklist for carers can be useful to help you get the information you need about the diagnosis and treatment of the person you care for.
- A checklist for people with mental health problems**
Published: 09/08/2016
Audience: [Patient](#)
Type: [Mental health](#)
Language: [English](#)

On the right side of the search results, there is a dark blue call-to-action box with a document icon and the text: 'Find the help you need with our self-help guides' and a 'Browse guides' button.



The screenshot shows the 'Relaxation techniques' page on the NTW website. The header includes the 'Tyne and Wear NHS Foundation Trust' logo and a navigation menu with links for 'Locations', 'Services', 'Doctors', 'Resources', 'About us', and 'News'. The breadcrumb trail reads 'Home > Resource library > Relaxation techniques'. The main heading is 'Relaxation techniques', with metadata: 'Published: 21/06/2017', 'Audience: [Carer, Patient](#)', 'Type: [Mental health](#)', and 'Language: [English](#)'. Below the text is an image of four monarch butterflies. A dark blue call-to-action box on the right contains the text: 'Find the help you need with our self-help guides' and a 'Browse guides' button. At the bottom, there is a paragraph: 'Audio files of relaxation techniques that can help relieve stress and gain a sense of well-being. Available in both male and female voices.' and another paragraph: 'Audio CD's are available to purchase at £2.50 each email pic@ntw.nhs.uk for further information on how to order.'



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Become a Dementia Friend

- <https://www.dementiafriends.org.uk/WEBArticle?page=join-options>

A screenshot of the Dementia Friends website. The page features a dark blue navigation bar with links for Home, Join, What is dementia?, Stories, and Contact us, along with social media icons for Twitter and Facebook. Below the navigation bar, the page title is "Choose how you would prefer to join". There are two main sections: "Online" and "In-person". The "Online" section includes a video thumbnail and two bullet points: "Quick and easy (5 minutes)" and "Hear from people living with dementia and learn how you can help". A yellow button labeled "Join online" is positioned below these points. The "In-person" section includes a video thumbnail and two bullet points: "More in-depth (45 minutes)" and "Attend a friendly and interactive Session in your local area". A yellow button labeled "Find your Information Session" is positioned below these points.



Dementia Friends is an Alzheimer's Society initiative

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Dignity Champions are willing to:



- Stand up and challenge disrespectful behaviour
- Act as good role models by treating other people with respect, particularly those who are less able to stand up for themselves
- Speak up about dignity to improve the way that services are organised and delivered
- Influence and inform colleagues
- Listen to and understand the views and experiences of citizens.
- Dignity Champions are all committed to taking action, however small, to create a care system that has compassion and respect for those using its services.



Become a Dignity Champion:



Your commitment

Do you pledge to follow our 10 point dignity do's?

1. Have a zero tolerance of all forms of abuse
 2. Support people with the same respect you would want for yourself or a member of your family
 3. Treat each person as an individual by offering a personalised service
 4. Enable people to maintain the maximum possible level of independence, choice and control
 5. Listen and support people to express their needs and wants
 6. Respect people's right to privacy
 7. Ensure people feel able to complain without fear of retribution
 8. Engage with family members and carers as care partners
 9. Assist people to maintain confidence and positive self-esteem
 10. Act to alleviate people's loneliness and isolation
- Don't forget, get involved with Dignity Action Day on 1st February and raise awareness of the importance of Dignity in Care.



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Become a mental health champion



- https://www.youtube.com/watch?v=SE5Ip60_HJk

The screenshot shows a web browser window with the URL <https://www.time-to-change.org.uk/node/103301>. The page has a dark red header with navigation links: 'let's end mental health discrimination', 'About mental health', 'Personal stories', 'Change makers', and 'Get involved'. The main content area is also dark red and features the title 'Time to Change Champions e-learning modules'. Below the title, it says: 'These e-learning modules will help you learn more about being a Champion and how you can change how we all think and act about mental health problems.' To the right of this text is a yellow box with the text: 'How you can help change attitudes towards mental illness as a Time to Change Champion' next to a computer monitor icon. Below the main text, there is a 'Welcome to the Time to Change Champions e-learning!' section with a paragraph: 'These e-learning modules can help you learn more about being a Champion and ways to campaign. Each module is standalone so take whichever ones you are interested in! The modules take 13-20 minutes to complete. You can take a quiz after each module to see what you've learnt and print a certificate to show you've completed it.' Below this are two module cards: 'Module 1: Time to Change Champions induction' and 'Module 2: Handing out Time to Change materials'. On the right side of the page, there is a vertical sidebar menu with links: '> Get involved in the workplace', '> What's going on near you?', '> Time to Change Champions', 'Champion Micha's Story', 'Become a Champion', 'Social Contact', 'Campaign Portal', and '> e-learning modules' (which is highlighted).

<https://www.time-to-change.org.uk/node/103301>



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Online resources

- Dementia friends <https://www.dementiafriends.org.uk/register-digital-friend>
- Dignity Champion <https://www.dignityincare.org.uk>
- Getselfhelp <https://www.getselfhelp.co.uk/>
- Hello my name is <https://www.hellomynameis.org.uk/>
- Mental health first aid: See if your local NHS trust provides it <https://mhfaengland.org/>
- Northumberland Tyne and Wear self help leaflets <https://web.ntw.nhs.uk/selfhelp/>
- Reading well <https://reading-well.org.uk/>
- Time to change champion
- <https://www.time-to-change.org.uk/get-involved/time-change-champions/become-champion>



Actions: Stop, Look and Listen

- Please discuss with your partner and choose to commit to an action
- Will you become a Dementia friend, a dignity champion, a time to change champion or all of the above.
- Share with your colleagues the importance of kindness and compassion.
- Actions speak louder than words



Final thoughts

- **Compassion** is not the same as **empathy** or altruism, though the concepts are related. While **empathy** refers more generally to our ability to take the perspective of **and** feel the emotions of another person, **compassion** is when those feelings **and** thoughts include the desire to help. <https://greatergood.berkeley.edu/topic/compassion/definition>
- *The Dalai Lama: “If you want others to be happy, practice compassion. If you want to be happy, practice compassion.”*
- Please let me know how this presentation has impacted you and your practice. Lisa.Jenkinson@ntw.nhs.uk

