



Culture of Care Launch: Agenda

Tuesday 21 May 2024, 10:00 – 15:00 | Edgbaston Stadium Banqueting Suite, Edgbaston Rd, Birmingham

Comperes for the day:

The day will be compered by Brendan, Jacqui, Jill and Sal who bring lived experience and equity expertise to the Culture of Care Delivery Team:

- Brendan Stone, Associate Non-Executive Director of Sheffield Health and Social Care and Professor of Social Engagement and Humanities
- Jacqui Dyer, Director of Black Thrive Global
- Jill Corbyn, Director of Neurodiverse Connection
- Sal Smith, Head of Lived Experience and Co-production, NCCMH

Facilitation Team:

- The Culture of Care delivery team will be on hand to assist throughout the day – team members will be wearing red lanyards. Please do not hesitate to approach the team if you need anything or have any questions.

Delegate number: 440

Aims of the day:

- Understanding and helping to shape the ethos, values and approach that the programme will have
- Connecting to the work in people's heads and hearts
- Knowing the immediate next steps for the work
- Leaving the day feeling hopeful and motivated to do the work
- Starting to form the Culture of Care learning community

Overview:

The Culture of Care launch event is the first time that all 61 participating organisations are meeting. Organisations have been invited to sign up seven people to attend and the day it will be an opportunity for you to get to know the other people attending from your organisation, meet other organisations and connect and reflect on why the Culture of Care programme is needed in mental health services. Throughout the day there will be presentations, sharing of stories and exercises for you to complete as an organisation on your tables.

Time	Item
09:30 – 10:00	<p>Registration and refreshments</p> <p>There is a table plan for the day and organisations will be seated together. The tables will be numbered, and the table plan will be on display. Members of the team will also be on hand to guide to tables.</p>
10:00 – 10:35	<p>Welcome</p> <ul style="list-style-type: none"> • This session will be a welcome and introduction to the day, including an overview of the venue and available quiet spaces, and the online Q&A platform that we will be using throughout the day. • The welcome will include time for everyone from each organisation to introduce themselves to each other on their tables. • We will have an exercise for organisations to do on their tables. We will ask organisations to discuss their shared principles for the day and how they want to work together throughout the day and on their Culture of Care work more generally. We will ask organisations to write down their top five shared principles.
10:35 – 11:20	<p>Why do we need change?</p> <ul style="list-style-type: none"> • In this session we will hear from Brendan Stone, Jacqui Dyer, Jill Corbyn and Sal Smith, who have lived experience and equity expertise on the delivery team of the Culture of Care Programme. • Each speaker will speak for roughly 10 minutes and this will be an opportunity for everyone to listen and connect to why the Culture of Care programme is so important.
11:20 – 11:30	<p>Trauma informed approaches</p> <ul style="list-style-type: none"> • Jason Grant-Rowles and Julie Redmond, from the Trauma Informed Collaborative in Camden and Islington NHS Foundation Trust, will present on the importance of trauma informed approaches.
11:30 – 11:50	<p>Break and refreshments</p>

<p>11:50 – 12:15</p>	<p>The story of self</p> <p>We will be using a three-step exercise to help everyone connect to the Culture of Care programme and to encourage others to get involved with the work. The exercise is called the Marshall Ganz Public Narrative and everyone will complete the exercise in three stages throughout the day.</p> <p>The first part of the Public Narrative exercise is telling ‘the story of self’. Everyone will be invited to reflect on the following questions individually and share with others in their organisation if they would like to. The questions are:</p> <ul style="list-style-type: none"> • What motivated you to be involved in this programme and come here today? • What motivated you to take on a position of leadership (or your current role) in your organisation? • What led you to enter this field/line of work in the first place?
<p>12:15 – 12:45</p>	<p>What can you expect from the programme?</p> <p>In this session, Tom Ayers, Director of the National Collaborating Centre for Mental Health, will talk about what everyone can expect from the programme, including the support that will be provided.</p>
<p>12:45 – 13:45</p>	<p>Lunch</p>
<p>13:45 – 14:10</p>	<p>The story of us</p> <p>We will have a slight energiser to start the afternoon session following lunch, where each organisation will be asked ‘if you had to describe your organisation as a mode of transport, what would you choose and why?’</p> <p>We will then ask each organisation to build the second stage of the Public Narrative, ‘the story of us’. We will ask tables to discuss the following questions:</p> <ul style="list-style-type: none"> • Describe your organisation and its core values • What stories can you share that express these values? • What aspirations do you share for your organisation's future? <p>We will ask one person from each organisation to type the group’s response into an online platform.</p>

<p>14:10 – 14:45</p>	<p>Compassionate and relational care</p> <p>In this session, Russell Razzaque, Clinical Director for the NCCMH and Presidential Lead for Compassionate and Relational care at the RCPsych, will provide an overview of compassionate and relational care.</p> <p>Each organisation will then be invited to reflect on and discuss the final stage of the Public Narrative exercise, 'the story of now'.</p> <ul style="list-style-type: none"> • What choices can you make to put relationships at the heart of your wards, create safer spaces and a more trusting environment for patients and ensure that they genuinely feel heard? • How can you, as an organisation, act together to achieve this? • How can you begin now, in this moment? <p>We will ask one person from each organisation to type the group's response into an online platform.</p>
<p>14:45 - 15:00</p>	<p>Next steps and close</p> <ul style="list-style-type: none"> • In this session we will discuss some tangible next steps for organisations to take away and make a start with. • Everyone will also be invited to complete a feedback form for the day.