



## **Starting My QI Journey: Rhea Winter-Moore**

Experts by Experience (individuals with lived experience of mental health and mental health care) are one of the most important pillars to any Quality Improvement initiative. They can provide the testimony, insight, and opinions needed in order to create positive change thanks to their unique experiences.

At BSMHFT we're very lucky and honoured to have committed and inspirational Experts by Experience involved in our QI work. One of these great people is Rhea Winter-Moore, who kindly took some time out to talk to us about starting her QI journey and the work she's currently involved in with us.



### **Hello there, thanks for taking the time to talk to us! What made you want to start your Quality Improvement journey?**

As an Expert by Experience in the Trust - I wanted to further my role in Quality improvement as I truly believe in the power of synergy and collaboration. And to be a part of this from an experienced service user's perspective is incredibly rewarding in terms of fulfilment and it brings me great joy to contribute to the greater cause of shaping future services.

### **Why is it important to have Experts by Experience and service users involved in Quality Improvement?**

It is so vital because EBE's and SU's have a fountain of wisdom from lived experience. We have strengths and tools from a different approach. We have different drives and motivations, and mixing that with mental health professionals strengths is a force to be reckoned with.

### **How did you find the Virtual QI training? Was there anything that was challenging for you at all?**

Initially, broaching a new type of topic was challenging. I found some of the content to be difficult to digest from a personal point of view, however with more discussions, connections, and involvement (which contributes to my ongoing training) I can develop a greater understanding of concepts and models. For example, Plan Do Study Act - I had the a-ha moment that this type of approach is something I have been using in my own ongoing recovery and is very relatable to many aspects of learning and improvement in life.

### **What was your favourite part of the training? Was there anything that surprised you about QI?**

I was delighted with the creative thinking session - being a creative soul at heart I found this extremely enjoyable, and I learnt a lot from this. I loved the association exercise and various models



to base team work on. I thoroughly enjoyed connecting with other SU's and EBE's as that alone is priceless, but to add the training on top of this was fully worthwhile. I wouldn't say anything surprised me as I went in with an open mind, but I left fully supported and encouraged. Very motivated for the future.

**How do you feel now that you have completed the training? What are you most looking forward to taking forward with you as you start your QI journey?**

I feel very positive about my future involvement in the Trust. It is such a wonderful thing to be given recognition for my skills and strengths - to be a part of such a dynamic and passionate team is amazing! I was pleasantly surprised how soon after my training that I was asked to work - and I thoroughly enjoy my role in the QI team. I think I most look forward to having my voice heard, and to be valued. A truly precious gift to receive when people in a professional setting or indeed any - don't just listen but hear you.

**Are there any projects that you're currently involved in that you'd like to give a bit of a shout about?**

Yes, I am involved with the RRP (Reducing restrictive practice) Quality Improvement Collaborative. A Trust-wide project to implement the recent changes in law through teamwork - and implementing change and recording this. My role is to give my take on improvements and support the team with my skillset. As the project develops my role will also evolve.

**Finally, if you could put it into one or two sentences, what does QI mean to you?**

Quality Improvement is fundamental within the Trust and nationwide to implement positive change. Change at first may seem uncomfortable, but it is inevitable. I read a quote somewhere 'life begins at the end of your comfort zone'. I understand making that first step can be challenging but when you have control over change, being able to monitor and study makes all the difference. I believe I'm a part of the team to act as a reminder why we are doing this, and I have the power to emphasise with the SU's point of view. As a fellow mental health warrior, I truly believe in the power of reflection, to look back and see how far we have come in improving services but also lives. But also, to be mindful of the present, and be proud of the change that we are making.