

Pilotlight Substance Misuse Recovery

Focus group feedback 23/06/16



Participants

Method

An Evaluation focus group was run as first step in a process of an external evaluation by VIE.

The evaluation focus group was run as a 2 hour session at the end of workshop 8, considering the effects of the project so far. Jenni Inglis, VIE's Managing Director, led the focus group. IRISS staff left before the focus group started.

Jenni introduced herself to the group, explaining her remit, and gave them a consent form for their participation, which everyone signed prior to commencing the focus group.

Future evaluation activities will consider the effect of the implementation phase of the project.

1. Feedback on the Pilotlight Substance Misuse Recovery process

The scope of the Pilotlight Substance Misuse Recovery co-design project was wider than the other Pilotlight co-design processes facilitated by IRISS. In addition to the intention to co-design prototyped responses to Self Directed Support, it also included (1) a stated intention for Turning Point Scotland to employ two peer support workers in the implementation phase of the project, and (2) funds for “test budgets” for participants in recovery to spend in order to achieve agreed outcomes relevant to recovery. The design of the peer support roles was included within the scope of the co-design project.

Participants were given a process map to remind them of what the project had included. They were asked to mark how they felt about each point on the process individually using smiley faces and note any stand out moments.

Fourteen sheets were returned and these have been aggregated for this report. An overview of the process and some representative responses are shown on the next two pages- figure 1.

Comments about the experience of the process overall included positive feedback about the facilitation style:

“Overall good experience, well done Judith and Kate.”

“Very warm and inclusive facilitators.”

“Style and method was novel, original. Enjoyed and welcomed.”

“Facilitators kept positive, creative, inclusive, open discussions and in fact managed some passionate participants”

“Presentations throughout Pilotlight very well done and explained”

However some participants found it a difficult and confusing/ confused experience overall:

“Felt some aspects of the workshops have been divisive.”

“Some professional participants did not come with inclusive outcomes and clearly felt threatened or wanted to show their authority/ position within SDS.”

“I was still finding out about what SDS is and how it will work in the last session.”

“Session 1 & 2 took too long, not really clear. Too much time spent on earlier sessions and rush at end.”

“Difficult to follow, acronyms difficult. Questions go from one professional to another.”

“Felt slightly outside”

Process Map



What we did



How I felt

Before

Discover

Finding out about self-directed support for substance misuse

- Session 1- 8th October**
- Getting to know one another,
 - Thinking about recovery,
 - Finding out about Pilotlight and co-design,
 - Thinking about how we want to work together,
 - Learning about self-directed support (values and principles) and action research.
- Session 2- 26th November (Aberdeen Foyer)**
- Finalising Working Together Agreement,
 - More about self-directed support,
 - Test budgets,
 - Peer supporter roles,
 - Research feedback,
 - Designing Pilotlight characters

Define

Agreeing the areas we want to plan for

- Session 3 -28th January**
- Introducing our Pilotlight characters,
 - Case study from Hampshire,
 - Designing for Pilotlight characters,
 - Agreeing our working themes,
 - Test budgets – continuing to plan,
 - Discussion about peer support.
- Session 4 -3rd March**
- Beginning work on theme 1 and 2
 - Test budgets – initial feedback,
 - Guest speakers from Turning Point Scotland
 - Developing the peer support worker role description

Develop

Having ideas and making plans

- Session 5- 31st March**
- Completing work on theme 1 and 2,
 - Test budgets,
 - Peer support workers: employee & employer expectations,
 - Designing interview questions, Specimen answers and practice.
- Session 6- 28th April**
- Guest speaker, Yvonne Strachan,
 - Begin working on theme 3 and 4,
 - Test Budgets,
 - Peer workers : information & training role,
 - Peer workers : presentation skills

Deliver

Putting plans into place

- Session 7- 19th May**
- Prototyping reminder,
 - Guest speaker, Alastair Minty,
 - Continue working on theme 3 & 4
 - Guest speaker, TPS HR Advisor,
 - SDS Peer Workers : job description
 - SDS Peer Workers : recruitment
 - Planning presentation of Pilotlight work
- Session 8- 23rd June**
- Developing SDS animation storyboard,
 - SDS Peer Workers : update
 - Guest speaker, Cornerstone SDS,
 - Final test budget reports and claims,
 - Feedback on presentation,

| Before | Discover | Define | Develop | Deliver |
|---|--|---|---|--|
| <p>Happy Relaxed unhappy</p> | <p>Happy*7 Surprised*5 frustrated *3 Unhappy*5</p> | <p>Happy*12 Relaxed*2 Unhappy*5 Overwhelmed Surprised Confused Frustrated</p> | <p>Happy*10 Confused*4 Unhappy*3 Surprised*4 Ok*2 Relaxed *2</p> | <p>Relaxed*5 Happy*11 Confused *2 Unhappy *8 Surprised*2</p> |
| <p>Very unsure, nervous</p> <p>Hopeful that the process would expose underlying tensions so that they could be identified and resolved.</p> | <p>Workshops 1 and 2 received mixed comments. These mostly revolved around the pace and a perceived lack of clarity about the scope of the project.</p> <p>The pace “Enjoyed but felt too slow paced. Understood why pace slow and willing to accept in the interests of other participants.”</p> <p>“Workshops were brilliant. Felt setting us up for something really inclusive and that might make a difference.”</p> <p>“What is all this about? It became a bit clearer after workshop 2.”</p> <p>“Not sure this is for me but will try.”</p> <p>Some participants felt the scope of the project was not clear and/or had not been communicated well beforehand:</p> | <p>Workshops 3 and 4 received mostly positive comments.</p> <p>“This stage of the process gave me some clarity about the direction of work. Started to feel hopeful that we would achieve positive outcomes.”</p> <p>However two people felt there were missed opportunities and a lack of clarity at this point:</p> <p>“Some unresolved underlying tensions were being exposed. Frustrated that we didn’t work through those tensions adequately to resolution.”</p> <p>“Again great workshops but there was missing info/ mixed ideas of what SDS was and who/ how it would work.”</p> <p>Some people enjoyed workshop 3 Felt less nervous. Started to understand better.</p> <p>Really good session. Enjoyed</p> | <p>Workshops 5 and 6 received more mixed comments:</p> <p>Workshops were great again-very creative and challenging.</p> <p>Frustrating and had to bite my tongue as there was certain parts of the process that I still don’t agree with.</p> <p>During session 5 it became clear that the group had some fundamental misconceptions of SBS and that this was impacting on how the work was progressing.</p> <p>Workshop 5 was reported as very useful by people in recovery and some others:</p> <p>Everything starting to come together (at last)</p> <p>Enjoyed interview section of the day.</p> <p>Two people found workshop 5 too much: Too much information to take</p> | <p>Comments on workshop 7 can be grouped into two.</p> <p>Firstly comments regarding Alastair Minty’s presentation at workshop 7, which are mostly, but not exclusively positive:</p> <p>Great presentation from Alastair Minty.</p> <p>Best presentation of all. Made SDS come to life for me but professionals still defensive and protecting position of control.</p> <p>I really liked the talk Alastair did although I was a bit confused and had to get Judith to explain because SS for substance misuse was different than what he talked about</p> <p>Secondly comments about the HR input on the peer worker role at workshop 7, which were nearly all negative:</p> <p>I was also a bit confused about the HR describing the job</p> |

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| | <p>“Needed to explore the rules around SDS more extensively at this stage.”</p> <p>“Lots of confusion with SDS and single point of access. Lots of uncertainty. Some good opportunities to explore and discuss.”</p> <p>“A lot of the time I felt I had to defend the LA position.”</p> <p>“I was quite surprised to learn that there would be paid jobs at the end of it.”</p> <p>“Frustrated at first when told SDS only for people in chaotic addiction but argued about this for weeks.”</p> <p>“More argument when told SDS only available through social work.”</p> <p>“Test budgets idea great although individual I was working with felt uncomfortable.”</p> | <p>seeing the characters come to life.</p> <p>Others found workshop 3 intense:</p> <p>Feeling under pressure. Not sure I’ve taken this in. A lot to take in.</p> <p>Workshop 4 mostly attracted positive comments about guest speakers:</p> <p>“This was a great session and really brought to life peer worker roles.”</p> <p>However not everyone saw the relevance of the guest speakers at workshop 4:</p> <p>TP guest speakers had nothing to do with what we were trying to achieve.</p> <p>The test budgets were also seen as positive.</p> | <p>on board.</p> <p>Two people thought the worker’s role should have been clearer ahead of workshop 5:</p> <p>Think job roles could have been better developed.</p> <p>Workshop 6 mostly attracted positive comments:</p> <p>Good, informative interesting. Learning of value.</p> <p>However three people three people mentioned ongoing confusion at workshop 6:</p> <p>Presentation again changed my understanding of SDS.</p> <p>Common feeling of not being able to spend enough time in discussion groups to reach the possibility of clear answers to questions set.</p> | <p>because it seemed so different to what we had learned.</p> <p>Worst of all the sessions, HR’s lack of knowledge demoralising.</p> <p>The Cornerstone talk was very interesting and I was happy with what was involved in the Role.</p> <p>Workshop 8 attracted some positive comments:</p> <p>Good session- clarification about key questions. Felt more positive- progress made. Clear next steps, some queries remain but this is an evolving process.</p> <p>.. and some expressions of relief:</p> <p>Glad that it’s finished.</p> <p>Looking forward to the end but glad I did it. Feel like a guinea pig.</p> |
|--|---|--|--|--|

Some participants felt the project had not really concluded:

“This remains a huge task. Not sure If we’ve done what we set out to do.”

“Felt like an abrupt ending with a lack of clarity around how everything would be taken forward.”

“A little rushed still many outstanding questions from the beginning session, otherwise ok. Could do with more clarification on SDS for those of use in recovery.”

“Too little learning from the findings of test budgets.”

Once everyone had done their process maps, given the volume of comment about difficulties with the process, Jenni asked small groups to discuss and decide on one thing that should be done differently, if a similar project were to be conducted in future.

Jenni captured this on a flipchart. Comments captured included:

Participants said “there should be clearly defined job roles from the start, or at least restrictions should be clearer”

With further clarification participants suggested:

“there is a difference between terms and conditions, which could have been set, and the skills and attitudes, which it is useful to have the co-design group input to.”

Another idea was

“pre-workshops for community members, so they can get up to speed”

And lastly

“more time to follow up on questions raised”

2. Feedback on outcomes (changes) achieved so far

Participants were asked to discuss the outcomes of the project on their tables. To aid the discussion the broad topic of change was broken down into three themes; reflecting aspects of the project that were likely to have affected people:

- What difference has working in a diverse team made to you?
- What difference has working with the creative tools made to you?
- What difference has exploring the issues and opportunities around SDS made to you?

Each table was provided with these questions printed in large text and a set of cards on which they were asked to write a comment for each area of change that they had a comment about.

Once everyone had had a chance to consider it, Jenni took the cards in turn, grouped them on a sticky wall and asked for any clarification of points raised.

Comments made included:

Positive results of working in a **diverse team**:

“Enhanced my knowledge and therefore helped me develop my practice”

I have an increased “awareness of overuse of jargon”

“It has challenged my own views which has made me think about things differently” e.g. what SDS really means in practice

“Building confidence and feel my input has been taken on board”

“Diversity within the team has widened my knowledge of the different workings of the services presently available”

One more negative result of working in a **diverse team** was noted:

“Working in this group has showed me professionals are as stuck in their ways and stubborn as users”

Positive results of using the **creative tools** included:

“Can use the tools in different situations”

“6 hats thinking led to surprising results and discussions- have used this in own practice”

“Loved the creative tools and will use them in future”

“Rethink plans for implementation”

“Opportunities to join things up”

“Saw the importance of embedding and developing partnerships and pathways”

“Reinforces how I have always aimed to work- equality, clarity, community, simplify”

However, the **creative tools** used had perhaps not included enough scope for deliberation, leading to issues remaining unresolved and increased confusion:

“Frustrating, confusing worried”

Positive results of **exploring SDS** included:

“Will use examples of what people spend budget on”

“Will be more confident in advising staff and individuals to be assessed for SDS (although nervous around local policy)”

“I’ve learned and gained knowledge on a lot of different services that I never knew existed. Without the project I wouldn’t have known about SDS.”

However, not everyone felt **exploring SDS** had made any difference:

“SDS remains a conundrum where no-one really knows who is eligible.”

“Still unclear about options around SDS for this service user group.”

“Still see opportunities but feel we haven’t moved far to realising it”

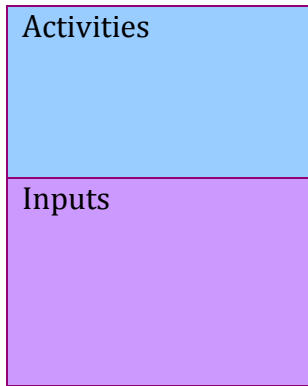
“Still unclear if SDS is available to people in recovery. If it is, what stage in recovery.”

“Test budgets were only a cash payment and might have been for ineligible activities.”

Jenni has combined these comments with others to make a logic model showing what change participants said had happened as a result of the Pilotlight Substance Misuses Recovery project- Figure 2.

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|----------------------------------|---|---|---|---|---|---|
| Outcomes for participants | People who use services feel more confident about applying for peer support roles | People who use services are able to navigate services better, however some are more confused. | The co-design team concludes with confusion about SDS for substance misuse recovery | Practitioners are more aware of the diversity of needs, assets and aspirations in people who use services | Practitioners involve more people who use services in developing services | Practitioners use creative tools to solve problems in their practice. |
| Initial changes for participants | People who use services gained knowledge of peer support roles. | People who use services learn more about services in general including SDS, however there is no conclusion. | The co-design team explores SDS from a wide range of angles. | Practitioners hear more of the perspectives of people who use services | Practitioners learn about and practice using creative tools for involvement | |
| Engagement | | | Most members of the team participate in most of the workshops | | | |





Direction of change

Figure 2- Logic model showing change so far

3. Developing indicators of future success

Lastly participants were asked to thinking about their aspirations for what the project might achieve in time. They were asked to think about how project learning could be applied. Based on this what would success look like, what were there hopes for the results of the project.

They were asked to capture these on another set of cards, again these were collected one by one, grouped on a sticky wall and Jenni asked follow up questions to clarify meaning.

Comments about hopes for the **future outcomes of the project** included:

“Putting our points forward for next project. Making it better next time.”

“Peer posts will come to fruition”

“More people make more sense of SDS, look at different options, it’s not all about the money but about individual resilience”

“ I hope people and service users gain knowledge and use SDS wisely”

“Hopefully the peer support workers will advise them well”

“That SDS will become more visible and that the who is eligible question may eventually be apparent”

“I hope that professional services can work together to provide a clear pathway for people to access SDS”

“That all stakeholders begin to see SDS as a genuine option for those in recovery and raise awareness that there is more to it than direct payment, REMEMBER OPTION 2”

“Agencies work together”

“Project promotes uptake/ use of SDS in order to support individual’s needs and aspirations”

“Agreement on the contribution SDS makes to the Aberdeen shire Recovery Oriented System of Care”


“Increase in knowledge of professionals of how SDS would increase recovery by giving choice and control”

“That the process of SDS can be more defined”

“People will be treated fairly and not stuck in a statutory service even if receiving SDS. Given real recovery options”

Jenni has combined these comments to make a logic model showing what change participants hope would happen as a result of the Pilotlight Substance Misuse Recovery project in future, during the embedding phase- figure 3.

| | | | |
|-----------------|--|---|---|
| Outcomes | The co-design team designs prototypes of SDS for people in recovery. | More people access peer support, and services are more person-centred leading to better outcomes. | |
| Initial changes | Issues about eligibility for SDS of people in recovery are resolved | People in recovery feel understood and encouraged | Other services are develop to be more person-centred. |
| Engagement | Co-design team continue to engage, especially greater collaboration between public and 3 rd sector. | People in recovery access support of peer support workers | Colleagues of co-design team practitioners are influenced to work differently. |
| Activities | Some of the co-design team continue to meet to steer the work. | Peer support workers offer support to people in recovery | Practitioners from the co-design team continue to work in a more person-centred, creative way |
| Inputs | Summary of eligibility issues from co-design process. | Co-designed peer support roles + funding for peer support roles | Knowledge of use of test budgets. Inspiration from presentations. |



Direction of change

Figure 3- anticipated changes in future