

LEVEL

UP

Cheshire & Merseyside
Young People and Families
Provider Collaborative

ISSUE NO: 5

NEWSLETTER

PATIENT EXPERIENCE NETWORK NATIONAL AWARDS 2023



LEVEL UP SHORTLISTED FOR FOUR NATIONAL AWARDS!

Level Up, Cheshire and Merseyside, Young People and Families Provider Collaborative is thrilled to announce that we have been shortlisted for four prestigious national awards at this year's Patient Experience Network Awards (PENNA).

The PENNA awards honour outstanding achievements and best practices in patient experience across the health and social care sectors. Level Up have been recognised for their dedication to transforming patient care pathways, reducing variations in care, and fostering collaboration among stakeholders to provide person-centred care in the mental health sector.

Level Up, Cheshire and Merseyside, Young People and Families Provider Collaborative, is a pioneering partnership between CWP, Alder Hey NHS FT, Cygnet Healthcare, Mersey Care NHS FT, and Priory Health Care. This collaborative is dedicated to improving mental health services for young people and families in Cheshire and Merseyside. By combining the expertise of clinical professionals with the insights of individuals with lived experience, Level Up aims to create a person-centred approach that breaks down barriers and redefines mental health service delivery.

The LPCs have been shortlisted in the following categories:

- Commissioning for Patient Experience
- Engaging and Championing the Public
- Partnership Working
- Using Insight for Improvement

The LPCs represent a transformative approach to mental health services, emphasising clinical leadership, user involvement, and cross-sector collaboration. Through this initiative, CWP and its partners have reimagined mental health service delivery, breaking down barriers and fostering a culture of co-production.

Tim Welch, Chief Executive, CWP said: "We are honoured to be shortlisted for these awards, which reflect our commitment to placing patients at the heart of healthcare. "This recognition is a testament to the hard work and dedication of our team, as well as our partners, as we strive to continuously improve patient experiences and drive innovation in mental health services. "Thank you to all the Experts by Experience for their commitment and unique contribution to driving improvements for services across the North West. "We are proud of our work which demonstrates the benefits of collaborative working and increasing the voice of people with lived experience in improving the quality of care provided."

For further information about the Lead Provider Collaboratives and Level Up please visit www.levelupcm.nhs.uk.

TRANSFORMATION EVENT

Level Up, Cheshire and Merseyside, Young People & Families Provider Collaborative held a Transformation event in June at Aintree Racecourse in Liverpool.

Level Up is focused on ensuring that all services across Cheshire and Merseyside providing Tier 4 Children and Adolescent Mental Specialist Health Services are working closely together to provide the best possible outcome to young people who access the services and their carers/families.

Delegates from all over Cheshire and Merseyside heard from a range of speakers including Level Up Expert by Experience Forum members who shared their lived experience of accessing mental health services, highlighting barriers, good practice and directly to commissioners.

Dr Fiona Pender, Level Up Strategic Clinical Advisor said: "It's amazing to see how far we've come over the last 12 months. At the event we discussed Level Up's progress to date and heard from Experts by Experience who clearly outlined their priorities.

"We also learned about the needs of young autistic people and young people with learning disabilities.

"We also heard from cares in Cheshire Merseyside who shared their experiences and resources and took the opportunity to we discuss region wide initiatives like CNEST (Complex Needs Escalation and Support Tool), and the Gateway programme.

"The event was a great moment to celebrate our achievements together."



EXPERTS BY EXPERIENCE

NUNG'S EXPERIENCE



Nung is a member of the Level Up Expert by Experience Forum. Nung bravely shares her lived experience journey with us so that we may help other people and inspire change across young people and family's mental health services in Cheshire and Merseyside.

In Nungs words:

My experience began when I was 9 years-old when I first came to the UK. I went through difficulties during my childhood, but also, I wasn't living with my parents, that's quite usual in Asia. Your parents work somewhere else and leave you with family. Looking back this contributed greatly to my struggles and attachment difficulties.

I really struggled to get through each day. I don't think anyone else knew what was going on. My mental health deteriorated when I got bullied for the colour of my skin and my name.

Even though there was support around me such as school, health professionals the bullying continued through other young people and via social media. It was constant. When you see and hear all those negative comments, after a while you unfortunately start believing them yourself.

My mental health took a turn and I began to feel even worse.

Once one bullying case was resolved a different bully would start. It affected me massively. It was a build up, constantly every day.

Another difficulty was just after being reunited with my mum and dad in the UK, my dad sadly passed away unexpectedly. I was trying to deal with bereavement on top of this. It all started the build up inside. Eventually I felt like I was fizzing about to pop. I feel that's how I would describe my mental health at the time.

As I developed and aged I experienced other difficulties. I was at home alone when we were burgled. This heightened by anxiety and caused severe trauma. I think the trauma was suppressed, I didn't want to deal with it and eventually it was just too much and everything came all at once. I was admitted to Ancora House Hospital an inpatient. I felt this was a short-term solution fix at that time. I then went into care where I got discharged to.

My mental health issues built up over a period of time and it only made me feel more vulnerable and weaker for who I am.

Speaking about it now, I'm in a much stronger place. I'm in a completely a different place to where I was two years ago".

I joined Level Up Forum as an expert to help shape Specialised Mental Health Services for young people and families. I have highlighted my experience with a hope that services listen and learn. I don't want anyone to go through the same struggles that I did. Level Up is a strong voice for young people and families across Cheshire and Merseyside.

Listen to young people. We are the experts. We are the future.

MEET THE TEAM

12 MONTHS AS THE GATEWAY PROGRAMME TEAM

In this newsletter's Meet the Team we hear from Elizabeth Collins, Gateway Programme Manager.

This week marked a year since Hannah and I came into post as the Gateway Programme Team and I'm reminded of a Dr Seuss quote:

How did it get so late so soon?

It's night before it's afternoon, December is here before it's June

As for any significant milestone, the passing of time turns thoughts to other numbers and, since August 2022 there have been:

- 9 Gateways at Place implemented across Cheshire and Merseyside
- 126 Gateway Meetings for NHS, Social Care and Education colleagues to consider the needs of 176 young people
- 17 formal information and learning sessions delivered, attended by 199 professionals
- 3 online events for our Community of Practice, with 1 in-person event held in Warrington and 3 webcasts recorded by professionals for professionals

We have had the privilege of working with wonderful Experts by Experience and professionals during this time, who have generously shaped our work with their feedback and ideas for engagement, learning and development.

The programme has also benefitted from some fantastic opportunities, including having been nominated for an NHS Parliamentary Award, selected to deliver a poster presentation at the RCPsych Annual Conference and included in the CWP Big Book of Best Practice.

We are looking forward to continuing to engage with those colleagues during the coming six months on the programme evaluation with Liverpool John Moores University and the opportunities for shared improvement we will generate in partnership. In addition, we are delighted to be generating new collaborations to support professionals working to address complex unmet needs for children and young people in Cheshire and Merseyside.

Thank you very much to all our partners and stakeholders, including Experts by Experience. We are truly grateful for your support.

Elizabeth – Gateway programme manager

Elizabeth Collins, Gateway Programme Manager, has over 20 years' experience working for the NHS, in academic organisations focussed on health and social care, in addition to third sector organisations concerned with health. Her roles have concerned collaborative improvement across a range of settings including cancer, palliative care, surgery, medicine, public health, research, mental health, and alcohol dependence.

Hannah Stace – Gateway project support

Hannah Stace, Gateway Programme Support, is a recent graduate, who studied Psychology at Liverpool John Moores University during the pandemic. Hannah will be providing project support for the Gateway Programme, including for Community of Practice events.



Right to left, Dr Fiona Pender, Level Up Strategic Clinical Advisor, Elizabeth Collins, Gateway programme manager
Hannah Stace, Gateway project support.

LEVEL UP WEBSITE

Don't miss the latest Level Up updates on our new website: www.levelupcm.nhs.uk.

The website provides a single digital front door to more information about the provider collaborative, news and events, a dedicated space for experts by experience, carers and families and a zone for professionals.

No website is ever really finished, and we always welcome feedback. Let us know what you think of the new website and what content you would like to see by emailing: cwp.levelupforum@nhs.net.

GET INVOLVED

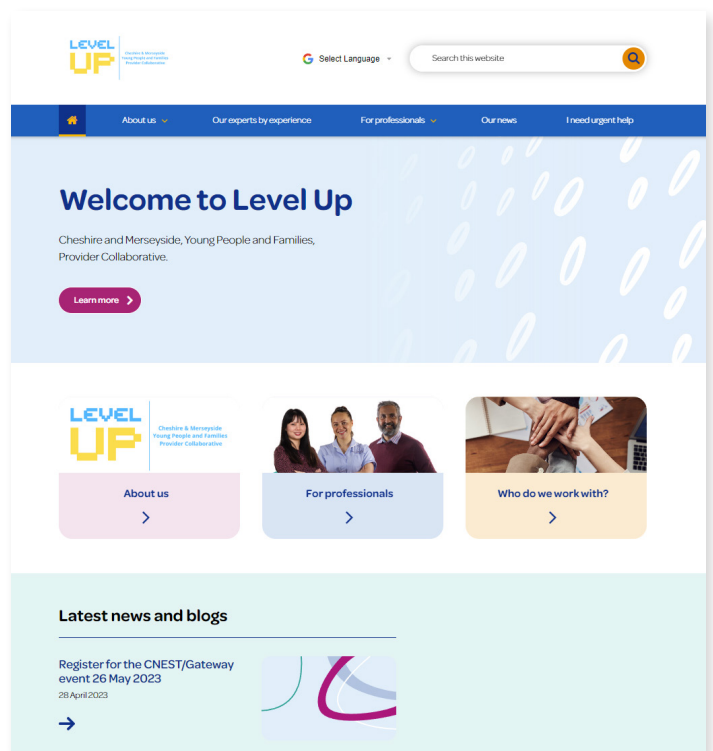
The Level Up Lead Provider Collaborative is recruiting Community Ambassadors and Champions.

If you're over the age of 18, the provider collaborative is looking for people who can volunteer their time and help promote key messages, signpost families/carers to local support services and help us identify barriers to accessing services.

Level Up Forum

If you're between the ages of 13-18 we still want to hear from you, join our Experts by Experience forum and help us influence and shape the participation opportunities for young people in local mental health services, and input directly into the planning, delivery and improvement of local mental health services for young people.

If you're interested in becoming an ambassador, community champion, or in joining our Expert by Experience programme please visit www.levelupcm.nhs.uk/ebe.



NEED URGENT MENTAL HEALTH CRISIS SUPPORT?

If your mental or emotional state quickly gets worse or deteriorates, this can be called a 'mental health crisis'. In this situation, it is important to get help quickly.

Depending on the area you live in, please call the numbers below and dedicated local staff will support you to access the help you need.

The phone lines are open 24 hours a day, seven days a week and is open to people of all ages, including children and young people.

| LOCATION | TEL. |
|------------------------------------------------|---------------|
| Cheshire and Wirral | 0800 145 6485 |
| Bolton, Salford, Trafford, Manchester | 0800 953 0285 |
| Halton, Knowsley, St Helens and Warrington | 0800 051 1508 |
| Lancashire and South Cumbria | 0800 953 0110 |
| Liverpool and Sefton * anyone aged 16 and over | 0800 145 6570 |
| Wigan | 0800 051 3253 |