

Lived Experience and the Potential it Holds



**Wellbeing
& Recovery
College**



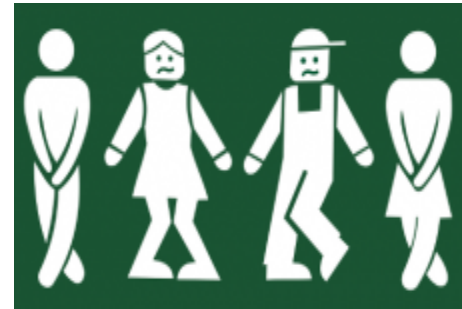
Midlands Partnership
NHS Foundation Trust
A Keele University Teaching Trust

Who are we?

Richard Keatley – Lived Experience Role

Joanne Probyn – Staff Experience Role

Housekeeping!



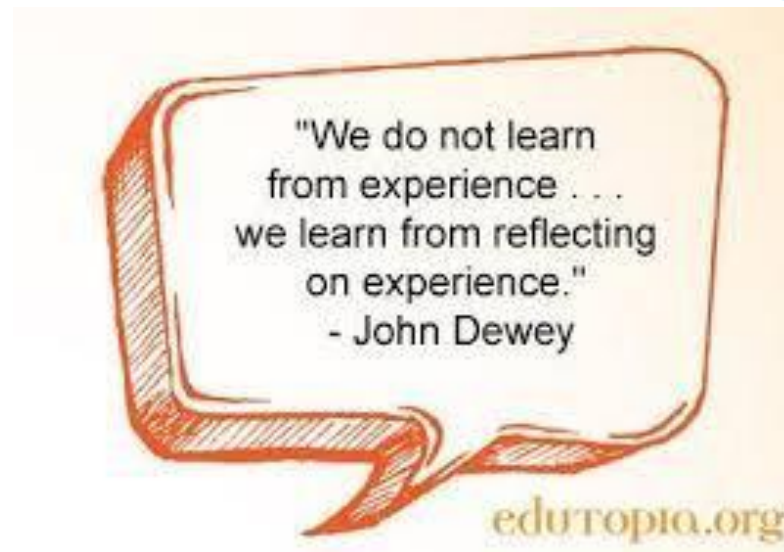
Group Expectations

- * Respect for each others opinions and experiences
- * Allow people the space to talk
- * Put microphone on mute when not talking
- * Let us know in the chat facility if you have any concerns or have to leave for any reason
- * Keep our phones on silent (But more than welcome to nip out to take a call if need be)
- * Honesty
- * Confidentiality: what's said in the room stays in the room
- * Keeping a learning focus
- * Listen to each other

What can you expect from today?

- * To gain an understanding of the recovery approach when using lived experience.
- * To learn about active listening and why it is important when using lived experience.

What is lived experience?



People who have either personal or carer experience of mental health challenges and use those experiences to help support and develop individuals and services.

Activity – pick an image and explain what you understand it to mean



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RESPONSIBILITY



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STIGMA



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Active Listening

Hearing

- Accidental
- Involuntary
- Effortless

Listening

- Focused
- Voluntary
- Intentional

This is where you make a conscious effort to hear not only the words that another person is saying but, more importantly, try to understand the complete message.

Why is listening so important?

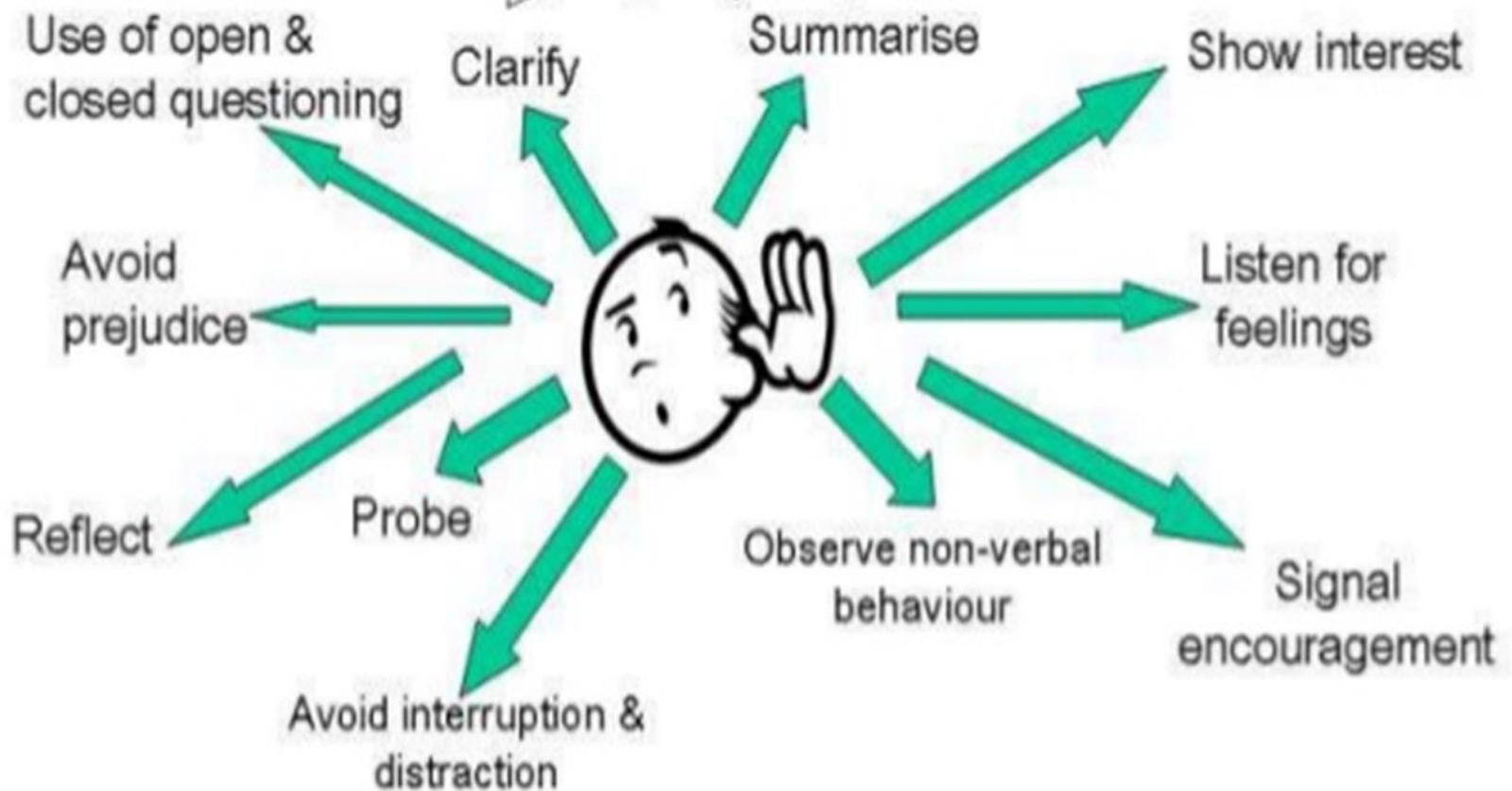
- * A common myth is that to use your lived experience to help others, you need to constantly be telling your story.
- * The most effective way to use lived experience to help others is to draw on your own experience when you are listening to them.

Given all this listening we do, you would think we'd be good at it! We're not!!

- * Research suggests that we only remember between 25% and 50% of what we hear

So how do we listen actively?

Active Listening



Active Listening Exercise

- * Think about a time when someone has listened to you and how this made you feel. You can share this with the group if you want to.
- * Think about a time when someone has not listened to you and how did this make you feel. Please share this with the group if you want to

Break ☺



Activity - Definition

- * What do you understand by the term Recovery?

What do we mean when we say 'Recovery'?

“Recovery is being able to live a meaningful and satisfying life, as defined by each person, in the presence or absence of symptoms. It is about having control over and input into your own life. Each individuals recovery , like his or her experience of the mental health problems or illness, is a unique and deeply personal process.”

Activity – Pick a word which you feel is important for peer support

Empowerment

Engagement

Identify

Respect

Opportunities

Hope

Reduction

Unique

Mutuality

Reciprocity

Journey

Disability

Individual

Giving

Strengths

Expert

Stigma

Mentors

Receiving

Skills

Sharing

Recovery

Privacy

Acceptance

Assets

Self

Role Model

Identity

Self-esteem

Non-directive

Experiences

Relationships

Responsibility

Support

Inclusive

Helping others makes us happier

VIDEO ONE

Activity – Feedback on the video

- * What did you make of the video?
- * Please have a think for next week

In today's session...

We have looked at...

- * What is lived experience
- * What is active listening
- * What is recovery
- * What is peer support

Next week we will look at...

- * The benefits of peer support.
- * An exploration of the impact lived experience has on people's lives.
- * A personal story of Peer Support Role

Goodbye and see you next week

Recap on last session

In the last session we looked at...

- * What is lived experience
- * What is active listening
- * What is recovery
- * What is peer support

Please feedback on the video from last week

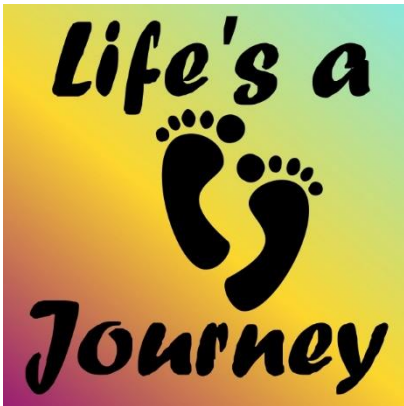
In this session we will look at...

- * The benefits of peer support.
- * An exploration of the impact lived experience has on people's lives.
- * A personal story of Peer Support Role

Activity - What do you understand to be peer support?

- * Brainstorm ideas about what you understand to be peer support

Introducing Peer Support



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- * Share similar experiences.
- * Finding comfort from each others journey.
- * Using personal experience as a source of strength connecting with others.
- * Experts by experience.

Watson, E, and Meddings. S. (2019)

The benefits of Peer Support



Outcomes

- * Engagement
- * Reduce rate of hospitalisation.
- * Inpatient rate reduction.
- * Reduction of re-occurring substance use.



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Davidson, L. (et al.,
2012)

Recovery and the formulisation of Peer Support

- * Hope, identity and personal responsibility
- * Acceptance and change
- * Mutual support, self help groups and networks
- * Intentional Peer Support (Mead, 2003) shared respect, mutuality and responsibility.

Evidence base for peer support

- Giving and receiving
- Reduction in readmission rates
- Empowerment, reduced stigma and increase in social functioning
- Helps recovery and self –esteem for peer worker

Using Lived Experience as a Peer Support Worker VIDEO TWO



Guiding Principles when using Lived Experience

- * Creating an environment of Hope, Control and opportunity
- * Belief that meaningful lives are defined by the individual, with or without clinical symptoms
- * An active movement away from pathology, illness and symptoms to health, strengths and wellness
- * Seek to discover/rediscover personal identity, separate from illness or disability
- * Actively and openly challenge ourselves – to question & learn
- * **Recovery focused**

So why use lived experience?

- * True partnership working (Experts by experience)
- * Powerful roles models
- * Driver of culture change
- * Influence in service development
- * Adds to the richness of the service
- * Helps us all overcome the 'them and us'
- * Joins us in our humanity

The Power of Lived Experience

VIDEO THREE



Peer support changes lives.



Activity – Feedback on video

- * What did you make of the story in the video?

How Can We Use Our Lived Experience to Help People?



Examples

- * Peer Support
- * Completing a survey
- * Speaking to CQC or quality network
- * Different forums
- * Register with involvement – interview panels, focus groups
- * Social media – share experiences e.g. blogs, twitter, recovery in the bin, uses of services

Break ☺



My role as Peer Support Worker

Environment Audit

Learning for recovery

One-to-one guitar sessions

The Involvement Strategy

Service user questionnaires

Equalities

Interview panels

Hatherton User Involvement Group

External workshops

Therapeutic Strategy

Service user visits

Opportunities to use Lived Experience

Support Staffordshire: Countywide Support for Voluntary, Community and Social Enterprise (VCSE) Sector

<https://www.supportstaffordshire.org.uk/>

Service User and Carer Involvement

<https://gettinginvolved.mpft.nhs.uk/service-user-carer-involvement>

Wellbeing and Recovery College

<http://recovery.mpft.nhs.uk>

You can visit your local volunteer centre and look at peer support vacancies.

So over to you!

Any questions or reflections?

