

# Community Celebration Event 2022



In April 2021 we launched *Alongside Communities - the Solent approach to engagement and inclusion*, the result of over 18 months of working with patients, families, carers and the rest of the community we serve. We wanted to better understand what really matters most to local people about their local community and mental health trust. And how we could work with the strengths of communities to achieve their goals.

We wanted to celebrate all the achievements over the past year with our community partners and therefore we set out to hold our first ever celebration event.

## The event

We held our first ever community celebration event on the 4<sup>th</sup> March 2022.

The event was held at Titchfield Community Centre and 59 people attended on the day.

We had a wide range of community partners attend;



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## Speakers

The morning session was a chance for our community partners to present their work and how they have benefited working with us.

- Caraway - The Wellbeing for Dementia volunteers programme is collaborative project between Solent NHS Trust, Admiral Nurses and Caraway. The volunteers contact a family living with dementia by telephone and develops regular contact to support the family.  
Web: <https://www.caraway.uk.com/> Email: [caraway@caraway.uk.com](mailto:caraway@caraway.uk.com)



- Chat over Chai run a Diabetic Lunch Club. The club meet once a month for a fun day of health and wellbeing information and talks, activities, and healthy lunches.  
Web: <https://chatoverchai.uk/>



- Busy People are self-advocates who have a learning disability and live in Southampton. They joined as a community partner in 2020 and they provide help and advice on projects we are working on  
Web: <https://www.voiceability.org/support-and-help/services-by-location/southampton>



- Southampton Carers joined us to tell us about the work they do around supporting unpaid carers in the city  
Web: <https://www.carersinsouthampton.co.uk/> Email: [enquiries@carersinsouthampton.co.uk](mailto:enquiries@carersinsouthampton.co.uk)



- Drop the Mask came along and told us all about what they provide, and they also did a brilliant job of providing IT support to us on the day  
Web: <https://www.dropthemaskit.co.uk/> Email:



- Solent Academy came and talked about all the wonderful work they do and explained how they can support communities.  
Web: <https://www.academy.solent.nhs.uk/> Email: [involvement@solent.nhs.uk](mailto:involvement@solent.nhs.uk)



## Feedback Sessions

We then shared our proposed plans around our three ambitions

- Ambition 1 Health Equality
- Ambition 2 People Participation
- Ambition 3 Community Engagement
- Ambition 4 Experience of Care

The following questions were asked to assist us in our work to ensure we are on the right path and the feedback from those questions was as follows.


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## **Ambition 1 Health Equality - How can we ensure that all parts of our diverse community access our services?**

- Talk to those communities
- Easy read info / accessible information – ask communities how it can be more accessible.
- Bring a Friend – encourage people to bring someone different to them in some way
- Involve schools
- Having different approaches to communication
- Need to know where communities are through community champions/faith leaders and organisations
- Training professionals and having more employment from diverse communities
- Collaboration between services
- Through community assets
- Community champions
- Finding out more about the experience of people, focusing on personal journeys may help you understand the barriers
- Make sure accessible in all languages
- Consistent networking with GPs, health clinics and places of worship
- Utilise communal access points (chemists, dentists, libraries etc)
- Use imagery that's representative of the people you are trying to reach
- Inclusion officers to support members of the community with any issues they have
- Network with communities directly
- Update external facing platforms so people know how to refer etc
- Visit communities more regularly
- Make sure that representatives of each group are included by including BSL, Enlarged prints etc
- Constantly engage and feedback to the community about the change you are making, not just engage when its needed
- Provide funding to smaller organisations to grow
- Less surveys and more light touch conversations
- Charities need introductions to community leaders so can start a dialogue
- Education around the services you provide
- Wider engagement with community not just the people who use our services
- Using patient lists to speak to those that do not use services currently
- Engage, listen, and learn
- Engagement with Connect to Support – promotion and information sharing
- Reach out to facilitators already in the community to build strong and trusted relationships
- Ask communities how it would work best for them
- Local community magazine, social media, radio, newspapers

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**Ambition 2 People Participation - What creative methods could we co produce to help measure whether we are making a difference for the people using our services?**

- Commission creative facilitators to lead community voice exercises
  - Peer research models
  - Working together collaboratively
  - Engagement before, during and after
  - Online platforms/ away days / celebrations / podcasts
  - Some honorarium as incentive for volunteers
  - Listening
  - Via story telling
  - Keep it simple
  - Understand the needs and wants of users
  - Equal partners – have voice to change
  - Wider training so all parts of the system, including community members, understand what participation / co-production really is
  - Regular workshops / sessions / events
  - Two interactive workshops where you assess needs, implement changes and assess impact of change made
  - Co-production is here in this room but not being utilised, we should be talking to each other
  - The people themselves will measure the outcomes
  - Videos about services with community surveys, when safe visitors from the community could come to visit services
  - Understand that BAME communities differ
  - More service users at events
  - Find out from patients what they get from service and measure that
  - Watch use of Jargon
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### **Ambition 3 Community Engagement - What different ways do you want us to engage with you?**

- Find out what I care about – both professionally and personally
- Going out to community spaces
- Be aware of when cross working
- Blended approach to events – online and face to face
- Present case studies of successful outcomes in community outreach
- Come and hang out with us
- Being aware of communication problems such as documents being in the suitable colours for vision impaired people
- Celebration events in different settings and venues
- Adapt forms of engagement to be more individualised for example holding community events for BAME community
- Social media/newsletters/surveys
- Go out and speak with existing sessions and see what partners do in action
- Some kind of Portsmouth forum or network would be good
- Radio broadcasts

### **Ambition 4 Experience of Care - What creative methods could we co produce to help measure whether we are making a difference for the people using our services?**

- It has helped us in so many ways for which we are grateful, our members have gained knowledge and enjoyed the fitness program
- People in the community know and feel confident to contact the Trust and to talk to staff about how they would like to receive their care
- Creating space to facilitate networking and build relationships
- Sharing of ideas, connecting people
- Helps reduce health inequalities
- We have seen people make healthy lifestyle changes and grow in confidence, bridging the gap between clinicians and community
- The help and support given to the communities, really gives us a lift
- Make people feel valued and cared for
- Combating isolation and loneliness in the community & Bringing people together
- Active listening and constructive feedback make all the difference
- None outside the geography of the trust
- Solent has become more accessible for all communities, have helped thrive and get better understanding of services
- Helps bring people together and with more understanding it has the potential to shape and change lives, if used correctly
- Community outreach successes like those demonstrated by Chat over Chai today
- The potential to change the lives of those not targeted by mainstream activity
- Email communications having a big impact – found out suicide prevention group which we are now linking in with



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## Final Words

We asked the attendees how we could we share our collective learning across our community and below are the responses

- Online Events / Events like this / Regular Network events / In person events
- Informal Community partner meetings
- Networking – drop in sessions
- Education events for public and health professionals
- Festival of learning, food, drink and community conversations
- Summer picnics in the park
- Trained clinicians go to community events
- Engage with other healthcare providers
- Include the 'how'
- Regular articles in newspapers
- Question boxes on website
- Chats
- E-Newsletters
- Video Stories on social media
- All social media platforms
- Intranet shared space / Shared database
- Website – each project as own link
- Enable filming for online
- Short videos/YouTube / Podcasts
- Online Community hubs
- Success stories on website
- Easy read / Simple infographics

We also asked the community to sum up the day in one word





IF YOU WOULD LIKE ANY INFORMATION FROM THE DAY OR WOULD LIKE TO FIND OUT MORE ABOUT WHAT WE DO THEN PLEASE EMAIL US ON [CEET@SOLENT.NHS.UK](mailto:CEET@SOLENT.NHS.UK)

All presentations from the day can be found on our website <https://www.solent.nhs.uk/about-us/community-engagement/>

## Connect with us

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