



Living Well Salford

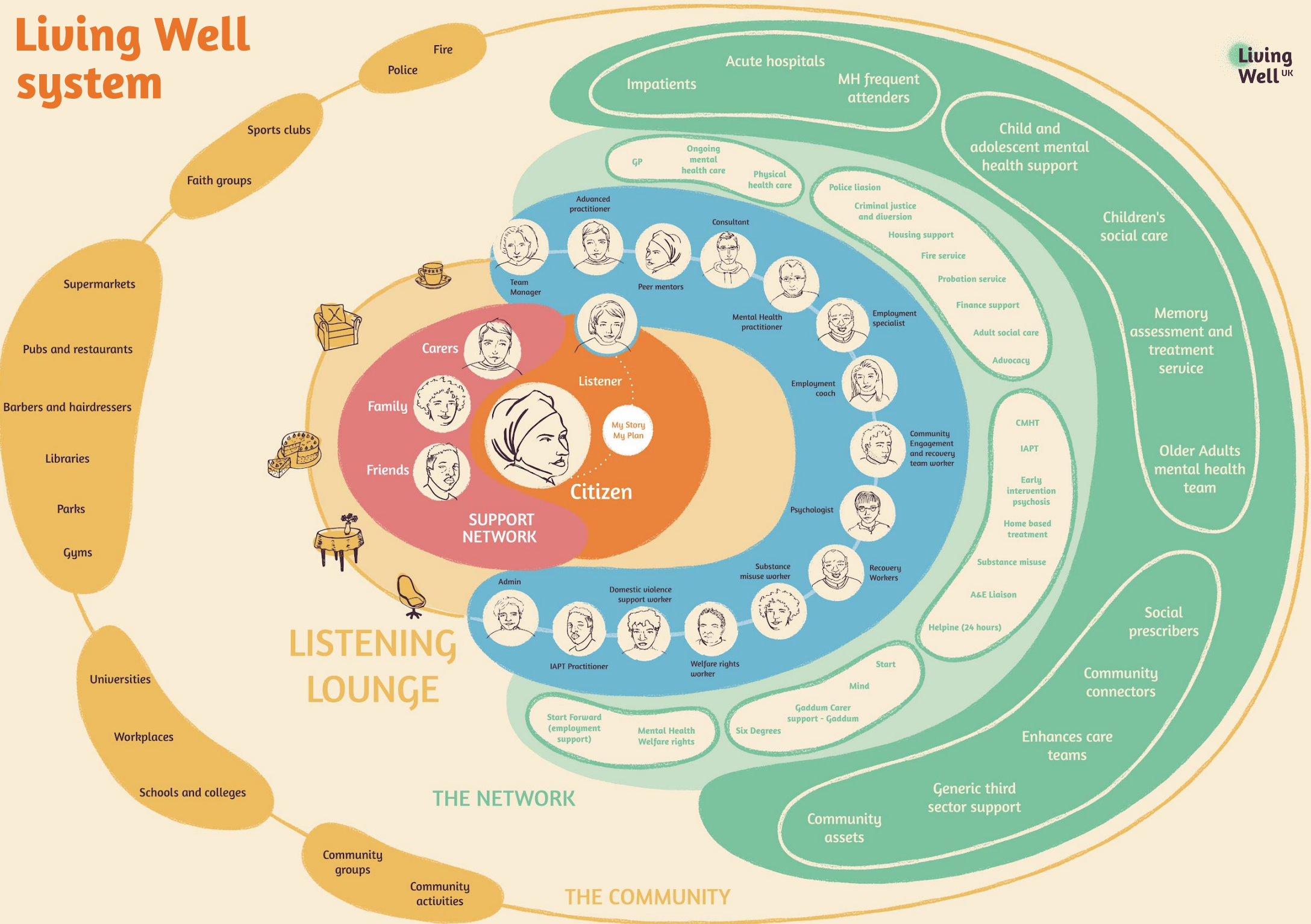
Salford's vision for mental health

Our vision is that Salford is a city where good mental health, a good start in life, a family approach to mental wellbeing, the ability to adapt and manage adversity and recognition of the wider factors affecting mental health are supported throughout the life course; from preparing for a new baby, into adulthood and throughout older age.



- Long term goal
- Outcomes
- Values & Principles
- Key elements of Salford Living Well

Living Well system



Living Well Team

A multidisciplinary team that connects people to integrated support

What is it?

One team, one goal, with the person at the centre

A multi-disciplinary team that works with people by:

- Creating a plan with people about what they want to focus on today, tomorrow and next week.
- Developing strategies for building resilience and managing difficult emotions and experiences.
- Identifying and acknowledging past trauma and developing positive coping strategies.
- Helping people to keep themselves and others safe.
- Providing practical support for example with money, forms or letters.
- Supporting people to identify and pursue aspirations and strengths.
- Supporting people to identify who else could help them to achieve the goals. This could be carers, family members, friends and members of the network.
- Encouraging people to build connections through community activities.
- Finding ways to contribute to their community through education, employment and supporting others.
- Helping people to contribute to service development and peer support of others using the service.
- Exploring ways to improve well-being such as exercise, positive activities and other effective coping strategies.
- Accessing the right medication and managing mental and physical health conditions.

Tools

Initial conversation

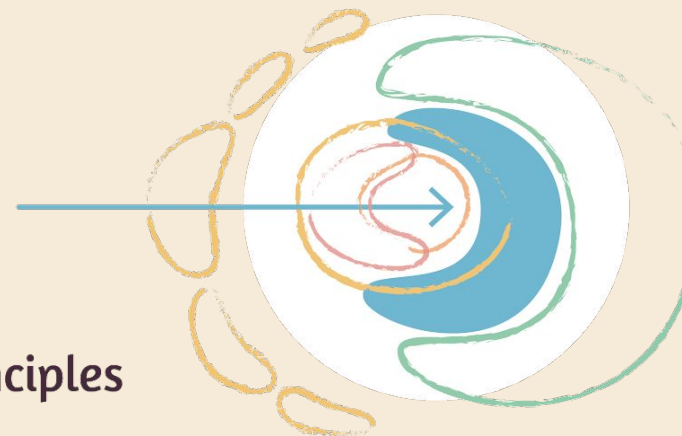
The structure of the first conversation with the service

My story/my plan

Printed and digital plan that people can fill in to map their past, present and future

Conversion tools

Motivational interviewing
Coaching questions
Self-help tools
Solution focused tool
Trauma informed practice



Principles

A front door to all integrated support for mental health

We act as a front door to all mental health support in each neighbourhood.

We do not replace universal services but are there to support those with more significant mental health challenges. The team has a central base and meets people in listening lounges or in the community. We take introductions from all services and people can introduce themselves. We ensure everyone knows that they have something to offer. People can benefit from, and give to, the community in a way that feels right to them.

Team working is holistic and genuinely multidisciplinary

Our listening team is made up of people from the statutory and voluntary sector with a range of backgrounds in both clinical care and social support.

We take a 'team around the person approach' and work together seamlessly so people can overcome the challenges they face. We share decisions, responsibility and risk and use our different expertise to enhance the capacity of each other.

Working is flexible and responsive

We believe in people and we know that they know what is best.

Therefore we do not have prescribed processes that *must* be followed. Instead our team work adaptively and creatively to a common practice framework and a set of values and guidelines that shape team working.

We stay learning, expanding on what works, and altering what doesn't to make sure we are constantly evolving and improving.

People always feel held

We make sure there are no "hand offs".

Once someone from our team has become a person's listener, they will introduce the citizen to the wider network, keeping in touch with them throughout their journey.

We quickly support people to get back on their feet until they no longer need us. Once a person is known to our team, they are always known and they can return at any time. We make sure people know we will be here if they need us again.

Network of Support

That helps people feel valued and connected

What is it?

A joined up network of seamless support

The network is comprised of organisations that provide social, practical, learning and clinical support which people can access depending on their needs and goals. This might include support to get involved in the local community e.g. a gardening group, talking therapies, help with housing, SMS services, careers counselling or an appointment with secondary care services.

Listeners will introduce people to the network who will provide additional specialist support such as:

- Trauma specific interventions such as trauma focused cognitive behavioural therapy, relaxation, managing behaviour and emotions and re-framing traumatic events.
- Secondary care psychological therapies that help people to manage difficult emotions and develop long term strategies to manage their mental health and well-being.
- Specialist practical help for benefits, housing and legal documentation.
- Activities that help people to get more involved in their local community through volunteering, education and employment.
- Activities that help people to build connections and have fun through social prescribing and community activities.
- Support to strengthen family relationships with parents, partners or children.
- Activities that help people to live a healthy lifestyle by doing things like exercise and mindfulness.
- Support from probation that help people to reintegrate in the to the community after entering the criminal justice system.

Tools

Initial conversation

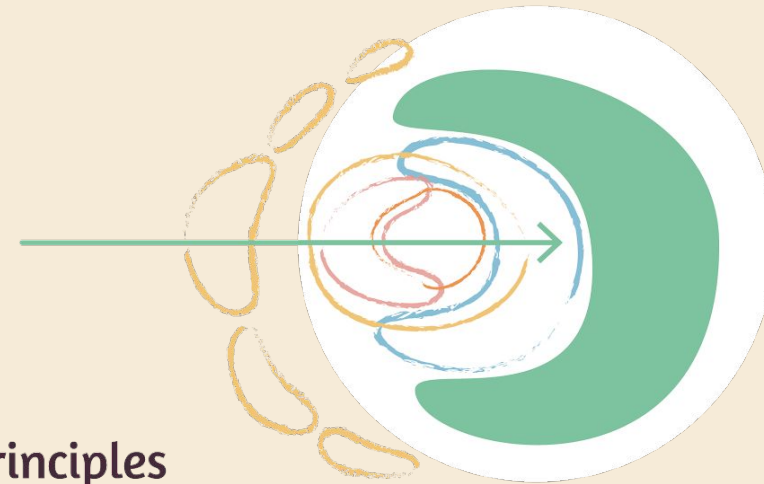
The structure of the first conversation with the service

Values and principles

The principles and agreement that the network and community sign up to

Community development tools

Tools that build trust within the community, and a greater understanding of mental health



Principles

A joined up network of support

The network provides a wider system of support which responds to people's needs and aspirations so that people feel a sense of belonging and get the right help they need when and where they need it.

There are no traditional referrals or handoffs, instead the network offers a range of services that wrap around the people they work with.

Working to a shared set of values

Any organisation that signs up to the network agrees to and embraces a set of joint working principles and values. There is a strong ethos to uphold the new way of working and a pledge to stick to them.

There are also integrated working practices, processes and structures that help to create a seamless experience for those accessing the network.

Building a mental health informed community

We also work with the community to have a shared understanding of what it means to have low levels of mental health and well-being.

This could be employers, faith groups, sports clubs, pubs or libraries. Their purpose is not to deliver support interventions, but to help people to feel accepted, have fun and build new connections which add meaning and purpose in their life. Becoming mental health informed can include training and agreement to a wider set of principles.

Creating and sustaining trusting relationships

The network and community have different opportunities to meet, get to know each other and build meaningful relationships.

This could be through the collaborative, away days, games/sports days, annual celebrations or sponsored walks and events. This could also include contributing to the service and finding new ways to improve it.

My story & my plan

Created and owned by the individual, facilitated by the listener and team

What is it?

Putting the person's story, needs and aspirations at the centre of everything

We believe people's stories and goals need to be at the heart of the support people receive, and should lead the work we do with people. The My Story, My Plan is a personalised recovery and support plan that can be accessed through an app, a digital data base or printed on paper.

The My Story, My Plan contains the things that are most relevant to the individual, but could include:

- An introduction to a person, an overview of their past experiences, what is important to them, and their skills and strengths.
- Immediate and long term challenges and goals.
- How people should be supported on good days and bad days.
- An outline of the relationships and support people have around them.
- Identifying the coping strategies that help people to sustain their resilience.
- Aspirations for the future, a plan for achieving them, and the actions and solutions that tackle the challenges people face.

Tools

My story/my plan

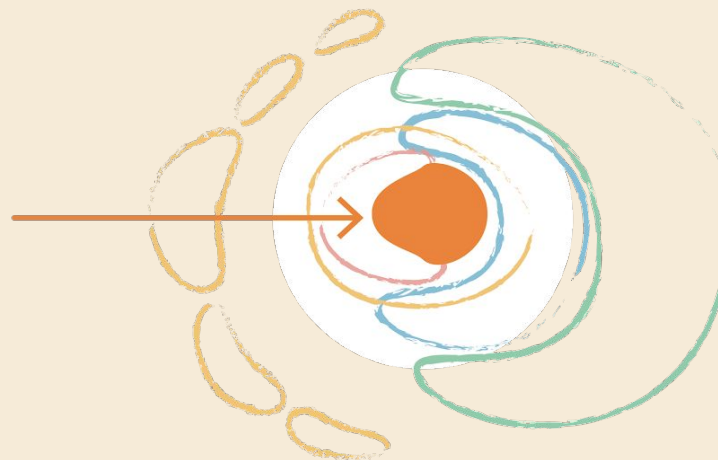
Printed and digital plan that people can fill in to map their past, present and future.

Wellness plan

Something all people receive when leaving the service that provides clear details of where to go for any future support, which includes coming back to our team.

Conversion tools

Motivational interviewing
Coaching questions
Self-help tools
Solution focused tool
Trauma informed practice



Principles

No decision about me without me

The plan is developed and owned by the person, and shared at their pace, so they have full ownership of what they would like to share.

People can develop their plan by themselves or with a member of the team or network. They can add to, change, and share/unshare parts of their plan whenever they choose.

Inclusive and comprehensive

My Story, My Plan provides an opportunity for people to explore areas that matter to them.

That is whether that is the current challenges, strengths or their aspirations for the future. It also allows people to capture a snapshot of this information to share with those they choose. The plan can be shared and developed with the person and the people who they identify as important in their life. This could be supporters, carers, family & friends.

Used collaboratively across the system

The plan is the starting point of any conversation, ensuring that staff from across the system connect to the person and what matters to them.

We use technology to make sure the plan stays up to date and it is easy to share different levels of information with different people.

Tailored to people's needs

We use technology to make sure people can create and use their plan in a way that works for them.

The plan can be printed or accessed through an app depending on people's preferences. People can choose what they want to include and share.

People can also record or draw parts of their plan or conversations instead of writing.

Listening Lounge

Safe spaces to share stories and build relationships

What is it?

Conversations that really hear people and help them to flourish

Our listening lounges are spaces where people can come to share their stories, reflect on their current situations and together we can take action to improve their well being. Conversations are always based on what people want to tell us and what they want us to know, not what we want to ask them.

Our listeners are there to create a space for people to be truly heard with empathy, understanding and compassion. Our listeners help to unlock the answers that are within those they work with and face challenges together with them.

Our listeners will:

- Listen attentively to people's stories and experiences and reflect them back so people know they have been heard.
- See people's strengths above everything else and build on these and the resources people have around them.
- Help people to believe that change is possible, explore goals and future aspirations and create a plan for achieving them.
- Support people to find and implement their own solutions and draw on wider support to help them do this.

Tools

Initial conversation

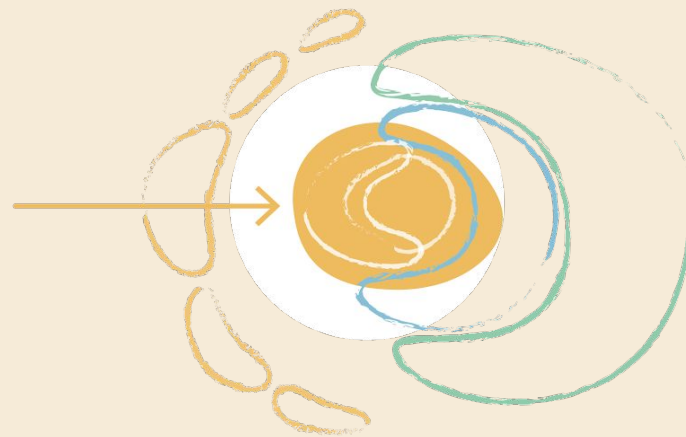
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Principles

Listening can happen anywhere

Listening lounges operate from set spaces in the community at different times. For example, in the library, church or in the GP surgery.

However the listening lounge is a way of communicating as well as a physical space so we make sure we meet people in a place that suits them. This could be at a coffee shop, or to catch up whilst going for a walk, at home, by phone or in a virtual chat room.

People feel empowered and in control of their lives

We completely embody the values of co-production. The people we work with lead the conversations they have with us.

It is up to them what they share and we use their ideas, aspirations and goals to agree what action to take. Our listeners are there to help people find the solutions that will work for them and help to realise them.

Our listeners are an ally for people

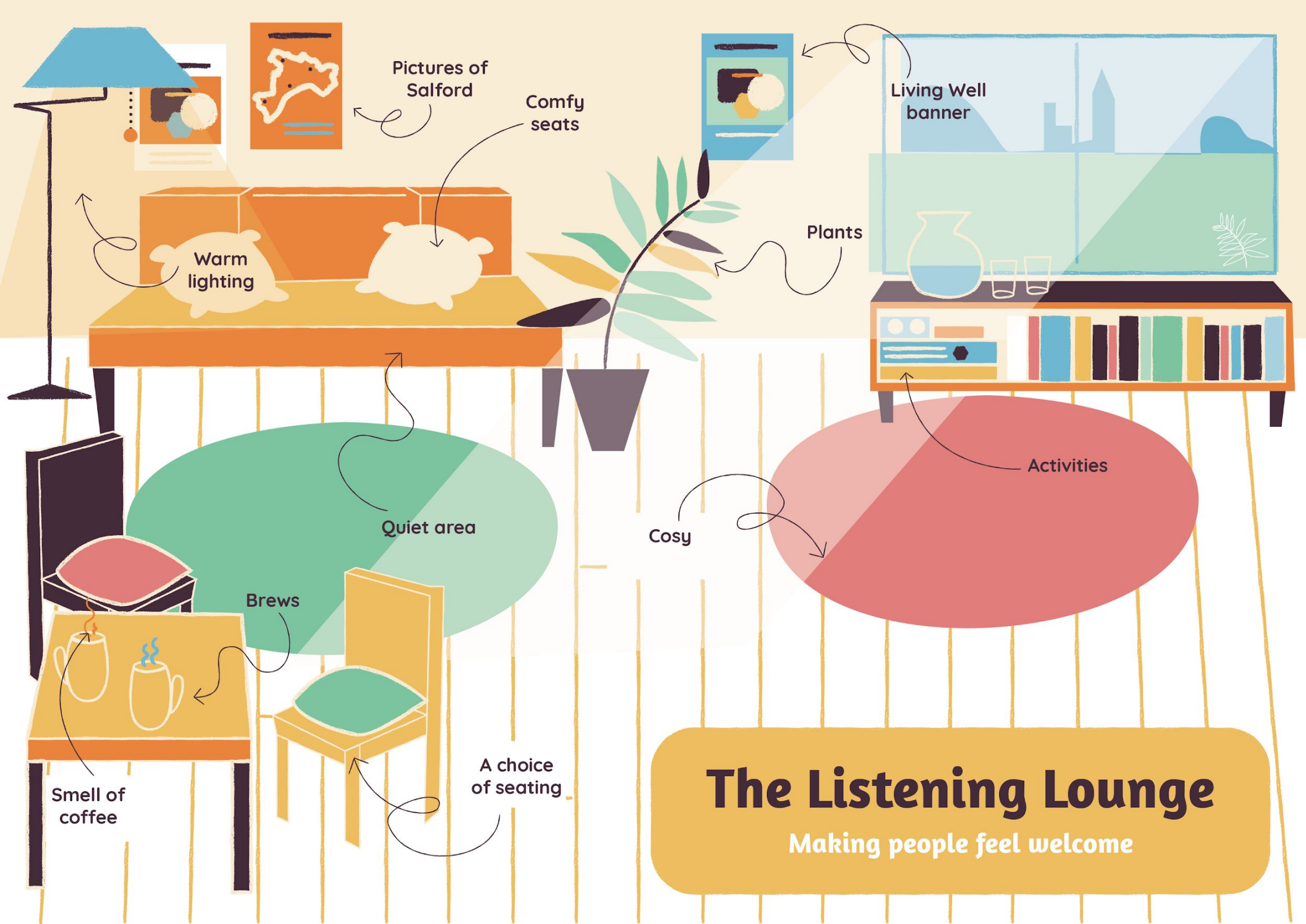
Our listeners will listen actively, build meaningful relationships and work with people to overcome the challenges they face.

Our listening lounges have peer workers who are there to listen actively to people who come in wishing to talk. One of our listeners will also become a person's key worker and take an active role in supporting people throughout their journey. They will draw in the support of the wider team to help people to flourish.

Conversations are 'strength biased', trauma informed and solution focused

All our conversations will start with a 'strength bias' and we will help people to recognise and promote their strengths and mobilise the support of those around them.

We also ensure that all of our conversations are held with a trauma-focused lens and take into account the traumatic experiences that people have endured. We couple this with a solution focused approach so that we help people to move forwards in life through finding the solutions that will work for them.



Pictures of Salford

Comfy seats

Living Well banner

Warm lighting

Plants

Quiet area

Activities

Brews

Cosy

Smell of coffee

A choice of seating

The Listening Lounge

Making people feel welcome

A journey through Living Well



Being Welcomed

A detailed overview of how people are introduced and welcomed into the Living Well team.

Being introduced

People can be introduced via another service or person (e.g. peer supporter, GP etc.)

People can also self-introduce via multiple routes - e.g. telephone, email, text, mobile app etc or walking into a listening lounge.

Listening conversation

A peer worker calls or meets the person to introduce themselves and explains what the service is about.

They, or another member of staff, uses the initial conversation tool to listen to the person and understand why they come.

**Do we need to prioritise this person as urgent?
If unsure, go straight to the clinical lead.**

Understanding what would help

The team bring together the information from the listening conversation and read about their history on the secondary care system.

Do we need to prioritise this person as urgent? Is there anything important for us to talk to this person about or anything we need to know before meeting them?

Matching with your worker

We make our best guess as to who should meet the person and we match them with a keyworker or peer worker.

The key worker then takes responsibility for that person and has a plan for what they should do if they cannot make contact.

Starting My Story My Plan

The worker gets to know the person, what is important to them and what they would like to achieve through completing their my story and my plan.

What does the person think would help them most? Do we need to introduce them to someone else?

Meeting your worker

The key or peer worker introduces themselves, and gives more information about the offer, introduces the My Story and My Plan and negotiates a time and venue for a face-to-face conversation.

They also email/text confirmation of venue and the time of the appointment.

**Do people want to start working on My Story My Plan before the appointment -
If so, send over a copy.**

The practice model

Where the
magic
happens

Strength
based
working

Reflective
practice

Solution
focused

Trauma
informed
practice

Strength based working

The way we work with people

We always look first at what people have to offer, rather their care needs. We find out what people can do with their skills and their resources and what contribution the people and communities around them can make. We make sure people are in charge of their lives and are treated as experts in their care.

Solution focused approach

The way we work with people

Our solution focused approach helps people to identify their personal hopes and construct solutions. People are seen as the expert on their own life and their strengths and resources are explored and developed to help them to regain a sense of control and develop their confidence to move forward in meaningful ways.

Trauma informed practice

The underpinning psychological framework

A trauma informed approach is based on the understanding that most people in contact with services have experienced trauma. We use a trauma lens in all the work that we do to ensure we recognise the signs and impact of trauma. We create a culture of trustworthiness, collaboration and empowerment and control with the aim of building trust with those we work with. We also ensure that everyone feels physically and emotionally safe at all times.

Reflective practice

The way the team work together

Reflective practice is a way of thinking about or reflecting on what you do. You think about events, develop insights into what happened and why, and decide what you would like to differently next time.

The way we live our values in practice

What does this mean for the way we work with people?

We make people feel welcomed and cared for

We are friendly, warm, honest, kind, empathetic and down to earth. We listen to people and build genuine relationships with them. We ensure people feel cared for and at ease. We get to know people as people and show our humanity and compassion in return.

We are transformative and help people to stay well

We help people to genuinely transform their lives so they can recover and stay well. We quickly work with people to take action to improve their wellbeing. People know that if they need us again, they can always return.

We start with people's strengths and build on these

We have a fierce belief in people. We work with people to draw on their strengths, skills and network to pursue their aspirations.

We really get to know people, their story and aspirations

We ensure people as individuals in communities rather than just considering their mental health condition. We take the time to really get to know people and what makes them tick. We use this to shape all the work that we do together, using My Story and My Plan to capture and drive this.

We ensure people are in charge of their lives and co-produce their care

We know people are the experts in their own lives. We ask questions, rather than giving advice, and encourage people to be creative to find the solutions that work best for them.

We are mindful of people's experiences

We are always trauma aware. We give people the opportunity to share the stories they want to share and we listen deeply to them. We are mindful of how people's experiences can manifest in people's emotions and behaviours and our response is always one of understanding, compassion and kindness.

We are always solution focused

When things go wrong we work together to find solutions and concentrate on improvements rather than problems and deficits. We seek to understand ways in which the system may be affecting people. We do this as a team and welcome new ideas for delivering our service better.

We believe in a supportive community

We help to create a community where people look out for one another. We create opportunities for people to connect to each other, support each other, and share their experiences.

We are well connected

We have a web of relationships in our network of support. We are skilled in helping people to connect to those that would help them most. We work with partners to help people develop meaningful and lasting connections in the community.

We are constantly learning and improving

We constantly learn about the way we work and what works for people, from people, and we alter interventions as we go. We encourage people to be brave and try new things.

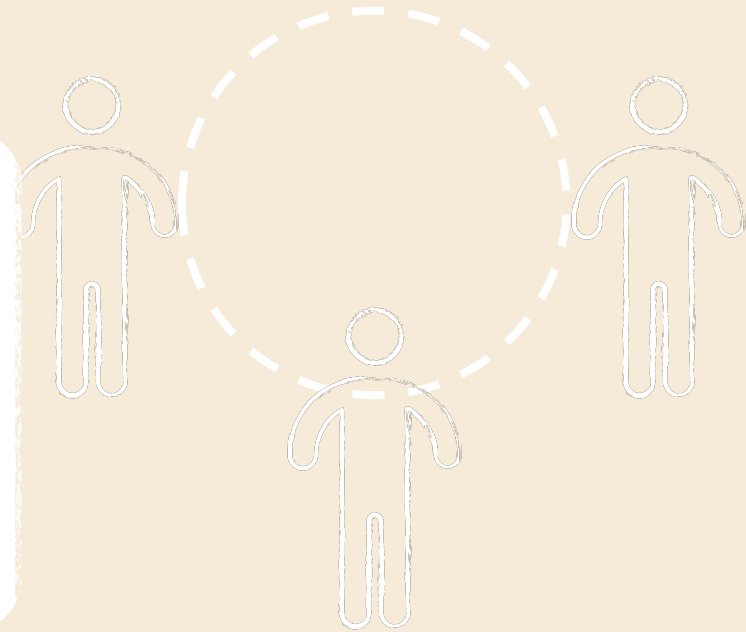
What this means for the way our team work together?

We are constantly learning and improving

We are constantly learning about the way we work. This could be through listening to the stories of those we are working with, learning from each other as a team, learning through training and development or through data, research and feedback.

We are sensitive to the collective impact of our interventions and adapt them when needed

When multiple interventions happen at once with different disciplines working together, we ensure excellent communication and feedback between staff so that interventions can flex and develop according to people's needs.



We look after the wellbeing of our staff

We understand the resilience needed to do this work. We therefore ensure that we foster a safe environment and the team receive regular, high quality, support and supervision. We monitor workloads and staff wellbeing to ensure that our practice model is achievable.

We create safe spaces for honest conversations

Our team meetings create spaces for honest and supportive conversations. Our aim is that people will not be blamed when things go wrong. Instead we see this as a learning opportunity to make our work even better. Managers regularly ask for feedback and we give each other permission to challenge when anyone thinks we are not living our values, including challenging managers.

Conversations are solutions focused

When things go wrong we work together to find solutions and concentrate on improvements rather than problems and deficits. We seek to understand ways in which the system may be affecting people. We do this as a team, rather than making one person responsible. We are very open to new ideas for delivering our service better and take staff suggestions very seriously.

Every staff member is trusted

We believe and nurture our staff strengths. We trust them to work with people successfully and we support them to do this. If people experience difficulties, we believe in their potential to change and we support them to do so.