



1st Year Report

January 2018

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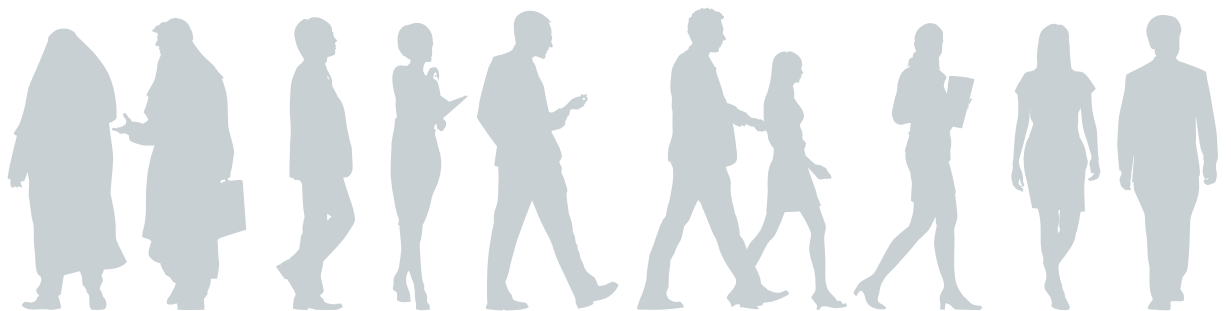
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1. Executive Summary

The Bracknell Forest Community Network (BFCN) was formed in 2017 in the wake of the previously commissioned Community Mental Health Service overseen by Rethink finishing on Friday, 1st December 2016. The BFCN set out to support, motivate and connect people with a network of resources in the community that will help them to remain socially connected, better understand their mental health, prevent relapse and develop their confidence, life skills, and resilience so they can live as independently as possible with a reduced likelihood of needing secondary mental health support and bed-based provision.

Rooted in the mental health recovery principles and using co-production with an asset-based approach, the Network works alongside individuals to recognise their strengths, aims and aspirations to develop their support networks and live independently. As of January 2018, the BFCN is funded by Bracknell Forest Council and the Bracknell and Ascot Clinical Commissioning Group, and provides support to individuals meeting the following criteria:

- Bracknell Forest residents aged 18+
- People recovering from an episode of mental ill-health (including people accessing secondary mental health services)
- People stepping down from CMHT/CMHT(OA)
- Those at risk from suffering an episode of mental ill-health (preventative)
- Support for carers of individuals with mental health needs

Based at Church Hill House, the BFCN is integrated within the Bracknell Forest Community Mental Health Teams to offers a different way of working linking up primary care, secondary care services, Bracknell Forest Council and, voluntary and community sector organisations.

The BFCN has been set-up to be more preventative in nature than the previous service, where more people are supported to prevent the deterioration of their health and wellbeing.

This report summarises the BFCN's first year of development and operation as a borough-wide service.

The BFCN has offered 132 people personalized support since starting operation in May 2017 up to and including January 2018.

Key issues that have arisen during the development and implementation of the BFCN are detailed fully within the wider report, notably difficulties in duplication and boundaries of work within the Adult Social Care, Health and Housing department of Bracknell Forest Council, staff recruitment, and developing a model of volunteer and peer support.

Key recommendations for the future of the BFCN focus upon:

- Sustaining the BFCN, its performance and continuing to positively impact the wider health and social care economy in Bracknell Forest.
- Working with primary and secondary care practitioners in a more joined-up way to support individuals holistically.
- Increasing BFCN (and BFCN staff's knowledge of) links with local community assets and networks to encourage more individuals to self-introduce to get the right support at the right time before a crisis ensues.
- Continued development of Network staff's relationship building, graded exposure, confidence building, anxiety management and motivational techniques.
- Setting-up condition specific (including: OCD, trauma, personality disorder, Schizophrenia) Mental Health educational sessions and reminiscence groups in the community, working co-productively with supported individuals, IPT, psychologists and psychiatrists from CMHT/ CMHT(OA) to deliver these sessions and groups.
- Closer working with the CMHT Task Team with the aim of further reducing the list of people awaiting care-co-ordination.
- Development of a Network Individual Placement and Support scheme (IPS) to aid individuals accessing secondary mental health service into competitive employment



2. Introduction and Purpose of the Report

2.1 Purpose of the Report

The purpose of this report is to demonstrate the progress and impact of the BFCN on the wider communities that make up Bracknell Forest, the Community Mental Health Teams and against the Key Performance Indicators that have been agreed by the Project Board. This includes the activity of the BFCN and its outcomes to date. The BFCN's journey of development, the evaluation process and the relationships that the BFCN has and continues to build are also discussed.

Most importantly the report gives feedback from people who have been supported by the BFCN, this is in the form of case studies, compliments and quotes that the BFCN has received and can be found in Appendix A.

The report concludes with the next steps of development for the BFCN and how these could be achieved.

2.2 Background

The Bracknell Forest Community Network (BFCN) became active within Bracknell Forest on 15th May 2017, working with individuals previously supported by the now defunct commissioned Community Mental Health Service overseen by Rethink.

At the time of closing, the Rethink-run service was supporting 23 people with a range of mental health needs. There is no evidence to suggest that the model of support provided by Rethink increased independence and recovery.

In the interim period between the Rethink service closing and the BFCN starting up it was recognised that there was a need to shift towards supporting people in ways that prevent episodes of mental ill-health that warrant access to secondary care (including bed-based provision), encouraging recovery and resilience. It was also found that the former service encouraged supported individuals to develop a dependence on the service, which affected the individuals' ability to be resilient and independent.

The BFCN is rooted in the mental health recovery principles, focussing on people's strengths and abilities rather than their deficits and needs. Its asset-based approach has been guided using co-production, learning from experiences in other localities, such as Lambeth and Slough, and holding extensive discussions with local stakeholders across the voluntary and statutory sector, but particularly people with lived experience of secondary mental health services and their carers.


Taking this into account the purpose of the BFCN is to:

- Support people to recover from mental ill-health (including PTSD, recovering psychosis, anxiety, depression and agoraphobia) and stay well
- Support people to Identify their strengths and aspirations
- Support people to Identify and develop personal support networks
- “Connect” individuals with community assets
- Move away from a crisis-focussed system and to focus on early intervention
- Reduce the likelihood of needing secondary mental health support and bed-based provision
- Increase the capacity of the Bracknell Forest CMHT and CMHT(OA)
- Provide cost-effective support and better outcomes for individuals with mental health needs.
- Develop supported individuals into Peer Mentors

The development of the BFCN has been led by the Development Manager (Mental Health), appointed in January 2017, with the support of the Project Board (meeting monthly), consisting of senior practitioners and management from the Community Mental Health Teams, Adult Social Care Team and Joint Commissioning Team. A monthly Highlight Report is produced for senior ASCHH management to report progress on the development and implementation of the BFCN. The reports cover progress to date, including an update on key areas of work, as well as issues and risks. It is used to advise the Project Board and ASCHH Departmental Management Team of any potential problem areas where further advice, help and decisions are required.

Based on the Lambeth Collaborative model used by the Lambeth Living Well Network, the BFCN has sought to operate in a wider network of support formed by existing commissioned, mainstream and voluntary sector services, in the context of the person’s own community including their family and friends. Its key aim is to help people identify their skills and assets and the support they could draw upon in the





network when a person is finding things more difficult than usual.

During the recovery journey process Network staff support individuals in the community over an initial period of six weeks. This allows the Network's Recovery Facilitators and supported individuals to build a relationship, engage in graded exposure activities, and confidence building, anxiety management and motivational techniques. Once this initial six week period has concluded the Network assesses the individual's progress using a specifically design Patient Reported Outcome Measures (PROMs) form and liaise with the requesting practitioner to see if further support is required.

The BFCN office base is situated within Church Hill House, Easthampstead in Bracknell Forest. All meetings between BFCN and supported individuals are conducted away from this office base in the community to emphasis the "separation" between CMHT and the BFCN as a way of reducing dependence on secondary mental health support.

Most meetings either take place at Coppers Hill Community Centre or The Bracknell Forest Open Learning Centre. These are in central locations with strong public transport links that are accessible for those people meeting staff in a confidential setting. Importantly, the services offered by the BFCN are provided across the borough, at places that best meet the needs and preferences of supported individuals. The model of service delivery has changed to reflect the community nature of support being provided.

3. Journey of Network Development and Activity

In January 2017, Matthew Cliff was appointed to the post of Development Manager on a two year contract to oversee the development of the Network.

The first step in the development process was for Network Staff and key stakeholders (including Joint Commissioning Officers) to visit other localities across the country to see how they approach mental health recovery and learn from their experiences and processes.

Locations visited include:

- Compass Recovery College, Reading (Friday, 3rd March 2017)
- Earley cReCent Resource Centre (Tuesday, 7th March 2017)
- Mind in Bexley Recovery College (Wednesday, 8th March 2017)
- IRiS Peer Mentoring Scheme, Reading (Thursday, 9th March 2017)
- Brighton & Hove Recovery College (Tuesday, 14th March 2017)
- Second Step Recovery College, Bristol (Monday, 20th March 2017)
- Greenwich Recovery College (Tuesday, 28th March 2017)
- Clarendon Recovery College, Haringey (Tuesday, 4th April 2017)
- Lambeth Living Well Network (Wednesday, 5th April 2017)
- Hope Recovery College, Slough (Thursday, 20th April 2017)

Key learning from these visits included:

- The Network's narrative needs to be set around what can the individual do for themselves to regain independence and what assets can they utilise in the community to achieve this.
- The relationship between the Network and the supported individuals needs to be reframed so individuals are seen as citizens and not patients.
- Individuals should be self-motivated to engage and lead their recovery journey not be coerced into entering the Network by practitioners or other agencies.
- The Network should have a different logo from Bracknell Forest Council and Berkshire Healthcare NHS Foundation Trust so as to separate it from them and in turn start to reduce people's dependence on statutory service.
- The Network will benefit from not holding meetings with supported individuals at NHS or Council offices as this may re-enforce any dependence on statutory services.
- The language used by the Network should not be clinical.

To ensure co-production was at the heart of the development of the BFCN, monthly Network Group meetings have taken place on the first Friday of every month in the Honeysuckle room at the Open Learning Centre. All supported individuals, carers and stakeholders are invited to attend. At the meetings attendees have been asked, for example “What does recovery and independence mean to you?” and “How would they like the co-production meetings of the future to be like?”. The answers given to these questions have been fed back into the Network to guide its development, planning and delivery.

At the meetings the Network logo was designed to be displayed on Network related documentation and forms. This was in-line with a lesson learnt from visiting other localities that the Network should have a different logo from Bracknell Forest Council and Berkshire Healthcare NHS Foundation Trust so as to separate it from them and in turn start to reduce people’s dependence on statutory service.

In addition to the co-production activities, attendees requested talks from local community organisations should take place at the meeting to educate and support them with their increasing independence.

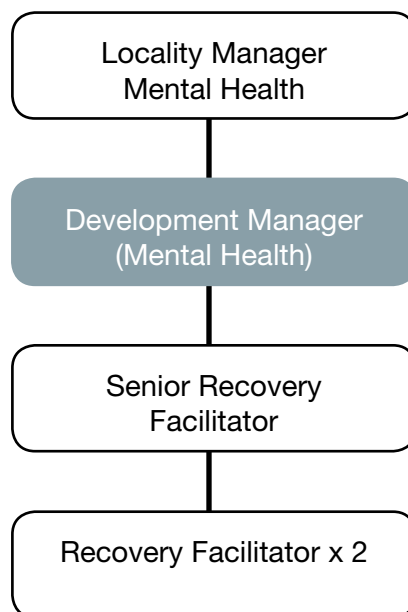


Talks have included:

- Changes to benefits - Citizens Advice Bracknell & District (January 2018)
- Community Safety Team (January 2018)
- Bracknell Forest Libraries (December 2017)
- Royal Berkshire Fire and Rescue Service (December 2017)
- Community First (Jealott's Hill Landshare) (December 2017)
- Community Investment Service (November 2017)
- The Acoustic Couch (November 2017)
- Sport in Mind (November 2017)
- Christians Against Poverty (October 2017)
- Involve (September 2017)
- Sport in Mind (May 2017)
- Open Learning Centre and Community Learning (April 2017)

The staffing structure of the BFCN was agreed by the Project Board following co-production activities with supported individuals and community organisations.

The current BFCN staff structure is as follows:



Being situated within Church Hill House has allowed BFCN staff to discuss and receive advice on cases and issues from health and social care practitioners. This has empowered BFCN staff to raise alerts and ensure safeguarding vulnerable individuals is the BFCN's highest priority.

Running parallel to this Network development; research and information gathering on community assets in Bracknell Forest was conducted by Network staff to aid the recovery facilitation process and identify gaps in provision that would need to be addressed in future as the Network's operation expands.

The Development Manager met with local community organisations including Jobcentre Plus, Involve, Open Learning Centre and Sport in Mind to build relationships with them and also find ways, including seed funding, the Network can utilise and develop these assets to the benefit of the individuals it will support.

From these meetings, visits and discussions, the processes and forms underpinning the daily operation of the Network were formalised and agreed by health and social care practitioners from Community Mental Health Team (CMHT) and the Bracknell and Ascot Clinical Commissioning Group (BACCG). These processes and forms have been refined using lessons learnt as the Network has developed.

In May 2017, a cohort of twenty-eight individuals (later increased to thirty) previously supported by CMHT started to be processed for the first testing stage of the Network. The cohort was made up of individuals with a range of mental health conditions including Emotionally Unstable Personality Disorder (EUPD), Bipolar and Schizoaffective Disorder.

Even in the early stages of Network Development positive feedback was received by the Network:

"The good news is that I have joined Sport in Mind and will fill in the official paperwork on the 11th July. I like the leader and actually had a good time playing badminton and table tennis. I knew lots of people who attended."

"I contacted Kate at Community First and have attended the centre the past two weeks from ten to one. I have really enjoyed it. Made friends with other volunteers. I've been mainly weeding but saved a sunflower which germinated in the vegetable patch. I plan to plant it in my front garden in the next few days."

"I would like to say how much I have enjoyed the activities: Allotment of life, People Bingo and the walk in South Hill Park. Keep up the good work!"

To ensure the BFCN maximised its positive impact on the local community, an Equalities Impact Assessment for the Network's daily operation was carried out. As part of the drafting process, data was collected and analysed from sources including Bracknell Forest Joint Strategic Needs Assessment (JSNA), 2011 Census, Projecting Adult Needs and Service Information (PANSI), Projecting Older People Population Information (POPPI) and the Berkshire Healthcare NHS Foundation Trust Central Database. The completed Equalities Impact Assessment was approved by the Project Board and Chief Officer (Adult Social Care) before being published by Bracknell Forest Council's Community Engagement and Equalities Team in December 2017.

As the first phase of testing with individuals previously supported by Rethink came to its conclusion, Sandhurst Group Practice agreed to act as a test bed for the second stage of Network testing for local GPs to introduce eligible individuals directly into the Network.

This stage of Network testing commenced on Monday, 31st July 2017 across both of the Practice's sites (Sandhurst Surgery and Owlsmoor Surgery). It was hoped this introduction pathway would reduce the number unnecessary referrals to CPE and Secondary Mental Health Care from primary care. In addition it would act in a preventative way to stop people's mental ill-health deteriorating to the point they need the aforementioned services.

Unfortunately over this testing stage there was a disappointing lack of Introductions from either site with a doctor stating that they "had not seen suitable patients who were not already being referred to Talking Therapies etc."

Despite the lack of success in this phase of testing, later in 2017 Waterfield Practice Group, agreed to start using a modified Network Introduction Form for their patients to access Network support. The practice will also in future facilitate Introductions into the Network via its online portal.

After this stage of testing was concluded in September 2017 the Network opened the CMHT Introductions pathway fully and more pathways came online shortly after. These included Talking Therapies, Mencap, the Memory Clinic, Home-Start and Neighbourhood Policing Teams

To encourage self-Introductions into the Network a poster and leaflet campaign was launched at over 250 community locations (the BFCN leaflet can be seen in Appendix D and the BFCN Poster can be viewed in Appendix E). The BACCG Communications Team distributed Network promotional material via its channels including the Weekly Bulletin to all practice staff including GPs as well as their public website, twitter account and Facebook page.

Further promotion of the Network has been arranged with the BFC Communications Team for there to be a half page advert in the March 2018 edition of Town and Country. This publication will go to every household in the Borough.

With the aforementioned pathways opening ahead of scheduled meant the Network could maintain a suitable number of Introductions into the Network on a consistence basis whilst not over burdening Network staff.

As the Network developed further throughout 2017, Network staff started attending activities with individuals to help overcome their initial anxieties of attending something new and unfamiliar alone.

This approach has already seen positive results with the Recovery Facilitators attending a badminton and table tennis session organised by Sport in Mind at the local leisure centre with a supported individual and their parents. Here the parents were able to learn more about the Network, community activities and how to get involved. This has led to the individual's mother signing up to train to become a Walk Leader for Sport in Mind.

Since the opening of the CMHT and self-Introduction pathways, the Development Manager has worked with the Community Services Manager (CMHT(OA)) on the Network's expansion to support individuals in the Older Adults age range. Highlighted area of this work has included how the CMHT(OA) functions and what challenges there maybe when introducing recovery facilitation into the team. At the time of this report being published the CMHT(OA) pathway is still under development with a limited number of Introductions being accepted. A working group of Network staff and CMHT(OA) is being setup to look into improving the Network forms and processes (including the Network Risk Assessment and Recovery Plan format) to ensure Older Adults supported by the Network have the help they need to stay independent for longer.

World Mental Health Day took place on Tuesday, 10th October 2017 and focussed on wellbeing in the workplace. To support this, the Bracknell Community Network working with the Dementia Action Alliance Co-ordinator of Bracknell Forest (CMHT(OA)) offered local businesses and organisations free on-site relaxation taster sessions to help improve their staff's wellbeing. Ten organisations signed up for these sessions.

To further enhance the partnership working between the BFCN and CMHT(OA), the Development Manager has worked with the BFC Dementia Advisor, Karen White to organise the bi-annual Dementia Forum for May 2018 in the style of a "marketplace". Local organisations will be invited to promote the support available for people with dementia and their carers. This will be an excellent opportunity to promote the Community Network to stakeholders of the Older Adults age range.

The BFCN initially set out to develop a peer support network. Peers with experience of mental ill-health who have already developed their ability to self-manage their own mental health, would provide inspiration, encouragement and support to others during their journey to strengthen their resilience and ability to self-manage.

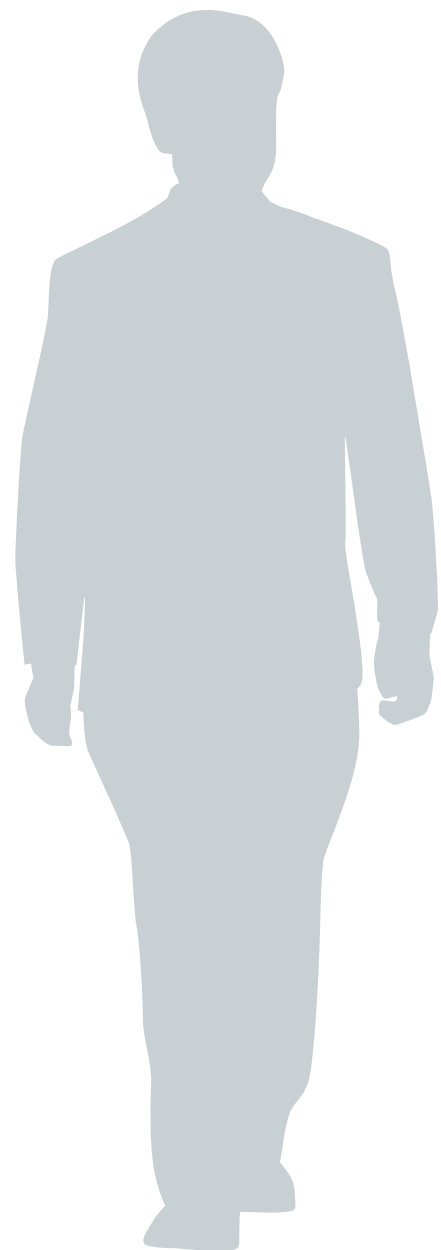
However, this was reviewed and it was decided that this would have to be delayed until enough suitable candidates had successfully gone through their recovery journey. In the early stages of the development of the Network it may be more appropriate to have Recovery Champions instead of Peer Mentors.

Despite this, the development of Network Peer Support (volunteer) forms and processes have been completed and approved by ASCHH HR, training of Network staff to manage volunteers and production of volunteer recruitment material has been undertaken.

There are more general issues facing the Network in relation to the recruitment and running of volunteers, due in part to the Council not having an agreed volunteering policy for the majority of 2017.

Late 2017, the Project Board has had to work to alleviate confusion amongst practitioners coming from the lack of clarity over the difference between the Bracknell Forest Community Network, Involve's Community Choices scheme, Friends in Need the new Connections Hub (Community Connectors) and new Public Health Social Prescribers. In 2018 the BFCN will look to build good working relationships with all of the aforementioned services for the benefit of improve support for individuals in the community.

With the BFCN becoming more settled, the Project Board started to provide seed funding in January 2018 for the benefit of improving current and building up new community assets. Sport in Mind received the first grant, guaranteeing five additional sports sessions a week for one year in Bracknell Forest



4. Evaluation and Presentation of Key Performance Indicator Data

The Key Performance Indicators (KPIs) by which the Network's operation is measured and how they are presented on a monthly basis was agreed in mid-2017 by the Project Board.

These include (with monitoring periods):

- Number of people supported by Network (Monthly)
- Number of new introductions(Monthly)
- Reduction of secondary MH care activity levels (Quarterly)
- Reduction of other services activity levels (Quarterly)
- Number of people disengaging from network (Six-monthly)
- Routes of disengagement (Six-monthly)
- People involved with mentoring others in the network (Annually)
- Sustainability Review (Annually)
- Reduction of costs in secondary MH care
- Reduction of other services costs
- Improvement of outcomes for Individuals

The CMHT Business Performance and Development Manager produces a monthly report focusing on the agreed KPIs, which is distributed to the Project Board and the Director and Chief Officers of BFC ASCHH. In future the Networks operation statistics will be displayed on the Adult Social Care Health and Housing Dashboard.

2.1 Activity Overview

The BFCN has received 132 Requests for Introduction since it opened borough wide in May 2017. Figure One shows the monthly Requests for support since the BFCN came online.

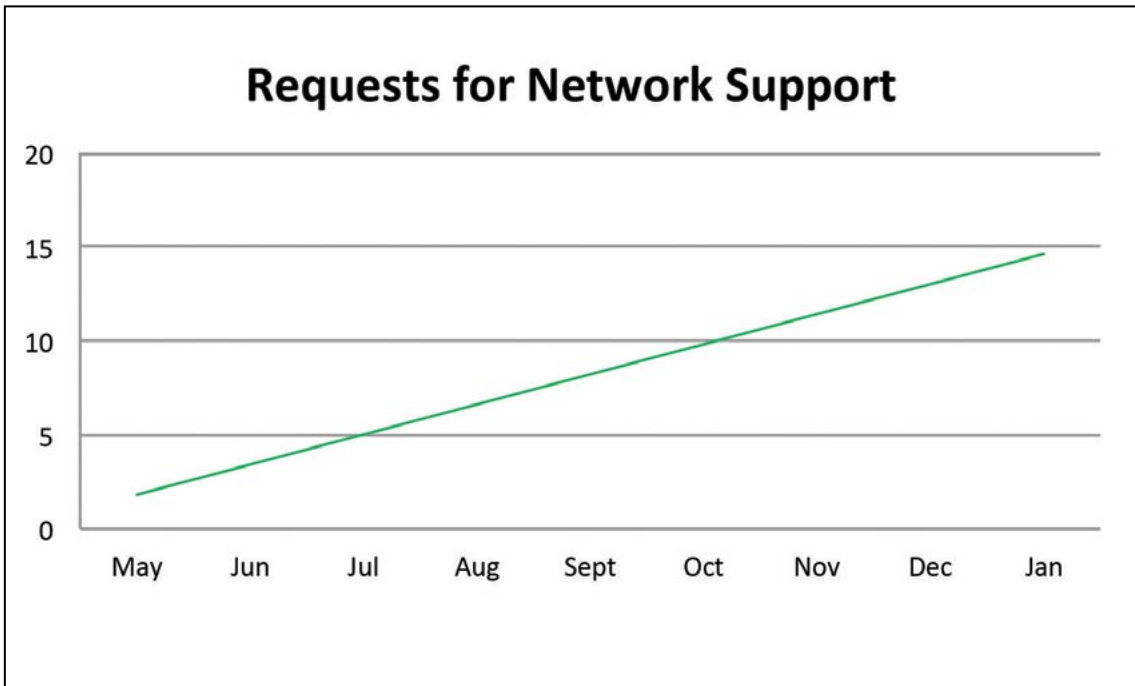


Figure One. BFCN Requests for support by month (trend line given)

The BFCN receives introductions from a variety of different sources, for example CMHT, CMHT(OA), GPs, Talking Therapies, ASCHH and Self-Introductions. Figure Two shows a percentage breakdown of where the Introductions into the Network have been received from.

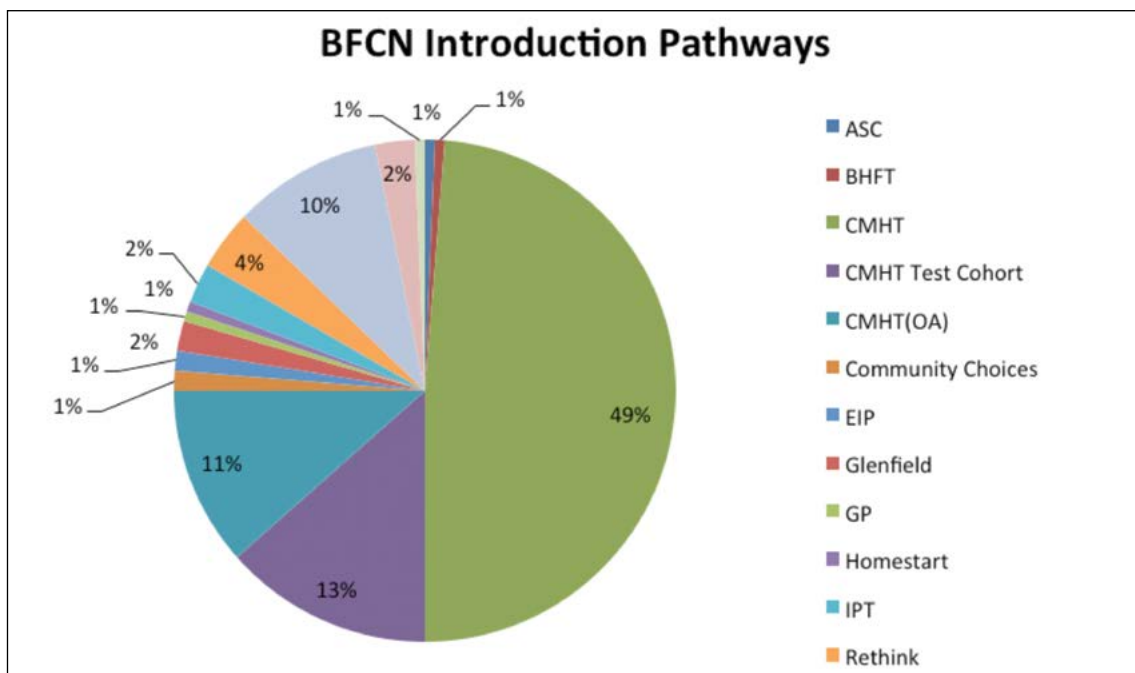


Figure Two. BFCN Sources of Introduction

If required the BFCN will make onward referrals to secondary care (BHFT/BFC) or if the person needs a crisis response. This may be on receipt of the Introduction, or at any time during the period when an individual is being supported by the BFCN.

The method by which supported individuals' recovery journey progress is measured is carried out by BFCN staff using a modified PROM form (Appendix D)

The success of the BFCN can also be seen qualitatively from the selection of quotes below:

Sandra, supported individual:

“Because of the Community Network I’m doing more things now and keeping more active and because of that I actually want to get up in the mornings as I am enjoying life more!”.

Sam, supported individual:

“It has given me a kick up the butt to volunteer because I have lacked confidence. I enjoy the monthly meetings where I learn about different services and activities. It also helps being around other people with mental health difficulties so it saves me from being socially isolated”.

Sarah Beaumont, Community Psychiatric Nurse, BHFT

“The Community Network has filled a huge gap in the community resource. Before this team was established, clients often saw their options for mental health support in Bracknell as the Community Mental Health Team or nothing. Keeping individuals open to the CMHT for the purpose of the remaining part of their recovery seemed at odds with the aim to empower individuals. This also placed a significant pressure on the CMHT whilst the team was trying to manage a steady flow of referrals in. The Community Network has helped many service users to continue and to enhance their recovery journey and to reach some of their more specific goals within the community. I will continue to readily refer into the Community Network as I strongly believe this team is empowering individuals with mental health difficulties to achieve more.”

The full case studies can be viewed in Appendix A.

5. Conclusion and Next Steps

5.1 Conclusion

The Bracknell Forest Community Network has been operational in the borough since May 2017 and opened to general self-introductions in September 2017. The BFCN utilises the principles of mental health recovery and coproduction to deliver an asset based approach when supporting people back to independence from an episode of mental ill-health.

The activity of the BFCN has demonstrated an immediate and significant impact on mental health services in Bracknell Forest.

The BFCN has offered 132 people personalised support since starting operation in May 2017 up to and including January 2018.

There have been considerable challenges in the past year which have been discussed in the report. These are:

- Working with similar type local services
- Staff recruitment and retention
- Developing a Recovery Champion and Peer Support Scheme

5.2 Next Steps

Consolidation and improvement

As the Network has taken shape, three areas of development have emerged across both the Adults and Older Adults age ranges:

- Daily Network Operation
- Improving the effectiveness of the Network
- Increasing the number of Introductions into the Network

The daily Network operation for supporting individuals in the CMHT age range is on-going with only minor amendments being made. Amendments to the daily operation for supporting individuals in the CMHT(OA) age range are on-going and more significant as this Introduction pathway has only recently come online and still in the development phase.

The Network's effectiveness to support individuals on their recovery journey will be boosted with the further development of Network staff attending the initial sessions of their chosen activities to have a higher likelihood of achieving their recovery goals.

The number and consistency of Introductions into the Network will be increased as more Introduction Pathways become operational, for example more GP surgeries etc.

In addition to the three areas mentioned the Project Board will look to achieve the following in 2018:

- Expand Network capacity and operation
- Increasing CMHT/CMHT(OA) capacity
- More Seed Funding to build and develop community assets
- Continued development of Network staff's relationship building, graded exposure, confidence building, anxiety management and motivational techniques.
- Setting-up condition specific (including: OCD, trauma, personality disorder, Schizophrenia) Mental Health educational sessions and reminiscence groups in the community, working co-productively with supported individuals, IPT, psychologists and psychiatrists from CMHT/CMHT(OA) to deliver these sessions and groups.
- Closer working with the CMHT Task Team with the aim of further reducing the list of people awaiting care-co-ordination.
- Development of a Network Individual Placement and Support scheme (IPS) to aid individuals accessing secondary mental health service into competitive employment.

Local organisations and venues will be encouraged to become more “mental wellbeing aware/friendly”, which could be formalised into a Safe Places style scheme. Existing resources, such as toolkits and training resources from Time to Change and other mental health organisations will be used to support community assets to be more accessible for people with mental health needs and to help set up projects and initiatives.

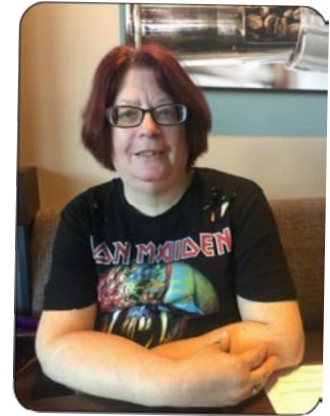
A critical next step will be to set up an alliance contract across BACCG, BFC, BHFT, and other relevant partners, that will enable resources to be pooled and risk to be shared across organisations.

Appendix A - Case Studies (supported individuals and practitioners)

Case Study of Sandra's Supported Recovery Journey

Sandra's story

Sandra has been living with a diagnosis of Schizophrenia for the past 16 years. She was Introduced into the Bracknell Forest Community Network from the Bracknell Community Mental Health Team (CMHT) after a relapse saw her health and wellbeing deteriorate.



Sandra found she had isolated herself from her family and the local community, and was struggling to cope with simple activities of daily living that most people take for granted. Sandra found it particularly hard coping with the bereavement caused by the loss of her close friend as she did not have a regular support network to talk things over and fall back on. It was at these difficult times negative thoughts to harm herself would manifest and she would often contact the out of hours CRISIS team for support. All of which could have been prevented if Sandra had some initial help to access support tailored to her needs available in the local community.

Once Sandra met with Network staff she was able to talk about herself, her illness, likes and dislikes and together they co-produced a Recovery Plan, which was goal-orientated and put Sandra at its heart.

Sandra's short-term goals were based around gaining work experience and the right employment advice for her. Sandra was signposted and supported by the Network's Recovery Facilitator to access a local job club at the Kerith Centre and drop-in employment workshops provided by Bracknell Forest Homes for advice. From this Sandra was able to achieve her longer-term goal of permanent part-time employment at a local car hire firm.

Sandra was also keen to widen her support networks and social interactions by following her love of arts and crafts. Sandra was supported to attend a local knitting group where she has attended regularly since, and made new friends. From this, Sandra has set herself a new goal of knitting Snoods for her loved ones and new friends for Christmas.

Sandra has contributed to the development of the Network at the monthly Network Group Meetings, by giving feedback and engaging in the development activities on the Network's forms, processes and logo.

Since engaging with the Network, Sandra has a much more positive outlook on life and is "very much looking forward to the future" having been discharged from the CMHT. She says 'Because of the Community Network I'm doing more things now and keeping more active and because of that I actually want to get up in the mornings as I am enjoying life more!'

Case Study of Sandra's Supported Recovery Journey

Sandra's story

Sam has been living with a diagnosis of Bipolar disorder with generalised anxiety and depression for the past 25 years. Sam's rapid cycling causes her to have periods of mania followed by periods of deep depression and exhaustion where she struggles to get out of bed. She was introduced into the Bracknell Forest Community Network from the Bracknell Community Mental Health Team (CMHT) after Sam had spoken to her doctor about some of her daily difficulties.



These difficulties included being socially isolated as Sam lives alone, trouble motivating herself to connect to the community as well as routine activities such as cooking, taking her medication and completing daily tasks. Sam said "When I'm depressed all I want to do is sleep as I have trouble concentrating on tasks like cooking."

Earlier in 2017, Sam met with Community Network staff at Coopers Hill Community Centre and was encouraged to talk about her goals and aspirations for the future. Sam mentioned her love of physical activity and how being active helped her mental illness. She also mentioned how volunteering would help her feel part of the community and make her feel like she is giving back.

From this discussion a Recovery plan was produced by Sam and a Recovery Facilitator. Sam's recovery plan focused around resuming her old volunteering job at Sandhurst Military Academy working with the horses, which she previously enjoyed. Sam also wanted to focus on ways to overcome her depression including keeping physically active.

Sam was supported by the Network to attend weekly Sport in Mind yoga sessions as well as encouraged to try her hand at boxing sessions. Sam said 'The Boxing through Sport in Mind I would never have heard of without the Community Network'. Sam now attends the boxing on weekly basis and is thoroughly enjoying this increased level of physical activity.

Sam has contributed to the development of the Network at the monthly Network Group Meetings, by regularly attending, Sam has engaged in the development activities focussed on the Network's forms, processes and logo. Sam has also been involved on service user panels for Network staff interviews which she has thoroughly enjoyed. This make Sam feel like her voice is being heard and that service users are part of the decision making process when the Network hires new staff members.

Since engaging with the Community Network, Sam's contact with secondary mental health services has decreased. She still sees her psychiatrist for quarterly medication reviews but Sam has reported an increase in her mental wellbeing, has seen marked improvement when coping with difficulties in her life and has increased her support networks by developing friendships within the community.

Sam says of the Community Network support "It has given me a kick up the butt to volunteer because I have lacked confidence. I enjoy the monthly meetings where I learn about different services and activities. It also helps being around other people with mental health difficulties so it saves me from being socially isolated".

Case Study of a Practitioner's Experience

Sarah Beaumont is a qualified psychiatric nurse who has been practicing for almost three years and working in the local community for a year and a half. In Bracknell Forest, the Community Mental Health Team, which Sarah works within, supports individuals with varying mental health issues ranging from psychotic illnesses such as schizophrenia through to difficulties including personality disorders. The Team's role in the community is to provide care for individuals whose mental ill-health is preventing them from living to their full potential and desire. Ultimately, the Team are working towards enabling these individuals to become independent and to ensure recovery and positive mental health.

"Even before the Community Network was officially established, their staff made themselves readily available within the Community Mental Health Team for discussions around what their team would be providing. The staff were extremely friendly and approachable and demonstrated a real care and passion for the goals of the new service. The referral process has evolved as the service has become better established but it has been simple and user friendly throughout. There have been no demands on practitioners to complete lengthy referral forms and risk assessments duplicating information already available on the systems we use. The Community Network have contacted care co-ordinators where necessary for extra information or to share information when needed.

"I referred P as soon as the service was set up as I had previously thought of them during Introductions from the Community Network. P has been open to the Community Mental Health Team for many years as they require on-going treatment. They have a reasonable level of independence; they did not require more intensive involvement from CMHT but had some unmet potential and some personal interests which could be further explored in the community. P needed more support to make this happen due to the negative symptoms of their illness. P also thrives in peer settings and can be very supportive of others known to have mental health difficulties. P has been using the Community Network now since it began and reports back regularly of how much they enjoy it. P is now accessing and doing more in the community and has a support network separate to the CMHT. The next stages for P would be continuing to maintain their recovery and to take on more responsibility for their involvement in the community.

"The Community Network has filled a huge gap in the community resource. Before this team was established, clients often saw their options for mental health support in Bracknell as the Community Mental Health Team or nothing. Keeping individuals open to the CMHT for the purpose of the remaining part of their recovery seemed at odds with the aim to empower individuals. This also placed a significant pressure on the CMHT whilst the team was trying to manage a steady flow of referrals in. The Community Network has helped many service users to continue and to enhance their recovery journey and to reach some of their more specific goals within the community. I will continue to readily refer into the Community Network as I strongly believe this team is empowering individuals with mental health difficulties to achieve more."

Appendix B - Redacted Letter of Thanks from a Supported Individual

Friday 7 July 2017

Dear [REDACTED]

[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

Further to our chat on Thursday. Here is a note on how our recovery plan is progressing. I contacted Sandhurst Library and enquired about a writing group. I left name and phone number on 12 May.

I showed interest in joining a music appreciation club. But after some deliberation decided not to bother as I don't play an instrument and don't want to be told what to listen to. I went by bus to Reading shops. I had a good look round but found the security quite worrying and had a bad case of paranoia. I contacted Kate at Community first and have attended the centre the past two weeks from ten to one. I have really enjoyed it. Made friends with other volunteers. I've been mainly weeding but saved a sunflower which had germinated in the vegetable patch. I plan to plant it in my front garden in the next few days.

I have enjoyed the support of the network. But I feel they should address the person when sending letters. The note you sent me about the role of the connector did not have Bracknell Forest Community Network name and address and I had to write [REDACTED] on the top of the letter. So I knew you had sent me it. I feel small things like this makes it easier for the client who are dealing with multiple agencies; i.e. CMHT, Bracknell Forest Council (activities). Allotment of life, People Bingo and the walk in South Hill park. Keep up the good work. I hope there are more activities to come. If I can assist in any way please do get in touch. Yours sincerely, [REDACTED]

Appendix C – Example of a BFCN Recovery Plan

Next steps, your goals...	
Short-term (one - two months from 20/03/2018):	
1.	Goal: Attend a monthly book club
	<p>Action: Catrin and Sharon to research a local book club and send information to Joe (please see below).</p> <ul style="list-style-type: none"> • Ascot Heath Library has a book club 1st Monday of every month 10.30am. Ring 01344 884030 to ask about creative writing group, book club and other adult activities. • Crowthorne Library 01344 776431 also have creative writing group, ring or drop in to enquire about this. • Sandhurst library 01252 870161 have creative writing groups Friday 10.30-11.30 (however they require a financial donation to attend) • Binfield Library Benetfeld Road, Binfield, RG42 4JZ Tel: 01344 306663 have a drop in book group. <p>This can further be researched on a computer in your local library on the Bracknell forest website under 'libraries'.</p> <p>Action: Joe to decide which of the above he would like to pursue, and contact them himself within 2 weeks.</p>
2.	Goal: Attend a music appreciation club
	Action: Joe to attend Acoustic Couch (01344 483 861) to enquire about their events, jam sessions and music appreciation within the next 3 weeks.
3.	Goal: Attend/volunteer at a gardening club.
	<p>Action: Catrin and Sharon to send Joe leaflets about Community First and Bracknell Conservation Volunteers (please see enclosed).</p> <p>Action: Joe to contact enclosed community assets to enquire about their service/times etc.</p>
4	Goal: Attend an Astronomy club
	Action: No current Astronomy club in Bracknell, however Joe to research his interests in Natural History and Astronomy at his local library. Please try www.astronomy.com or www.astronomyforbeginners.com
5.	Goal: Visit Reading to attend shops and explore town centre.
	Action: Joe to go by Bike or bus to Reading to widen his horizons by exploring town centre and see what Reading has to offer within 3 weeks.
Next time this will be reviewed: Approximately 1 months' time to review progress.	

Appendix D - BFCN PROM (monitoring form)



Monitoring Form

Name	
Completed with	
Date	

1. Hope for the Future

- Do you see a future for yourself that meets your aims and aspirations?

None of the time (0)		Rarely (1)		Some of the time (2)	
Often (3)		All of the time (4)			

Comments

2. Control in Your Life

- Do you feel that you are able to take control of difficulties in your life?

None of the time (0)		Rarely (1)		Some of the time (2)	
Often (3)		All of the time (4)			

Comments

Bracknell Forest Community Network
 51 - 52 Turing Drive, Bracknell, Berkshire, RG12 7FR
 Telephone: 01344 823300 Email: network@berkshire.nhs.uk

3. Developing Support Networks

- Are you able to develop and support relationships with friends and family?

None of the time (0)		Rarely (1)		Some of the time (2)	
Often (3)		All of the time (4)			

Comments

4. Mental Wellbeing

- How do you feel your mental wellbeing is currently?

Poor (0)		Struggling (1)		Ok (2)	
Good (3)		Very good (4)			

Comments

5. How often do you use the following services?

GP		CMHT	
Substance misuse service		Social services	
CRISIS		Probation	
Talking Therapies		Police	
Other			

Bracknell Forest Community Network
 51 - 52 Turing Drive, Bracknell, Berkshire, RG12 7FR
 Telephone: 01344 823300 Email: network@berkshire.nhs.uk

Appendix E - BFCN Promotional Leaflet



The Bracknell Forest Community Network

Supporting you to access the community and live independently

What is the Bracknell Forest Community Network?

The Bracknell Forest Community Network connects people aged 18+ experiencing stress, anxiety or low mood to develop confidence, interests and hobbies, life skills, and resilience. This will help you to remain socially connected, and better understand your health and wellbeing so you can live as independently as possible.

Who can the Community Network support?

Community connection could help if you are experiencing any of the following:

- Recovering from an episode of mental ill-health
- Social Isolation or looking to get out in the community more
- Lacking confidence
- Needing practical support and information to get back to independence



Joe's Story



Joe has been feeling anxious and depressed since he lost his job a couple of months ago. He has been prescribed medication but would like to get back into work and regain his independence.

The Network's Community Connectors helped Joe to set goals and make plans to improve his wellbeing and take steps to move forward with his life. These included:

- Supporting Joe to access a local Job Club
- Attending a local landshare to maintain Joe's practical skills
- Attending a weekly Ranger Walk at South Hill Park for exercise and to meet people



What happens next?

If you would benefit from some additional support to improve your health and wellbeing simply get in touch with us using the details listed below to get started.

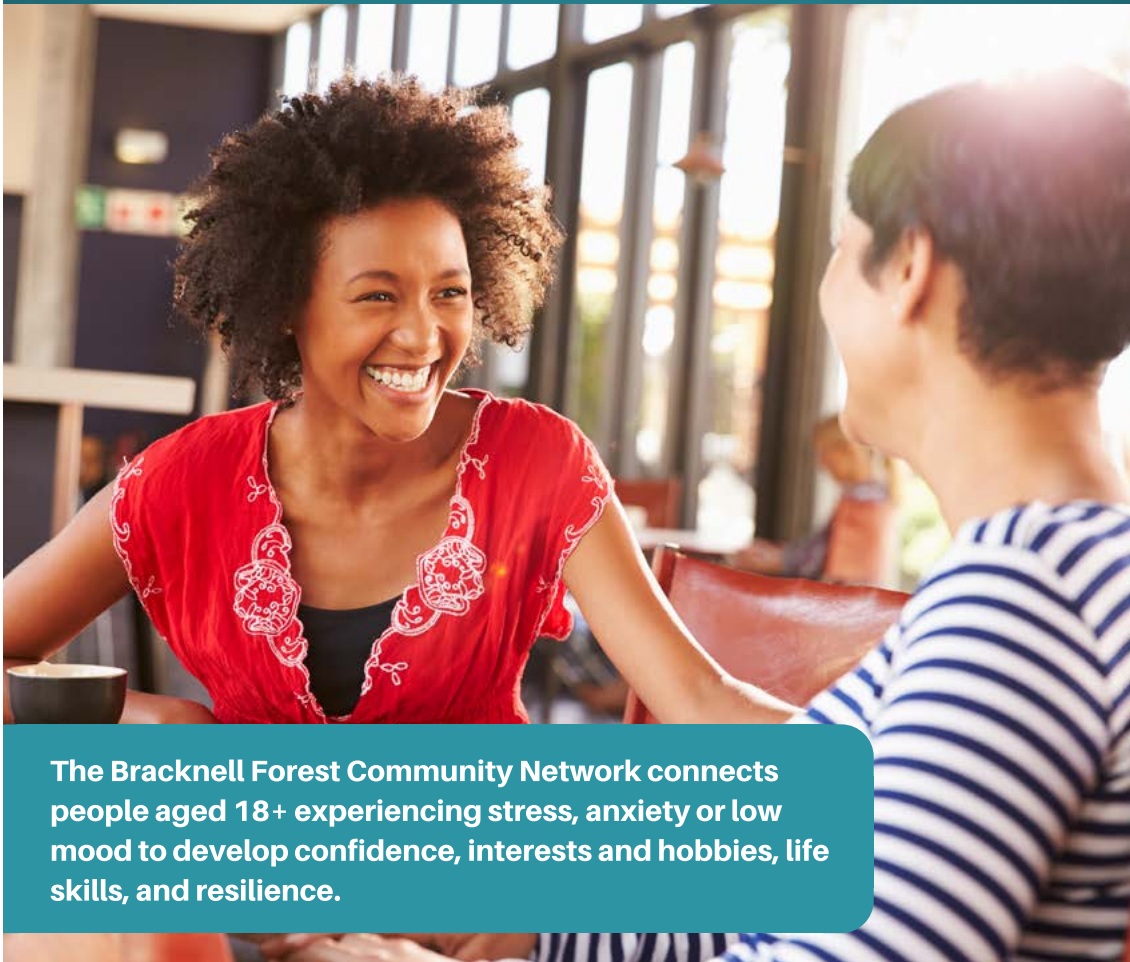
Bracknell Forest Community Network

Tel: 01344 823300 or

Email: network@berkshire.nhs.uk

Appendix F - BFCN Promotional Poster

**Feeling low or anxious?
Needing support to get
back to independence?**



The Bracknell Forest Community Network connects people aged 18+ experiencing stress, anxiety or low mood to develop confidence, interests and hobbies, life skills, and resilience.

Contact the Bracknell Forest Community Network by:

Tel: 01344 823300 or

Email: network@berkshire.nhs.uk



A summary of this document can be made available in large print, easy read, Braille or on audio cassette. Copies in other languages may also be obtained. Please contact customer services on 01344 352000.

Nepali

यस प्रचारको सक्षेपं वा सार निचोड चाहिं दिइने छ, ठूलो अक्षरमा, ब्रेल वा क्यासेट सून्नको लागी । अरु भाषाको नक्कल पनि हासिल गर्न सकिने छ । कृपया सम्पर्क गनुहोला ०१३४४ ३५२००० ।

Tagalog

Mga buod/ mga hango ng dokumentong ito ay makukuha sa malaking letra, limbag ng mga bulag o audio kasette. Mga kopya sa ibat-ibang wika ay inyo ring makakamtan. Makipag-alam sa 01344 352000

Urdu

اس دستاویز کے خلاصے یا مختصر متن جلی حروف، بریل لکھائی یا پھر آڈیو کیسٹ پر ریکارڈ شدہ صورت میں فراہم کئے جا سکتے ہیں۔ دیگر زبانوں میں اس کی کاپی بھی حاصل کی جا سکتی ہے۔ اس کے لیے براہ مہربانی ٹیلیفون نمبر 01344 352000 پر رابطہ کریں۔

Polish

Streszczenia lub fragmenty tego dokumentu mogą być dostępne w wersji napisanej dużym drukiem, pismem Brajla lub na kasecie audio. Można również otrzymać kopie w innych językach. Proszę skontaktować się z numerem 01344 352000.

Portuguese

Podemos disponibilizar resumos ou extractos deste documento em impressão grande, em Braille ou em audiocassete. Podem também ser obtidas cópias em outros idiomas. Por favor ligue para o 01344 352000.