

GROWING TOGETHER

IPS GROW

MARCH NEWSLETTER, EDITION 7

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

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

Here we are in lockdown again which brings many challenges for us all. Despite this we continue to admire the tenacity of IPS services across the country in ensuring that IPS practice continues to move forward. Many services are still achieving some great paid outcomes for clients and building relationships with emerging labour markets. It would be great to hear more about this in future newsletters and on the FutureNHS Collaboration platform – clients and their ES telling the story and sharing learning around how they are still managing to secure and retain the right jobs. Many services are also telling us that demand for employment services is starting to increase again.

2021 will be an important year for IPS in England, as we continue to gain commitment from Trusts, commissioners and IPS providers to expand IPS services next year and beyond. Transformation funding is also coming to an end in March 2021, as funding for IPS moves to CCG baselines. This will also include a transfer of IPS monitoring at a national level to the mental health data set, we have included some guidelines in this newsletter, and NHS England are planning a webinar to support with this change. Please be aware that this will not replace your local more detailed monitoring and evaluation systems, which support good practice within your service, and reporting to your local Trust and commissioners. This information is also vital for fidelity reviews. Please refer to our national [KPI and Outcome Framework](#) for more details.

We are pleased to say that the IPS Grow support will continue beyond March until the end of this year. In addition we have been working with national and international partners over the past year to develop a national Quality Assurance strategy. This aims to standardise and scale up fidelity reviews across the country to help services continue to improve their practice and increase job outcomes. We will be sharing more about how this will work in the coming months, including the longer term funding of reviews. In the first instance, we will be increasing the number of fidelity reviews. Your IPS Grow Lead will be in touch with you to discuss reviews.

Other exciting news includes the development of a 4 day virtual IPS Team Leader course (this is a partnership project between the Centre for Mental Health and IPS Grow). It is funded by HEE and will therefore be free and is due to be launched later this year.

Let's grow together!



Lynne Miller
National IPS Grow Lead



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IPS Grow Team Changes

We are pleased to announce that Carolyn Storey is now our IPS Grow Senior Lead – working nationally to support the IPS Grow Leads team across the country. Calvin Silvester is stepping back from his South West and Senior IPS Grow Lead role to help us in supporting services in various regions. We would like to take this opportunity to say a big thank you to Calvin for all the work he has led in the South West and we are very pleased to welcome Jan Hadfield, an experienced IPS Team Leader who joined us as the new South West IPS Grow Lead from 1.4.21.

Finally, Lucy Webb's (IPS Grow Lead for the East of England) last day was Friday 26.2.21. Lucy has been an amazing member of the IPS Grow team and has achieved so much. We wish her luck in her new role at Project Search, supporting employment practice for people with learning disabilities and I am sure there will be opportunities for on-going shared learning between our organisations.

If you have any queries regarding the IPS Grow Data Reporting Tool - please contact support@ipsgrow.org.uk

MH Transformation

On Friday 11th December 2020, we hosted a webinar to provide an introduction to the mental health transformation agenda and share some learning around the challenges and opportunities for IPS services. The event was joined by many participants and had some interesting discussions.



The Mental Health Transformation Agenda Briefing Note for IPS Leaders which was discussed can be accessed [here](#)

Thank you to the speakers:

Lynne Miller - National IPS Grow Lead, IPS Grow

Peter Molyneux - Chair of Sussex Mental Health Trust

Rash Patel - Head of Employment, CNWL

Jan Hadfield - IPS Team Lead, Landau

Amelia Willett - Operations Director, Working Well Trust

Job Retention

With the COVID-19 pandemic expected to have an ongoing impact on the stability of people's employment and their mental health and wellbeing, NHSE have given services confirmation that they can respond to local demand for job retention support with immediate effect. The recommendation is for 15% of caseload to be retention cases. This will be monitored from April 2021. Retention cases and outcomes will contribute NHSE expansion targets with immediate effect.

Please see the [IPS Grow KPI framework](#) for additional/in-depth information.



[Access Job Retention Resources on the IPS Workspace here](#)



Transfer to Mental Health Service Data set

As we are all aware NHS England IPS transformation funding will be coming to an end on 31.3.21, and funding for the expansion will be moving to CCG baselines. This means that IPS performance monitoring will be transferred to the mental health data set from **01.04.21** via local clinical systems.

Please ensure you have a clear agreement around how this will work with your host Health Trust/NHS internal performance team. See IPS Grow guidelines below to support you in this process. At this stage, the mental health data set will only pick up IPS access numbers, but plans are being explored to also capture employment outcomes later in the year.

Please note that in capturing IPS access and job outcomes on the system all IPS posts based in secondary mental health services should be included. This includes posts funded as part of NHS contracts, Local Authority contracts, or other grants, for example via the European Social Fund.

In addition, 'active' cases should be carried over between quarters and into the next financial year.



[Download Mental Health Service Dataset Guidance for IPS Service Providers](#)

Setting targets for your IPS teams for the next financial year

In setting your targets for the next financial year please refer to the nationally recognised IPS KPI standard below. IPS Grow can also provide some examples of Performance Reports that meet the needs of a range of stakeholders.



[Download KPI Guidelines](#)

Ensuring more detailed performance monitoring reports remain in place

Please note that IPS services still need to carry out their own more detailed IPS monitoring and evaluation, and should not rely on the MHSDS alone. The aim is to have timely data to support good performance management around job outcomes and fidelity (in supervision and team meetings). In addition in line with good fidelity IPS services should be sharing more detailed monitoring and evaluation reports with internal NHS staff, as well as commissioners. This data will also be an essential part of fidelity reviews going forward.

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IPS Grow Reporting Data Tool

Please direct all IPS data reporting tool queries to support@ipsgrow.org.uk

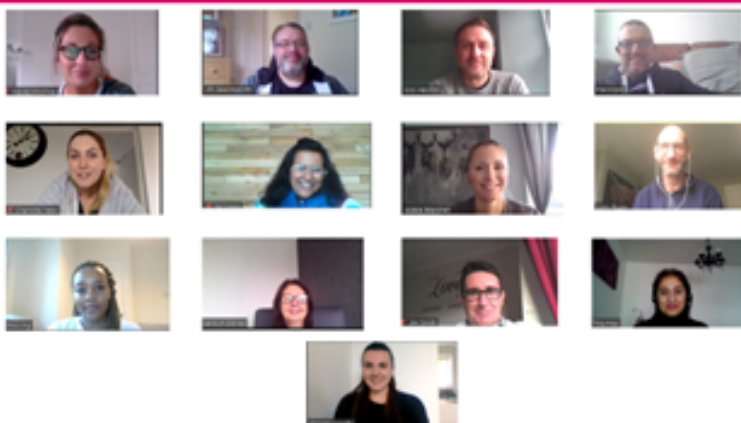
EDI Workshops

IPS Grow have joined forces with a number of volunteers from the North & Midlands IPS community to create and facilitate a series of Equality, Diversity & Inclusion workshops. Topics include use of language, unconscious bias, white privilege and discussing race with IPS clients. These sessions aim to challenge our thinking and promote positive change across services. This is an important aspect of our job and it is critical that we all take time to challenge not only ourselves but our colleagues and the way we operate our services. To raise the profile of this across our IPS community questions on EDI will also be asked in all future fidelity reviews.

Feedback:

"I liked the encouragement to all be open, honest without judgement. That we were encouraged to feel it's a safe space. I really liked that the facilitators/people who wrote the slides and content seemed to also be challenging themselves on what should be included. That it has prompted me to think consider and challenge myself and others more"

"I will be mindful of language and ask clients how they would like to be referred to when appropriate"



Paper Published by Rachel Perkins

A paper to explore whether people from Black, Asian and minority ethnic (BAME) communities experience equality of access and outcome in individual placement and support (IPS) employment services has been published by Cambridge University Press on behalf of the Royal College of Psychiatrists.



Access the publication here: [Individual placement and support: cross-sectional study of equality of access and outcome for Black, Asian and minority ethnic communities](#)

Authors: Rachel Perkins, Rash Patel, Amelia Willett, Laura Chisolm and Miles Rinaldi

PARTNERING WITH FAMILY MEMBERS IN IPS

This article was written by Family Advocates for IPS, a committee of family members in the International IPS Learning Community.

Many of our loved ones have used IPS services. We understand the value of employment in recovery from behavioral health disorders. One of our members described the benefits of employment this way: “Now that my son is working, he has more structure in his days. He has something to be proud about and has people to socialize with at work. There are so many ways that his job has contributed to his recovery. My husband and I talk to him about his job regularly because we want to support what he is doing.”

We want to thank each IPS practitioner for all they do for our family members. This evidence-based practice significantly impacts individual’s sense of self and well-being. When people work, they become active members in their communities.

People don’t exist in a vacuum. “Family members” may be biological family members, good friends, life partners, AA sponsors, clergy members or other support people. Please ask each person who he is close to, and who he would like to include in his employment plan. Suggest including family members in a meeting to talk about his strengths, possible good job matches, career planning, and job supports.

Families may have unique perspectives on the job seeker’s strengths, talents, and interests. They also can share information, along with their loved one, about past job and school experiences that can guide how the IPS program supports the person.

Families were present prior to the person’s involvement in IPS and will likely be there long after. We want our family members to succeed and build a meaningful life.

In short, many family members would like to be allies with IPS specialists and their loved ones. IPS specialists, job seekers, and family members all have a similar goal--for people to move forward in a life of their choosing that includes meaningful employment. IPS and family members, let’s get to work!

TOOLS & RESOURCES

LTP Commitments

We have produced a toolkit of guidance to support IPS providers and commissioners with LTP planning. You can access all of these resources under the [NHS Long Term Plan](#) on the [IPS Workspace](#) on the [FutureNHS Collaboration Platform](#).

For commissioners:

- We have produced a [5-step guide to commissioning IPS to meet LTP targets](#)

For IPS Services:

- [LTP Commissioning flow chart with linked guidance](#)
- [IPS Grow Guidance for STP/ICSSs completing their LTP MH Implementation Plans](#)

The IPS Grow leads are supporting services with conversations around LTP commitments, so please get in touch with your regional lead with any queries or additional support.

FutureNHS Collaboration Platform

While COVID-19 has restricted face-to-face contact, it's made the IPS Community even stronger. We now have 1,023 members of the IPS workspace. The IPS community have shared inspirational and empowering good news stories throughout lockdown as well as informative and insightful forum discussions, shared learning, and best practice through [forum discussions](#). COVID-19 has also provided the opportunity to join up CoPs and widen IPS providers network and connections with services in different regions – a 'super-COP' in the South of England saw 131 individuals participate.

E-Learning

We are currently in the 6th run of the IPS free e-learning course: [Supporting individuals with mental health conditions into work: Individual Placement and Support](#). In March we will be holding a virtual classroom' hosted by the IPS Grow Leads to end the course run and capture any questions and wrap up the key learnings for the course. You can sign up for the virtual classroom [here](#).

Recruitment Creative Assets

As part of the national expansion of IPS services across secondary mental healthcare services, IPS Grow set out to raise the profile for a career in IPS. As part of this, marketing assets such as posters, social media guides and advertising copy have been created to support you to run a local recruitment campaign for IPS Employment Specialists.

You can download all the assets [here](#). Password: IPSRecruitment



These creative assets have been developed and tested with the support of IPS service users, existing employment specialists, and IPS consortium partners.

Please click [here](#) to view the full development report. Any questions or support with the materials, please contact Tina – martina.gibbons@socialfinance.org.uk



TOOLS & RESOURCES



Eligibility for retention support

In order to manage demand and utilise the support effectively it is advisable to have some parameters in place to determine the suitability of referrals. Below is some guidance you can consider:

- A client who is employed at the point of referral and or not receiving active follow along support from the existing IPS Service/worker.
- Their job is at risk and or they perceive their job to be at risk.
- Their mental health and wellbeing is impacting on their work or work impacts on their mental health and wellbeing.
- They wish to retain working with that employer.



[Retention Webinar, Slides & Resources](#)



[Retention FAQs](#)



[Tracking retention through the reporting tool](#)

The **London Job Retention Network** has produced a free [online job retention resource](#) (available on the [IPS workspace](#)) to fill some of the gaps in service provision for people who may be struggling to retain their employment or return to work from absence. They recognise the resource is not a 'one size fits all' but felt that something was better than nothing and for some higher functioning clients, have found that with the right information, at the right time, they are then empowered to be able to go on and manage their own job retention issues successfully.

The resource is a 'work in progress' and will be regularly updated and improved upon, so please do feel free to provide any feedback directly to the London Job Retention Network.

We hope that you find this new resource useful so please feel free to pass it onto your clients.



[Access Job Retention Booklet developed by The London Job Retention Network](#)



Online Job Retention Case Management Training and Case Supervision Training

A training course in the delivery of effective job retention services, delivered online over 4 mornings: 23rd, 24th, 25th, and 26th March 2021. Training fee £200 includes a comprehensive downloadable pack of training materials. Please click [here](#) or email costellocom@yahoo.co.uk with the heading 'Job Retention Training Booking for more information.

Q&A - IPS EMPLOYMENT SPECIALISTS

The IPS Team at Livewell South West launched the service in the middle of August 2021 with the whole team joining during the pandemic. We have spoken with the Team Leader, Flippa and Employment Specialists', Brett and Ewa, who have shared their experience to date.

1. What was your experience of starting the service during lockdown?

Ewa: "The Livewell IPS Service launched in the middle of August so we are still understanding where they sit in the middle of the transformation, but we've made a good effort to get ourselves visible to both clinicians and clients. Understandably, it was a difficult time balancing a new service launch, working from home, meeting clients virtually, and employers.

It was really important for us to establish ourselves and take part in MDTs. This was particularly the case for clarity as we'd joined an old service that was entering into a new structure. Luckily, this hasn't affected referrals, I would say that it is an untapped area for the CMH service."

Being available to the CMH service has been helpful, we are able to show that what offer, and prove that our work is important. We had some challenges in the beginning, but we are learning as we go along. I feel more optimistic now than I was when the lockdown was introduced. The kind of work and services we offer has never been done before. Not many services have been able to raise hope for clients seeking employment as we have."

Flippa added: "We spent the first few months setting things up, meeting people virtually, going to COPs and learning about IPS. This meant that when the service launched fully in August, we were ready. During this initial period, Flippa reflected that both the COPs and IPS Grow website was very useful, providing resources in terms of information, structure, and assistance."

Flippa noted: "It was also important to have the support of our managers at Livewell who stood behind us and the service despite lots of changes and hurdles it was problem solving and finding solutions at its best"

2. What has been a highlight or something positive which has come out during this time?

Brett: "A client I was recently working with mentioned that he felt so much better about the future. Working with IPS gave him hope. I think the highlight for me is seeing the change in clients. When we first started, it was hard to get referrals. But now there is a greater change in the attitude towards Mental Health and services like IPS."

Flippa: "Admittedly, this season has been tough for everyone, but this has also brought us together as a team. It's also given us access to the wider IPS community which has provided a lot of support and we've managed to recruit someone for our 4th post, which has been very exciting"

Ewa: "A highlight has got to be a client, who was out of work for over 5 years who has now secured employment through the service. She was initially skeptical about going back into work, but we worked very closely with her and supported her through her worries and queries. We helped her to find a job that was similar to the role she had previously, which made her feel empowered and more confident to work again."



Q&A - IPS EMPLOYMENT SPECIALISTS

We've also made a lot of progress with other services. Services needed some time to understand our work and structure, now most services are keen to engage with us. We have managed to achieve quite a lot. We are feeling very positive and optimistic, we are eagerly waiting for 2021."

3. What have you struggled with during this time?

Ewa: "Getting our heads around the new structure was initially hard. We have become more accustomed to the new routine and structure, so it is much easier moving forward."

Brett: "Not being able to meet and interact with people face to face has been one of the hardest things for me. I have managed to adapt to this new reality, it took some adjusting, but things are getting better."

4. What are you most looking forward to when the lockdown lifts?

Ewa: "Holidays! I look forward to going out and enjoying places without experiencing so many restrictions."

Brett: "I look forward to having more personal contact with people."

Flippa: "I agree with Brett, personally and professionally, I look forward to having more personal contact with people. I am learning the importance of boundaries, especially in this season as I am working from home. I having to implement practices that help me to separate my personal and professional work."

5. What would you say you've learned during this time?

Brett: "I was not very technically minded before I had this job. One of the biggest things I have had to overcome has been learning how to use software like Windows or Microsoft Teams."

Ewa: "It has been such a joy to work to the IPS model and with this team. This is an amazing and special team, and I am really proud to be a part of it, I cannot imagine being with another team."

Ewa: "It has been such a joy to work to the IPS model and with this team. This is an amazing and special team, and I am really proud to be a part of it, I cannot imagine being with another team."

In the last 10 years of my employment, I have worked in structured clinical, mental, and physical health services. Working for IPS allows me to help others see the potential in patients with Mental Health issues, that they can be creative and bring change into the world, if we are willing to work, empower and support them through the difficult times."

Flippa: "I love being able to connect with people from different services. I have never been in a service, where there is so much generosity and inspirational support internally and externally. I don't think other members of IPS know how much of an impact they have; it is very inspirational to watch them work and accomplish their goals."



6. What message would you like to share with others in the IPS community during this time?

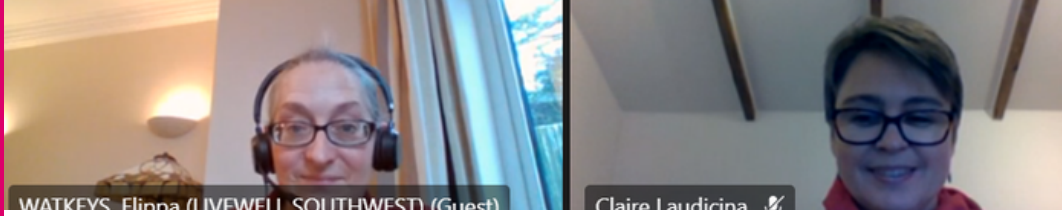
Flippa: "I would love to say thank you for your support! Keep going, you are all amazing. The incredible work you do to help and empower people, who tend to be overlooked and often seen as disadvantaged is incredible."

Some community centre services mentioned that they have never received this kind of service before. They mentioned that it raises the hopes of their clients, helps them to think about other ideas. By making our services available, more people are beginning to learn about what we do and offer, and difference we make by helping people understand the importance of work and employment."

Ewa: "Thank you all for your hard work. I am very proud to be part of a team, that brings such great hope and change to clients. It is hard to imagine what would happen to our clients without our support."

We should all be proud for what we have accomplished this year. Employment is not merely about money, it also concerns purpose, who you are, what you enjoy, and I enjoy being part of a team that helps clients get their identity and joy back."

REGIONAL PROVIDERS CELEBRATORY EVENT



Over the last few months, the IPS Grow Leads have hosted celebratory communities of practices to recognise all the incredible work occurring by IPS Services across the region. We've captured just a small snapshot of some of the spotlight moments below:

South East of England:

By Warren Trunchion

Prior to Covid-19 Outbreaks NHSE regional Lead and I wanted to do something which was aimed at the front-line workers and teams that were delivering IPS. We had talked about a regional Conference and part of this would include individual and team recognition for the work they were doing. Although no firm dates were set, we had intended to do this in the summer 2020.

During a call with NHSE representative talking about how well services had adapted and taking a "business as normal" approach we gain talked about giving services the chance to have some reflection time on what they had achieved/were contributing to again recognise some of the individuals and teams efforts.

Providers were encouraged to provide feedback and highlight particular success of individuals and their teams awe did a roll call of honour and invited TL to talk about what their teams have achieved. We also then highlighted a few individuals who were nominated by their teams.

South East highlights:

- 6 STPs across the region
- 11 Transformation funded teams
- Approx. 100 IPS Staff
- Approx. 3000 people supported (by transformation funded services)
- Approx. 1000 paid outcomes (by transformation funded services)
- An additional 5 teams delivering IPS
- LTP commitment towards IPS across the region

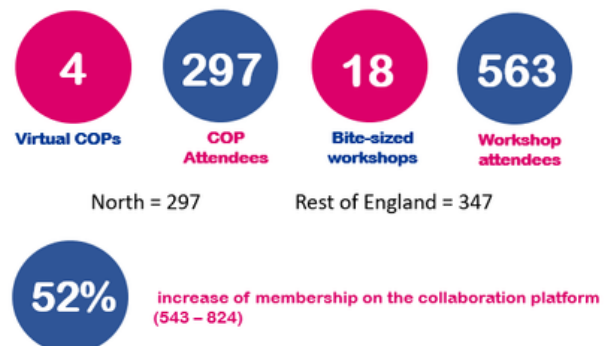
North highlights:

A similar event was held in the North of England where services were given the opportunity to share their proudest achievements during lockdown, what they've learnt about themselves and share tips on how they've stayed motivated.

"From the very beginning of lockdown I'm extremely proud of the way my team adapted to new ways of working and continued to provide excellent support to their clients, their colleagues, to the wider community and to each other. In many ways Covid has seen us grow as a team as we've faced the challenges with positivity and enthusiasm".

Jim Smith, Team Leader
Tees, Esk & Wear Valleys NHS Foundation Trust

Community created (since March 2020)



REGIONAL PROVIDERS CELEBRATORY EVENT



London highlights:

Reflecting on the London event, one Employment Specialist said: *"It was so empowering and a little emotional to hear such great things shared by the others on the zoom and even for us, regardless of our job role, it's not been an easy times."*

The day recognised and celebrated the impact of IPS Services across London as well as some more fun aspects across the community to lighten the tone.

Outcomes during the pandemic so far!

2019-20

Referrals	2399
Clients supported	2269
Clients helped into work	582

Q1 & Q2 2020-21

Referrals	1218
Clients supported	1256
Clients helped into work	207

Star Performers!

Best interruptions – Funny screen freeze faces, the mute button and the postman (everyone!)

Best Background (Plants) - Minos Papadimitriou (CNWL)

Best pet attendance - Nicola's cat 'Louie' (Enfield) and Tori Wheatley's, 'Toby' (Tower Hamlets)

Best Costume/s - John Stevens colourful array of shirts and Neesha Dhokia - she always went and above and beyond with fancy dress costumes (Hillside Clubhouse)

Best Zoom distraction - Cleo Brown's charming daughter who keeps the team smiling (she's two and a half - Hillside Clubhouse, Islington) and Monique Taylor's 18months old son with his appearances during our team meetings to say hello and wave (B&G Mind)

Best singing - Robb Hudson's amazing and funny rendition of the Christmas song "Driving Home for Christmas!"

The Midlands:

The celebratory COP in the Midlands recognised the successes of all the services across the region and captured some incredible client journeys during the event.

Over to you!



Community created (since April 2020)



IN THE SPOTLIGHT

WORKING WELL TRUST PODCAST

Working Well Trust (WWT) have started a podcast channel to give clients the space to talk about their experiences and stories to inspire others. The latest podcast discusses: [How to Stay Motivated Whilst Job Searching](#)

CNTW PODCAST

CNTW have also launched an IPS Podcast: [Working Better Together](#). Their future episodes will concentrate on service user stories, IPS and preventative sustainable healthcare, IPS and the future of NHS mental health care and much more!

100TH JOB!

CNTW have recently shared news that the IPS Service has reached the milestone of 100 jobs for IPS service users. Speaking about this achievement CNTW Chief Exec said "But the real thanks goes to you and all your colleagues for providing your service users with the confidence, hope and role modelling to be yourself to achieve what they may never have thought possible."

KENT AND MEDWAY NHS AND SOCIAL CARE PARTNERSHIP TRUST'S VOCATIONAL REHABILITATION TEAM WINS PRESTIGIOUS HSJ VALUE AWARD

The Vocational Rehabilitation team has been awarded the HSJ Value Ward 2020 at the HSJ Value Awards 2020 for their outstanding contribution to delivering better services and driving better outcomes across their organisation over the past 12 months. For more information on the **HSJ Value Awards** visit: <https://value.hsj.co.uk/>

PERSISTENCE IS KEY

"I would like to share a bit of exciting news for The Wirral IPS Team have been corresponding with a Supermarket chain for a while and trying to get to that all-important GATEKEEPER. I usually start at the top of the chain, as they always like statistics and social inclusion and a mention of an inclusive workforce. The top lady then passed me to one of her team and I finally booked in a meeting via Video Link which happened and went really well.

"We will start a pilot run in the Wirral if this goes well, they would like to work with IPS nationally" – Paula Bolger, Merseycare

IN THE SPOTLIGHT

RACE EQUALITY WEEK

The events of the past year have led the world to truly wake up to the devastating effects of racism, inequality and injustice. Many individuals, companies and countries have released a rallied cry to 'not go back to normal'. On the 1st of February 2021, the IPS community, alongside hundreds of individuals and companies in the UK registered for the first ever 'Race Equality Matters' week. We were joined with a unified urge to fight against systematic racism and white privilege across society. The IPS Community came together and made a series of promises for our #BigPromise campaign.

As part of 'Race Equality Week' (1-7 Feb), we asked our IPS colleagues to make their own pledge and take meaningful steps to truly bring change against racism. We received a number of responses. For instance, one team member promised to 'to listen and to learn; to recognise biases, blind-spots and prejudices', another team member promised to 'always speak up and challenge any instances of racial inequality in the workplace'.

We are proud and grateful for the efforts made by the IPS community to come together and unite in the fight against racism. We want to continue this fight beyond a week, and we encourage the IPS Community to continue to speak up, challenge racial inequality and continue to make their promises in our Race Equality Week forum.

On the IPS workspace there is a [Race, Health & Employment](#) dedicated to continue discussion around race, racism, IPS and the NHS. It is important that we all keep this on the top of our agenda and share insights, experience and resources.



TIME TO TALK DAY

Time to Talk Day, gave us the opportunity to engage in small conversations within the IPS Community concerning our own wellbeing and mental health with those around us. We hosted some 'drop-in' sessions for the IPS community this morning offering an opportunity to open up conversations about our own mental health and personal wellbeing tips.

One attendee said:

"Thank you for the 'time out' it was a welcome break from the busy days of IPS supporting. Sometimes we forget to nurture ourselves. The meditation was a good opportunity in practicing relaxation, it helps give us perspective and improves our focus, so thank you for that"

Please make a pledge for time to talk day

mindful words harm
keep sleep routine
take time for yourself
promote mh awareness
smile
show compassion
phone simone
call someone
funny images in chat
share positivity
each morning just smile
listen to positive music
keep wellbeing on agenda
become a t2talk champion
be honest with yourself
we are at home working
share how i'm feeling
be kind to myself
watch funny clips
limit caffeine
be more mindful
just sit and be
be the miracle
courage to talk

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!



@IpsGrow



@IPSGrowEngland



IPS-Grow