Pilotlight Design Brief – Learning and development

Client	Moray co-design team / Pilotlight
The Challenge: Link back to the original barrier. For example, 'to make information about SDS more accessible to people with mental health problems'	To provide SDS learning and development for mental health practitioners (& others)
Background: Provide some information about why you believe 'the challenge requires a new solution'	Throughout the Pilotlight research, it was found that SDS learning and development for mental health practitioners was required. The following areas were identified as being particularly important and are learning areas which are currently not being focused on: • What SDS is and how it works for people with mental health problems • Information about the current mental health services in Moray and what they cost • Involving people with mental health problems in practitioner training • Outcomes based support planning • What SDS money can be used for • Risk assessment and management • Charging policy / means testing
Solution proposed:	New content and methods specifically focusing on: 1. The values / philosophy of SDS e.g. choice and control 2. How to approach / inform someone with mental health problems about SDS 3. Understanding about outcomes and knowing how to have a conversation about outcomes
Current iteration of the solution: What stage is the development for the idea?	A set of recommendations for how Moray Council could design and deliver of learning and development for practitioners and others.
Goals / objectives: • What are you trying to achieve with this new product / service? • What does success look like? • How does your product differ from competitors?	• Mental health practitioners (& others) being informed about the values / philosophy of SDS, how to approach someone with mental health problems about SDS and understanding / knowing how to have conversation about outcomes • When appropriate, people who use services and people who deliver services learning together • The learning and development proposed differs to competitors in that in part, it will specifically target SDS in relation to mental health
Who: • Tell us about your target audience e.g. their age, technology use, knowledge of SDS • Tell us a key insight about your target audience • What support would someone need to use this service? e.g. an introduction from a practitioner or none, people shouldn't require support	• Target audience is mental health practitioners and people eligible for self-directed support due to their mental health problems, and their family carers, support workers and independent advocates. • Target audience feel that practitioners need to fully understand mental health in order to inform someone with mental health problems about SDS. • Target audience feel that much learning

	should focus on allaying peoples fears about SDS. A major insight from Pilotlight has been changing to SDS could cause great anxiety for individuals suffering from mental health problems. • Someone using the service should not require support in order to access the learning and development. They should however be encouraged to reflect on the learning with others afterwards.
What 1: • Outline what it is that people using the product / service should be able to achieve • Tell us where it is going to be used e.g. online, printed materials to pick up • What content will be published?	**The values / philosophy of SDS e.g. choice and control** Recommended learning methods include: • Learning as a group • People who use services and deliver services should learn and contribute to the discussion together Recommended learning content includes: • What SDS is • Focus on individuals and their choices (perhaps illustrated through stories) • Focus on reassuring people and allaying fears about SDS (people who have experience of SDS could be asked to speak about their experience) • Learning how to be an enabler • Learning how to make SDS relevant to the individual (see learning about outcomes) • Bringing meaning about SDS to people, removing complexity and not being abstract • Test / pilot results from people who have accessed SDS **How to approach / inform someone with mental health problems about SDS** A blended learning approach is recommended including these methods: • 1:1 activities - role plays, practicing conversations • Group activities – '*What we do now > What we need to move towards'* discussion tool, *'What are the barriers / opportunities of SDS'* discussion tool • Individual learning - online films, online / offline content, simulation tool of a practitioner / service user conversation Recommended learning content includes: • Making time to learn about people's history • Being people focused (not concentrating on paperwork) • Learning about mental health and the fears about SDS for individuals suffering from mental health problems • Communicating effectively

	• Learning from other local authorities e.g. Stockport Council
	• Helping people have different conversations
	• Case studies of difficult times with service users
	• How to network with / shadow other people who have SDS experience e.g. practitioners, people with lived experience
	Understanding about outcomes and knowing how to have a conversation about outcomes
	A blended learning approach is recommended including these methods:
	• 1:1 activities - role plays, conversational aids,
	• Group activities
	• Individual learning - online films, online / offline content, simulation tools
	• Shadowing
	Recommended learning content includes:
	• What are outcomes
	• How to turn someone's goals into outcomes
	• Helping people with mental health problems understand and maintain outcomes
What 2: Describe (or draw) the journey for a first time user	First time users of SDS learning and development in Moray should focus on the values / philosophy of SDS. Through the recommended 'learning together' approach, it is hoped that everyone (practitioners, people eligible for self-directed support due to their mental health problems, and their family carers, support workers and independent advocates), will be able to understand SDS, its philosophy and the potential of SDS for people with mental health problems.
What 2 (continued): Describe or draw the journey for a familiar user	Familiar users of SDS learning and development in Moray should build on the values / philosophy of SDS by learning *How to approach / inform someone with mental problems about SDS* and *Understanding about outcomes and knowing how to have a conversation about outcomes.*
What 3: • Describe the look and feel of the product / service • Describe the tone of voice that product / service should have	• A general guide to SDS learning and development for mental health practitioners (& others). Guide should categorise relevant information for different groups e.g. social workers, GP's, CMHT • Online simulation tools – an outcomes conversation, understanding mental health in the context of SDS, practitioner / mental health service user conversation about SDS
Details: • Who should have responsibility for keeping the product / service up to date? • Who should supply the content for the	• The SDS Team at Moray Council should have responsibility for keeping the SDS learning and development up to date. • The Pilotlight co-design team could potentially be involved in the delivery of some of the

product / service? • Any other details e.g. guidelines, length, size	activities (particularly the *Values / philosophy of SDS* and *How to approach / inform someone with mental health problems about SDS*)
Inspiration: Please include links to other effective and relevant design examples. These can be examples you find inspiring, have colours you like, speak in the right tone of voice or have the right values.	Everyone Together – www.everyone-together.org
Delivery: • Timescale for the initial prototype • Deadline for final prototype	