



Recovery & Well-Being Education  
in Mental Health

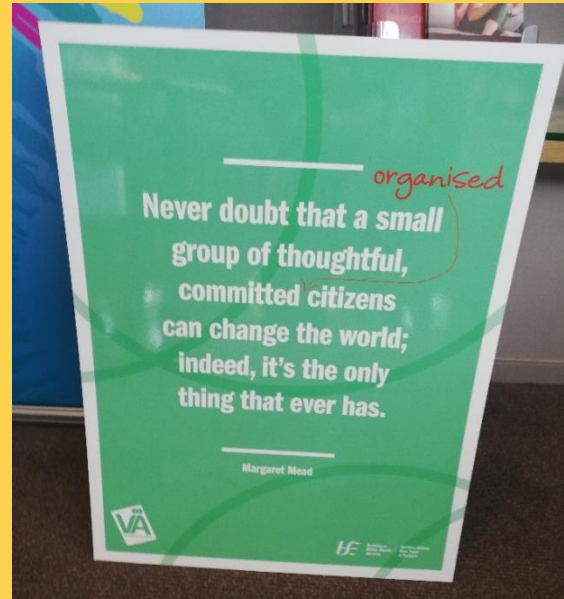
# ANNUAL REPORT

JUNE  
2019 - 2020

HSE Mid West  
Community Healthcare



Mental Health  
Ireland



# 1. Acknowledgements

Mid West ARIES wishes to acknowledge the following individuals and groups who use their experience, expertise and commitment to support the development and delivery of recovery education in the Mid West:

- Mid West Communities
- Our Recovery Education Facilitators
- Our partner community groups
- Service Improvement Steering Group
- Niamh Wallace (Head of Service Mid West Mental Health Services) and members of the Area Management Team
- Maurice Hoare (Former Head of Service Mid West Mental Health Services)
- The staff of the Mid West Mental Health Services
- Mental Health Ireland
- HSE Mental Health Engagement and Recovery
- Service Reform Fund
- Service Improvement colleagues
- Peer Educator Network

## Table of Contents

<b>1.</b>	<b>Acknowledgements .....</b>	<b>3</b>
<b>2.</b>	<b>Head of Service Welcome .....</b>	<b>5</b>
<b>3.</b>	<b>Executive Summary .....</b>	<b>6</b>
<b>4.</b>	<b>The Year in Numbers .....</b>	<b>8</b>
<b>5.</b>	<b>Achievements .....</b>	<b>9</b>
<b>6.</b>	<b>About Mid West ARIES .....</b>	<b>10</b>
<b>7.</b>	<b>Quality and Standards .....</b>	<b>11</b>
<b>8.</b>	<b>Mid West ARIES Activities .....</b>	<b>12</b>
	8.1 Community .....	13
	8.2 Acute Services .....	17
	8.3 Mental Health Staff .....	20
	8.4 Recovery Education University of Limerick .....	23
	8.5 Our Covid – 19 Response .....	24
	8.5.1 Online Modules .....	25
	8.5.2 Additional Covid-19 Activity.....	28
<b>9.</b>	<b>Recovery Education Facilitators .....</b>	<b>29</b>
<b>10.</b>	<b>Development and Innovation .....</b>	<b>32</b>
	10.1 Co-production .....	32
	10.1.2 Co-producing During Covid – 19.....	32
	10.2 Promotion and Communication .....	34
	10.3 Partnership and Collaboration .....	35
	10.3.1 Partnership and Collaboration Details.....	36
	10.3.2 Partnership in Action.....	37



## 2. Head of Service Welcome



Dear all,

I am delighted to welcome you to the Mid West ARIES Annual Report June 2019 - 2020.

This has been a busy and challenging year for us all. In a year that was very much made up of two halves – pre-Covid and post-Covid, Mid West ARIES consistently offered high quality recovery education to those who live in our community, those who use our services and our staff.

Before the outbreak of Covid-19, Mid West ARIES continued to go from strength to strength, working with new communities together with our voluntary and statutory partners who provide invaluable support. People using our acute services have had weekly access to recovery education as part of our in-patient programmes in University Hospital Limerick and Ennis General Hospital. Our staff and teams across the service have had the opportunity to participate in training that facilitates reflection on recovery-oriented practice. Future mental health professionals in University of Limerick receive an introduction to recovery principles and practice and co-production.

Covid-19 presented a challenge to the service but how we respond to this challenge speaks to the heart of who we are. I am particularly proud of Mid West ARIES response to Covid-19. The progress made by Mid West ARIES over the past two years enabled the service to be responsive and relevant during these challenging times. One of the highlights of this year was the successful roll out of online modules and resources in response to Covid-19. Other achievements include shortlisting for a HSE Excellence award in 2020 and presenting at the 8<sup>th</sup> European Conference on Mental Health in October 2019.

When reflecting on the highlights of the year, it is important to thank the team of Recovery Education Facilitators who have worked consistently and tirelessly to ensure Mid West ARIES could continue to deliver their excellent service. You have worked in new and innovative ways to ensure that recovery education was available for those who needed it throughout the year.

The next “phase” of dealing with Covid-19 requires us to be creative, resilient and responsive. Mid West ARIES is well positioned to respond in all of these ways. I look forward to welcoming new staff members on board, and the delivery of new recovery education modules such as “Getting the Best from your Virtual Mental Health Appointment”.

On behalf of the Mid West Mental Health Services, I want to thank you for your continued support and I look forward to working together in the times ahead.

*Niamh Wallace*

**Head of Service,**

**HSE Mid West Mental Health Services.**

### 3. Executive Summary

1. Mid West ARIES delivered courses in ten communities across the Mid West region. In line with its aim of making recovery education accessible to all, it delivered courses in rural and urban communities.

One-hundred and twenty-seven individuals participated in Mid West ARIES community based modules over the past twelve months.

2. Mid West ARIES continues to provide access to recovery education to people who are in-patients in our acute units, Unit 5B University Hospital Limerick and the Acute Psychiatric Unit Ennis Hospital. Fifty-four sessions were delivered over the past year with four-hundred and eighty-four contacts in total.

3. Recovery Principles and Practice training for staff continued this year with sixty-nine staff members participating across mental health services in the Mid West.

4. Mid West ARIES continued to partner with the University of Limerick this year to educate mental health practitioners of the future. One-hundred and twenty-nine students participated in co-produced recovery education modules with excellent participation and feedback.

5. Mid West ARIES has a team of dedicated and excellent Recovery Education Facilitators. This year saw the number of facilitator involved rise to thirty-two people from across the Mid West. Ongoing support and training sessions were provided for facilitators throughout the year.

6. This year Mid West ARIES co-produced four new modules and various new resources with fifty-seven individual participants made up of those who use services, service providers, voluntary partners and supporters. This year saw our first virtual co-production session.

7. Responding to Covid-19 meant adapting and offering recovery education in ways we had not done before. We successfully ran 13 online modules and co-produced a number of resources.

8. Mid West ARIES looks forward to the year ahead where we will be expanding our team and continuing the delivery of quality recovery education courses. We look forward to exploring new partnerships and opportunities.

## 4.The Year in Numbers

**1128**


Number of Individual Attendees  
at a Mid West ARIES Event

### Co-production

**3** Workshops, **2** Zoom Sessions, **1** Telecall, **1** Questionnaire, **67** Participants, **4** New Modules, Various New Resources.

### Acute Services

**54** Modules, **484** Contacts. Unit 5B - **27** Modules - **220** Contacts. Ennis APU - **27** Modules - **264** Contacts.

### 3rd Level Students

**3** Sessions. **129** Students.

### Recovery Education Facilitators

Facilitated **342** Hours of Recovery Education. **36** Support and Training Sessions.

### Mental Health Staff

**7** Recovery Principles and Practice Sessions. **69** Staff Members Trained.

### Online

**13** Modules. **70** Attendees + Unit 5B - **40** Contacts. **97%** Approval of Experience.

### Community

**24** Modules. **127** Attendees. **10** Locations. **98%** Approval of Experience.

### Staff Induction

**2** Presentations. **20** Attendees.

### Additional Events

**12** Events. **122** Attendees.



## 5. Achievements

### 8<sup>th</sup> EUROPEAN CONFERENCE ON MENTAL HEALTH

On 3<sup>rd</sup> October 2019 we presented at the 8<sup>th</sup> European Conference on Mental Health in Belfast.

We presented our Assistant Psychologist Melissa Wood's preliminary results from "A qualitative thematic analysis of lived experiences of participants in community-based recovery education".



### HSE EXCELLENCE AWARDS

This year we were delighted to be shortlisted for a HSE Excellence Award in the "Supporting a Healthy Community" category.

We were one of sixty-five shortlisted from 610 projects.

We presented to a panel in Dublin on 6<sup>th</sup> March 2020.

We were delighted to be presented with a Certificate of Recognition for our work in the Mid West.

## 6. About Mid West ARIES



**Eileen Cunningham**  
Manager



**Mike O'Neill**  
Peer Education,  
Training and  
Development  
Officer



**Margaret Keane**  
Education,  
Training and  
Development  
Officer



**Melissa Woods**  
Assistant  
Psychologist

### Vision

To provide the Mid West region with an inspirational and inclusive educational programme on recovery and well-being.

### Mission

-To provide education and resources created and delivered by service users, family members, carers and mental health professionals.

-To inspire hope, create opportunities and foster the belief that recovery and well-being are possible.

-To promote education as a tool in mental health recovery.

-To make this programme available in Limerick, Clare and North Tipperary.

-To promote a culture of inclusivity, mutual respect and learning among all, service providers, service users, family members, carers and anyone with an interest in mental health and well-being.

## 7. Quality and Standards

Mid West ARIES has continued to maintain and enhance the quality of our recovery education service. Our vision, mission, values and principles are at the core of everything we do in the Mid West.

Our guidelines and strategies serve to promote best practice, standardise delivery, ensure that legislative and regulatory requirements are met, and ensure that people are clear on their roles and responsibilities.

This year, we developed a series of new documents to guide our work while reviewing and editing previous documents.

A list of our new documents can be viewed to the right.

We also contributed nationally to the development of the Resources and Toolkit to Support the Development and Implementation of Recovery Education 2020 – 2025. These documents are intended to assist and guide the HSE Mental Health Service to implement quality recovery education in Ireland.

### New Living Documents created between June 2019 and June 2020

- Mid West ARIES Social Media Guidelines
- Permission to Contact Form
- Mid West ARIES Volunteer Guidelines
- Mid West ARIES Volunteer Expression of Interest Form
- Mid West ARIES Volunteer Agreement
- Guidelines for Attending Mid West ARIES Online Courses
- Mid West ARIES Induction Guidelines and Checklists
- Facilitation Skills Training for Recovery Education Facilitators
- Personal Narrative Training for Recovery Education Facilitators

**Please contact the Mid West ARIES Office  
if you wish to view any of these documents**

## 8. Mid West ARIES Activities

### COMMUNITY



### ACUTE SERVICES

### MENTAL HEALTH STAFF



### THIRD LEVEL

### ONLINE





## 8.1 Community

We are committed to working with communities in the Mid West to provide an educational programme on recovery and well-being. By implementing our Community Development Work Core Values, we continued to create meaningful partnerships with community organisations throughout Limerick, Clare and North Tipperary.

We completed our Autumn/Winter 2019 timetable and we planned and began our Spring/Summer 2020 Timetable.

In September 2020 we updated our Community Prospectus outlining the work we do in communities and providing an overview of the courses we run for free in the Mid West.

From September 2019 to March 2020 we delivered in 10 locations across the Mid West with a total of 127 individuals attending 24 modules.

On March 13th, we postponed the remaining 22 modules of our Spring/Summer 2020 timetable due to Covid-19.



**%**  
Feedback from **183** Participants  
**98%** Overall Satisfaction Rate



Table 8.1 Community Delivery

Location	Modules Delivered*	Number of Attendees	Total Attendance	Dates
Roscrea Library, Birr Rd, Townparks, Roscrea, Co. Tipperary	2	3	4	September 2019
Lighthouse Peer Support Centre, Limekiln Rd., Kilrush, Co. Clare.	4	21	48	September-October 2019
Moyross Community Enterprise Centre Ltd., Moyross, Limerick.	4	14	26	October 2019
Nenagh Library, O'Rahilly St., Nenagh, Co. Tipperary.	2	12	17	October 2019
Hope Café, Unit 2, Smithstown Industrial Estate, Shannon, Co. Clare.	4	11	20	November 2019
Rathkeale Youth Space, Abbey Court, Rathkeale, Co. Limerick.	2	16	25	November 2019
St. Ita's Community Hall, Convent St., Abbeyfeale, Co. Limerick.	2	11	18	November-December 2019
Service Improvement Office, Mid West Mental Health Services, St. Joseph's Health Campus, Limerick	1	10	10	February 2020
Limerick Social Service Council, Child & Family Centre, Southside Education Campus, Galvone, Limerick.	2	17	27	February-March 2020
Tar Isteach, Premier Hall, Thurles, Co. Tipperary	1	12	12	March 2020
<b>Total</b>	<b>24</b>	<b>127</b>	<b>207</b>	

\*22 Community Modules were cancelled due to Covid - 19





We used two 5-point Likert scales to evaluate each module.

The first scale evaluates participants' satisfaction with the delivery of the module. Responses from 183 participants indicated a 98% satisfaction rate between September 2019 and March 2020.

The second scale is based on the principles of CHIME. Responses from 183 participants are represented below.

We also gather qualitative feedback by asking what worked best and what worked less well or could be improved at the end of each module delivered.

This feedback is then used to evaluate, reflect and learn. A sample of qualitative feedback is also presented below.



## CHIME IN THE COMMUNITY



**CONNECTEDNESS**  
Felt connected to the activities and processes in the session



**HOPE**  
Felt hopeful about recovery after taking part



**IDENTITY**  
Felt their identity was respected and valued



**MEANING**  
Felt that the material delivered was meaningful



**EMPOWERMENT**  
Felt more empowered after taking part



## WHAT WORKED BEST?

The information was clear and interesting, practical in that you can apply it to everyday life.



The facilitators are extremely kind, caring and understanding. Everyone has an opportunity to share. I learned a lot.



Overall this course was great, I genuinely didn't know what resilience meant until I did this course.



Hearing the personal story - you feel alone until someone is brave enough to say they were in a bad place and are ok now.



## WHAT COULD BE IMPROVED?

Maybe more case studies or short films.



More time maybe? The time flew.



Everything worked so well, the time went too quick so more time would be nice.



Have a bit more sharing in pairs/small groups.



## Qualitative Feedback



## OTHER COMMENTS

I can see a recovery now.



Thank you so much for sharing your personal experiences; it helps remove the stigma that surrounds mental health.



I am very happy attending this workshop and I will continue to attend these groups and use the strategies I've learned here and apply them in my personal life.



The facilitator's story was very moving and she was very brave to stand and talk about it.

## 8.2 Acute Services

We continued with our successful delivery of recovery education modules in acute services in Ennis APU and in Unit 5B UHL this year.

We have been consistently supported and appreciated by attendees and staff members throughout the year.

Each module was delivered by a member of Mid West ARIES staff along with one Recovery Education Facilitator who has experience of using acute services.

The total number of modules delivered and attendees is outlined below.

A simple qualitative feedback form is used for evaluation at the end of each module. Examples of the feedback are provided on the opposite page.

We also ask participants to complete a 5 point Likert scale based on the principles of CHIME. Responses from 441 attendees from both centres in 2019 are presented in the following pages.

Mid West ARIES was noted again as providing a beneficial service in the Mental Health Commission 2019 Approved Centre Inspection reports from both approved centres –

Unit 5B, UHL: “The Advancing Recovery in Ireland Education Service (ARIES) programme, which promoted recovery based strategies, was received very well by residents.”

Ennis APU: “Staff had been trained in Recovery Principles.”

**Table 8.2 Acute Unit Delivery**

Location	Modules Delivered*	Mean Number of Participants	Total Contacts
APU, Ennis General	27	10	264
Unit 5B, UHL	27	8	220
<b>Total</b>	<b>54</b>	<b>6</b>	<b>484</b>

**\*32 Face-to-face modules were cancelled due to Covid – 19 between March and June 2020** *(delivery has since resumed online)*



### WHAT WORKED BEST?

Listening to others who have been in the same position as me. I'm not alone.



Relating personal experiences to the group really worked and was very powerful. I felt people were able to connect to the subject hugely – very honest and brave.



Having people who have been through mental health difficulties and are managing them well now. I didn't feel judged and felt I could relate to the facilitators.



The clear presentation style/delivery. Hearing one of the facilitators personal recovery was powerful. She conveyed the struggle it can be to assert your own needs. Her story is very moving and I am grateful to have heard it.



### WHAT COULD BE IMPROVED?

More sessions will help clients to believe in themselves and their recovery.



Have the ARIES group recovery more than once a week. People should be made more aware of the benefits of the group.



Awareness of the class could be improved and how it can help others in the ward.



Nothing could be more improved, the whole workshop was fantastic.



### Qualitative Feedback



### OTHER COMMENTS

Learned a lot, more from this group than from individual sessions.



Thank you for being in the hospital.



Simplicity of the content. Easy to take part and contribute.

Reminders that sometimes the simple things can help.



Wonderful experience of sharing and learning with exceptional honesty.



Very good. Very positive. Gives hope to people in hospital. Gives me hope.



This session for me was better than any medication.



Thank you for keeping the info compact. The pace was perfect in terms of delivery. Keep up the great work!

# CHIME IN ACUTE SERVICES



## CONNECTEDNESS

Felt connected to the activities and processes in the session



## HOPE

Felt hopeful about recovery after taking part



## IDENTITY

Felt their identity was respected and valued



## MEANING

Felt that the material delivered was meaningful



## EMPOWERMENT

Felt more empowered after taking part

## Sample Resources

### USING C.H.I.M.E. IN MY RECOVERY

#### CONNECTEDNESS

- UNITY
- FAMILY
- FRIENDS
- PHONES
- GROUPS
- INSPIRATION FROM OTHERS
- TELLING JOKES
- DISCONNECTING FROM NEGATIVES

#### HOPE & OPTIMISM

- TAKING NOTICE OF MY RECOVERY
- LEARNING FROM MY PAST
- MY CHILDREN
- BEING ABLE TO ENJOY LIFE AGAIN
- BEING POSITIVE
- DON'T TELL LIES
- HOPE FROM NURSES
- DARKNESS INTO LIGHT

#### IDENTITY

- SELF-IMAGE
- WHO YOU ARE
- WHERE YOU'RE FROM
- FAMILY
- CULTURE
- COMMUNITY
- JOB
- BE YOURSELF
- DO WHAT YOU LIKE TO DO
- SAY NO
- FIND THE RIGHT PEOPLE
- GET TO KNOW WHO YOU ARE
- TRUST - SELF AND OTHERS
- GET A QUALIFICATION OR JOB
- HELP OTHERS

#### MEANING & PURPOSE

- HELPING PEOPLE
- FAMILY
- GYMNASTICS
- SOMETHING YOU ENJOY
- GETTING A JOB
- VISITING A CHURCH
- HAVING FAITH
- HOLIDAYS & TRAVELLING
- GOING SOMEWHERE NEW
- GAA - BEING INVOLVED
- BEING AROUND POSITIVE PEOPLE
- BEING HERE
- HAVING SOMETHING TO DO

#### EMPOWERMENT

- KNOWING WHAT YOU NEED
- FINDING BALANCE
- TAKING BACK CONTROL
- CHOICES
- KNOWLEDGE ABOUT MENTAL HEALTH
- NATURE
- MUSIC
- DIET
- HOBBIES
- ANIMALS

#### SUGGESTIONS FROM PARTICIPANTS AT MID WEST ARIES "INTRODUCING C.H.I.M.E." MODULE

ENNIS ACUTE UNIT  
07/05/2019

THANK YOU TO THOSE WHO TAKE PART IN OUR WORKSHOPS ON TUESDAYS 2.30PM-4.30PM

HSE Mid West Community Healthcare

### MID WEST ARIES

Recovery & Well-Being Education in Mental Health

#### SUGGESTIONS FROM PARTICIPANTS AT MID WEST ARIES "MANAGING MY RECOVERY" MODULE

UNIT 5B, LIMERICK  
17/07/2019

#### What is Recovery?

- TAKING EVERY DAY AS IT COMES
- PEACE OF MIND
- RELAXATION
- BEING HERE
- CHOICES
- FOCUSING ON GOOD THINGS
- ACKNOWLEDGING TRAUMA
- GETTING OUT TO DO THINGS
- SUNFLOWERS
- BALANCE
- CONTENTMENT
- BEING HAPPY
- CONCENTRATION
- FEELING INTERESTED
- GETTING OVER THE PAST
- SEEING MY OWN STRENGTH

#### Who Can Help?

- ME
- FRIENDS
- FAMILY
- THERAPIST
- DOCTOR
- PEERS
- SAMARITANS
- GOD/SAINTS
- HELP OTHERS
- GET OUT OF THE HOUSE
- NATURE
- FAITH
- BE NICE
- WALK
- CONNECT WITH PEOPLE
- DISCONNECT FROM PEOPLE WHO DON'T HELP

#### What Can Help?

- LIVING IN THE MOMENT
- MUSIC
- TAI CHI
- ACCEPTANCE
- KNITTING
- HAVE A ROUTINE
- FIND WHAT YOU ENJOY
- DISTRACT YOURSELF
- JOGGING
- HAVE PLANS

HSE Mid West Community Healthcare

Thank you to those who take part in our workshops on Wednesdays 3pm-4pm



### 8.3 Mental Health Staff

In keeping with The National Framework for Recovery in Mental Health 2018-2020 (Action 4.1.3), we continued our delivery of Recovery Principles and Practice (RPP) Module One. Action 4.1.3 requires that all mental health staff are provided with Recovery Principles and Practice workshops within the two years of the Framework.

During these workshops, we facilitated discussions about recovery principles and explored how they can fit with peoples work practices. Staff considered and shared what recovery means to them and our facilitators shared their personal narratives and their experience of the recovery journey.

Between July 2019 and February 2020, we delivered RPP Module One 7 times to a total of 69 people.

Further workshops were scheduled from March to June but these had to be postponed due to Covid-19.

After each delivery of Recovery Principles and Practice Module One, we compiled a report and shared it with management and participants. Each report includes recommendations for the integration of theory in to practice in each location.

Participants complete a feedback form at the end of each training session. Examples from the qualitative questions can be viewed below.

**Table 8.3.1 RPP Module 1 Delivery**

Staff Cohort	Location	Date	Attendees
Limerick Medical Secretaries and Administrative Staff	St. Joseph's Health Campus	27/09/2020	8
Old Age and Psychiatry of Later Life Team Limerick	St. Camillus' Hospital	17/10/2019	18
Rehabilitation Psychiatry Team, Co. Clare	Cappahard, Ennis	05/11/2019	13
Rehabilitation Psychiatry Team, Co. Clare	Cappahard, Ennis	26/11/2019	14
Rehabilitation Psychiatry Team, Limerick	St. Joseph's Health Campus, Limerick	11/02/2020	10
Mental Health Nurses	Unit 5B, UHL	30/01/2020	3
Mental Health Nurses	Unit 5B, UHL	03/02/2020	3
<b>Total</b>		<b>7</b>	<b>69</b>



As with previous years, we were invited on two occasions to give a twenty-minute overview of the service as part of the clinical induction programme for trainees in psychiatry (Non-Consultant Hospital Doctors).

This gave us a valuable opportunity to share our work with a new cohort of staff embarking on their mental health journey.



**Table 8.3.2 Induction with Non-Consultant Hospital Doctors**

Staff Cohort	Location	Date	Attendees
NCHDs (Induction)	St. Joseph's Health Campus	08/07/2019	13
NCHSs (Induction)	St. Joseph's Health Campus	13/01/2020	7
<b>Total</b>		<b>2</b>	<b>20</b>





## WHAT WORKED BEST?

The narrative pieces gave great insight and tips to improve nursing practice.



The ability to discuss other view points and interactions with other MDT's/Colleagues.



The group work and engagement – It got us thinking about our own work.



The personal journeys made me think more about how the family feel and what supports I could offer to the service users' family.



## WHAT COULD BE IMPROVED?

Hearing more stories from different service users on their recovery journey and what worked well for them.



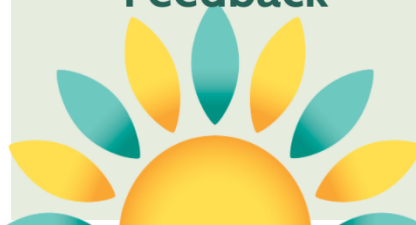
Have more examples of recovery practice.



Practical tips on how to involve and help family members in our service.



## Qualitative Feedback



## OTHER COMMENTS

It was a great course; the belief that recovery is possible should underpin all our practice.



I really enjoyed the workshop, found it hugely beneficial and I will be able to apply more elements of what I learned in my work practice.



Very enjoyable, thought provoking. Hopefully mental health services will continue to move more towards recovery – workshops a very important aspect.

## 8.4 Recovery Education University of Limerick

Mid West ARIES provides recovery education to undergraduate students to introduce future mental health professionals to recovery orientated and person-centred practice. We achieve this through partnership with University of Limerick.

In 2019 and 2020 the following was delivered:

Feedback for 3rd year Mental Health Nurses was gathered using the standard Mid West ARIES Feedback Form.

A variation of this form was used to gather feedback from students in the School of Allied Health Professionals.

The Recovery Principles and Practice Module One Evaluation Form was used with the 4th year Mental Health Nursing students.

After the delivery of Recovery Principles and Practice Module One, a report was compiled and shared with the Clinical Placement Coordinator in the Practice Development Unit for Mental Health Services.

This report included recommendations for the integration of theory in to practice and the suggestions that students made to work for changing work practice.

**Table 8.4 Delivery Third Level Students**

Student Cohort	Topic	Date	Attendees
4 <sup>th</sup> year Mental Health Nursing Students	Recovery Principles and Practice Module One	01/11/2019	18
3 <sup>rd</sup> year Mental Health Nursing Students	Introduction to Recovery and Co-production Principles and Practice	11/11/2019	21
Schools of Allied Health Professionals	Innovation in Mental Health	24/02/2020	90
<b>Total</b>		<b>3</b>	<b>129</b>



### 3rd Year Mental Health Nursing Students

Personal stories. Having a service user speak of her experience re: what works, what doesn't work.



I found the facilitators were very clear in explaining the concept of recovery and I found the personal narrative to be extremely inspiring and it really reminded me of what recovery truly is.



Having all the different perspectives. Very inspirational and heartfelt. Very good session.



All facilitators were interesting, engaging and lovely people that know what they're talking about.

### 4th Year Mental Health Nursing Students

Dividing the workshop into service user, family member and healthcare professional provided the cohort with a better and more knowledgeable understanding of recovery principles.



Very well structured workshop.



Excellent workshop, thoroughly enjoyed it. I noticed on placement that the ARIES Recovery Group was a favourite among service users also.



The module highlighted the importance of the language we use and how it can impact on the individual.



### School of Allied Health

Lots of different voices discussing their roles, how they became involved in mental health services.



It was very powerful to hear from people who have lived experience. Often we hear about or are told about these issues but hearing first hand is much more important.



Facilitators spoke clearly and showed enthusiasm about their work. I wasn't aware of what services were available before to today's session.



What I will take forward in my future work - asking people what they need help with rather than telling them.

## 8.5 Our Covid – 19 Response

### 8.5.1 Online Modules

Mid West ARIES, like many organisations across the country, had to postpone all face to face educational delivery from 13th March 2020. We set about adapting so that we could still offer recovery education to people across the Mid West.

We sent an online survey using to our contacts to find out what they wanted from us as a Recovery Education Service.

After determining the availability of our Recovery Education Facilitators, we got to work on developing a timetable of online modules to deliver from April to the end of June.

We used Zoom to offer online modules, to meet facilitators and to hold ARIES team meetings. This would not have been possible without the contribution of Mental Health Ireland in setting us up on Zoom.

Delivering online modules has given us an opportunity to reach people who have never interacted with us before. People who often wanted to attend used the online platform to see what we were about and joined us on this new adventure.

We have learned so much and we now plan on adding online delivery as a stream of work going forward.

We delivered 13 online modules which were attended by 70 individuals. We were delighted to be joined from the group room in Unit 5B for a number of our online modules where we had 40 contacts.

We used Google Forms to distribute a link to our regular feedback form with the two Likert scales usually used in the community. We also asked for qualitative feedback on what worked best and what could be improved.

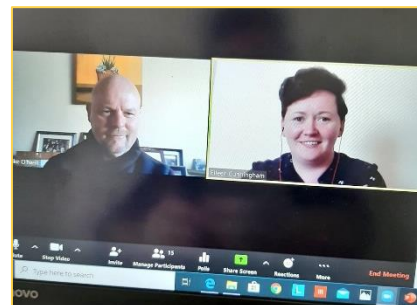




Table 8.5.1 Online Module Delivery

Date	Module Delivered	Attendance	Additional Unit 5B Contacts
08.04.2020	Maintaining Well-being while Social Distancing	14	
06.05.2020 11.06.2020	Connection and Hope in Times of Isolation	21	6
13.05.2020 18.06.2020	Exploring Anxiety in Uncertain Times	25	4
20.05.2020 25.06.2020	Managing Anxiety in Uncertain Times	28	5 3
27.05.2020 02.07.2020	Let's Talk Resilience	20	3 5
03.06.2020	Managing Well-being and Mental Health Recovery	13	2
10.06.2020	My Mental Health – Finding Meaning, Feeling Empowered	14	2
17.06.2020	Let's Talk Depression	11	6
24.06.2020	Family Recovery in Mental Health	8	4
<b>Total</b>	<b>13 Modules</b>	<b>154 (70 individual attendees)</b>	<b>40</b>

Percentages from our CHIME scale and samples of responses to our qualitative questions are displayed below and on the following page.



## CHIME ONLINE



### CONNECTEDNESS

Felt connected to the activities and processes in the session



### HOPE

Felt hopeful about recovery after taking part



### IDENTITY

Felt their identity was respected and valued



### MEANING

Felt that the material delivered was meaningful



### EMPOWERMENT

Felt more empowered after taking part





### WHAT WORKED BEST?

The amount of feedback that was out there. Everything worked well between the organisers and those that took part. It was all very clear and easy to understand.



The content was really good and effective to the topic. We discussed a lot and I took away a lot of new and valuable information.



Layout of the workshop was well structured and breakout rooms useful for discussion on the topic covered... Handouts to complete and helpful information... Everyone given the opportunity to speak.



Enjoyed the breakout room - felt connected with the group, very welcoming and safe space.



### WHAT COULD BE IMPROVED?

The two hours flew by, perhaps more time for discussion in breakout rooms.



Additional resources to help with this time of uncertainty are always welcomed but the workshop went very well and facilitators were quite informative on topics.



It can be difficult over zoom but I think the engagement was very good especially for new people who never done something like this before. So well done on that.



### Qualitative Feedback



### OTHER COMMENTS

Keep on doing what you are doing; it's something to look forward to every week. Makes me feel less isolated.



I really find the workshops very beneficial and useful with loads of information etc. but mostly the facilitators are really great at including people and getting the best out of us, they have a way of making us all feel part of the workshop and heard.



Continue as you are going thanks for all the work put into setting up these sessions it is really helping in these difficult times.



For anyone who suffers from depression this was a very good session. It would definitely help you and also help you to help others.

## 8.5.2 Additional Covid-19 Activity

In addition to running online modules, we explored other ideas from our online survey. Alternative suggestions to delivering face to face courses included videos, podcasts, weekly emails and useful tools.

One of our aims is to be a responsive service and whilst our new circumstances were challenging, we set to work on delivering what people asked for. Our additional Covid – 19 activity is outlined in the table below.

**Table 8.5.2 Additional Covid-19 Activity**

Activity	Details	Response
Videos	- 13 videos uploaded to Youtube.	1486 views.
Online Information and Resources	- 11 weekly emails sent to contacts. - Updated website with Covid related resources. - Social Media – Facebook, Twitter, Instagram. - Google Business information updated.	Increase in followers and activity across all settings.
Recovery Education Facilitators	- 8 meetings via Zoom to prepare and practice.	16 facilitators.
Podcasts	- 2 recorded and uploaded to Anchor.fm.	117 plays.
Additional	- 2 co-produced Covid related resources.	"Messages of Hope" booklet "CHIME During Covid-19" resource.

**To view the above resources, contact us or visit:**

<https://www.hse.ie/eng/services/list/4/mental-health-services/advancingrecoveryireland/recoverycolleges/mwaries/mid-west-aries-covid-19-resources.html>

## 9. Recovery Education Facilitators

Mid West ARIES Recovery Education Facilitators are people with lived experience, people who have used the services, family members of those using the services, and staff working within mental health services.

In January 2020 we held an information morning for volunteer Recovery Education Facilitators. After this successful morning, we recruited new facilitators to join our growing team.

There are now 32 volunteer Recovery Education Facilitators involved with us.

We are incredibly grateful that there is a committed and valuable group of people facilitating recovery education across the Mid West. The face-to-face and online work completed this year could not have been done without them.

One of our priorities is that facilitators are supported in delivering recovery education.

Regular meetings and practice sessions are held to prepare for delivering, to reflect on work done, to discuss the training needs of the group and to provide any additional support people need in terms of preparing for facilitating.

Between July 2019 and June 2020, there were 33 such support and practice meetings held. These were attended by between one and fifteen Recovery Education Facilitators.

This year we developed and delivered new Facilitation Skills training for our facilitators and delivered our new Personal Narrative Training for Recovery Education Facilitators.

We also continued our partnership with Psychology services and a Senior Clinical Psychologist runs a Peer Reflective Group with Recovery Education Facilitators every six weeks.

**Table 9.1.1 Additional Facilitator Activity during Covid-19**

Details	Number Involved
Short video request – Sharing with others how you are minding your mental health	9
Request for Messages of Hope	10
Podcast Recording 1	3
Podcast Recording 2	2
<b>Total Individuals</b>	<b>14</b>

Training	Purpose
Facilitation Skills Training for Recovery Education Facilitators	Facilitation training. The aim of this training is to equip participants with facilitation theory and skills to deliver a range of recovery education programmes. During day one, participants gain an overview of adult learning theory, effective facilitation skills and explore learning in a group context. On day two, participants have an opportunity to apply their theory and knowledge in practice, practice co-delivering ARIES module content and reflect on their experience of facilitating.
Personal Narrative Training for Recovery Education Facilitators	During this full day of training, participants explore the storytelling process and take part in a storytelling exchange. There is particular focus on the importance of the personal narrative in Recovery Education and understanding the values of story sharing in Recovery Education. This training gives participants the experience of framing and delivering their personal narrative, based on who they want to tell it to, why they want to tell it, and what they want the people who hear it to take away.
Recovery Principles and Practice Module 1	This module facilitates discussion about recovery principles and explores how these fit with work practice. The module also provides an opportunity to define what recovery means and to listen to the personal narratives of facilitators and their experience of the recovery journey.



After facilitating online, we asked our Recovery Education Facilitators to reflect on their new experiences.

We used the four F's of active reviewing (from Dr Roger Greenaway) to find out

about their experiences of the transition to facilitating online due to Covid-19.

The four F's are Facts, Feelings, Findings, Future. A sample of the reflections from our facilitators are displayed below.



## 1 Facts

**a. What influenced you to facilitate online?**  
*I wanted to learn the skill.* *To get experience in a "new" online world.*  
*I wanted to help people through his uncertain time*  
*I have facilitated online before so felt that I had the practical skills.*

**b. What was the most memorable/different/interesting thing about facilitating online?**  
*How honest everyone was and how accepting people were.*  
*Getting out of my comfort zone and just giving it a go! I am now one of the converted.*  
*The support from the other facilitators before, during and after was great.*  
*The willingness of people to participate and share in this different platform.*

## 2 Feelings



**a. Before**  
*Nervous, excited, yet strangely calm.* *I always looked forward to the sessions.*  
*Some discomfort and fear as not very tech savvy, hoping I will manage it.*

**b. During**  
*I felt I was learning.* *Felt supported by other facilitators, please by how engaging the participants were.*  
*I felt happy to be able to create a space online where people felt comfortable.* *More comfortable than I thought I would.*

**c. After**  
*I felt people were grateful for the online service.* *I felt good that I had done it - a sense of achievement.*  
*I didn't perform as well as I do face-to-face.* *I felt proud.*

## 3 Findings



**a. What worked best for you?**  
*Being prepared. The opportunity to reflect.*  
*Having a co-facilitator helped and practising beforehand.* *Facilitating a small group and feeding back to the main group.*  
*Knowing that there was someone there who had my back if something went wrong technically or if I needed support after a session.*

**b. What would you do differently?**  
*More training on different functions.* *More time, less content.* *I should have asked more questions in the breakout rooms.*  
*I should have left more space after the session in my work day.*

**c. What was the most valuable about facilitating online?**  
*Making sure people still had access to the service.* *We can still deliver to those who need it.*  
*I can do it!* *You are providing a safe space for people to talk and learn,*

## 4 Future



**a. How do you imagine using what you have learned?**  
*To facilitate and enhance my learning.* *The skills and tools that I gathered are lifelong learning.*  
*I am using what I have learning in my work - I am more open to exploring virtual platforms*  
*Being flexible to change and adapting.*

**b. Are you interested in facilitating online in the future?**  
*Yes.*

**c. Is there anything else you would like to say?**  
*I felt very valued and supported* *Thank you for being brave and moving to online modules!*  
*I never felt that I was flying without a parachute.*

## 10. Development and Innovation

### 10.1 Co-production

Mid West ARIES is committed to co-production in the development and delivery of all aspects of the service.

Principle Two of A National Framework for Recovery in Mental Health 2018 – 2020 outlines the importance of the co-production of recovery-promoting services, between all stakeholders.

Mid West ARIES builds upon the national drive to create recovery-orientated services through the co-production and co-delivery of all modules. This year has seen 4 new recovery education modules co-produced.

#### CO-PRODUCTION

Co-production is a way for people who use mental health services (including their families & carers) & community partners to work together with people who provide mental health services, to make those services better.

#### 10.1.2 Co-producing During Covid – 19

With changes happening in how services are being offered due to Covid-19, we explored how we could offer something to those using HSE Mental Health Services. We decided to hold co-production workshops on "Mental Health Appointments During Covid-19 and Beyond".

Our first question was 'how do we hold co-production workshops remotely?' As always, we responded by adapting to the circumstances and offered a variety of options to people across the Mid West.

What we came away with was enough content and ideas for 3 modules and useful resources for people using services in the Mid West. We are looking forward to rolling our new course on "Getting the Best from your Mental Health Appointments" in our Autumn/Winter timetable.



Table 10.1 Record of Co-production

Material Co-produced	Partners	Number of Attendees
2 Building Resilience Modules	Service Users, Family Members, Staff, Community Partners	19
Full Day of Personal Narrative Training for Recovery Education Facilitators	Mid West ARIES Recovery Education Facilitators	10
1 Let's Talk Depression Module	Service Users, Family Members, Staff, Community Partners	14
Resource: CHIME for Mental Health Recovery During Covid-19	Mental Health Engagement Forums, Service Users, Family Members, Staff, Community Partners	14
Getting the Best from Mental Health Services (Zoom) (new modules and resources currently being developed)	Service Users, Family Members, Staff, Community Partners	7
Getting the Best from Mental Health Services Continued (Telecall)	Staff	2
Getting the Best from Mental Health Services Continued (Zoom)	Service Users, Family Members, Staff, Community Partners	2
Getting the Best from Mental Health Services Continued (Questionnaire)	Service Users, Family Members, Staff, Community Partners	13
<b>Total</b>		<b>81</b>

### Qualitative Feedback

**Involvement from each individual. The co-production element. Everyone can bring a different perspective.**



**It was my first time at a co-production session and I really enjoyed participating in it. All experiences equally valued.**



**The questions were straight forward and appropriate. There was encouragement and space for all to provide input. Each input was acknowledged.**



**The session was facilitated well, everyone had a chance to speak and it brought up some pertinent issues. It was good to tease these out especially with people who had lived experience of using the mental health service.**



## 10.2 Promotion and Communication

Mid West ARIES Communication Strategy was updated and implemented throughout the year to reach as large an audience as possible across the Mid West.

Courses, on-going activities and resources are promoted by email and online. Promotional materials, including a leaflet and community prospectus, were updated and distributed to participants at modules, to mental health teams across the Mid West, and at a range of promotional events. A timetable and location specific posters have also been designed and distributed each term.

These are available to download at [www.hse.ie/mwaries](http://www.hse.ie/mwaries).

To engage a varied audience, Mid West ARIES Facebook, Twitter, Instagram, Google and YouTube accounts are updated regularly. Online analytics are used monthly to assess the effectiveness of social media use.

To evaluate the effectiveness of the Communication Strategy, participants at community modules were asked the following question on the module evaluation sheet: "Where did you hear about this ARIES module?" Answers are compiled below.

**Table 10.2.1 Participants answers to "Where did you hear about this ARIES module?"**

How People Heard About ARIES Modules	Totals from 29 Modules Delivered
HSE Services	66
Email	45
Community Organisations	37
Word of Mouth	33
Social Media/Website	27
Other e.g. Work	20
Poster	12
Facilitator	11
Newsletter/paper	9

### Social Media



### 10.3 Partnership and Collaboration

Mid West ARIES is committed to developing strong community partnerships.

During the planning and preparation of each community timetable, local organisations were contacted and visited. Guided by Mid West ARIES Community Development Work Core Principles, the needs of local areas were considered and a suitable location for the delivery of recovery education was sourced.

In 2019-2020, a number of partnerships were re-established and enhanced while new partnerships continued to develop across the region.

Mid West ARIES also received a number of invitations to participate and collaborate in mental health and education related events.

**Table 10.3.1 Participation in Partner Events**

Date	Event	Participation	Attendees
26.07.2019	Service User Engagement Summer Garden Fete	Stand/Networking	
13.08.2019	Peer support students	Intro to MW ARIES/using lived experience	4
12.09.2019	Introduction to Mid West ARIES to students at NLN, Raheen	Presentation and discussion	25
19.09.2019	Mental Health & Well-being in the Workplace	Stand/Networking	
25.09.2019	Connecting for Life Mid West Roadshow	Workshop and stand	9
26.09.2019	Bedford Row Family Project 20 year Anniversary	Workshop - Introduction to MW ARIES & Living Well With Anxiety	15
03.10.2019	European Conference on Mental Health	Presentation on research	25
07.10.2019	Bon Secours Mental Health Week Programme	Presentation on MW ARIES	6
10.10.2019	Connecting Locally Coffee Morning	Presentation on MW ARIES and info stand	25
23.11.2019	Traveller Youth Mental Health Initiative	Workshop on CHIME and co-production	4
06.03.2020	HSE Excellence Awards Shortlisting Presentation	Presentation	2

### 10.3.1 Partnership and Collaboration Details

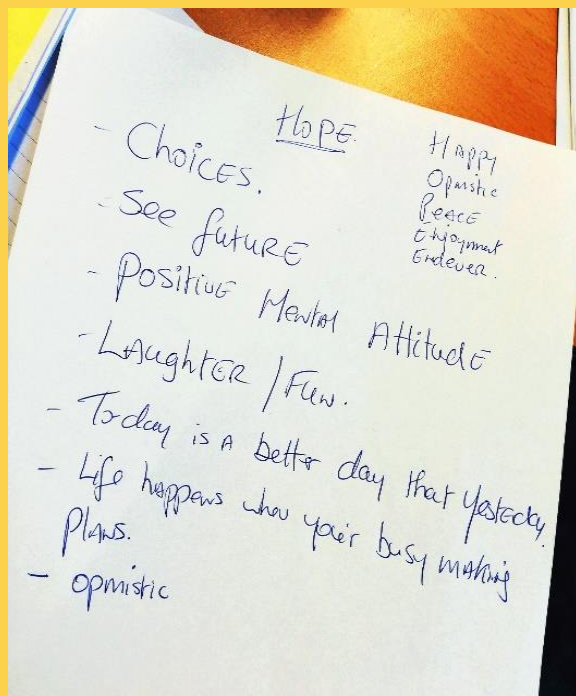
Mid West ARIES has partnered with, and has been supported and assisted by, the following in the last year:

- HSE Mid West Community Healthcare
- Mental Health Ireland
- Office of Mental Health Engagement and Recovery
- Roscrea Community First
- Tar Isteach, Thurles
- St. Mary's Day Hospital, Thurles
- Tipperary County Council Library Services
- Healthy Ireland at your Library
- Le Chéile
- Limerick Mental Health Association
- Bedford Row Family Project
- Samaritans
- Shine
- Focus Programme, National Learning Network
- West Limerick Resources CLG
- Learning Limerick
- Ballyhoura Development CLG
- Paul Partnership
- Rathkeale Youth Space
- Limerick Youth Service
- Moyross Community Enterprise Centre Limited
- Grow
- Aware
- The Lighthouse Peer Support Centre, Kilrush
- West Clare Mental Health Association
- Hope Café, Shannon
- Ennis Mental Health Association
- Bon Secours Limerick
- Mental Health Reform
- Employability
- Limerick and Clare Education and Training Board
- Mental Health Engagement, Mid West
- National Office of Suicide Prevention
- Acute Psychiatric Unit Management and Staff
- Psychology, Mid West Mental Health Services
- Project Management Office
- Psychiatry of Later Life and Old Age Psychiatry, Limerick
- Mid West Traveller Youth Mental Health Initiative
- Counselling in Primary Care
- Department of Psychology, University of Limerick
- Department of Nursery and Midwifery, University of Limerick
- School of Allied Health, University of Limerick

## 10.3.2 Partnership in Action











Recovery & Well-Being Education  
in Mental Health

**HSE Mid West  
Community Healthcare**



**Mental Health  
Ireland**