

NEWSLETTER



Learn more at www.levelupcm.nhs.uk/hearmyvoice
Videos funded by NHS England

HEAR MY VOICE VIDEO SERIES

In March 2024 Level Up, Cheshire and Merseyside, Young People and Families, Lead Provider Collaborative, alongside CANDDID (Centre for Autism, Neurodevelopmental Disorders and Intellectual Disabilities) launched the Hear My Voice Film series at Cinemac in Macclesfield.

Over 100 people attended the launch event including Experts by Experience, Health and Care Professionals, the Local Authority, Cheshire and Wirral Partnership NHS Foundation Trust Chief Executive, Tim Welch, and the Mayor of Cheshire East Rod Fletcher.

The videos examine various techniques for preventing and managing a crisis from the perspective of young children themselves, parent carers, young carers, clinicians, and a communication specialist.

The videos were co-produced with:

- Young People from Jigsaw and the team from Cheshire East youth support service
- Young Carers
- Parent Carers/Cheshire East Parent Carer Forum
- CWP Children and Young People Urgent Support Team
- Phil Morris, Director of Specialist Communication Techniques.



LEVEL UP SHORTLISTED FOR TWO NATIONAL AWARDS!

Level Up, Cheshire and Merseyside, Young People and Families, Lead Provider Collaborative, is thrilled to announce that we have been shortlisted for two national awards at this year's Patient Experience Network National 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.

- **Commissioning for Patient Experience:** Amplifying voices: Expert by Experience led decision making in regional Lead Provider Collaboratives.
- **Measuring, Reporting and Acting:** Using Insight for Improvement: Using data to enhance person-centred care through expert-led collaboratives in the North West.

THE LEVEL UP TRANSFORMATION EVENT 2024

The next Level Up Transformation Event is taking place **Wednesday 9 October 2024**, at Aintree Racecourse. Held bi-annually the Lead Provider Collaborative Transformation event gives us an opportunity to bring together Commissioners, NHS Providers, Independent Sector Providers and Experts by Experience, and third sector providers services to share best practice and discuss opportunities to drive improvements for children and young people's specialised mental health services across Cheshire and Merseyside.

The focus of the October 2024 Transformation Event will be gathering stakeholder feedback, comments and suggestions on the new national CYP inpatient model of care.



LAUNCH OF THE NEW GATEWAY ANIMATION WITH ELIZABETH COLLINS



I was delighted to join colleagues from Liverpool John Moores University (LJMU) on 10 July 2024, to hear the Gateway evaluation report presented at the inaugural Integrated Care Symposium, which brought together key stakeholders in the region to drive forward further research and improve care.

In addition to providing a super opportunity to share

the fascinating outcomes and learning that resulted from implementation of Gateway across Cheshire and Merseyside (read more about the evaluation report here), the symposium was also a chance to launch an animation, designed with and narrated by young people.

You can watch the animation at www.levelupcm.nhs.uk/animation

The animation is freely available online as a resource for young people, families, carers, and professionals, who are seeking to quickly understand or share information concerning Gateway. It describes the framework in an accessible, visual way, to help professionals describe the model to the young people and carers they work with.



It has been a great privilege to have worked with talented young people to develop this resource, which has been designed to complement our existing online written and recorded resources concerning Gateway. Animation is an accessible means of communication, which reaches beyond what text and video might convey.

Many people enjoy cartoons more than written material or taught information and, at just over three minutes in length, it can be revisited many times. This is especially important for young people, who may have many competing calls on their time, attention, and energy, so prefer to find out fast and have opportunities to return on multiple occasions when required. I hope the voices of our lovely, local young people narrating the animation will make those watching it feel comfortable and at home, as if they are with their own school, family and friendship groups'

The young people who helped develop the animation were also invited to the symposium, to witness the impact of their work on professionals.

One of the young people who narrated the animation said: "It was fun to work on a professional recording with a script and proper sound equipment. I liked the way our different voices came together to tell a story."

"I hope that if young people are feeling unhappy or stressed or nervous about what is happening, the cartoon might be able to help explain how grown ups will work together for them in their jobs."

The animation was funded by Beyond Children and Young People's Transformation Programme for Cheshire and Merseyside and was led by Elizabeth Collins, Gateway Programme Manager, supported by young people Amy, Erin, Nancy and Fox.

LEVEL UP: CHAMPIONING MENTAL HEALTH THROUGH LIVED EXPERIENCE

In May 2024 the Level Up Experts by Experience Team hosted the second Level Up Communications Day which took place at Warrington Youth Zone. This event was a significant milestone in our ongoing commitment to improving specialised mental health services through the insights and contributions of experts by experience of specialised mental health service across Cheshire and Merseyside.

The role of Experts by Experience is pivotal in improving mental health services. Their lived experiences provide invaluable insights that can lead to more effective and compassionate care. The event fostered a collaborative environment where experts alongside carers and parents, shared their journeys, highlighting the barriers they faced and the support that made a difference.

During the day we focussed on:

- Creating educational content
- Recording video and Pod Cast
- Focussing on priorities
- Identifying forum values

The NHS Constitution underscores the importance of values in driving organisational performance and improving service user outcomes. In alignment with these principles, the event emphasised key values for experts, including compassion, respect, communication, and a person-centred approach. These values are not only fundamental to delivering exceptional patient care but also essential in enhancing organisational effectiveness.

Experts and staff identified Level Up Forum core values.



ROLE OF PARENTS AND CARERS

Parents and carers are integral stakeholders in service improvement. They provide unique insights, help identify gaps in care, and contribute to developing more effective support systems. The event included a co-production initiative with parents and carers, who also created audio content to support other parents.

Experts by Experience thoroughly enjoyed the day engaging in workshops, film and Podcasts. To learn more visit www.levelupcm.nhs.uk.

For further information about Community Ambassadors and Champions please contact: cwp.empoweredcommunitychampions@nhs.net or cwp.levelupcommunitychampions@nhs.net.



MEET THE TEAM

SIAN SMITH - PARTICIPATION AND ENGAGEMENT WORKER



Hello, my name is Sian Smith, I am the Lead Provider Collaborative (LPC) Commissioning Team Level Up Participation and Engagement Worker based at Redesmere Head Quarters.

I have worked with young people and their families in the education system for over 20yrs. My role was incredibly rewarding supporting

students and families to reach their goals. I was privileged to share the joy and satisfaction of their accomplishments. I enjoy meeting new people and being part of the team. Participation is an ongoing focus and commitment to engagement, listening and acting on feedback of people with lived experience, to improve specialised mental health services for young people, families and carers.

My role is to support the recruitment and engagement of people who have had experience of specialised mental health services (whilst aged 13-18 years) to ensure they have a voice which will influence change and improve services. We are recruiting experts from the age of 13 upwards.

To learn more visit www.levelupcm.nhs.uk

JOIN OUR EXPERTS BY EXPERIENCE FORUM

We're looking for 13-18-year-olds and those 18+ who have with lived experience of Tier 4 Specialist Mental Health Inpatient Services to help us to give young people a voice to influence and shape specialised mental health services across Cheshire and Merseyside through effective communication.

To work with other Level Up Provider Collaborative (LPC) Forum members supported by the LPC –

- Review and design service information that is helpful, easy to read and accessible to patients and carers/families –
- Design LPC Surveys - Work with the Communications Lead to revise/ design and contribute to the Level Up website and newsletters –
- Engage in Level Up LPC Projects and priorities in a way that you feel comfortable
- Support planning or attend in person - community engagement events across Cheshire and Merseyside.

Learn more by visiting www.levelupcm.nhs.uk or by scanning the QR code.



SOPHIE CARR - CARERS AMBASSADOR

Hello my name is Sophie Carr. I joined the team as the Level Up Carers Ambassador in April. Sophie facilitates the Level Up Parent and Carer forum which is open to all parents and carers whose young people are currently accessing or have previously accessed a Level Up Children and Young Person Specialist Mental Health Inpatient Service (Tier 4).

The forum is a safe space for parents and carers to meet people who have similar experiences and to provide their views, insights and feedback of the specialised mental health services we commission. As equal partners parents and carers will have a voice to affect positive change and truly make a difference to services.

If you know a parent or carer who may be interested in joining the forum please follow this link [Level Up Parent and Carer Forum Volunteer | Cheshire & Wirral Partnerships NHS Foundation Trust Volunteering \(goassemble.com\)](https://www.goassemble.com/levelupcarers)

If you are supporting a parent or carer whose young person is accessing a Level Up Children and Young Person's specialist mental health setting and they would benefit from talking to Sophie please email cwp.levelup.carers@nhs.net



BEV – CARERS FORUM

Hi my name is Bev. Level Up Carers Forum is for me the way forward to help our young people understand that there is a service aimed for them and their families to help support them all.

Why be a part of the Level Up Carers Forum? Good question. As a parent of a child who had mental health and an eating disorder I felt there was a huge gap for this service for both young people and their carers. Being able to help/educate those who need our help was so important to me and also letting others know not just my child's journey and my own.

Hopefully our experiences would give them encouragement and support that there is still hope for recovery. Everyone's journey is different, no two people are the same and it is vital everyone is treated as an individual. With knowledge and support we can make a difference.

CO-PRODUCTION DRIVES CHILDREN AND YOUNG PEOPLE'S INPATIENT SERVICES REDESIGN

The commissioning team is working alongside Lead Provider Collaborative partners and broader stakeholders to redesign Children and Young People's inpatient services.

This initiative responds to new national guidelines, which will be adapted to meet the specific requirements of our local population. The redesign is being co-produced with patients, families/carers, and health and care professionals within this financial year, with implementation planned from 25/26 onwards.

Keep an eye on our website for the latest updates. Go to www.levelupcm.nhs.uk.



ENGAGING WITH OUR COMMUNITIES

Level Up's Expert by Experience Team were out in July and August supporting Chester, Liverpool and Manchester pride.

The events were attended by thousands of people from across the North West and the team engaged with hundreds of experts by experience, families, carers and other services capturing their feedback directly. Read more on our website www.levelupcm.nhs.uk

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