



Respond Training Mental Health Simulation Training

Feedback from Experts by Experience 2017



Quintessent

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Executive summary

1. Overview: The Respond Training

The RESPOND training programme was designed by Northumberland Tyne and Wear Foundation Trust, Northumbria Police, Tees Esk and Wear Valley Foundation Trust, Newcastle City Council, North East Ambulance Service & Fulfilling Lives based on priorities identified from local Mental Health Crisis Care Concordat events. The North East and North Cumbria Urgent and Emergency Care Network vanguard, through the Academic Health and Science Network, supported the development and delivery of the scheme after a successful pilot project funded by NHS England through the UEC Vanguard in collaboration with the Northern England Clinical Networks.

Respond is a unique multi-agency simulation training package for professionals involved in mental health crisis pathway, which creates hypothetical scenarios that the trainees respond to. By increasing collaboration and knowledge, it equips teams to improve crisis care responses through creating stronger relationships between agencies, including acute services, police, paramedics and mental health workers. Two methods of Respond simulation training are used: 'Desktop' and immersive using the 'Hydra method'¹. Both approaches deliver exercises to develop decision makers to better manage critical incidents.

The training is designed to provide a platform where professionals can learn from each other and appreciate each other's roles and responsibilities. Importantly, it has also been further adapted to include Experts by Experience.

An independent evaluation was commissioned through the Academic Health Science Network (North East and Cumbria) of the impact of five sessions held in November and December 2016 and in January, February and March 2017. This evaluation was subsequently expanded to include feedback from the Experts by Experience (EBE) attending these five sessions.

2. Feedback from Experts by Experience

Eleven Experts by Experience attended the five sessions that were evaluated. Some of them attended more than one session. This report details the feedback from four of the Experts by Experience who completed the evaluation questionnaire, a response rate of 36%. Additionally it draws on feedback obtained from two EBEs who completed the comprehensive post training

¹ The Hydra method uses Northumbria Police Forces Hydra Suite. Hydra methodology is incident management software used to increase critical and strategic decision making skills. The group is split into three groups of 6 and placed in syndicate rooms. A team of directing staff comprised of learning experts and subject matter experts run the exercise from a central control room. A facilitator also observes the behaviors and requests from the micro world participants. The facilitators can see and hear teams at all times via CCTV and everything entered on the teams' computers is also displayed in the control room.

questionnaire sent out to all participants² but did not complete the specific EBE evaluation survey.

This evaluation was administered by Quintessential Ltd, an independent company, on behalf of the Academic Health Science Network.

The aims and objectives of the training are to streamline and improve the efficiency of the care pathway to reduce wasted time and provide a better experience for the service user. The full aims and objectives are detailed at Appendix 1.

3. Overview of evaluation results

The training has been well received by the four respondents, who represent a third of the participants.

- Appreciation of the roles, responsibilities and demands on professionals in dealing with people in crisis were the most valuable things that respondents took away
- Only one suggestion, to improve the physical facilities to allow better group work, was put forward with regard to improving the training
- For these EBE the main expectations of the training was to learn about and from different service professionals and agencies and to be valued and respected as a member of the group.
- The training met or exceeded expectations for the four EBE who responded to this question and the two EBEs who completed the general questionnaire.
- The majority of EBE (75%) reported that they had much better understanding of the roles of professionals after the training. This is reflected in a number of areas of feedback.
- Understanding of key areas of legislation: 136, 135, S2, and S3 was much higher after the training, particularly for Section 2 and Section 3 legislation.
- There were no suggestions put forward with regard to improving the process of Section 136.

² Not all the questions were relevant to EBE hence the separate questionnaire

Detailed report

4. Summary of pilot Simulation Training Project

Eleven Experts by Experience attended the five sessions that were evaluated. Some of them attended more than one session. This report details the feedback from four of the Experts by Experience who completed the evaluation questionnaire, a response rate of 36%. One respondent only completed part of the feedback questionnaire. Additionally it draws on feedback obtained from two EBEs who completed the comprehensive post training questionnaire sent out to all participants³ but did not complete the specific EBE evaluation survey.

The survey was developed in partnership with the RESPOND team and drew upon a questionnaire developed by EBE who had attended similar training initiatives.

The aims and objectives of the training, detailed in Appendix 1, are to streamline and improve the efficiency of the care pathway to reduce wasted time and provide a better experience for the service user.

5. Evaluation methodology and process

An online questionnaire was sent to the eleven Experts by Experience who attended the five RESPOND training sessions that were evaluated by Quintessent on behalf of the AHSN. Two reminders were sent but the evaluators were mindful that EBE may feel uncomfortable or disinclined to provide feedback.

The following feedback is provided by four (36%) of the eleven EBEs who took part in the five training sessions under review. Additionally it draws on feedback obtained from two EBEs who completed the post training questionnaire circulated to all participants attending the training sessions where questions are identical.

6. Best aspects/ areas that could be improved

Most valuable thing from the training

EBE were asked to describe the most valuable thing they took away from the training:

- Of how demanding the professional roles are.
- That people in these roles, have their own thoughts of effects to fellow humans who are in a great deal of crisis.

³ Not all the questions were relevant to EBE hence the separate questionnaire

- That everyone involved had to make important decisions to keep the man on the bridge safe. Also keep the public safe
- A greater understanding of how other professionals work
- None

Improvements to the training:

- For the smaller groups to have their own dedicated room, and in a more suitable location if groups have to walk from a main room to a separate room.

General Comments and feedback

- I always found each training session I attended, that I was welcomed and appreciated, by the programme facilitators and various service professionals.
- I felt quite privileged to be invited to be viewed as an important member in this unique programme, to influence the future system of how the service professionals can work together, more effectively, when involved in an emergency situation of a person in crisis.
- I found it all to be really interesting and enjoyable, I don't think I had really thought about any of this before I done the training. I have realised how important all different services are to the public and what an amazing job they all do.
- An excellent day to be a part of.

7. Expectations of the Training:

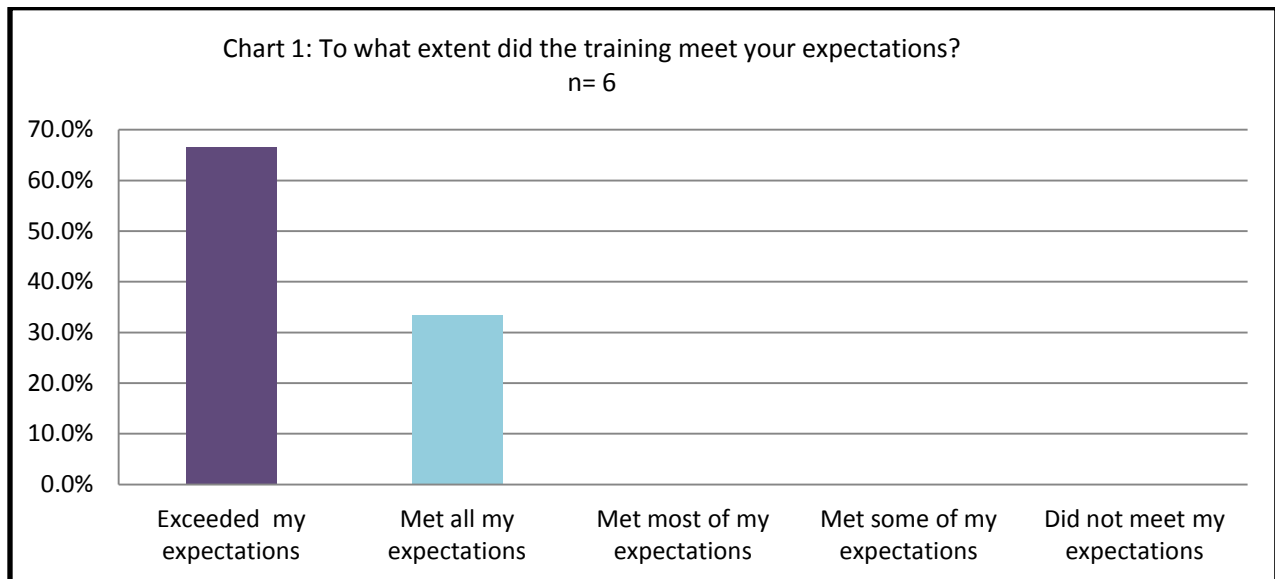
These EBE had the expectation that the training would help them learn from and about different service professionals and agencies and to be valued and respected as a member of the group.

- To learn something new from service professionals
- To be valued as a member of the small & large groups
- For my personal thoughts to be heard and respected
- I was looking forward to doing the training
- To learn about different agency's
- learn the roles of other people within a mental health crisis

8. Extent to which the training has met expectations

The training met or exceeded expectations for the four EBE who responded to this question and the two EBEs who completed the general questionnaire⁴. The following comments were made:

- To my surprise, my comments were fully understood, appreciated and valued. From my personal input, my own experiences in my mental health problems have actually influenced a police officer into re-evaluating their own approach, when dealing with a person in crisis.
- I really enjoyed the training I found it interesting how different agency's come together



9. Playing the roles of the professional

Respondents were asked how they felt playing the roles of the professional. Feedback was mixed but for most of the EBE it had been a positive experience:

- I felt that from no actual experience or knowledge in the various professional roles, I obviously had to rely on my own logic and life experiences. Approaching each role from a humanistic approach, which I have learnt is only a minor part of each role. To be focused on the different skills that are essential, to be applied, in the various professional roles. Consequently, I did feel rather out of my depth, as a novice.
- I really enjoyed it I found the training really good.
- Made me understand how difficult other people's roles were i.e. making quick decisions

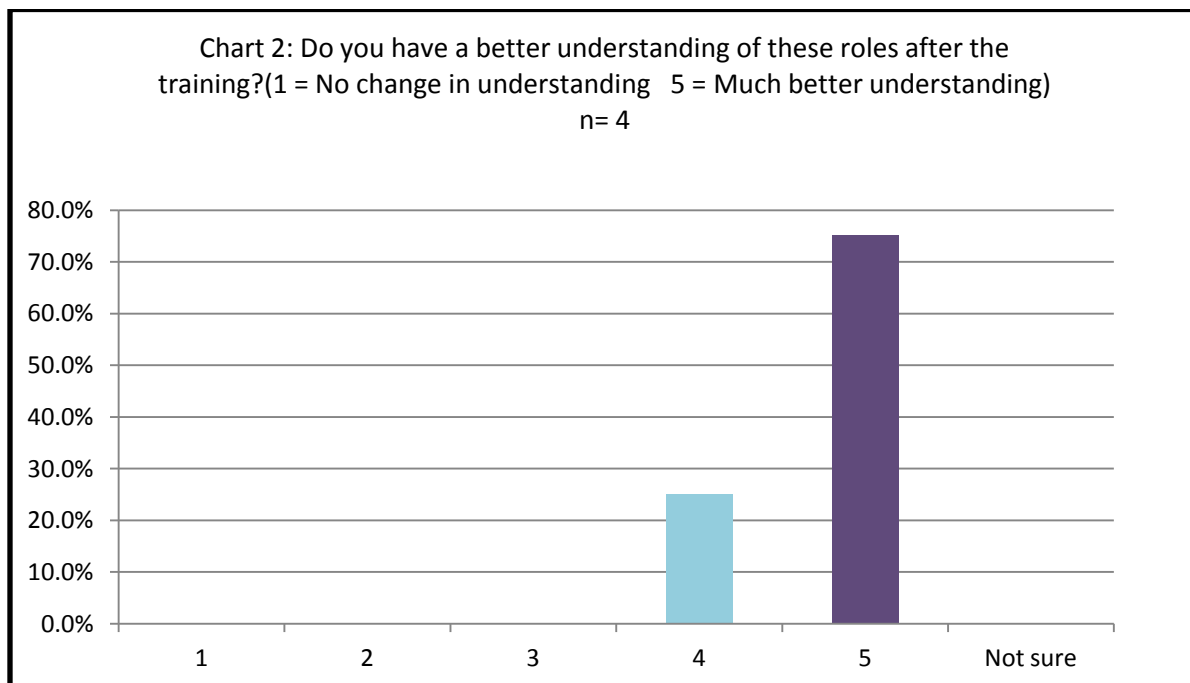
⁴ All six responses are included in Chart 1

- It was very interesting to play the roles of people who are not typically considering involved in the care of people with mental health, this allowed some insight as to each professionals roles with regards to mental health crisis.

10. Understanding of the roles of professionals involved in the care of people experiencing a mental health crisis

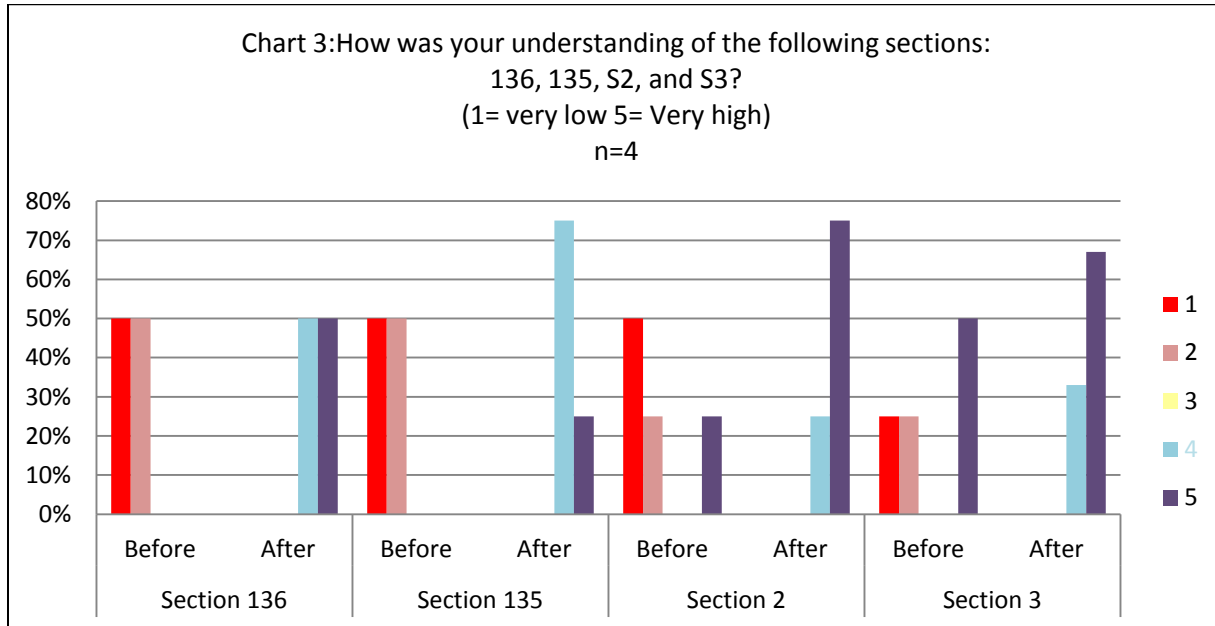
Respondents were asked if they had a better understanding of the roles of the professionals after the training. All the EBE reported that they had a better (one EBE) or much better understanding of these roles (three EBE). Their comments below illustrate this:

- My understanding of the different roles, are that in each role, there are a lot of probabilities that have to be considered and so assessed, which can only be gained from the various professional role training and career experience.
- In order to bring all the collective professional knowledge and experience together, to be a cohesive team to be a satisfactory and successful service to the person in crisis, is an enormous operation to carry out.
- How important each role had a big impact on the situation and how they all played an important part in making decisions from keeping the man on the bridge safe and the public safe.



11. Understanding of key areas of legislation

EBE were asked to assess their understanding of key areas of legislation: 136, 135, S2, and S3 before and after the training. In all areas of legislation respondents rated their understanding much higher after the training compared to before. Particularly for their understanding of Section 2 and Section 3 legislation.



When asked if there was anything that could be done to improve the process of Section 136, the response was 'nothing'.

Appendix 1: Aims and Objectives of the RESPOND training

The aims and objectives of the training detailed below are to streamline and improve the efficiency of the care pathway to reduce wasted time and provide a better experience for the service user. The simulation training is designed to facilitate and support the following⁵:

- Support the work to improve conveyance by supporting the organisations to develop a better understanding of each other's roles, responsibilities and how they can work together to ensure care is coordinated.
- Service users will receive the right care and are taken to the most appropriate facilities in a timely manner. A more timely response to crisis will impact positively on outcomes
- Patient experience will be improved which will reduce the stress of a crisis and improve outcomes
 - Improve the knowledge and understanding of mental health of all of the participants. As a result it can be assumed that they will be more confident in recognising mental health problems and will know what to do when they do come across a person with a mental health problem. This should mean that mental health problems are identified and treated more quickly.
- Improve staff knowledge of legislation and what the different agencies can and can't do. For example, it will improve staff knowledge of when the mental health act can be used and when restraint can and can't be used.
- Improve patient experience and safety by increasing confidence, communication and collaboration of all staff involved
- Each agency to understand the role of the other agencies in the pathway
- Identify more effective ways of working together
- Improve staff confidence and competence in their specific roles in the pathway
- Save time both for service users and professionals and thereby save money
- To improve patient experience and safety by increasing confidence, communication and collaboration of all staff involved
- Professions involved in the wider mental health crisis/emergency care pathway will be better equipped to respond quickly and appropriately and improve individual outcomes

⁵ Project Mandate: Urgent & Emergency Care Vanguard Mental Health V.2 Feb 2016