

## Life Rooms Advisory Group (LRAG)

05.12.18 1 – 4pm

### Walton Life Rooms

#### 1. Introduction

#### 2. Review service responses from last LRAG

**Day to day queries about goings on** – sometimes feels as if there is inconsistency in staff knowing what is going on day to day within the Life Rooms. Also, some people felt that if they had questions about particular activities/courses that these were not taken seriously. It was recognised that this was often due to staff being busy. The group would welcome a sign to clearly show where to go if they need help/who to ask. For example 'If you need help, just ask!'

*LR response: We have created a 'course blurb' document which gives a brief description for each course. Also, before a new time table is released the team get together with the tutors to give all staff the opportunity to ask questions on course/content etc. If the reception staff are asked a question, regarding a course that we are unsure of, we will do our best to locate a tutor to answer any questions.*

*LR response: Always ask at Southport/ Walton reception and you will be directed to the best person to answer query. Every member is taken seriously and even if we are busy we will get back to the person as soon as possible.*

LRAG discussion:

- Course blurb document - doesn't need to be a monthly thing, happy for this to just be a continuous document that just gets updated when there are new courses.
- Course blurb document - lots of really good feedback, group would welcome a similar document for other activities available in the Life Rooms (not just Recovery College)
- Course blurb document – some course titles could be clearer, e.g. 'Living digital'
- Course blurb document – 'Course'/'student' terminology – 'activities'/'groups' would be preferable
- Who to go to for help – staff/volunteers/LR users should be proactive when new people/people in distress come in, providing company and asking if they're ok

**Life Rooms staff training process** - the group wondered whether there was a consistent training process for new Life Rooms staff. Could LLAG input on what this looks like? What would Life Rooms users feel it would be important for all Life Rooms staff to know?

*LR response: All new staff members have corporate induction and then when they join the team they have 'local induction' which means they shadow a Life Rooms Staff member. We always ask staff, old and new, to ask a colleague if they are unsure. We don't have all the answers but we will do our best to answer any questions. New courses and groups are being introduced all the time so we are learning each day. The Walton team have a weekly 'morning huddle' this happens every Wednesday where the manager briefs the staff on weekly planned events.*

*LR response: As members of staff we have volunteers on our interview panel we shadow staff for up to 2 weeks which involves sitting in on courses and talking to members and Mersey Care Induction which has speakers talking about their Mental Health journeys. We have evaluation forms for the Recovery College and we now have suggestion boxes, which are reviewed regularly.*

LLAG discussion:

- LR volunteers in the group felt they had good training and were able to suggest further training topics when needed
- Introductions within RC courses was felt to be very important, all staff and volunteers should ensure this take place
- Suggestion box – Need a clearer process, what is the suggestion box for? Feedback or ideas or both? What happens with the feedback? The group would welcome a 'You said, we did' poster reflecting the outcomes from the suggestion box and a 'feedback card' that could be actively given to people who come in the Life Rooms for them to put in the suggestion box.

*\*\*Didn't manage to discuss the other service responses within the time frame so will circulate by email and pick up next time.\*\**

### **3. Chaplaincy introduction (Sara Doyle)**

Sara gave overview of chaplaincy service within Mersey Care and interaction with the Life Rooms. The group felt that chaplaincy services available at the Life Rooms could be better advertised.

### **4. Open forum 3.00 – 3.45**

Life Rooms tree poster was discussed: more posters and postcards available for collection and distribution by the group



Life Rooms charter: Michael Crilly, Director of Social Inclusion and Participation, came into the group to discuss the charter. Michael discussed the charter point 'Always assume it's possible'. He described this as a key part of the Life Rooms ethos because it captured the notion that barriers that are needlessly placed on people when it comes to mental health, and this statement encourages all people to think in terms of possibilities as opposed to limitations. It was agreed that a general statement would be included at the top of the charter to encompass this sentiment, and then the 5 charter points developed by the group would be listed below. A final version of the charter will be circulated at the next LRAG meeting.

#### **5. Any other business**

Opening of Life Rooms Bootle January 2018. Engagement events being held w/c 7<sup>th</sup> January.