



Training and Vocational Initiatives in Personality disorder (TVI)

Summary of Training Activity
April 2019 - April 2020

*A very positive year for TVi with over
700 staff trained to give those with
personality disorder a good experience*

Who we are

The Training and Vocational Initiatives in personality disorder (TVI) team is a highly effective training organisation hosted by Oxford Health NHS Foundation Trust and working closely with Oxfordshire and Buckinghamshire Complex Needs Services . TVI has been delivering training associated with personality disorder since 2003.

How we work

During this time we have developed an active STARS (Support, Training And Recovery System) group which consists of graduates from the Complex Needs services in Oxon and Bucks (and originally Berks). TVI work in collaboration with STARS who can offer a lived experience of the issues that we explore in our sessions.

The TVI team supports STARS in their continued journey towards a working life by offering them opportunities to be involved in various activities such as co-delivery of training with a clinician, working with others in the Trust to advise on development of plans e.g. the suicide prevention team and the making of videos to be used in training sessions to illustrate particular situations. All training delivered by TVI is done in conjunction with STARS.

What we do.....

We offer training courses to a large cross section of the workforce in the NHS, criminal justice and the voluntary sector with the aim of improving practice. Our training is skills-based, with interactive courses to create a positive attitude and confident approach to clients for those working in the field. We continue to receive positive feedback and work to maintain this. Our courses are often noted for their interactive and inclusive approaches.

TVI can also create bespoke training for individual teams - we are always appreciative of ideas about how we might continue to deliver relevant courses and information to your services.

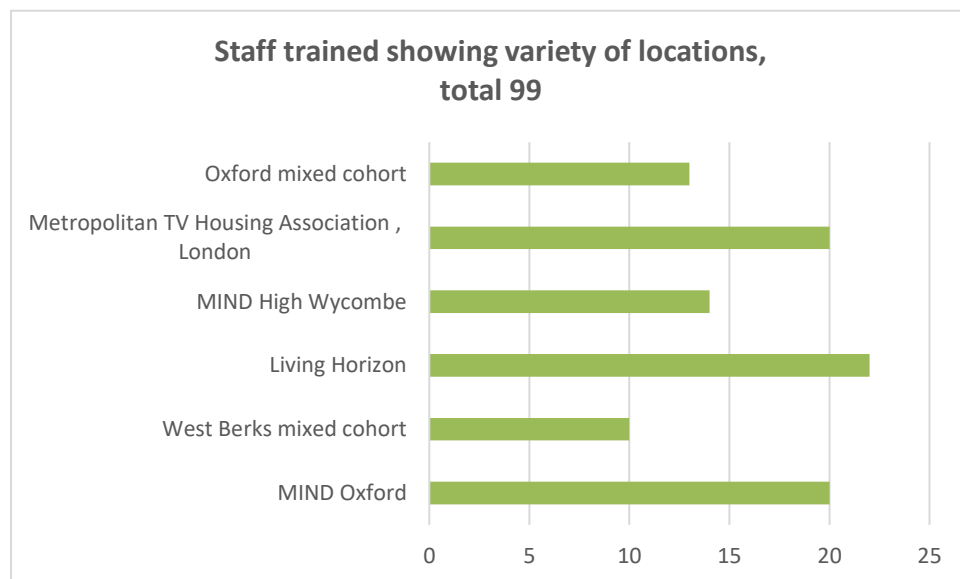
Between April 2019 and March 2020, approx. **700 people** have attended our trainings so developing a change in attitude towards those diagnosable with personality disorder

One day skills trainings that TVI currently offer:

Skills day: Personality disorder, no longer a diagnosis of exclusion

Who for?

Individuals (paid per place), e.g. all grades within NHS, voluntary and criminal justice staff.
Complete cohorts purchased e.g. Metropolitan and Thames Valley Housing Association, MIND, Living Horizon.



The cohort in West Berkshire was limited to 10 participants due to room size

What's included?

- As Personality disorders are generally considered to be a complex and highly challenging area of practice for many professionals, this course aims to enhance understanding, knowledge and skills for people working with those who could be diagnosed with these disorders.
- Focuses is on what the disorder is, the different ways it might present, the range of characteristics, how to recognise these and what treatment options there are.

***'Thank you so much, very informative, confidence building and empowering'
'I thought the content was extremely interesting and useful. I also liked the presenting style with
a service user working alongside the professional'***

National policy and development of services is explored.

- Issues that could arise in an individual's workplace are looked at. How to address these including challenging attitudes and stigma, promoting greater understanding of the disorder and how it might develop.
- Participants are given a much valued space to reflect on their practice and to share ideas with each other - often not possible in the workplace due to organisational pressures and the sheer volume of work.

'STARS - great to see and hear from people who have lived experience of PD, including do's and don'ts for practitioners'.

Why does it work?

- Sessions are informal and interactive with activities designed to promote participation and skills development. Group members are encouraged to consider challenges they might face in the workplace, but to also acknowledge what works and what they are already doing well.

***'Would highly recommend this training for all frontline staff. Very informative'
'One of the best trainings sessions I have experienced. Very thought provoking but easy to understand. I would recommend this to other organizations'***

- All sessions are facilitated in collaboration with STARS (ex-service users who have been diagnosed) so giving an opportunity to draw on the knowledge from both the professional trainers and those with 'lived experience' - a combination that is particularly mentioned as being valued in our feedback

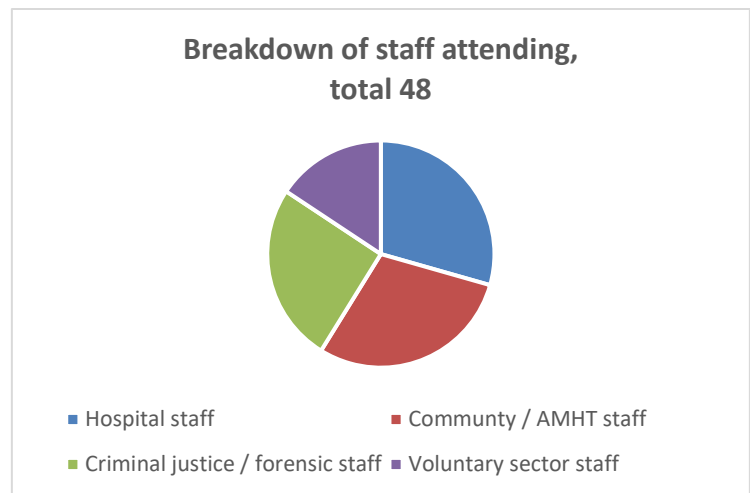
'Was a very meaningful training session especially to learn from clients who have overcome their challenges and sharing those experiences'

'I got a better understanding and was amazing hearing from the stars and learning about different thought processes and learning about their perspectives'

Skills day: Self harm, a challenging coping mechanism

Who for?

- 4 cohorts, one new venue, Upton Hospital, Slough with a small cohort of 9 to test uptake for such training.
- 3 cohorts taken place in Oxford
- Total of 48 staff have attended
- Multidisciplinary, anyone involved in supporting someone who self-injures, including health professionals, support workers, housing staff, teachers, youth workers and volunteers



What's included

- informal in style with an emphasis on experiential learning and participation
- explore the range of self-harming behaviours, and the dynamics, meaning and function of self-harm
- consider pre-existing attitudes towards people who might engage in this behaviour, and to understand the triggers and reasons that people act in this way
- look at helpful responses to the self-harming behaviour and consider how to help people respond to distress in a less damaging manner

The responses that we have had from these workshops have been overwhelmingly positive

'Excellent day! Thanks for having me. Highly recommended!'

'The depth of discussion, the scope of the learning and hearing the ex-service users perspectives'

Delivered by

- a collaboration between a professional with expertise in this area and someone with lived experience (STAR) of having used self-harm as a coping mechanism. This gives the opportunity to discuss issues with an 'expert by experience' and to engage in an honest and open dialogue with people who have engaged in self-harm. This adds a depth and authenticity to this course that is hugely valued by the staff members who attend.

'Getting the perspective from the STARS workers, it was really useful hearing how they feel is good to respond to self harming behaviour'

'Learning about the different forms of self harm. Discovering challenged of working with self harm for both the patient and clinician. Hearing first hand experience from STAR'

Skills day: Managing difficult interactions

Who for?

- This skills day has been designed solely for administrative and reception staff who are the front line for many services.
- During this year, we have run two mixed cohorts covering a wide variety of non-clinical staff including staff from CAMHS, IAPT, Dental service, community bladder and bowel service, GP surgery receptionists, PALS, Warneford and Abingdon hospital reception. We have also delivered two bespoke trainings to staff at Crisis Skylight in Oxford and Bury Knowle GP surgery, training a total of 61 staff.

'Variety - group work / previous service users /each one speaking - helping to reinforce the learning '

'Meeting the ex-service users and looking at situations from their point of view'

Why is this needed?

- First impressions of a service are created in this interaction and many staff feel unprepared for dealing with challenging clients. We feel it is important that this is handled well. The day also offers a chance for staff to meet and network with others as they are often isolated within their services.
- This skills day is currently under review. The participants have been motivated and keen to take what they have learned back to the workplace. Their feedback has been very positive and some changes will be made in light of their suggestions for future training. Crisis skylight have asked for a further session but this is on hold because of the Covid-19 situation.

'Learning to see things more clearly from the patients perspective when they become angry'

'Service users advice on what they would like from us when having a difficult conversation'

'Understanding the difference between anger and fear. Understanding my role from a different point of view'

One area of concern for the trainers was an apparent lack of communication between the person commissioning the Bury Knowle course and their staff. We were not expected and on arrival got a very frosty reception. This was unsettling for the STAR Trainers. The waiting room area was unsuitable for the training and no powerpoints or videos could be shown. The space was also a thoroughfare with medical staff noisily passing through which seemed disrespectful to the participants. Despite these challenges and the reduced timescale, the participants engaged well and made good use of the time. The STAR trainers were particularly effective and made valuable contributions.

People: Personality and Pathology (PPP) course March 19 – Nov 19

The flagship course offered by TVI is long running and successful in increasing the knowledge base and the skills sets of a wide range of staff of all grades who want to learn more about personality disorder. This year we had 16 students from various locations including adult ward managers, team therapists, CAMHS staff, forensic staff, AMHT staff, triage nurse, older adults CMHT, research psychologists, and voluntary sector staff.

'I wish my team would attend the PPP courseit would help them reflect on the way they work with PD'

'Really enjoyed the day, thought provoking and engaging'

STARS are an integral part of the course being present on all course days and actively taking part in the projects and work discussion groups. Often this is a very new way of working for course members and is well appreciated, leading to very meaningful conversations.

The course runs over 9 full days plus a residential weekend in Kent. It is an experiential course with each course member producing a project of use to their workplace (this can be done individually or in groups) which is presented on the last day. During the year covered by this report, we had a wide range of excellent projects including videos explaining the diagnosis, a booklet to aid both clients and families with the diagnosis, wallet sized card for use by police and triage staff to highlight help available, an improved version of the questionnaire used when interviewing by phone etc which were greatly appreciated by the course members managers who attended.

Each month there is a seminar offering course members a chance to look at the theory surrounding personality disorder and its treatment. These are delivered by course staff and outside speakers, often with STARS input.

Course members are also offered a space in which they can think reflectively around patients, team dynamics and looking after themselves. This is highly valued as such space is often not available regularly in the workplace

'Very helpful and interesting discussion of subjects important to being a human being and a clinician'

'Really find this space useful! Find the chance to reflect away from work base beneficial'

PDPOP, Personality Disorder training for General Practice teams

This is a new training for TVi that has been developed with GP lead trainer, Dr Rob Schafer. STARS have been an integral part of developing this training which is unique in training a whole GP practice staff team together. Map below shows practices involved in this training.



During the year April 2019 - March 2020, training has taken place in 10 practices with good evaluation through confidence rating scales.

The March 2020 sessions were cancelled due to the challenges of Covid-19 and Berkshire CCGs decision to cancel the cover arrangements for PTL sessions. There is still some work which can be done however in preparing materials etc. The group confirmed that the PDPOP training can only be delivered face to face due to the personal and interactive nature of the session.

The team gave a presentation to the OHFT Board which was well received and has been followed up with further discussion by the Finance Director and Chief Trust secretary. There has also been an expression of interest in other PD training from Martin Ward, Director of Strategy and CIO. The Comms leads for the Trust had also followed up.

There is no need to ask for expressions of interest for the 20 practices to be trained in 2020/21 as these will comprise the practices who expressed an interest in 2019-2020 but were not successful; those who have been cancelled due to Covid; and 2 new Frimley practices

Knowledge and Understanding Framework Personality Disorder Awareness training

TVI have continued to be the provider of the Knowledge and Understanding Framework personality disorder training in the south central region (Berks, Bucks, Oxon, Hants & IOW). This is a national training funded by HMPPS and delivered countrywide to staff associated with the Offender Pathway in Prisons, Probation, Approved Premises, allied voluntary services and the NHS forensic services. Each two day cohort is delivered by an experienced clinician and an ex-service user (STAR) who has lived experience of personality disorder. It aims to increase understanding, develop skills and improve services for people diagnosable with personality disorder using both facilitated days and on line modules.

In the year April 2019-20 the following staff completed this training

- 50 from NHS forensic services, 123 from criminal justice (prison and probation), 8 'others' (voluntary sector dealing with released criminals etc); a total of 177 students completed the training, with 4 places being offered to those looking to become trainers in the future.

One cohort (18 students) is waiting to complete when the Covid 19 restrictions are lifted. Many of the students have either a very limited or no knowledge of personality disorder prior to this awareness level training. They also had little or no experience of training being delivered in this co-produced way with the possibility of asking direct questions around lived experience – this has proved very popular and a good learning tool (see quotes below).

Training was offered in a variety of locations across the region including Aylesbury, Bicester, Oxford, Didcot, High Wycombe, Portsmouth, HMP IOW and HMP Grendon to enable maximum uptake.

A separate report is being compiled to cover this training.

Below are some quotes from students who have attended the training in answer to the question

"Could you indicate the most helpful aspects of this training?".

Quotes below illustrating the co-production of the training:

'The knowledge and experience brought by the two trainers..... having a professional and ex-service user and having people from many different disciplines on the training as we gained a range of perspectives and experience'.

'I think both trainers' input was really helpful for me'.

'The trainers were very experienced and knowledgeable and having the ex-service user was fantastic as it was a real person rather than a case study, and she did a really good Q&A session'

'Conversations and anecdotes from experts, makes teaching more meaningful.'

Quotes illustrating the lived experience provided by the STAR trainer:

'I thought the input from the service user was excellent and offered a real life perspective of what it is like to have a PD but also what it is like to be in the system and having to trust in others. I thought their first hand experience was the most valuable aspect of the training'.

'It was the first time I had attended training with an ex-service user. I thought that was really helpful in terms of showing delegates a 'live case' and proof that people can live safely with personality disorders following collaboration and treatment.'

'Opinions and experiences from the service user/trainer'

'Having someone talk from their own personal experiences is always good as it can help you to understand where they are coming from and their thoughts and feelings'

STARS (Support, Training and Recovery System) and their input into different trainings / events

The STARS group is an integral part of TVI. Members of STARS are graduates from the Complex Needs Services who have completed their therapy and are looking to move their lives on to rejoin the workforce. As such, TVI gives opportunities for STARS to be involved in the co-production and delivery of training, so enabling them to gain the confidence needed for their next steps. Indeed one member of STARS has now moved on to work full time in the Complex Needs Service (see testimony below), one is now a full time Peer Support worker working on Wintle Ward at Warneford hospital and a Recovery College worker and another has undertaken the Peer Support Worker training to work within the Trust but is yet to be allocated due to Covid 19.

Quote from a new member of STARS:

'As a newer member of STARS I have found my experience to be welcoming and informative. Unfortunately due to the Coronavirus I haven't been able to do more of the shadowing which is a shame as I thoroughly enjoyed tagging along and gathering insight in the work STARS do at the information group for those considering joining the complex needs service. It felt like a second nature to me to contribute even though there is no pressure to do so'.

STARS are often asked for their input from groups both within and outside of the Trust - the list below is some of the events that they have taken part in. STARS are usually asked to give an account of their lived experience, answer questions and generally support the clinical trainer. All such events are fed back and discussed in the monthly STARS meeting so the TVI clinicians have an overview of all. The list below is not exhaustive but gives a flavour of what the TVI team and STARS offer.

Information sharing groups in Oxford and Aylesbury Complex Needs Services – all of these groups are facilitated by a team therapist and two members of STARS. Their inclusion can help dispel any myths potential Complex Needs Service clients may have around the service or joining groups.

Individual engagement sessions – occasionally a potential Complex Needs Client needs a friendly helping hand to overcome the fear of joining the service groups. STARS are ideally placed to offer this reassurance from personal experience and have done so on several occasions during this year period.

Moving on Groups in Oxford and Aylesbury Complex Needs Services – these groups, which prepare clients for moving away from the Complex Needs Services at the end of their therapy, are facilitated by a team therapist and a STAR. This helps to support the members who are facing an unknown period of six months when they will have no contact from former therapeutic community members. STARS can offer support for this as they have themselves done so.

OFAFE (Oxon Friends and Family group) weekend – a couple of STARS take part in this psychosocial weekend for friends and family of complex needs clients. They give a lived perspective which is helpful for attendees in understanding what is going on for their loved ones.

Conferences and seminars – STARS are often involved in these. Examples include a TCTC seminar on leaving services, RCPsych conference on therapeutic environments and Improving care for frequent attenders of ED in both Oxon and Bucks . STARS also devised (with oversight from the TVI team) and ran, a workshop at the Community of Communities Annual Forum and also a workshop at the BIGSPD national conference.

Team Away days – Ruby Ward, Whiteleaf Hospital, Aylesbury. A STAR attended to help the team think through how their patients may feel when being cared for on the ward. The STAR could also indicate what patients might find helpful or not helpful for their recovery during their stay on the ward.

Safety planning training – STARS members were asked to join Karen Lascelles and her team in delivering this training, they are carrying on with this work to devise videos and a protocol for suicide prevention along with the clinical teams.

Finally, below is a moving account of how STARS has helped one person to successfully return to the workplace

'I recently said goodbye to STARS having moved into full time work. I worked in STARS as an ex-service user for some years, getting a lot out of the experience and trying to make the most of the opportunities that were afforded to me. I know I'll miss the people I worked with and the ad hoc, unpredictable variety of events I went to.

I joined STARS 6 months after leaving a course of intensive therapeutic treatment. I had not been in work for many years. I had concerns about leaving treatment and felt uncertain about what would be next. I felt some ambiguity as to whether I was "well" and felt pressure to get back to work. I wondered how the gains I had made in therapy would translate to the world outside. I feared going from a therapeutic context where I felt I was secure and successful in to facing life at the bottom of the totem pole in the job market. I was aware of the alienation I had felt in work in the past and thought going back into a work environment would prompt going backwards into old ways of thinking. Over the years I had managed to reach an equilibrium in terms of benefits and knew how difficult it would be to regain that if I had to go back. I had little employment history, a big gap in my CV and whilst I didn't want to remain on benefits forever, I didn't want to jump straight into work.

STARS offered an opportunity to get back into work in a slow, graded way. It represented something to aim for during my time in therapy and during the cool down period afterwards. It gave some structure and regular social contact with like-minded people in a context that was very much not therapy. It counted as permitted work and a place to earn some money. I learned confidence and skills in presenting in front of people.

I decided to make the most of what was available and took advantage of every opportunity that I could. Being in STARS meant that I had access to a lot of related organisations and training. I trained to deliver the Knowledge and Understanding Framework course, joined the Royal College of Psychiatrists Community of Communities as an independent peer reviewer, took a place as a Patient and Public Voice member on a Clinical Reference Group and attended many conferences and presentations. Finally, I and another STARS member were asked to join a regular group in the Complex Needs Service as a new therapeutic community was being set up.

By the end I felt that I needed to move on. I had become increasingly conflicted about presenting as an ex-service user and didn't want to be defined that way forever. When I took the job as a permanent member of the Complex Needs Service, I was sad to leave but glad to move on. I saw STARS as a stepping stone on the journey. I would recommend it to anybody leaving an intensive therapy service and am very grateful for what it has done for me. My thanks to everyone in the group.'

Where to from here?

The TVi team are well placed to carry this work forward. We have necessarily needed to put some training on hold due to Covid 19. Due to the nature of PD training, involving changing of attitudes and relationships which is difficult to model on line, we hope to be able to offer face to face training again as soon as possible.

- One day skills day trainings have proven to be a good introduction to PD for a lot of staff. These will continue to be offered regularly throughout the year
- People: Personality and Pathology course – unfortunately, due to Covid 19, the 2020 course has been postponed but a 2020/21 course is due to start in March 2021.
- PDPop GP practice training is on going and indeed expanding into new areas.
- TVI are involved in the PD pathway project in Oxford Health NHS Foundation Trust.
- Knowledge and Understanding Framework PD Awareness training – we continue to offer the 2 day KUF training in the South Central Region to those in criminal justice / forensic services with the added challenge of offering an on line version of the training in late 2020/21. We are hoping to start delivering the 3 day KUF training to health, social care, voluntary staff etc later in 2021

The STARS group are eager to get involved again, both in training, engagement work with the Complex Needs Services and the myriad of other opportunities that come their way. The TVI team would like to acknowledge that their work would be nowhere near as effective without the input from STARS – thank you STARS!