Realising Resilience and Wellbeing

AiM Pilot 2018
Post Implementation Review

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Content

1. Introduction – sources of evidence
2. Pilot Programme Objectives and Outcomes
3. Findings – Workshop Content and Structure
4. Findings - Service User Outcomes
5. Conclusions – Workshop Content and Structure
6. Conclusions – Service User Outcomes
7. Recommendations
8. Service User Feedback

1. Introduction

The results detailed in this document are evaluated against the criteria and approach laid out in the Hub Centre Work Plan

Sources of Evidence *

1. Observations and interviews pre/during and post workshops with;

- Karen Hatrick, Hub Manager

- Karen Auld, Facilitator

- Service Users

2. Questionnaires, pre/during/post work shops

3. Attendance Register

* All documentation/Hub Centre Work Plan/interviews/evidence are available upon request

2. Pilot Programme Objectives & Outcomes

Workshop Structure and Content

- To clarify and define the meaning of resilience and wellbeing and how this applies to each human being.

- To build confidence through a deeper and realistic understanding of what it truly means to be human.

- To create and build an environment of trust, respect and empathy, to promote independence and better thinking.

- To demonstrate that change is possible and create learning through practical case studies, examples, experiments and working together.

- To utilise the intelligence and insight of the group and illustrate and reinforce resilience and wellbeing in action.

- To encourage accountability and responsibility through participation, understanding and learning.

Service User Outcomes

- To define prior to the workshops an individual outcome, a 'miracle' i.e. the one thing they would like to get out of the programme.

- To increase self-esteem and confidence, improve decision making and be able to handle the ups and down of life more effectively.

- To gain a better understanding of self.

- To experience higher levels of energy, positivity and optimism.

- To realise that resilience and wellbeing is innate in them/everyone.

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3. Findings (part 1)

Workshop Structure and Content

- Nine Service Users attended including a referral from rural services.

- 100% attendance of programme (only exceptions were pre-booked holidays, hospital appointments and illness).

- Everyone without exception reported and were observed enjoying the interactive, experiential, participative nature of the workshop. They were able to compare their experience to courses they had been on with other mental health support services where they described the approach as being more like lectures or people talking from slides.

- At the start there was no clear appreciation from Service Users of the real meaning of Resilience and Wellbeing or when there was, theirs was seen to be minimal or non existent. The focus and orientation for Service Users was their negative mental health and *lack* of well being. This had been anticipated and during both workshops 1 & 2 time was taken to lay the ground work for the primary understanding of Resilience and Wellbeing. However it became clear from the activities and questions that most individuals needed more time to take this on board. Further opportunity was allocated in workshop three to explore the basic meaning and the main premise of what in reality is meant by resilience and wellbeing, what to notice and what to look for.

- Lesson plans were flexible and 'tweaked' week to week to adapt to the learning pace and style of the users.

3. Findings (part 1/continue)

Workshop Structure and Content (continue)

- In the first half of the series, materials intended as supplementary hand-outs for individuals to read in their own time were subsequently incorporated to become a workshop activity and reviewed and discussed at the workshops to facilitate understanding and learning.

- In later workshops however, Service Users took away books, requested subject areas they wished to revisit, took pictures of the outputs from workshops to have as memory joggers and referred to their hand-outs and notes.

- All Service Users became progressively more actively involved over the weeks rather than passively taking part and were evidencing the learning.

- All Service Users talked about beginning to get the 'hang' of what was being shared as the workshops progressed.

- There was a request to have further workshops to grasp the learning more extensively.

- Service Users noted that running the workshop on the Friday did not give them the chance, immediately following each workshop, to discuss and share with each other, or to talk to AiM members of staff about what they were learning.

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4. Findings (part 2)

Service Users Outcomes

- Service Users went to great lengths to get to all the workshops even when challenging things were going on in their lives.

- All Service Users defined a personal outcome (miracle) prior to the workshops, in some cases what they wanted to achieve sometimes evolved into something different over the weeks.

- By the third workshop Service Users were talking openly and raising questions when they did not understand.

- Service Users shared what they had learnt with each other during workshops and supported each other out with the workshops.

- During workshops Service Users developed more hopeful, positive and optimistic behaviour and provided examples of applying the learning in their daily lives.

- As the workshops progressed participants behaviour became more visibly relaxed and spontaneous. They were gently enquiring of each other and interested in learning from each other.

- Through facilitated activities Service Users were able to notice their State of Mind and be aware of their fluctuating moods and see that it is 'normal' to feel good, bad or indifferent in any one day.

- With guidance Service Users were aware of the link between the examples they were providing week on week of their behaviour and experiences and their ability to bounce back and cope with life. However it was more of a stretch to accept this as proof that resilience and wellbeing was naturally within them. It appeared to be at odds with their conditioned perspective and expectations about how they should feel and ability to cope.

- 84% of Service Users were able to provide examples post workshop where they were being resilient in daily life and were exhibiting the energy and confidence to take on activities that they hadn't previously been able to tackle.

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5. Conclusion (part 1)

Workshop Structure and Content

- The design and structure of the workshops has played a substantial part in the enjoyment, the participation and the learning. It provided for the 'forming – norming' of the group and created the right balance between a safe and appropriately testing environment for all Service Users to gain confidence and independence of thought.

- The definition of a 'miracle' was a useful tool to get Service Users to consider what they wanted to get from attending the workshops and to actively engage. The specifics of the actual 'miracle' was less critical as a key outcome.

- The on-boarding workshops (1&2) would benefit from more emphasis on teasing out the basic meaning of resilience and well being in order to create a solid foundation for the delivery of the core content, discussions and activities.

- Providing a number of additional workshops would give the opportunity for the learning to be consolidated.

- Holding workshops earlier in the week would provide additional benefits to the Service Users.

- The lesson plans benefited from being adaptable. This was essential to this style of experiential course allowing the facilitator to respond to what shows up on the day.

- Everyone over the weeks was confident enough to get involved and took part in the workshops and evidenced the learning.

- There was a definite improvement in ownership of learning and personal accountability.

- Service Users were aware and able to provide and discuss examples of resilience and wellbeing within themselves and others.

- During workshops Service Users were relaxed, in the moment, able to be themselves and respond spontaneously to what showed up and there was evidence that this was starting to occur outside the workshops.

5. Conclusions (part 2)

Service Users Outcomes

- The pilot has provided the opportunity to initiate a change in understanding and orientation from one of negative thinking and acceptance of the condition of mental health to a more hopeful and positive state.

- All Service Users achieved their 'miracle' in whole or took steps towards what they wanted to achieve by the conclusion of the workshops.

- All Service Users demonstrated more self esteem and confidence. All but one agreed that their self-esteem and confidence had increased.

- In the post workshop interviews 84% of the Service users were able to provide ongoing examples of getting on with life, better decision making, being able to handle the ups and downs of life.

- Each individual showed a greater level of self awareness on completion of the workshops and at the closing interview.

- When asked, Service Users recognised the contribution resilience provided for dealing with day to day living however noticeably the pre-existing habitual negative thinking meant that there remained a tendency to resort to seeing their mental health condition and diagnosis as the norm and play to that rather than responding to what they had been learning.

- It has been stretching for Service Users to fully recognise that resilience and wellbeing is an option for them and that part of that means experiencing a range of emotions and feelings and that this is normal. Despite many personal examples showing resilience and wellbeing at play across the duration of the programme, including the simple act of showing up at the workshops, not all participants took this as evidence that they were 'really' ok and not broken.

"some days I feel broken and canny be fixed and other days I feel broken and can dodge on" – post workshop interview

- The evidence suggested that while the workshops initiated a change in perception a slightly longer period of facilitated support would develop their awareness further and enable Service Users to tap into their natural resilience and wellbeing more readily.

Recommendations

- Make Resilience & Wellbeing an integral part of the AiM strategy with AiM a centre of excellence for Resilience & Wellbeing.

- Develop a Realising Resilience and Wellbeing culture and ethos at AiM.

- Provide Realising and Wellbeing development training as a core service for Service Users and staff.

Next Steps

- Complete the pilot by providing the Service Users with a further three facilitated development group meetings to enable consolidation of learning and to encourage and launch a support network.

- Continue to monitor and evaluate the pilot Service User outcomes to provide on-going evidence.

- Secure funding to enable the launch of a rolling programme of Realising Resilience and Wellbeing workshops (incorporate key pilot findings for improvements into the structure of subsequent programmes).

- Provide staff training, in the AiM resilience and wellbeing approach, to enable staff to live the resilience and wellbeing values, support Service Users, and to build a resilience and wellbeing culture at AiM.

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Service Users Feedback

What people say about the course:

- *"Excellent"*
- *"simply the best"*
- *"A great teacher, great way of explaining things and making it easy for us to understand. Would like a longer course please!"*
- *"I took more in because the set-up was so relaxed"*
- *"I'm glad I have done this course"*
- *"I would really like to come back to it again"*
- *"good to do something different"*
- *"I have enjoyed it and learned a lot of things"*
- *"even gave us a laugh"*
- *"I have taught my kids what I learned"*

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Service Users Feedback

What people learn from the course:

- *"I feel like I have choices from learning things on the course"*

- *"I enjoy the moment and stop overthinking"*

- *"I am more in control of how I deal with situations… its ok to be sad but I have learnt not to carry it with me all the time, not to act on every thought, its just a thought"*

- *"I feel calmer, we all do"*

- *"As a group we are nicer with each other"*

- *"I am more able to go with the flow (difficult things) and deal with it"*

- *"I notice I am wanting to be more sociable"*

- *"I am more compassionate with myself and others"*

- *"I see that when I change, others change – for the better"*

- *"knowing how I feel comes from thought in the moment has made me stronger and able to get through things"*

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