



## **North Somerset Wellbeing Service**

### **Sharing Ideas and Shaping the Service Meeting**

#### **Notes from meeting held on Tuesday 20<sup>th</sup> July 2021**

#### **4 attending**

**Also attending:** Claire Denyer [CD] (Chair & Service Team Manager), Sophie Fulcher (Assistant wellbeing coordinator), Gemma Sparks (Service coordinator)

CD welcomed everyone to the meeting.

#### **Staffing changes**

CD introduced GS, the new service coordinator. She explained that Evelyn was relocating, and that her last day with NSWS would be Thursday 12<sup>th</sup> August. GS will be joining some of the groups over the coming weeks to meet everyone.

#### **Face to face provision**

The service has been running some face-to-face groups in Weston- Super- Mare and Nailsea, since June. CD explained that we have been unable to run a group in Clevedon due to issues with venue hire. We are in the process of securing a suitable venue, and will be running mindfulness there on Tuesdays in the near future. Until further notice, we are maintaining the same precautions (social distancing, masks etc). As a health and care setting, this is the guidance we have been given by Public Health England to follow. CD explained that these were non- negotiables, as it is essential to keep everyone safe. It was recognised that there were high levels of anxiety around returning to face-to-face. CD explained that the plan for the service is to offer a range of face-to-face groups, as well as some online sessions. This will enable people to still access the service and will extend our reach across North Somerset. Our online provision will enable us to bring wellbeing into the home: offering a more flexible and accessible service for all. When asked about possible future lockdowns, CD explained that our contingency plan would be to return to online provision. It was emphasized that the provision would remain in place, as in previous lockdowns, and that we would be guided by the need of the service users.

## **Our wellbeing scale focus group**

CD explained that at our KPI Focus Group it was identified that the WES (Warwick Edinburgh mental wellbeing scale) was not suitable; the questions were difficult and often raised traumatic feelings for service users. In a separate focus group, we then looked at what wellbeing is and discussed the purpose of the wellbeing scale. CD explained the need to include an evidence based scale. After researching possibilities, the focus group agreed that the Office for National Statistics wellbeing measure would be trialled. In addition, the group co-produced a combination of questions, which feel more meaningful to help shape the service. It was recognised that recovery is not linear, so the scale would try to measure little changes. CD explained that we need to collect this data for the CCG, but that they had supported the focus group's work. Over the coming months, these wellbeing scales would be done using Zoom polls.

## **Our post pandemic course**

CD explained the overview of the course, and that a focus group were co-creating and co-presenting the session. This is an exciting step for our service and we would like to coproduce more sessions and courses with our service users.

## **What next with our co-production?**

CD explained our hopes for more coproduction and focus groups. The value of lived experience was recognised, as was the value of co-creating courses. CD explained some of our upcoming courses, and possibilities for future courses. It was suggested that there would be a focus group to look at recovery; what is it? How is reflected in our service? This will allow us to create a shared understanding. CD asked for other ideas and encouraged people to share ideas to help us to shape the service.

Suggestions included:

- Understanding recovery
- Social skills to help with isolation and mental health
- Managing the stigma around mental health
- Self-advocacy

## **AOB:**

We recently had another wellbeing activity week. SF asked for thoughts and feelings about the activities run. It was agreed that tai chi and yoga were popular. Service users voiced that having the groups on Zoom made it more accessible. SF asked for future suggestions to consider, including guest speakers.

Requests for Christmas plans were made. It was felt that it'd give service users something to look forward to. It was agreed that a focus group would be held in September to start planning activities for Christmas. A focus group for Mental Health Awareness day in October will also be arranged.

The next quarterly **Sharing Ideas and Shaping the Service** meeting will be held on **Monday 11<sup>th</sup> October, 12:30-1:30pm.**