



NHS

**Birmingham and Solihull
Mental Health**
NHS Foundation Trust

8

Service user engagement

My experience, my service, my recovery

Recovery for All

Your journey guiding our services and your recovery. Join us.



LanguageLine
Solutions®

Getting more involved?

As someone who has used our services you are in a unique position to tell us what is already good and what we can change to make them better. You can help us learn through your experiences. In return we will reward you with a wide range of opportunities.

For sharing your time and experience, we will help you to develop. We will work with you at your pace and we will always be supportive and encouraging. When people have lived experience of mental ill health they can often offer a valuable and unique insight that can help our staff plan and deliver higher quality services that help others like yourself.

You may feel that you want to get involved right now or you may prefer to keep this leaflet and get in touch with us when the time is right for you. We will be ready to help engage you in a positive way at any point in your recovery journey.

Please see page 6 for details on how you can get involved.

Need help urgently?

Contact our Customer Relations Team on 0800 953 0045 between 8am and 8pm Mondays to Fridays, excluding bank holidays. They can liaise with our teams, answer your queries and signpost to other organisations.

In crisis?

NHS 111 – Phone 111 anytime and ask for mental health crisis support. They will help you to get the support you need.

Samaritans – Freephone: 116 123. Open 24 hours.

SANELINE – Telephone: 0300 304 7000. Open 4.30pm-10.30pm, every day.

How can our engagement workers help you?

Our See Me Service User Engagement Team are a group of committed workers who support service users to express their views, opinions and concerns across the whole Trust. Our team cover all services within the Trust and hold regularly community meetings and work one-to-one with service users so they can share their experiences and concerns.

- Provide an opportunity for service users to voice their opinions on mental health services and offer valuable feedback.
- Help service users to make a difference to the care and support they are receiving and see real improvement.
- Support service users to become more engaged with services they are accessing and to opportunities in the Trust.
- Provide support for issues raised to be acted upon and resolved by staff and jointly together.

Service user meetings/forums are held in inpatient wards and at forensic and specialty wards, our team do their best to make the forums accessible and inclusive to anyone using Trust services. The forums help to provide a safe environment for service users to share their experiences and concerns.

The See Me service has links with a wide range of groups and organisations – including those serving African and Caribbean, Asian, Chinese, gay and lesbian, homeless, Irish, refugee, women, older adult and younger clients.

Our See Me team of workers can put you in touch with these agencies and help you to choose the best way to build your recovery and be involved with your community. They will also introduce you to **Recovery For All**, our Trust recovery pathway.

How can I get help on my recovery journey?

There are many ways to get help on your recovery journey.

Recovery College for All

Recovery College for All is built on the belief that learning together makes us stronger and supports our recovery. You don't need any formal qualifications or experience to attend.

The college offers a range of sessions which are open to our service users, their carers and families – and our Trust staff members. The sessions offered have been developed in collaboration with, and for, people who have been affected by mental health issues.

The sessions are delivered by facilitators who have lived experience of challenges with their own mental health (experts by experience), healthcare professional and carers. We hope the college will support you on your recovery journey to living a full and satisfying life, in the presence or absence of symptoms.

Peer Support Workers

The Trust has recruited and trained Peer Support Workers to work across our services. Peer Support Workers are individuals who have been there themselves and can help you to focus on your recovery.

Peer support may be defined simply as “offering and receiving help, based on shared understanding, respect and mutual empowerment between people in similar situations”.

Our Peer Support Workers have personal experience of accessing mental health services themselves and can use their experiences to help others on their recovery journey through promoting hope, optimism and support based on common experiences.

What does recovery mean?

We are all unique, and so are our experiences of recovery. Recovery is a journey towards mental wellbeing; living a full and satisfying life, in the presence or absence of symptoms. The key elements to personal recovery are:

Hope

Hope is very important in everyone's journey. Whatever else recovery means, our main feeling is that we all need to be hopeful in our lives.

Control

Recovery involves taking back control. This may involve taking control of your life, and finding a purpose. It may also include taking control of your own recovery and working out ways of managing problems and deciding what support you need in order to pursue and achieve goals.

Opportunity

Recovery is impossible without opening up opportunity for a life beyond illness. Think about doing the things that give your life value, such as meaningful interests and taking part in community life and leisure activities that you enjoy.

How will I know I have recovered?

Everyone's journey of recovery is unique and personal to them and may take some time. It is really only you who can define your own recovery journey, although you may find support from others to help you.

Your steps towards recovery may involve building a new sense of self, meaning and purpose and growing beyond what has happened to you, as well as pursuing your dreams and ambitions.

Meeting others who have been through similar experiences can offer hope and help you focus on what is important to you on your recovery journey.

Contact information

See Me Team

Telephone: 0800 694 0212

Email: bsmhft.seeme@nhs.net

You can leave a message on any issue, we will return your call.

Alternatively, ask for our Engagement Opportunities booklet.

Our team includes a dedicated worker for families, friends and carers.

Recovery for All Team

Telephone: 0121 301 3992

Email: bsmhft.recoverycollege@nhs.net

Other useful contacts – getting involved

Volunteering, work experience and apprenticeships if you would like a more formal placement with our Trust.

Telephone: 0121 301 3970

Email: bsmhft.volunteering@nhs.net

Contact the Trust's **Community Engagement Team** to find out about the Trust's community projects and work with external partners.

Telephone: 0121 301 1064

Contact the Trust's **Communications Team** if you would like to contribute to our Trust Talk magazine or Look Ahead bulletin.

Telephone: 0121 301 1238

Membership

Join our Trust as a member and receive our Trust Talk magazine and Look Ahead monthly bulletin, find out about becoming a governor or about other Trust meetings/groups you might be interested in attending.

Telephone: 0121 301 1096

Email: bsmhft.ftmemberships@nhs.net

Other useful contacts – getting support

Advocacy support

Advocates can help you have a voice when raising your concerns, seeking to employ your rights or in negotiating difficulties you may encounter with health, social care or any other agencies.

VoiceAbility Advocacy (Independent Mental Health Advocacy service in Birmingham and all Complaints Advocacy – help making a NHS complaint).

Telephone: 0300 330 5454 (Complaints Advocacy)

Telephone: 0121 392 8731 (Independent Mental Health Advocacy)

Independent Advocacy (support across Solihull)

Telephone: 0247 669 7443, extension: 220

Building Community Advocacy (forensic services)

Telephone: 0121 450 5141

BSMHFT Customer Relations

Customer Relations

Available Monday to Friday, 8am to 8pm (excluding bank holidays).

Telephone: 0800 953 0045

Email: bsmhft.customerrelations@nhs.net

If you have any queries regarding this leaflet then please call the service user, carer and public engagement lead at Trust headquarters on 0121 301 1111.

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