

GROWING TOGETHER

IPS GROW

FEBRUARY NEWSLETTER, EDITION 5

A welcome from Lynne Miller - National IPS Lead, IPS Grow

Hello and welcome to the fifth edition of Growing Together – a newsletter delivered by IPS Grow to share best practice, resources, news and plans across our growing IPS community.

So what's happened to date in 2020? We have launched the second run of the free IPS e-learning course for Employment Specialists, and collaborated with the Centre for Mental Health to produce a workbook to accompany the course (find out more on page 5). We've started to implement our learnings from the Fidelity Training delivered by Sarah Swanson (from IPS Works USA) late last year in London. The training has informed the fidelity reviews that IPS Grow is carrying out at selected sites across England. These will form part of an external evaluation being carried out by RAND Europe, exploring the impact of IPS Grow in supporting services to implement high fidelity IPS practice. Find out more on page 2. The learning is also informing discussions taking place in the National IPS Expert Forum around building a consistent approach to fidelity reviews, and increasing access to them given they are so key in developing and improving the quality of IPS services.

This newsletter also includes an article on the experience of Oxford Health Foundation Trust, in implementing expanded IPS services, and how their IPS Grow fidelity review has supported them in further developing their practice. Find out more on pages 4-6.

With this fidelity theme in mind, recent Communities of Practice have also had a focus on fidelity and performance, with the London CoP exploring fidelity items relating to the Team Leader role, the NE and Yorkshire focused on KPIs and good performance, and the CoP in the Midlands focused on specific fidelity items. These included the Team Leader role in relation observations and field mentoring, assertive engagement and high quality employer engagement. Find out more on upcoming CoP on page 2.

In other news, a European IPS Community network has now been formed which is an exciting development for IPS. The community is made up of 16 countries bringing academics, providers and commissioners together to discuss practical issues and the delivery of high quality IPS. The first meeting will be in late March and we will keep you all informed around developments and learning. Find out more on page 2.

In the spotlight of this edition, is a piece by Bradford District Care NHS Foundation

Trust, who have shared their learning from their involvement in 'daily clinical team huddles', and the positive impact they have had in supporting IPS integration. Find out more on page 6.

The next newsletter will have a focus on IPS recruitment and workforce development, as well as feedback from the first European IPS conference in Iceland. If there is anything in particular you'd like to hear more about or if you would like to contribute to the newsletter, please let us know – email support@ipsgrow.org.uk with any suggestions.

Let's grow together!



Lynne Miller
National IPS Grow Lead



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Highlights and updates



Fidelity Reviews

Following the recent fidelity training delivered by Sarah Swanson from the US, there have been a number of fidelity reviews taking place across the country as part of IPS Grow's evaluation by RAND Europe. Building on this, IPS Grow is exploring how we can offer more fidelity reviews in each region.

Communities of Practice are taking place across the country!

Communities of Practice continue to grow across the country, bringing together providers to build a peer learning community. So far this year, we have had communities of practice focusing on Performance Management, Marketing & Branding, Team Leader Fidelity Items, Fidelity Reviews and Leadership.

Some CoP highlights include:

In the Midlands, Jasmin Sherratt (IPS Grow Lead, Midlands) facilitated a CoP focused around how to build a brand identity for IPS services - this was a great opportunity for services to come together with the support of IPS Grow's marketing lead Martina Gibbons, to focus on the importance of the brand and marketing for IPS services and how they differ.



Pictured to the left, are the attendees at February CoP for the North East & Yorkshire, which focused on performance management & KPIs

Dates for upcoming CoP:

March:

5 CoP - North West **19** CoP -South West **19** CoP -South East **25** CoP - Midlands

To find out about the next COP event for your region, please contact your IPS Grow Lead [here](#).

European IPS Community Meeting

We have formed a European IPS community of academics, providers and commissioners/funders to come together and discuss practical issues about the mobilisation and delivery of quality IPS services within a European context. This community enhances and compliments the existing support from the USA and does not replace it.

The aim is to draw upon the experience of the USA, as well as member countries, to look for ideas and solutions to maximise the impact of IPS.

There are 16 countries in total of which all applied and gained an ERASMUS grant which has formed the European community. This is an exciting development of IPS services to work together for an exchange of ideas, share IPS best practice and to further build networks. The first gathering will be in Reykjavik, Iceland on 26 and 27 March and opened up by Dr Robert Drake. The next newsletter will feature the European meeting to share an overview of the event and any developments.

Recovery, Employment and IPS

Dr Rachel Perkins held an inspirational webinar on 'Recovery, Employment and IPS' – 67 people joined the webinar live and had the opportunity to ask questions directly to Rachel.

For those who couldn't join the live webinar, you can access the recording via the IPS workspace on the NHS Collaboration Platform **here**.



[Access webinar recording here](#)

Employability & Social Media Masterclass

On Friday 28th February at 10.30am - we co-hosted a webinar with Tina Rycroft (Employability Speaker and Recruitment Expert - The Plus Team Training). We had 70 Employment Specialists join the webinar live to gain some top tips around 'employability' for your clients and how to best utilise online channels to find the ideal job match.



Webinar:
Employability & Social Media Masterclass

Specialist Training for IPS Employment Specialists

Tina Rycroft (Director - The Plus Team Training Group)

For those who could not attend live, the webinar has been recorded and shared via the **IPS workspace** on the NHS Collaboration Platform.



[Access the webinar recording, PowerPoint slides and Q&A here](#)

IPS Surgeries

The IPS Surgery is a National Virtual Community of Practice for IPS Employment Specialists and Team Leaders. It's an online webinar hosted by IPS Grow Leads on a monthly basis to share best practice and offer training insights for those working within IPS.

The most recent IPS surgery was a discussion around 'Benefits Counselling' – featuring Warren Trunchion (IPS Grow Lead, South East) and Julia Stapleton (IPS Grow Lead, London) who discussed the concept of benefits counselling – what it means in theory and practice, against the fidelity model. If you missed the surgery, you can access the recording and resources via the collaboration platform **here**.

IPS England Expert Forum

We had the second IPS England Expert Forum last week. The Forum brought together 28 individuals working across NHS England, DWP, Public Health England, Combined Authorities and the IPS expert community to share updates and discuss key IPS implementation issues. Key themes for this forum included building a consistent approach to fidelity reviews, data and reporting and recruitment needs to meet trajectory targets in line with the LTP.

We will keep you informed of any developments in all of the above areas discussed last week as they progress. If you have any queries or would like additional information, please contact your IPS Grow Lead.

The first fidelity review – The experience of Oxford Health NHS Foundation Trusts first formal fidelity review, carried out by IPS Grow as heard by Team Leader, Shelley Monaghan and her team.

Oxford Health NHS Foundation Trust have recently had their first formal fidelity review, receiving a score of 103. We've spoken with the Team Leader, Shelley Monaghan, to learn more about the quick mobilisation to set up and expand their existing IPS service and share her approach to fidelity folders which supported their fidelity score.

Oxford Health have made significant steps over the last 9 months to quickly establish an expanded IPS team which incorporates several Employment Specialists from a third sector provider, alongside existing Trust IPS workers. The service has seen a rapid expansion in the team, from 2 to 7 Employment Specialists. It was also clear from the outset that the service has a clear vision focused on fidelity, which is aligned and supported by senior leaders.

We've spoken with Shelley (Team Leader) around the success of the services recent review - she explained that since she came into post as Team Leader 6 months ago, mobilisation has been a priority and getting the foundations right at the beginning was key. This included preparing for a fidelity review – the service has been set up with clear processes and procedures in place which align with fidelity - ensuring fidelity is not only adhered to, but encouraged and evidenced in line with best practice. See the full Q&A on pages 5 and 6.

Speaking about the service, Warren Trunchion (IPS Grow Lead for South East) states that there is a clear commitment to IPS throughout the service, *"All processes and procedures clearly reflect the fidelity model and allow the service to deliver quality IPS in line with IPS guidance and recommendations."*

The service had a key and influential sponsor in the form of Rebecca Kelly (Director of Allied Health Care Professionals) – who was interested and enthusiastic for IPS. Rebecca also dedicated valuable time in promoting and implementing the service across Oxford and Buckinghamshire.

Alongside Rebecca is Steve Bell, who was also instrumental in helping win support for the service. This senior sponsorship and buy-in was further reinforced by Maria Crofts (Director of Nursing) who was able to ensure the service was known and recognised at Board level.

Warren explained that, *"It is these foundations, alongside the project management support and partnerships which were formed to compliment and support the IPS provision which has best equipped the service to deliver quality IPS, which was reflected in their recent review."*

The first fidelity review – The experience of Oxford Health NHS Foundation Trusts first formal fidelity review, carried out by IPS Grow as heard by Team Leader, Shelley Monaghan and her team.

Q&A with Shelley Monaghan

How did you prepare for the fidelity review?

"Fidelity folders all the way! Within a week of being in post, I had a clear vision that everyone would have one. A hard copy. With there being 25 anchors, we'd work through it as a team – anchor by anchor. In each supervision, we'd naturally discuss aspects of the role, through case management etc, so I'd prompt them, "lets get that in the folder" – so everything was being captured and demonstrated in line with fidelity at the time it was happening. So in theory, we've always been preparing – always looking at the evidence, or how we're going to evidence it. It's become a natural part of the role."

"A month before the review took place, we strengthened our focus on fidelity a bit more. In team meetings we'd focus on 1 to 5 points on the scale – I'd have everyone together around a table to get the conversation going around a group of anchors. This really helped with the understanding of fidelity, what to capture and how to evidence it."

What other preparation took place?

"A few months before the fidelity review, we had a timetable in place - we used the IPS Grow template, which we modified locally for Oxford and Buckinghamshire. Then we made a plan around booking rooms, arranging lunches, getting the clients together for lunches, agreeing times with clinicians etc – I actually felt like an event planner! I think this timetable and agenda for the review was a crucial part of our preparation, it's so important to get the foundations right for it."

What was your experience on the day of the fidelity review?

"On the day, it initially felt like going for a big interview. But because of all the preparation and evidence we'd captured, it became a really positive experience. We never felt 'on the spot', as we had it all in front of us. The reviewers were really impressed with all the content and evidence we'd captured which made the process easier."

"Overall, it was a really positive experience. With it being the service's first formal review, it was nerve-wracking to start, but reflecting back it was a really great experience. Having a full team all together was particularly powerful."

What advice would you give to other services who have a fidelity review approaching?

"My key piece of advice is that it's important to get the foundations in place across your service. As soon as I was in post, I went around all the teams to introduce myself, IPS and an update on the expansion. I was already generating referrals and interest before the team were all recruited. I set up generic email addresses whilst we were recruiting and ensured all services across the Trust had a good idea of who we were, what we do and why (and how!) to refer. We tried to communicate and get this exposure to everyone working across the Trust from learning disabilities to eating disorders. This was really powerful as from the offset, we had good relationships, communication and understanding within the Trust."

"We also had a steering group, which brought together key decisions makers and stakeholders who were able to set out the vision and quickly agree actions and decisions to facilitate the quick mobilisation. We also..

The first fidelity review –

The experience of Oxford Health NHS Foundation Trusts first formal fidelity review, carried out by IPS Grow as heard by Team Leader, Shelley Monaghan and her team.

Q&A continued..

"..had project support, which initially, I didn't think we needed, however this was a huge learning, we really needed the project support and the comms team support. These pillars all gave us the solid foundation we needed – looking back the steering group and project planning were key. So my best advice would be get the foundations in place – this includes the comms, project management, senior buy-in, steering groups, job descriptions."

"For Team Leaders, I'd recommend during caseload reviews, link everything back to fidelity and the relevant fidelity item. So during supervision, you talk about the anchor as it comes up naturally through case management, raising awareness but also normalising fidelity as it's relevant to their supervision then too!"



A reflection of the first formal fidelity review:

Given this was the first formal fidelity review of the service, we asked Employment Specialists, what fidelity meant to them:

"Adhering closely to the IPS model and hence providing an excellent service"

"Making sure we are delivering the best possible service to our clients"

The recent fidelity review at Oxford Health was a great learning experience for the whole service. In particular, Employment Specialists were expressing that the prospect of the fidelity review was *"frightening!"* beforehand, but now they see a fidelity review as *"a positive experience"* and opportunity to *"help you to improve the service/maintain good practice"*.

Shelley agreed that it was a great opportunity for the team to come together and acknowledge the work and impact the service has had to date.

If you are looking for additional support to prepare for a fidelity review, or looking to best align your service to IPS fidelity, get in touch with your IPS Grow Lead.


TOOLS & RESOURCES



Free E-Learning Course

On Monday 20th January we launched the second run of the IPS free e-learning course: Supporting individuals with mental health conditions into work: Individual Placement and Support. The E-learning course has been developed by the IPS consortium partners and designed to discover the key IPS principles and best practices for employment specialists. You can sign up to the course [here](#).


In January, we held a webinar to provide an overview to the course and answer any questions. You can access the recording of this [here](#). and download the FAQs document below.

 [FAQs for E-learning](#)

Launch of accompanying workbook!

We have collaborated with Centre for Mental Health to produce a workbook to accompany the E-Learning course and facilitate the learners' experience. This workbook isn't compulsory, however it will enable Employment Specialists to better define their learning needs and discuss specific aspects of their development with managers.




 [Sign up for the workbook here](#)

Recruitment and Vacancies

Please continue to share your IPS vacancies with the IPS Grow Recruitment Lead, Martina Gibbons – simply email her the job link on your website and she will ensure it gets posted on the IPS Grow website and promoted via social media channels.

For those involved in the hiring process - you can access our Recruitment Toolkit to support you with the recruitment process via the Recruitment and Vacancies folder on the Collaboration Platform - only Hiring Managers have access. Please note - we've updated the guidance to include probationary objectives for Employment Specialists.

 [Request access to the Hiring folder here](#)


If you're new in post, or have team members who are due to start soon, download the IPS Induction Workbook


 [Induction Workbook here.](#)


Please Note:

You need to be logged into the NHS Collaboration Platform and a member of the IPS workspace to access these documents. [Login here!](#)

Other resources recently added to the IPS workspace:

 [Employer Engagement Strategy](#)

 [Managing Performance Guide](#)

 [Marketing IPS Services](#)

 [KPIs Document](#)

FEATURE ARTICLE

HUDDLES AND IPS -

BRADFORD DISTRICT CARE NHS FOUNDATION TRUST

Bradford District Care NHS Foundation Trust share an insight into their daily huddles and we hear from IPS Employment Specialists on the impact these huddles have had.

Huddles - what are they?

The huddles are short daily meetings that take place in each Community Mental Health Team at the start of each day. They are an opportunity for clinical staff to work together to discuss clients using a multi-disciplinary team (MDT) approach. Alongside IPS workers, there are a range of staff from different professions that attend the huddles, including consultant psychiatrists, psychologists, community psychiatric nurses, advanced nurse practitioners, support workers, therapists, social workers and occupational therapists.

How are the Employment Specialists involved?

The employment specialists within the IPS service attend the huddles, where they have an opportunity to update the clinical staff on progress with clients, discuss any challenges and work as a team to come up with solutions to ensure IPS clients have appropriate mental health support throughout their employment journey. The employment specialists' utilise the huddles to promote IPS as an important part of recovery and encourage the clinical team to talk about employment with their clients.

Each huddle has a board that is updated daily. The huddle boards include any discussions about IPS with potential referrals to IPS added to the boards. The employment specialist rotates between the huddles and picks up discussions about referrals to the service.

A reflection of the impact:

Steve Ellis-Smith (CPN), IPS Champion at South and West Community Mental Health Team (CMHT) says:

"As IPS champion, my role is to promote the IPS service in a positive light. I utilise the huddles to encourage other clinicians to refer to IPS emphasising zero exclusion. The huddles bring the team together and work as a whole rather than individual disciplines. It enables the clinical team to discuss the positive and challenging aspects of employment and utilises a solution focused approach to support recovery."

Melanie Hannar, Employment Specialist, says:

"As an employment specialist, the huddles are a really great way to update the clinical team with progress about my clients, share good news stories and encourage the team to refer."

"I also utilise the huddles to seek advice and guidance if there any additional mental health support needs that require clinical input. As there are different disciplines that attend the huddles, it is a good opportunity to seek expert advice from mental health professions who provide additional support including planning joint visits with care co-ordinators. As there is more than one huddle in my CMHT, I rotate between the huddles and check the huddle boards to pick up conversations with care co-ordinators who want to refer to the service."

IN THE SPOTLIGHT



IPS links with the US

Bradford District Care NHS Foundation Trust share IPS Supervisor Tips which was shared via the IPS Works network in the US. This is an exciting development for England as we establish ourselves amongst the global IPS network.

The interview was shared by Debbie Becker from the US and featured Nosh Zabir (IPS Supervisor) and Patrick Scott (Chief Operating Officer) from Bradford District Care NHS Trust. The interview demonstrated the importance of senior buy-in and shared top tips on how Nosh ensured the executive team and senior managers understand why employment is important and how she went about getting their support in sustaining the IPS service. For the full interview, email martina.gibbons@socialfinance.org.uk

IPS makes news!

Hillside Clubhouse celebrated 2 years of Camden Work and Wellbeing at the end of last year – The Guardian captured their success along with an interview with a client, Asimwe, which featured in the guardian earlier this month.



[Read the full article here](#)

North East England Chamber of Commerce featured a piece on how IPS is being rolled out across the North East and North Cumbria, which came out in January 2020.



[Read the full article here](#)



Share the News!

Please share this newsletter with colleagues so that we can keep more people informed about developments within and across our IPS Community. Let us know what you are doing to deliver high quality IPS services and let us share this across the community. If you have any thoughts on what content you'd like to see covered in future editions, please forward them to our team at support@ipsgrow.org.uk

Thank you!

Follow us on social media for an array of activities and highlights to keep updated between now and the next newsletter!



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