

# Community Development Work A Framework for Good Practice

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## DRE BME Community Development Work in Wandsworth

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## 3 building blocks:

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- Culturally appropriate, sensitive and responsive mental health services
  - Community engagement
  - Better information from improved monitoring of ethnicity & dissemination of good practice
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# CDW proactive engagement

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- CDWs have contributed in promoting the establishment of the structures and systems necessary for the Community Development Work Project to develop. As there was no Focus Implementation Site in the area, the CDWs have developed an action plan and delivered work before the establishment of a steering group for the Community Development Work.
- CDWs have also contributed to the drafting of a budget for the CDW Project as only salaries have been agreed initially when the project was commissioned.
- To support the process, the CDWs have facilitated the engagement and involvement of the London Development Centre.
- CDWs training and career development was discussed with line manager Wandsworth Equality Lead Judith Fairweather

# The CDWs have provisionally divided the work into three phases

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## Phase 1

Adult Wandsworth BME Population outreach:

Faith Congregations

Hairdressers & Barbers

Adult Mental Health Care – CMHT

## Phase 2 Young population and CAMHS


Older Population and MH Service Provision

## Phase 3 Police, Probation and Prison BME & MH

Wandsworth is expected to have 4 CDWs. Hopefully the remaining two CDWs to be appointed will be able to deliver phase 2 and 3. This suggestion is to be considered and discussed at the steering group.

# Initial 6 Months

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- Established initial contact and started to develop relationships with:
  - Service users & Carers:
  - SoundMinds,
  - Voicing views;
  - Rethink;
  - Trust BME service users/carers Wandsworth subgroup;
  - Wandsworth Carers Centre;
  - Wandsworth Carers Alliance.
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# Voluntary sector organisations:

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- Servol Community Trust;
- Family Welfare Association;
- The HOPE project;
- Wandsworth MIND;
- Wandsworth MH Voluntary Sector Providers Forum;
- Wandsworth Community Empowerment Network;
- Wandsworth Network of providers of MH services and employment;
- South London Refugee Association;
- Mental Health Interest Group, Bedford House;
- Fannon Project, Balham High Rd;
- Local Multi Faith Forum;
- Wandsworth Asian Community Centre.

# Partnership

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- Wandsworth Mental Health Promotion Forum;
- Wandsworth Mental Health Network;
- Wandsworth Network Providers of Mental Health Services and Employment;
- Met Public Health Community Development co-ordinators and Graduate PCMH Workers;
- Met the Team working with Books on Prescription and the Tamil and Urdu Mood Management project.

# SWLSTG-TR CDW relationships

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- Race equality steering group
- Clinical governance meetings
- Borough Executive meetings
- Trust Chief Executive
- Director of Quality Assurance and Service User Experience
- PALS and Complaints Department teams
- Performance Managers
- Security Specialist
- Communications Dept
- SUN Project Clinical Specialist and lead for Cultural Diversity
- Henderson Hospital Cultural Diversity lead
- Liaison Psychiatry Team, St George's Hospital
- Wandsworth CAMHS service, St George's Hospital
- Trust chaplaincy
- Equalities and Outreach Facilitator, St Georges' Healthcare NHS Trust developing a new maternity service with reference to Female Genital Mutilation.
- Trust BME Staff Outreach group
- Springfield Law Centre

# Activities

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- CDWs have organised, in partnership with Race Equality Foundation and Servol, the 11th of July Workshop on “African and Caribbean Men and Mental Health”.
- CDWs have organised the “World Mental Health Day & Black History Month DRE Conference and Celebration” event at SWLSTG-TR 9 and 10 of October.
- CDWs have contributed to Wadsworth Equality Lead performing the Equality Impact Assessment with Wandsworth CMHTs.
- CDWs network at the Pan London Community Development Network
- CDW contributed towards the NICE draft Community Engagement Guidelines.

# World Mental Health Day

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# Community Development

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- **Community Groups**

Mental Health Awareness

- **Faith Leaders and Communities**

Developing relationships

Developing a pilot Workshop

- **Hairdressers and barbers**

Information on Mental wellbeing, mental illness and access to services



South West London and St George's

Mental Health NHS Trust



# Themes of Institutional Discrimination

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## **1. Assimilation**

- Forcing people to fit into a dominant culture.

## **2. Under-reaction or Over-reaction**

- Ignoring serious problems or intervening in a punitive way with minor problems.

## **3. Disempowerment & Stereotyping**

- Taking away personal autonomy, reducing influence over one's own life opportunities and making negative assumptions about groups of people.

## **4. Service-led Approaches**

- Assessing and meeting people's needs with the priorities of the service or organisation put first with little or no regard for anyone else's priorities.

## **5. Poor Access to Services**

- Bureaucratic procedures, difficult locations and poor publicity about goods or services.

## **6. Erosion of Rights**

- Denial of basic human rights and/or civil rights of people

# Themes of Equality

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## 1. Valuing Cultural Diversity

- Reinforcing cultural identity of individuals.
- Providing positive images and symbols of different cultures.
- Culturally appropriate services and work environments.

## 2. Preventative Approaches

- Supportive services available to all within services or organisations.
- Timely interventions in problematic situations.
- Providing opportunities for the growth & development of people.

## 3. Autonomy & Advocacy

- Assistance for individuals to express their point of view.
  - Access to independent advocates.
  - Groups for building solidarity between people, promoting positive self-image and building self-confidence.
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# Themes of Equality

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## **4. Holistic Approach**

- Model of assessment and planning that takes into account wider social and community issues.
- Building on personal strengths & interests of individuals.
- Helping to define & create desirable personal futures for people.

## **5. Participation & Information**

- Enabling meaningful participation of service users & communities in service developments.
- Accessible information & publicity about services.
- Positive efforts to involve communities in the management & provision of public services.

## **6. Safeguarding Rights**

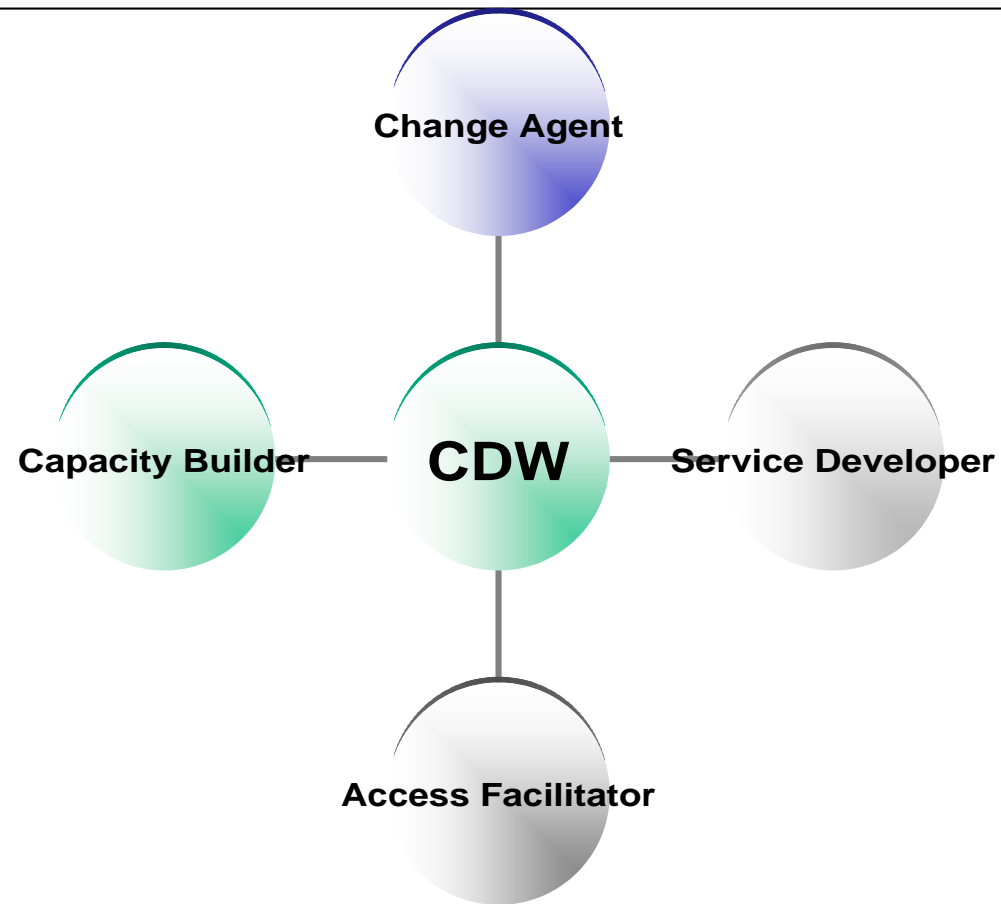
- Policies & procedures to maintain & promote equality and diversity.
- Ensuring that decision-making is linked to clearly defined values.
- Monitoring service quality & having accessible complaints procedures.

*Centre for Clinical and Academic Workforce Innovation*



# CDWs role

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# CDWs role

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- **Change Agent**
  - Identify Community concerns and gaps in services
  - Seek out capabilities of communities to develop innovative practice
  - Increase channels of communication between community & statutory services
- **Service Developer**
  - Advising on training & education of staff
  - Highlight the importance of culture in service systems and practice
  - Develop joint working between statutory & community services
- **Capacity Builders**
  - Developing socially inclusive BME communities
  - Engaging in establishment of community leadership
  - Assist in development of community organisations
- **Access Facilitator**
  - Helping people find effective pathways across services
  - Directing people to community resources
  - Address language barriers and others to services

## Delivering Race Equality in Mental Health - (2005-2010)

### DRE Objectives:

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#### To facilitate and promote organisational change, community engagement and PPI towards

- Decreasing fear of mental health care and services among BME communities and BME service users;
  - Increasing satisfaction with services;
  - Reducing the disproportionate rate of admission of people from BME communities to psychiatric inpatient units;
  - Reducing the disproportionate rates of compulsory detention of BME users in inpatient units;
  - Reducing of violent incidents that are secondary to inadequate treatment of mental illness;
  - Reducing in the use of seclusion in BME groups;
  - Preventing deaths in mental health services following physical intervention;
  - Increasing the proportion of BME service users who feel they have recovered from their illness;
  - Reducing the proportion of prisoners from BME communities;
  - Increasing the range of effective therapies such as peer support services, psychotherapeutic and counselling treatments, as well as pharmacological interventions that are culturally appropriate and effective;
  - Increasing the active role for BME communities and BME service users in the training of professionals, in the development of mental health policy, and in the planning and provision of services;
  - Increasing the workforce and organisation capacity of delivering appropriate and responsive mental health services to BME communities.
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# Why CDWs are essential

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‘Without community engagement it will not be possible for individual care plans/treatments and local services to be designed around and capable of meeting the needs and aspirations of all racial and cultural groups within the local community’

See guidance on [www.dh.gov.uk/bmentalhealth](http://www.dh.gov.uk/bmentalhealth)

# World Mental Health Day


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- Celebrating Diversity



# Nominating

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- Identity and Self-definition;
  - Family context;
  - Communities Context (London Multi-level identity);
  - Complexity & Empathy “*staying with*”
  - Dealing with challenges - Equalities
  - Person, persona, people, Ubuntu.
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# Community Development

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- Meaning making (individual & collective)
- Symbols & personal mapping
- Metaphors, diversity and wealth of ways of being
- Interpretation of one's own experience
- Transforming meaning (personal interpretations, archetypes, mythology)
- Co-construction of Identity and power
- Mental Health Trusts & Communities: THE FUTURE
- Collective Solutions, diversity and creativity
- Transpersonal

# Equalities and Power


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- Delivering Race Equality in Mental Health Care

Aims: Equal Access

Equal Experience

Equal Outcome

- Community Development
  - Patient and Public Involvement
  - Governance
  - Relationships and social change
  - Diversity etiquette, tolerance and reciprocal learning
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