

Evaluation Report on the Big Event held on the 17.09.06 at Kingston Maurward for Mental Health Carers and Service Users from Dorset County

The purpose of the event was to provide an alternative method of consultation with Mental Health Carers and Service Users from the County of Dorset, as well as providing information stands on a variety of topics and Therapeutic Therapies for the Carers and Service Users.

The event was organised over a 2 – 3 month period by the following organisations working jointly together:

West Dorset Mental Health Forum
Richmond Fellowship
Rethink
The Network (South & East Dorset Service Users)
Poole Service User Forum
East Dorset Mental Health Carers' Forum
Dorset Disability Arts (DCC)
Dorset Adult Education

Funding for the event was provided by the following organisations:

CSIP – £5000 *
South & East Dorset PCT - £200
North Dorset PCT - £200
South West Dorset PCT - £200
Bournemouth & Poole PCT - £200
Dorset Social Services - £200
Bournemouth Social Services - £200
Dorset Social Services _ £200
DHCT - £200
Dorset County Council Arts - £800

*We will use less of the CSIP money when we have received all of donations of £200 in from the organisations listed above.

Total for the event

Expenditure

Magic Drum - £110
DVD – Catherine Batten- £150
Playback Theatre - £600
Interval Music - £60
WH Smith – voucher - £10
Thompson Coaches- £315
Stewards T Shirts – Sarah - £29
Kingston Maurwood – venue and buffet for x200 - £4963

Total - £6237

Subjects covered on the day:

1. Creative Visualization

This was provided by Judy Pechey from Dorset Adult Education over x2 45 min sessions running from 1130 – 1215 and 1415 – 1500. There was a total of 30 people that attended the first session and 37 people the second session in the afternoon. Overall these sessions were

very well received by the Carers and Service Users. One point that was raised in the day was that the group numbers were too big for the size of the room Therefore; we need to keep the numbers down to 20 people in the future.

2. Mirror, mirror

This was provided by 5 people from the 'Mirror, Mirror Playback Theatre' who act out people's thoughts from feedback they get from the Carers and Service Users present at the sessions. Again there were x2 sessions available on the day running from 1130 – 1230 and 1400 – 1500. They were attended by 21 people in the first session and 29 in the second session.

At 1500 they also acted out what people had got out of the day which was very positive indeed and is available in an audio visual DVD form? Overall this subject was very well received and was very powerful and challenging to all that took part.

Feedback from the group 'Mirror, Mirror'

This was what was fed back from Amanda from the Mirror, Mirror group on the two sessions they ran during the day as well as the end session of the day which summed up what people thought about the day as a whole.

Amanda of 'Playback Theatre' welcomed everyone back after lunch. She asked people to talk about what they thought/felt over lunch. Someone said it was a good lunch. A young girl talked about swans on the lake and eating grapes for lunch; she also had seen a fox. Someone else spoke about it being wet and cold (it had started raining). People felt peaceful and that it was a lovely day. Quite a few people stressed they had not known what to expect from the day, and were unsure about coming, but were glad they did. Another person had a conversation - talking about a farming course next September. The young girl also spoke about how she had seen someone early in the morning sailing a toy yacht in the lake at Kingston Maurward.

Someone said that they were wondering how the lunch was paid for, and who had organised the day – other people also wanted to know who had organised the day for them and expressed their thanks. The thoughts and feelings were played back to the group. (There is always a checking with the audience that what has been performed is accurate of what they expressed). It was.

Amanda went on to say how a lot of emotional stories had come out in the morning, and asked if there was anything else anyone wanted to add. A woman in the morning conveyed how she had found herself using drugs and found it difficult to face life and get out of bed in the morning; she hid under her quilt instead. One man had responded to her comments in the morning about how he had also used drugs and attended Narcotics Anonymous.

Amanda asked the man if he wanted to share his story during the afternoon – Yes he did want to:

He had worked as a photographer and regularly taken soft drugs (marijuana). He then went on to harder drugs including heroine.

One day his manager had discovered him taking drugs and sacked him. He said he had had a good time going out, taking drugs, and getting high, but was sad to lose his job. Eventually he got fed up being unemployed and then received a great deal of support from Mental Health Service providers and has been attending Baileys in Christchurch – even had a date that night.

'Playback Theatre' then performed a scene of the man's life - showing the scene of his sacking and then the drug pusher selling drugs to him - more pills, more pills. When they asked the man if it was an accurate portrayal – he said it was very nice.

Another woman talked about needing help from anxiety, When she had gone to the doctor he had given her an assortment of pills. She started going to meditation classes by herself, she found it very helpful and calming. 'Playback theatre' played it back to her – am feeling anxious –

don't want to go out – is this my help? (pill) Is that my help? Is that my help? It's not enough! Not enough! – need another one (pill). Am meditating now! Am feeling calm - am feeling calm. The woman said it was representational of her experience.

Amanda asked if anyone else had a story they wanted to share. Another woman spoke of visiting her doctor. It took him two years to finally send her for group counselling, that was when she went to see a second doctor. She felt that she wanted to hide away, but this doctor told her to get out more. He advised her to go to group counselling – he said he couldn't just drop it and that she needed to develop a life. She found the group enabled her to share her feelings, and realise that she was not 'odd' or 'mad' – and definitely 'not alone'. She was now planning to do an educational course and making plans for a new life – she also informed us all that she was pregnant, something that the doctor was not very happy about – a 'mad person' having a baby – but she was happy about this development. Playback theatre – what did being in a group give you? The woman said she had felt isolated and the group made her feel 'normal' and welcome. And she felt safe. She made new friends. Feedback: the performers then played the scene back to her. She agreed it was representational of her story.

Amanda asked for any other responses for the day. One woman described how her daughter suffered from schizophrenia and consequently she was unable to find time for herself. There followed a detailed description of her life. Her daughter could also be quite aggressive. She was a threat to herself and her family, she regularly cut herself. It was a great problem and strain for them all. Her young brother explained how he loved his sister very much and he felt sad. When the mother had initially tried to get help she had been told that nothing was wrong with her daughter and that she was just seeking attention. She had spent all that day crying. Eventually Social Services had gone to the house one day - after she had been diagnosed, to take her into foster care because of the risk she posed. At that point, the girl had barricaded herself into her bedroom with a knife; she wanted to stay with her family. She was eventually taken into care. The mother found her life very demanding – she always had to be on the other end of the phone, even when she did go out. She had come with her son for the day and didn't know what to expect. She had gone to put his name down to join the drumming workshop and had joined in herself. She had enjoyed it and had even managed to actually switch her phone off, and have time for herself.

The story was played back to her and the woman agreed it was an accurate representation of her situation.

3. Drumming workshop

This was provided by 'Magic Drum' and ran from 1045 – 1130 in the morning. The session was attended by 31 people and was very well received as it was a change to do something physical and make noise. Some people who thought they would not like it were pleasantly surprised.

4. Yoga

This was provided by Katie Murrell and ran from 1045 – 1130 in the morning and was attended by 21 people. Overall this session was very well received by all those that took part. This session was put in at short notice; therefore this was not included on the evaluation sheet.

5. Therapeutic Sessions

This was provided by x3 Therapists who provided 15 min sessions over the whole day. There were a total of 35 people who attended these sessions which were very popular indeed. There were charges for these sessions.

6. Art session

This was provided by Rose Verney from Rethink under the title of 'Hang your opinions out to dry' with the idea that Carers and Service Users could create their own pictures, poems or

words of their experiences of Mental Health Services and was run throughout the day. There were a total of 25 pictures produced.

7. Musical entertainment

This was provided in the lunch break by Will Ferris. This was well received by all people present and it is something we need to incorporate in future events.

8. Information Stands

These were provided throughout the day by the following organisations:

1. Stop Smoking
2. Body Shop
3. Fair Trade
4. Adult Education
5. North Dorset PCT
6. Poole Mental Health Service User Forum
7. West Dorset Mental Health Forum
8. East Dorset Mental Health Carers' Forum
9. Oak Tree Club
10. Rethink
11. Richmond Fellowship
12. Dorset Credit Union
13. Prescription books
14. Dorset Volunteer Bureau

Comments from Carers and Service Users:

Carer's comments from the evaluations for the Big Time Out Event
September 17th 2006

Sessions:

- As 2 Young Carers we spent our time running around and on the art stand.
- Games needed for young people.
- Maybe a small creative event for children.
- Regarding the venue – echoed – the noise outside the library during creative visualisation was distracting.
- Where was the meditation – not provided?
- The Holistic Therapies room requires a more uniformed appointment system.
- I have my own mediation every morning. I did look in on other workshops, but did not seem to help – too holistic.
- Regarding the creative visualisation, I have been to better, but understand the venue was mixed, so had to be careful.
- More of them. Bit disappointed the Meditation session and Chi Kung wasn't there.

Catering and venue:

- Please provide more chairs and tables indoors to enjoy the lunch; food was lovely, well done.
- The catering was superb.

Other:

- Remind people to bring their reading glasses.
- Too many people, but good to have so many stewards.
- I really enjoyed and found the folk music and words very helpful.
- More variety in information stands from all of Dorset County, not just the West.

[Service User's](#) comments from the evaluations for the Big Time Out Event September 17th 2006

Sessions:

- All very good and therapeutic.
- Meditation – had been cancelled.
- Therapy session – had no money to pay for this.
- Therapy session – too much to be able to afford.
- Holistic therapies could have been more affordable, so more people could try them out.
- The hand massage was wonderful.
- Never heard of Playback theatre or creative visualisation before, did not know what they meant on flyer – details would have been very good on flyer to explain.
- Why did visual presentation start half an hour later than the theatre presentation – very boring waiting.
- Drumming workshop – good fun, very musical, not long enough.
- Playback theatre – outstanding (dog was great!); more needed should be prime television provided this ensemble does it.
- Could not afford any of the treatments.
- More information about what the different sessions entail.

Catering and venue:

- Catering was excellent.
- More seating needed at the buffet.
- A licensed bar – real ales?
- More tables to eat lunch on.
- Regarding the catering – cups far too small; lunch was late; queues too long (have trouble standing in lines as have bad hips); not enough coffee – need it constant.
- More structure and information about the buffet – the signs about the type of food could be displayed away from the table and perhaps more indication about where to stand – couldn't see menu.
- More seats needed inside.
- Easier access to tea and coffee needed; separate pots of tea/access to hot water.

Other:

- We need more events like this.
- Plenty of helpful stewards.
- Why didn't the Purbeck area have a stand?
- The day was too long.
- Literary handouts– very good. Some better than in my area. Interesting to compare what is happening across the border. Could have done with carrier bags for literature.
- Loved the tent in the conference room.
- Sign posts to car park and event would have been useful.
- Perhaps more activity during the day – perhaps somewhere people can meet and talk especially about their condition – perhaps a discussion group led by someone but with no feeling of having to participate.
- More emphasis on networking and more information about groups, self-help and how to get access to various professional groups. More groups to be represented.
- Access to the programme prior to the event either by post or website.
- It might be helpful to have stewards who can talk to people who might have come alone – e.g. host/hostess role. Plus, help in getting to know other people.
- Tea and coffee to be served at a particular time to give a chance to meet people e.g. talk.
- More professional people to ask questions to – perhaps talks by professionals – psychiatrists, OTs, CPNs to help breakdown boundaries.

Comments from the [Healthcare Professional's](#) evaluations for the Big Time Out Event -
September 17th 2006

Sessions:

- Playback theatre was powerful, felt needed people in the room available to support participants emotionally affected by session.
- Creative visualisation room should be located at a quieter end; noisy hall interfered with session.

Other:

- We were asked about alcohol and drugs, so it may be good to involve CADAS next time.

Comments from the [Voluntary Sector's](#) evaluations for the Big Time Out Event
September 17th 2006

Sessions:

- Creative visualisation – no boundaries were set.
- Playback theatre – ethical?
- Creative visualisation was very crowded. Couldn't have fit anymore in the room – so perhaps a different room would have been better.
- Playback theatre – excellent!

Catering and venue:

- Catering – confusion over timing.
- The location of food too crowded for the disabled to cope with. Where were the smoked salmon and prawns? Was it only the potatoes that were hot? No sign of anything else. Staff unhelpful and lunch was half an hour late.
- Catering was too crowded – would have been better around the main hall. Information stands could have gone down the hall way instead. Also, orange squash for example could have been offered as an alternative to tea and coffee.
- People wanted coffee after lunch; there wasn't enough and we were told by the catering staff we had used up our quota.

Other:

- I think that having more service user/carer groups involved in terms of exhibitions of work and information could have been useful though am very aware of time constraints for this event. To be really successful it needs more time to organise.
- Thank you for the event – a very nice day.

- Having a coach laid on made it more accessible for people, but if people wanted to come by public transport, the venue may not have been appropriate.
- Were all the areas (geographically) covered equally? Perhaps it would have been good to have a CMHT presence there.

Transport was provided in the East Dorset area by a 49 seater bus which picked up from Christchurch, then Bournemouth, then Poole and then on to Kingston Maurward. A total of 35 Carers and Service Users travelled on the bus. In the West of the county, transport was provided by mini bus. This confirms what we had felt that transport is needed for these events to maintain the numbers who take part in this valuable consultation event.

On the day there were a total of 112 Carers and Service Users who attended, as well as 41 workers and stand people giving a total of 153. Out of the 112 evaluation forms that were handed out to the Carers and Service Users on the day, a total of 97 were returned of which 34 were from Carers and 47 from Service Users. Please see detailed breakdown of the evaluation forms in the Annex attached.

There was also a raffle held on the day for all the Carers and Service Users of which 12 prizes were handed out.

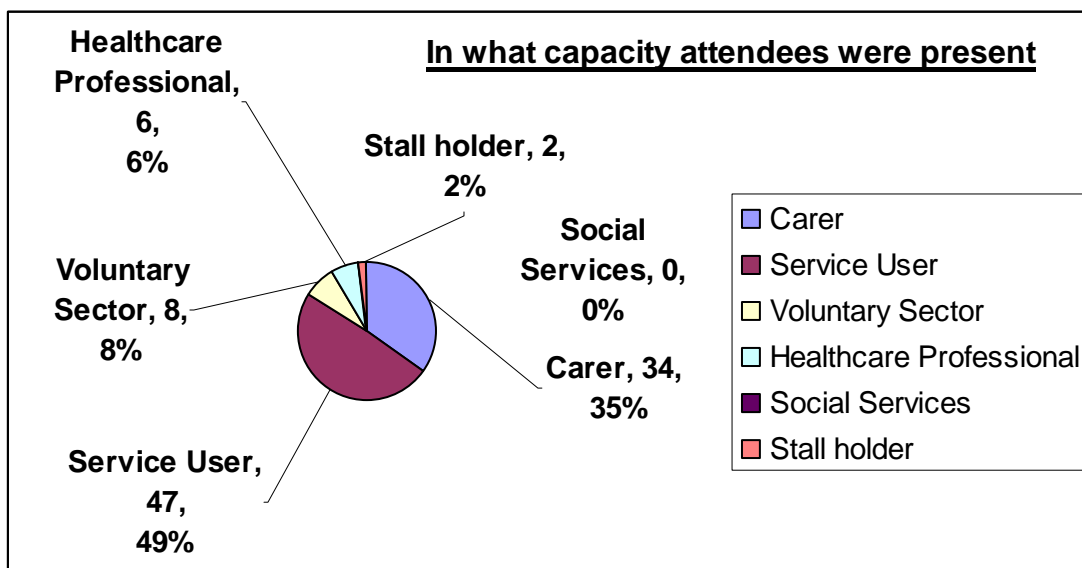
Overall the event was very well received by the Carers and Service Users who would like to see this type of event held again in the future.

Last of all, on behalf of the Committee we would like to thank all those who made this event such a success and look forward to meeting you all again in the near future.

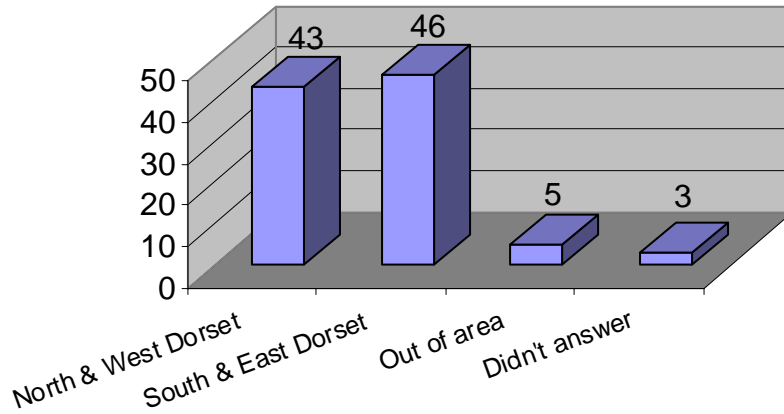
Annex 1

**Graphical analysis of the Big Time Out Event – Kingston Maurward
September 17th 2006**

97 Evaluation forms were returned completed. 34 were from Carers, 47 from Service Users, 8 from the Voluntary Sector, 6 from Healthcare Professionals, none from Social Services and 2 from independent stall holders.

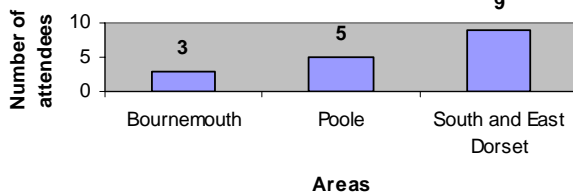


Where attendees were from

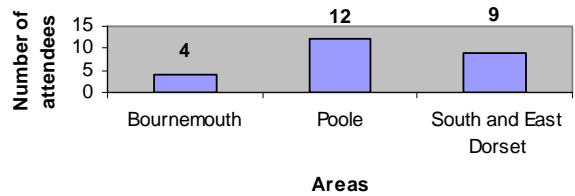


Area breakdown

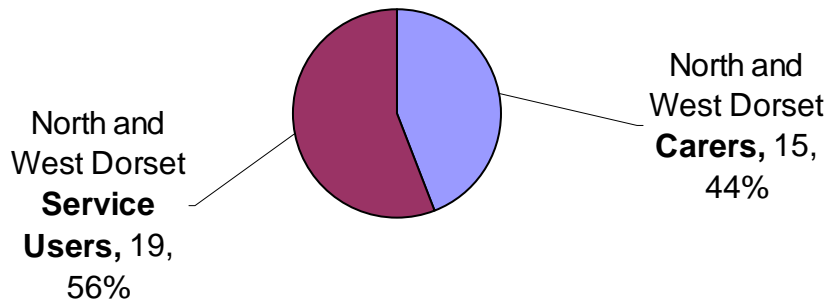
South and East Dorset area breakdown for Carers



South and East Dorset area breakdown for Service Users

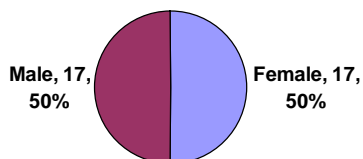


North and West Dorset Carers and Service Users

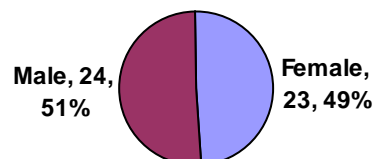


The following graphs and charts focus on the responses from Carers and Service Users only.

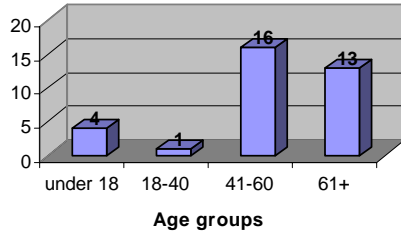
Number and gender of the Carers



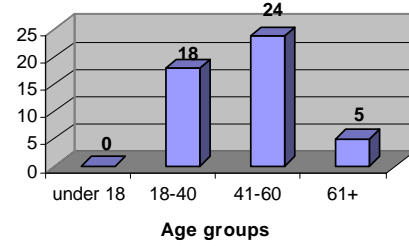
Number and gender of Service Users



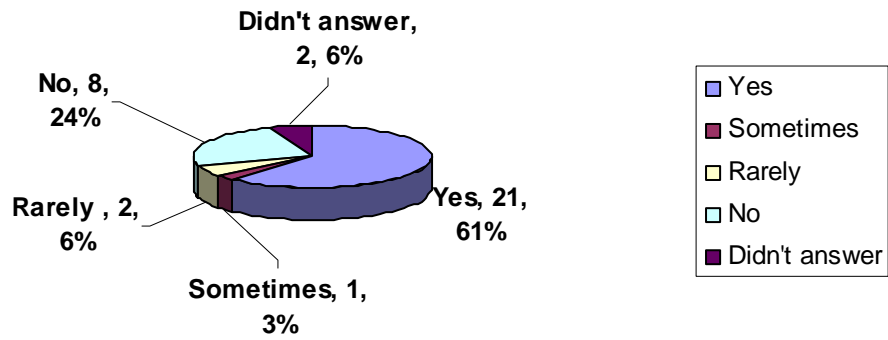
Age of Carers



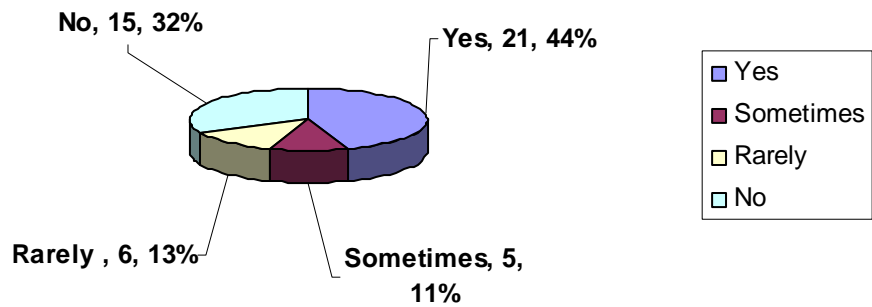
Age of Service Users



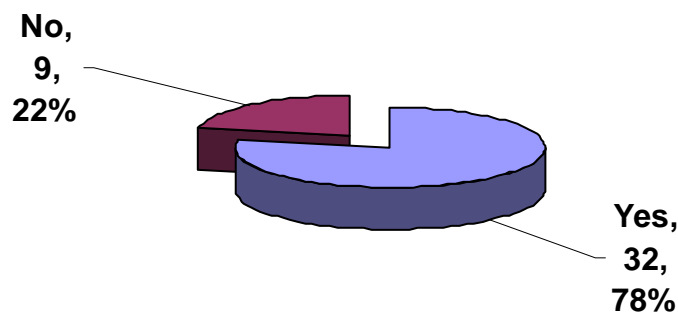
Carers who have access to the Internet



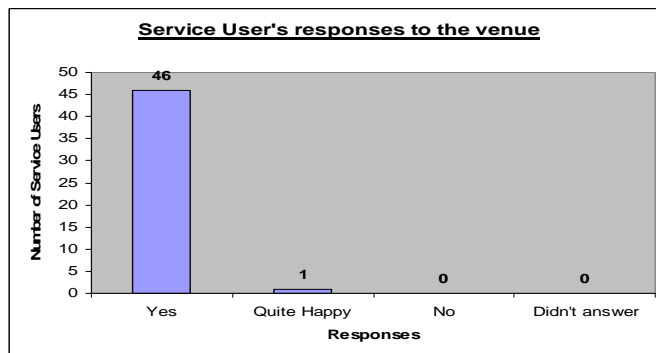
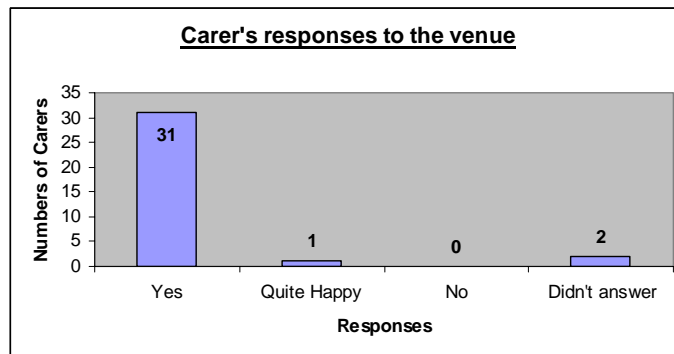
Service Users who have access to the Internet



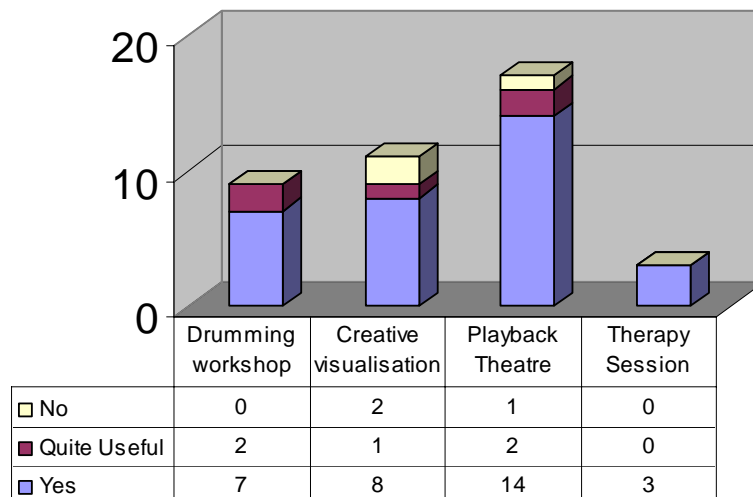
Carers and Service Users influenced to attend because transport was laid on.



All the information stands were found helpful by many of the respondents, but the one with the most votes was the Health Promotion ('NHS'/North Dorset PCT) stand, followed by the Fair-trade stand, then the ones for Adult Education and Rethink.

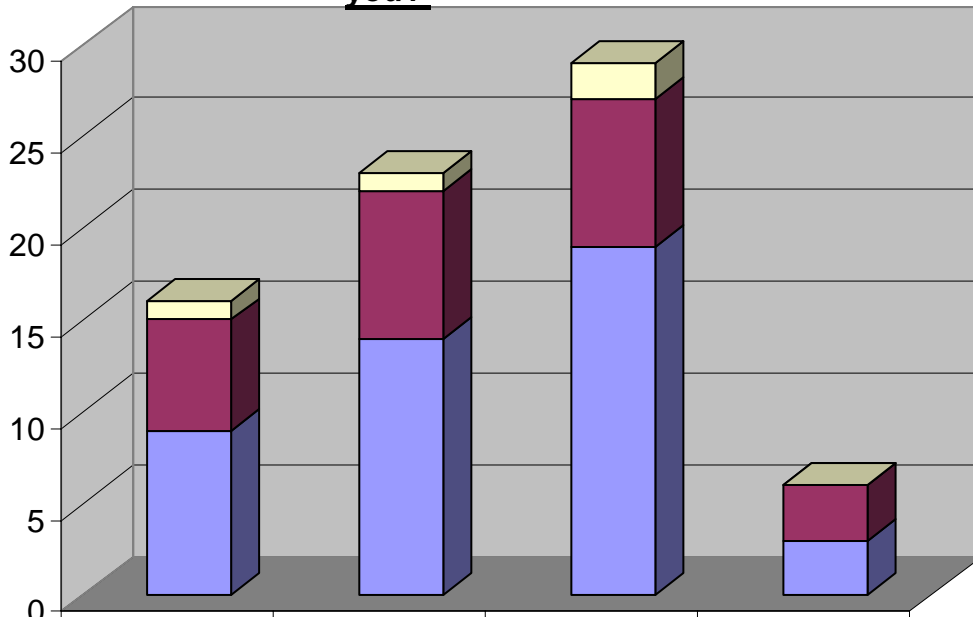


Carer's responses to the sessions- 'Were they of benefit to you?'



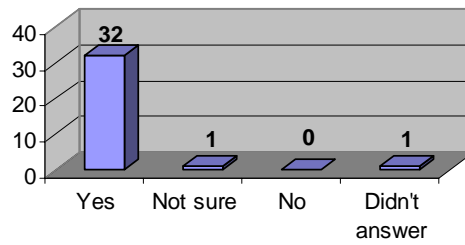
Sessions available

Service User's responses to the sessions- 'Were they of benefit to you?'



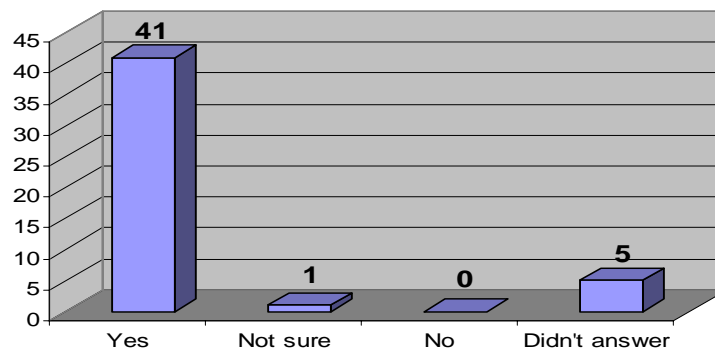
	Drumming workshop	Creative visualisation	Playback Theatre	Therapy Session
□ No	1	1	2	0
■ Quite Useful	6	8	8	3
■ Yes	9	14	19	3

Carers, who would like further days like this one being organised



Responses

Service Users, who would like further days like this one being organised



Responses

