

Annual Report

JULY 2021
JUNE 2022



Acknowledgements

Mid West ARIES wishes to acknowledge the following individuals and groups who use their experience, expertise and commitment to support the development and roll-out of recovery education in the Mid West:



Maria Bridgeman (Chief Officer)

Nuala Kelly (Head of Service)

Mid West Communities

Our Community Partners

Area Management Team

Service Improvement Steering Group

John Murphy, Service Improvement Lead

The Staff of the Mid West Mental Health Services

Service Reform Fund

HSE Mental Health Engagement and Recovery

Mental Health Ireland

HSE Mid West Community Healthcare

**Communications, HSE Mid West Community
Healthcare**

ANNUAL REPORT

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FOREWORD

Head of Service

Mental Health,
HSE Mid West Community Healthcare

Mid West ARIES continues to expand across Limerick, Clare and North Tipperary reaching more people with it's core message: **“recovery from mental health challenges is possible.”**



| Nuala Kelly

I am delighted to welcome you to the
Mid West ARIES Annual Report July 2021 – June 2022.

Mid West ARIES responded with flexibility and creativity to challenges of COVID 19 by continuously adapting and innovating to ensure a consistently high quality recovery education service is delivered to people who use our services, people who live in our communities and to staff working across our services. The increase in engagements with ARIES Recovery Education service during the last twelve months is reflective of the increasing demand for recovery education throughout the Mid West region and beyond.

Highlights include:

- The timely launch of the innovative self-paced online courses “My Self Care for HSE Mid West Staff” and “Understanding Acute Mental Health Services for Families, Carers and Supporters”.
- The now well established monthly webinar series in partnership with Mental Health Ireland. The virtual café “Coffee and Connection” provided for people in HSE community residences and our acute services.
- The delivery of recovery education as part of the in-patient programme in both University Hospital Limerick and Ennis General Hospital has doubled to twice a week.
- The regular staff training “Recovery Principles and Practice” provides an opportunity for staff to reflect on their work practice and implement change.
- The hybrid approach to delivery of the ARIES programme has led to a significant increase in the number of events hosted and an increase in engagements.
- The broadening of partnerships with our third level colleges which now include UL Psychology, School of Allied Health, Paramedic Studies, Mental Health Nursing and Mary Immaculate College, Psychology.

FOREWORD

As I reflect on the many highlights of the year and the excellent work of Mid West ARIES I want to take the opportunity to thank the entire Mid West ARIES team. Our gratitude goes to our mental health services staff contributors and facilitators and our community partners whose invaluable work is making such a difference to the lives of so many. I look forward to new and exciting innovative ways of bringing recovery education to all in the year ahead.

On behalf of Mid West Mental Health Services thank you for your continued hard work, support and commitment and wish you the very best for the year ahead.

Nuala

Nuala Kelly
Head of Service

MID WEST ARIES COMMUNITY PARTICIPANT

“The discussions and the people presenting the workshop are brilliant. Thank you all for your help.”



Executive Summary

July 2021 to June 2022 was a significant year in the development of the Mid West ARIES Recovery Education Service across CHO3 and nationally. Covid-19 continued to impact on our recovery education and staff training programme. There were moments of pause as restrictions were lifted and re-introduced, necessitating great flexibility and resilience from our team. As we slowly emerged from these restrictions we made a strong return to face to face delivery both in the community and in the Acute Psychiatric Units while continuing to develop, deliver and innovate online.



We saw consistent growth and diversity in both the number and types of events delivered both online and in person as we adopted a truly blended learning approach. We continued to extend our reach over the year within the Mid West and nationally. Overall we delivered 326 events (an increase of 52% on the previous year) with 5,318 *engagements (an increase of 148%), providing recovery education and training to those using the services, their families, carers and supporters, mental health staff, community partners and third level students. (**Engagement refers to the number of people who engaged with an event.*)



The Mid West ARIES team delivered 104 community workshops in total: 97 online and 7 face to face in the Community. Unfortunately Covid-19 continued to impact our return to face to face delivery. Our community partners, however, have been extremely supportive with both old and new partners coming on stream. We delivered in Tar Isteach, Thurles; the Shannon Family Resource Centre and the Lighthouse, Kilrush during the period. We are delighted to report that service users from the Acute Psychiatric Units and from Community Mental Health also attend these workshops.

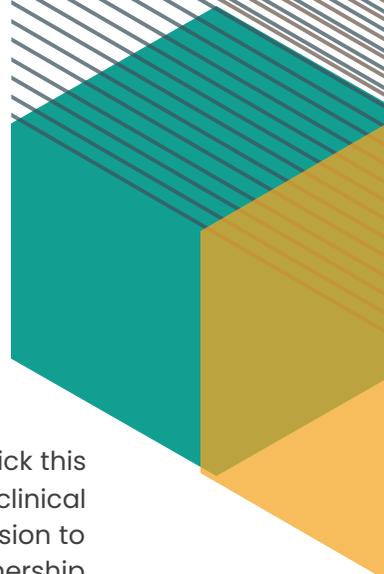


Despite intermittent Covid restrictions, Mid West ARIES continued to provide access to recovery education to people who are in-patients in our acute units: Unit 5B, University Hospital Limerick and the Acute Psychiatric Unit Ennis General Hospital. We currently deliver 4 in-person workshops each week. During this period 170 sessions were delivered in total with 1261 engagements. We are delighted to report that the number of events delivered is up 110% on last year with a 145% increase in engagements.



In the previous year Recovery Principles & Practice Training had been largely curtailed due to the ongoing pandemic. This year saw Mid West ARIES return to this important training delivering 10 workshops with 84 engagements with a range of targeted and open sessions. Training was delivered to mental health admin staff in both Limerick and Clare and to Supervisors of HSE residences.

Executive Summary



Mid West ARIES extended its partnership with the University of Limerick this year with training delivered to allied health, nursing and clinical psychology students. In addition, we facilitated our first training session to trainee paramedics. We are also pleased to announce a new partnership with the Psychology Department of Mary Immaculate College. In total we delivered 4 training events (33% increase) to 214 students (up 56%).



Mid West ARIES continues to invest in our team of dedicated recovery education facilitators offering continuous professional development opportunities, in-house training and one-to-one supervision. We provided 15 in-house training events with 37 engagements including the on-boarding of one new Mental Health Volunteer Staff Facilitator and one community volunteer.



Mid West ARIES facilitated 2 co-production events exploring "Creativity for Wellbeing" with 42 engagements including staff members, service users, family members, community and 3rd Level partners. This has resulted in exciting new partnerships with the Hunt Museum and Occupational Therapy, St. Anne's Community Mental Health Centre. A new creativity workshop series with supporting learning materials is currently in development and will be launched later in 2022 with these new partners.



We continue to develop and innovate with two new, highly-anticipated, self-paced courses launched in this period. In December 2021 our new online Self Care Course for CHO3 staff was launched by Chief Officer, Maria Bridgeman. This course has been applauded as a timely response to support staff during the pandemic and beyond. Up to July 31st 2022 the course has been accessed over 1,200 times with hugely positive feedback from learners. Our second self-paced course "Understanding Acute Mental Health Services for Families, Carers & Supporters" was launched in April 2022 to a great response by family members, support organisations and mental health professionals. With interactive multi-media elements including video role-plays and a walkthrough of the Acute Psychiatric Unit Ennis the course seeks to de-mystify the acute services for both service users and their family members, bringing about greater awareness of service user rights and to signpost families in need of additional support. This course had 502 visits to July 31st. A second course focusing on 5B is currently in production.



In addition to our workshops we also continue to find new ways to engage with our learners, developing a range of guided meditations, hosting a monthly wellbeing webinar online in partnership with Mental Health Ireland and a monthly podcast "The Wellness Panel". During this period we hosted 11 webinars with 807 engagements including YouTube and podcast channel views.

Executive Summary



As our team and output grow we also continue to develop and re-imagine our presentations and resources guided by our continuous cycle of co-evaluation and feedback. We have spent time this year to develop an accessible, consistent and trusted recovery education and mental health brand. This has helped us forge new working relationships within the HSE and externally. As a result we have been invited to present to the CHO3 Heads of Service, the QSSI and Primary Care Management Teams and gave an introduction to self care at World Hand Hygiene Day.

Although we review our year in numbers we also consider that behind each of these data points are real people. We can never forget that. We had a very successful year by any metric but we do what we do because we believe that recovery education not only brings hope but can bring about positive changes in people's lives. As we emerge from the pandemic we approach 2022/23 with a renewed sense of purpose and mission.

Our Year in Numbers



Event	Number	Engagements
Online Community Workshops	97	829
Face to Face Community Workshops	7	63
Acute Unit Workshops	170	1,261
Staff & Volunteer Training Modules	15	37
3rd Level	4	214
Virtual Cafe Events	3	108
Self Paced Courses	2	1,702
Webinars (Live & Recordings)	11	807
Mental Health Staff Training - RPPT1	10	84
Co-Production	2	42
Additional Events	5	171
Total	326	5,318

MID WEST ARIES

Our Team

We have a dedicated team who are passionate about bringing recovery education to the Mid West.



Mike O'Neill
Manager



Margaret Keane
Education, Training & Development Officer



Cillian Keane
Peer Education, Training & Development Officer



Noelle Tanner
Recovery Education Facilitator



Eileen Hanley
Recovery Education Facilitator



Mags Clifford
Recovery Education Facilitator



Sylvia Kiely
Recovery Education Facilitator



Laura Carey
Recovery Education Facilitator



Thomas Cole
Recovery Education Facilitator



MID WEST ARIES

Our Passion

We asked our team what working with Mid West ARIES meant to them. Here's what they said.



MANAGER

Mike

"To lead such an enthusiastic team, full of belief, who get to witness the application of transformative learning through recovery education is such a privilege. I'm so proud of what we do."



EDUCATION TRAINING & DEV. OFFICER

Margaret

"Working with Mid West ARIES has been so inspiring for me, there are few jobs where the work that you do can really help make a positive difference to people's lives and help to improve mental health services for the better."

PEER EDUCATION TRAINING & DEV. OFFICER

Cillian

"Working with Mid West ARIES can only be described as a transformative journey, not only on a professional level but on a personal level too. In working with like-minded people whose passion is to instil hope and empower people that recovery from mental health challenges is possible. There is no better feeling."



RECOVERY EDUCATION FACILITATOR

Noelle

"Being a facilitator allows me to gently guide participants to share their truth authentically, in a safe way, where we can learn from each other."



RECOVERY EDUCATION FACILITATOR

Eileen

"Working as a recovery education facilitator for Mid West ARIES has been a privilege. To be invited into people's lives for a short period of time and to share in their life experiences. The role allows me to share my insights on recovery and to bear witness to people's pain and to offer support during these times."



RECOVERY EDUCATION FACILITATOR

Mags

"As I was delivering a workshop face to face. I looked down to back of the room and thought yes, this is what I am meant to do. It's a privilege to do this work, joy and tears at times but it is the most rewarding and empowering job, working for Mid-West Aries."

RECOVERY EDUCATION FACILITATOR

Sylvia

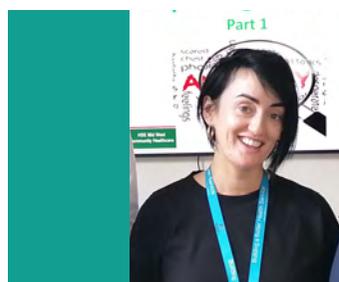
There is no way to quantify the rewards of facilitation, such as having a participant at a workshop (like today) who seemed lost, confused about resilience and its meaning initially, to being able to walk out the door subscribing to the belief of their own strength and resilience.



RECOVERY EDUCATION FACILITATOR

Thomas

"Seeing and hearing how I have positively impacted upon people's lives from all over the world, when they return for more workshops."



RECOVERY EDUCATION FACILITATOR

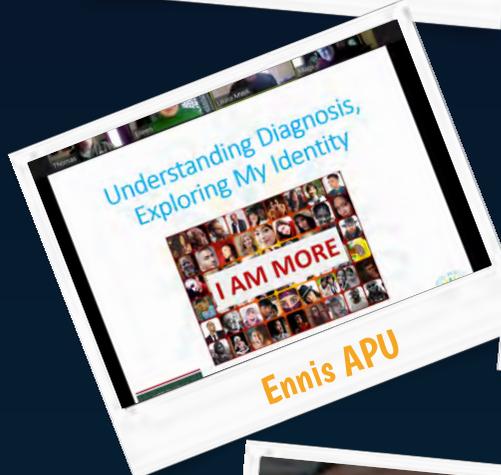
Laura

Working in Mid-West ARIES as a facilitator has helped me grow as person, broaden my mind & increased my knowledge & understanding of mental health. I am forever grateful to have finally found a job I love.

MID WEST ARIES

Our Hybrid Approach

This year our focus was on a hybrid approach with a mix of face to face, online and self-paced learning to ensure that recovery education is accessible to all.



Vision & Mission

Mid West ARIES (Advancing Recovery in Ireland Education Service) offers a range of courses, information and educational materials on Recovery and Well-Being in Mental Health in Limerick, Clare and North Tipperary.



Our Vision

To provide the Mid West Region with an inspirational and inclusive educational programme on recovery and well-being.

Our Mission

- To provide education and resources created and delivered by service users, family members, carers and mental health professionals.
- To inspire hope, create opportunities and foster the belief that recovery and well-being are possible.
- To promote education as a tool in mental health recovery.
- To make this programme available in Limerick, Clare and North Tipperary.
- To promote a culture of inclusivity, mutual respect and learning among all: service providers, service users, family members, friends, carers and anyone with an interest in mental health and well-being.

Recovery Education

All of Mid West ARIES activities are guided by the National Framework for Recovery in Mental Health 2018-2020, in particular the 4 principles which underpin a recovery orientated service.

The National Framework for Recovery in Mental Health 2018-2020



- PRINCIPLE 1**
Centrality of Lived Experience
- PRINCIPLE 2**
Co-Production
- PRINCIPLE 3**
Organisational Commitment
- PRINCIPLE 4**
Recovery Learning & Practice

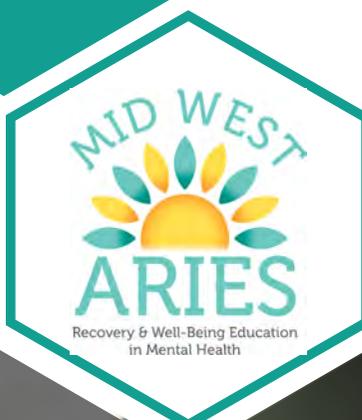
WHY WE DO WHAT WE DO



CO-PRODUCED



ADULT
EDUCATION
APPROACH



VALUES
LIVED
EXPERIENCE



EXPERIENTIAL



FACILITATES
PEER
SUPPORT



INCREASES
RECOVERY
KNOWLEDGE &
SERVICE
CAPACITY

Quality Assurance

Mid West ARIES continues to maintain and enhance the quality of our recovery education service. Our vision, mission, values and principles are at the core of everything we do in the Mid West.

Our values, principles, guidelines and strategies are essential in improving the quality of our service. They serve to promote best practice, standardise delivery, ensure that legislative and regulatory requirements are met, and ensure that our team is clear on their roles and responsibilities.

With a team of 3 full time and 6 part-time staff, we continue to offer ongoing continuous professional development training opportunities to our staff and volunteer facilitators.

Our Community Development Work Core Values and our Core Communication Principles guides and supports the building of key partnerships with community groups across the Mid West region.

We continue to use the "Resources to Support the Development and Implementation of Recovery Education 2020-2025" and the "Toolkit to Support the Development and Implementation of Recovery Education 2020-2025" as guidance in all of our development work.

We have also developed a wide range of in-house guidance documents covering everything from the development cycle, staff recruitment and training, GDPR, communications and promotion to ensure that quality assurance is at the forefront across our activity streams.



Quality Assurance



Co-production ensures that our recovery education module topics and learning content meets the needs of our stakeholders. Each co-production session yields a wide range of workshops, resources and courses for hybrid learning with a mix of delivery styles from face-to-face, synchronous online and self-paced. We are dedicated to making recovery education as accessible as possible.

Meet Our Stakeholders



MID WEST ARIES Co-Produced Definition

“CO-PRODUCTION is a way for people who use mental health services (including their families & carers) & community partners to work together with people who provide mental health services, to make those services better.”



Activities

This year Mid West ARIES continued to adapt and develop, responding to the recovery education needs of both the service itself and service users. In particular we were delighted to return to in-person delivery of our community workshops, despite the volatile environment presented by Covid-19. In response to our Needs Analysis Survey we have developed a hybrid learning approach with in-person, online and self-paced courses available.



MID WEST ARIES COMMUNITY PARTICIPANT

“ I really enjoyed
the whole
experience! ”



Recovery Education in the Community



We remain committed to working with communities across the Mid West to provide a comprehensive, co-produced and co-delivered educational programme on recovery and well-being to those aged 18 years and over.

Over the period we delivered **97 online community workshops** and **7 face-to-face workshops**, with a total of **892 engagements**.



From our **Stakeholders Needs Analysis Report** we found that **78% of 88 respondents wanted on online or hybrid option** with only 8% wanting only in-person delivery in the community. Our online community workshop programme remains a popular option for learners and allows for greater reach and accessibility.

Let's Talk Resilience

Managing Anxiety Part 2

ONLINE Community

"Taking part in this workshop was healing for me."

"Really love this! I feel less lonely."

"I'm learning to understand myself better."

All of our workshops are **free** to attend.

Our workshops are for anyone (aged 18 and over) with an interest in mental health and wellbeing.

All of our workshops are co-produced. This means that the topics are created by people with lived experience of mental health challenges, people using the services, family members and service providers.

All online workshops are 2 hours in duration.

BOOK NOW ON EVENTBRITE
<https://midwestaries.eventbrite.ie>

For More Information Contact:
Margaret Keane | 01904521400@midwestaries.ie

SCAN ME

Online Community Quantitative Feedback



CHIME IN THE COMMUNITY



CONNECTEDNESS
Felt connected to the activities and processes in the session



HOPE
Felt hopeful about recovery after taking part



IDENTITY
Felt their identity was respected and valued



MEANING
Felt that the material delivered was meaningful



EMPOWERMENT
Felt more empowered after taking part

Co-Evaluation & Feedback

Co-evaluation of all workshop content and delivery is key to maintaining a quality assured recovery education service. At the end of each online workshop an anonymous google form link is shared with participants. This takes the form of both quantitative and qualitative questions.

We use two 5-point Likert scales to evaluate each workshop. The first scale evaluates participants' satisfaction with the facilitation and delivery. **Responses from 200 participants indicated a 99% satisfaction rate between July 2021 and June 2022.**

The second scale is based on the principles of CHIME. Responses from 200 participants are represented above. **This period saw an average 2% improvement in feelings of Connectedness, Hope, Identity, Meaning and Empowerment after attending a Mid West ARIES Workshop.**

We also gather qualitative feedback by asking what worked best and what worked less well or could be improved at the end of each module delivered.

All of this feedback is then used to evaluate, reflect and update our learning content and delivery.

**ADVANCING RECOVERY IN IRELAND
EDUCATION SERVICE**

Mid West ARIES Feedback Form
Connection & Hope in Times of Isolation 22.04.2021

Thank you very much for taking part in this workshop. We would like your feedback to help us in planning for the future. You will not be asked for personal information in this feedback form - it is anonymous.

Sign in to Google to save your progress. [Learn more](#)

*Required

Please answer the following questions based on your experience today:

What worked best today? *

Your answer:

What worked less well or could be improved? *

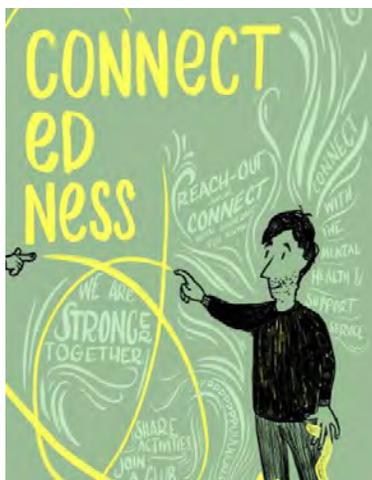
Your answer:

Any other comments or suggestions? *

Online Community

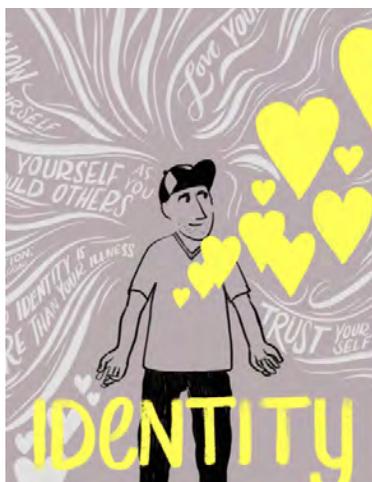
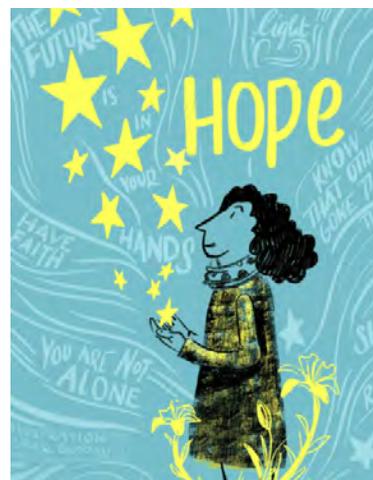


QUALITATIVE FEEDBACK



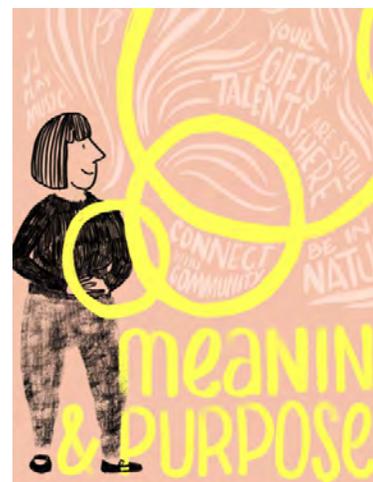
"I felt very welcomed and less nervous like I usually do when meeting or interacting with other people, so I was able to enjoy the session."

"I learned a lot.."



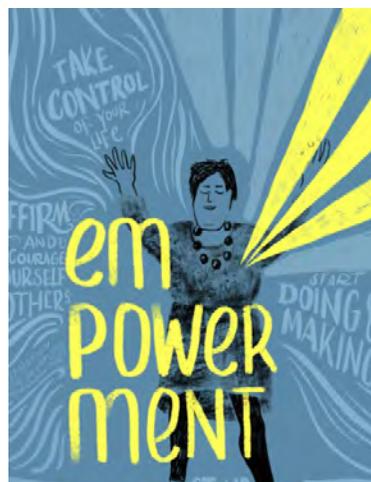
"Once again the facilitators were thoughtful, smart and insightful."

This was a master class of facilitation and a remarkable achievement. Well done.



"For me this really helped because I felt that I was in a safe learning environment and in good hands."

"The questions were excellent and really allowed for great discussion."



"It was comfortable and chill, it helped us open up more and share our thoughts and ideas."

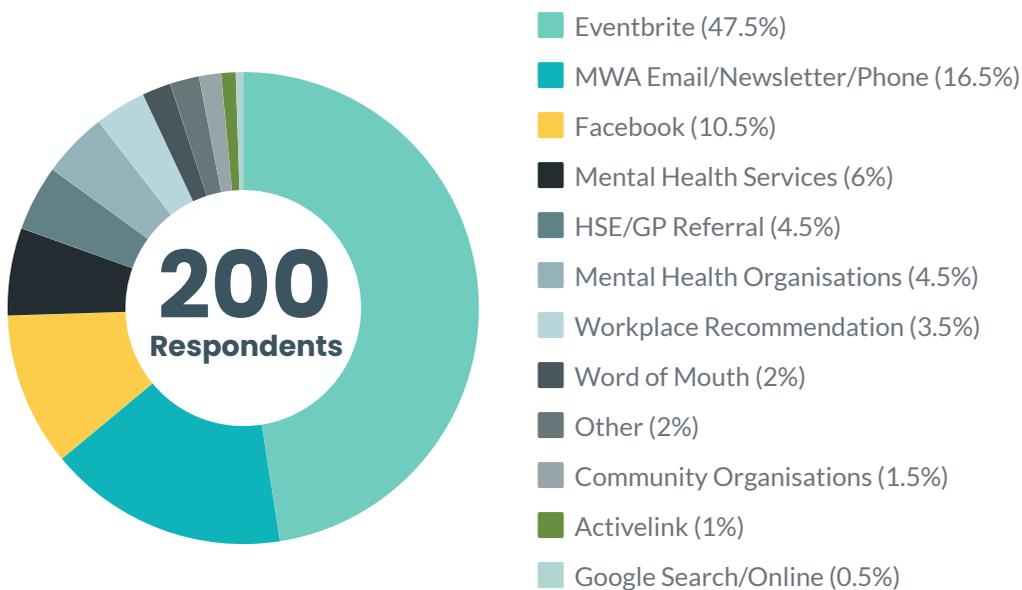
Everyone sharing their experiences openly and ideas for helping yourself was great.

Online Community

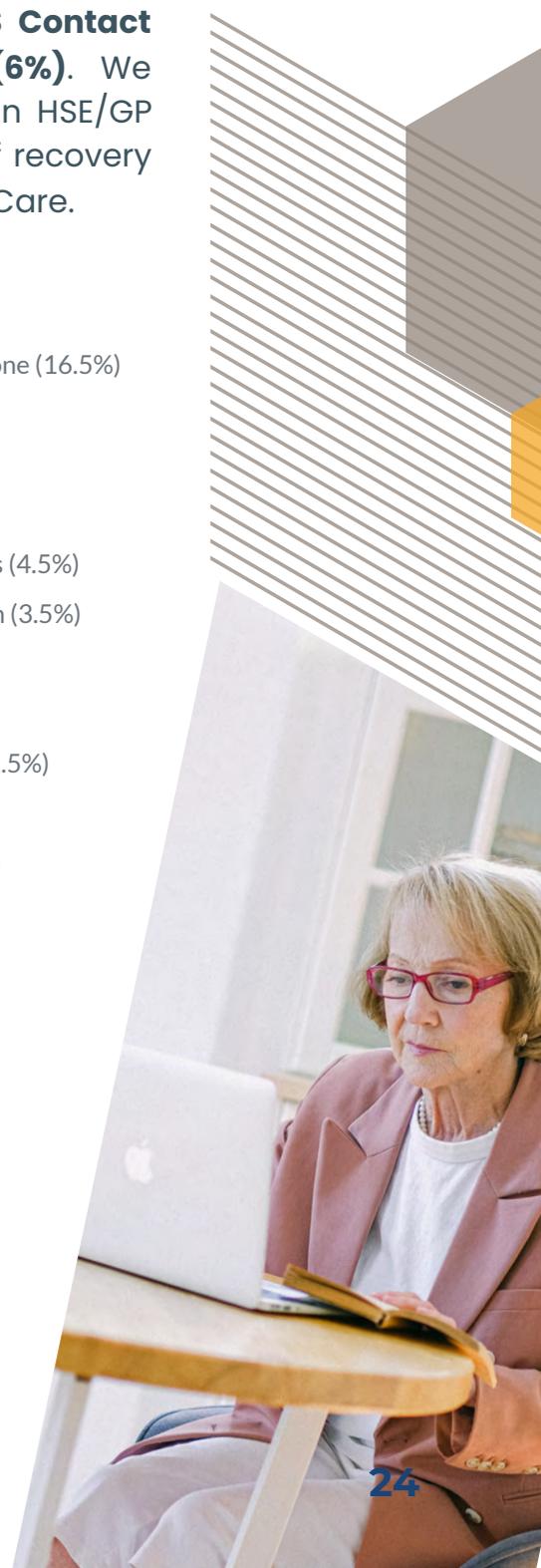
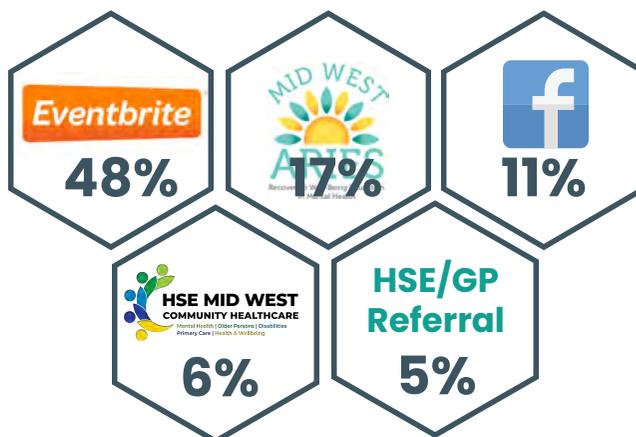
Where Did Attendees Hear About Us?



Understanding how people discover Mid West ARIES is important, allowing us to see gaps in our reach and to aid in the strategic promotion of our recovery education programme. The responses to our online feedback questionnaire showed that our promotion strategy was the main driver of attendance, with the main sources being **Eventbrite (48%)**, **Mid West ARIES Contact (17%)**, **Facebook (11%)** and the **Mental Health Services (6%)**. We were delighted to see a small but significant increase in HSE/GP referrals which could suggest an increased awareness of recovery education across the Services and particularly in Primary Care.



Top 5 Sources



MID WEST ARIES COMMUNITY PARTICIPANT

“I felt that
I wasn't
alone.”

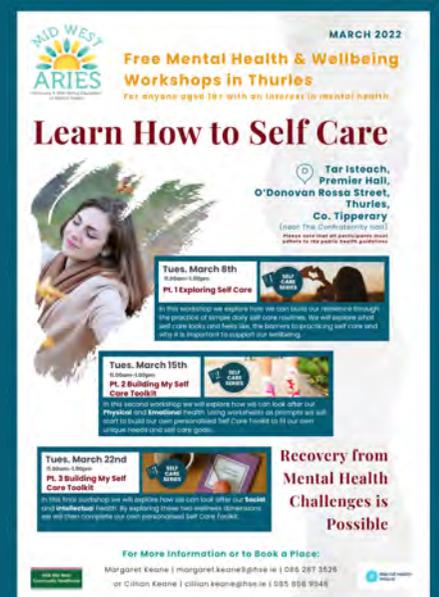
Recovery Education in the Community



Our Mid West community partners have supported our online recovery education workshop programme throughout the pandemic and were eager for our return to face to face delivery. Over the period we have cemented long standing relationships and developed new partnerships.

Community Partnerships

The re-introduction of covid restrictions at points during the period meant that we had to curtail our ambitious scheduled return to face-to-face delivery in the community. However, thanks to the West Clare Mental Health Association, Rathkeale Youthspace, Shannon Family Resource Centre and St. Mary's Thurles, we successfully delivered **7 workshops** in total across **Clare, Limerick** and **North Tipperary**. Whilst we maintained and developed our on-going relationships with **Ballyhoura Development** and the **Limerick Lifelong Learning Festival**.



Face to Face Community

Quantitative Feedback



CHIME IN THE COMMUNITY



CONNECTEDNESS
Felt connected to the activities and processes in the session



HOPE
Felt hopeful about recovery after taking part



IDENTITY
Felt their identity was respected and valued



MEANING
Felt that the material delivered was meaningful



EMPOWERMENT
Felt more empowered after taking part

Co-Evaluation & Feedback

Having returned to face to face delivery of our workshops it was a priority for our team to continue with our evaluation process, particularly to monitor any post pandemic changes. Similar to our online questionnaire the paper survey is distributed at the end of each workshop and collected by the facilitation team.

We use two 5-point Likert scales to evaluate each workshop. The first scale evaluates participants' satisfaction with the facilitation and delivery. **We are delighted to record that responses from 61 participants indicated a 99% satisfaction rate between July 2021 and June 2022.**

The second scale is based on the principles of CHIME. Responses from the 61 participants are represented above.

We also gather qualitative feedback by asking what worked best and what worked less well or could be improved at the end of each module delivered.

All of this feedback is then used to evaluate, reflect and update our learning content and delivery.

Mid West ARIES feedback form

In response to the statements below, please tick an option from Strongly Disagree to Strongly Agree:

Statement:	Please tick a box for each statement:				
	Strongly disagree	Disagree	Neutral	Agree	Strongly agree
The process of becoming involved in the session was straightforward and trouble-free.					
I felt welcomed by the facilitators to the session.					
The venue was comfortable with adequate facilities.					
The aims and objectives of the session were clearly explained.					
My involvement and contributions were supported and facilitated well.					
The involvement and contributions of other group members were supported and facilitated well.					
I felt respected and my opinions were valued.					
The facilitators were knowledgeable.					
The facilitators communicated effectively.					
The structure of the session helped to achieve the stated aims.					
I would be happy to participate in a future ARIES session.					

CHIME is a way of measuring individual or personal outcomes in Recovery oriented services. CHIME stands for: Connectedness: Hope Identity Meaning Empowerment

Please respond to the statements below:

Statement:	Please tick a box for each statement:				
	Strongly disagree	Disagree	Neutral	Agree	Strongly agree
I felt connected to the activities and processes in this session.					
I feel hopeful about Recovery after taking part in this session.					
I feel my identity was recognised and valued in this session.					
I feel that the material delivered in the session is meaningful to me.					
I feel more empowered after taking part in this session.					

Thank you for your feedback.

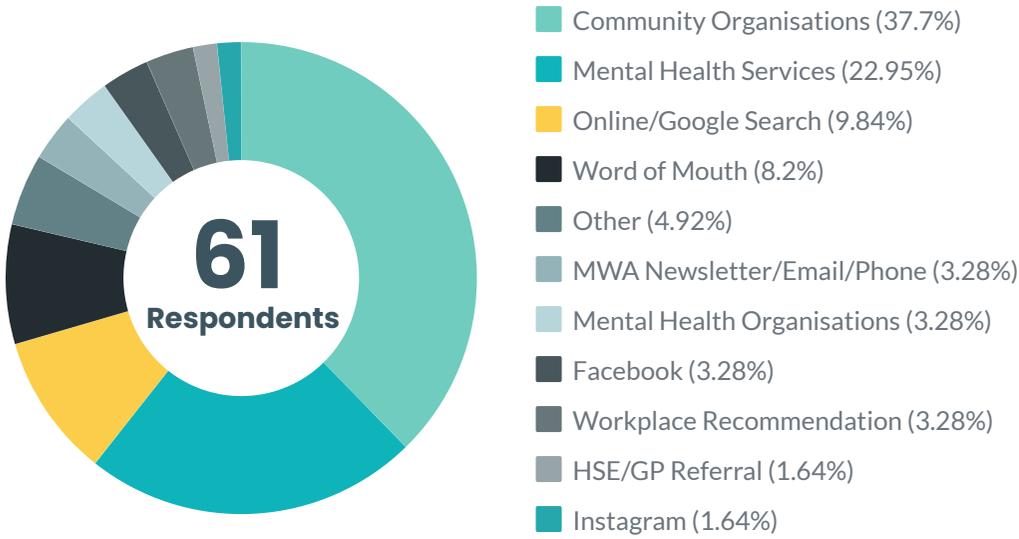
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Face to Face Community

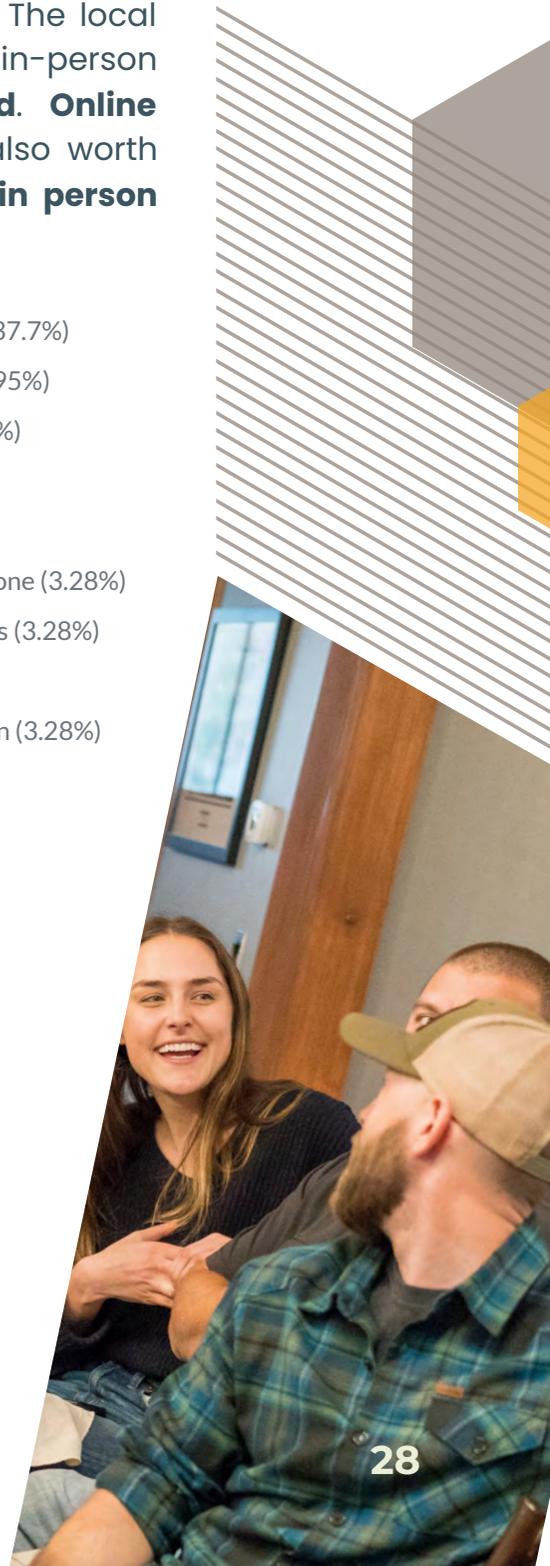
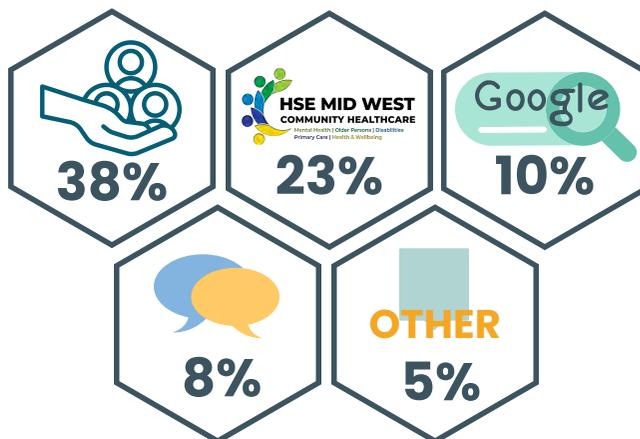
Where Did Attendees Hear About Us?



Our face to face community workshops are run in partnership with local community organisations on the ground. These organisations have built a solid, trustworthy reputation within their communities and are well placed to promote our events. It is no surprise then that the majority of our attendees heard about our face to face workshops through a **Community Organisation (38%)**. The local **Mental Health Services** were also key to promoting our in-person community events with **23% of attendees being referred**. **Online searches accounted for 10%** of attendees; while it is also worth noting the importance of **word of mouth referrals for in person events (8%)**.



Top 5 Sources



MID WEST ARIES Community Modules

Exploring Anxiety in Uncertain Times

Free Workshop

Mid West ARIES Online Event



ONLINE



FACE TO FACE

Understanding Mental Health Services

Free Workshop

Mid West ARIES Online Event

Understanding Diagnosis, Exploring My Identity

Free Workshop

Mid West ARIES Online Event

Managing Anxiety in Uncertain Times

Free Workshop

Mid West ARIES Online Event

Accessing Mental Health Services - Getting the Best from Virtual Appointments

Free Workshop

Mid West ARIES Online Event

Managing Well-being and Mental Health Recovery

Free Workshop

Mid West ARIES Online Event

Accessing Mental Health Services - Getting the Best from Face to Face Appointments

Free Workshop

Mid West ARIES Online Event

Connection and Hope in times of Isolation

Free Workshop

Mid West ARIES Online Event

Family Recovery in Mental Health

Free Workshop

Mid West ARIES Online Event

SELF-CARE SERIES
Part 1. Exploring Self Care

Free Workshop

Mid West ARIES Online Event

SELF-CARE SERIES
Learn to Self Care - Part 1

Tuesday, May 24th 2022
10:00am-12:00pm

Free Workshop

Mid West ARIES Online Event

2022 Limerick Lifelong Learning Festival

SELF-CARE SERIES
Part 2. Building My Self-Care Toolkit

Free Workshop

Mid West ARIES Online Event

My Mental Health - Finding Meaning, Feeling Empowered

Free Workshop

Mid West ARIES Online Event

Self-Care, Building My Resilience

Free Workshop

Mid West ARIES Online Event

How Can I Find Meaning in My Life and Feel More Empowered?

Free Workshop

Mid West ARIES Online Event

Let's Talk Resilience

Free Workshop

Mid West ARIES Online Event

Managing Well-Being and Mental Health in your Community

Free Workshop

Mid West ARIES Online Event

How Do I Keep Connected and Stay Hopeful to Support My Wellbeing?

Free Workshop

Mid West ARIES Online Event

SELF-CARE SERIES
Part 3. Building My Self-Care Toolkit

Free Workshop

Mid West ARIES Online Event

MID WEST ARIES ACUTE UNIT PARTICIPANT

“Everyone was open with each other and it felt great to share with the group.”



MID WEST ARIES

Recovery Education in Acute Psychiatric Units



Our recovery education programme for the Acute Psychiatric Units is an important part of our work. We continued with our successful delivery of recovery education modules in acute services in Ennis APU and in Unit 5B UHL this year, **increasing our number of workshops delivered by 110%, with a 145% increase in attendance.** The majority of our workshops were delivered face-to-face with only a brief return to online delivery during a short period of re-instated covid restrictions.

We would like to take this opportunity to thank our wonderful volunteer mental health staff who co-facilitate our acute unit workshops, in particular, Sarah Danagher and Barbara Keating in 5B and John O'Connor, Alison Flynn and Ciara Finn in Ennis APU. We could not bring recovery education to the Acute Units without their ongoing support and commitment.

ACUTE UNITS



No. of Workshops: 170
Ennis Attendees: 789
5B Attendees: 472



ENNIS APU Recovery Education 

Join us every week for our Recovery Education workshops in Ennis APU. **February 2022**

DATE	WORKSHOPS
Tuesday February 1 st 2pm	Preparing for Discharge and Moving on
Wednesday February 2 nd 11:30am	Personal Recovery Goals
Tuesday February 8 th 2pm	Let's Talk Resilience
Wednesday February 9 th 11:30am	Finding Meaning, Feeling Empowered
Tuesday February 15 th 2pm	Managing my Recovery
Wednesday February 16 th 11:30am	Connection and Hope
Tuesday February 22 nd 2pm	Let's Talk Self-Care
Wednesday February 23 rd 11:30am	Let's Talk Anxiety

For further information contact:
Cillian Keane on 045 6509546 or cillian.keane@hse.ie or
Margaret Keane on 086 2873526 or margaret.keane@hse.ie

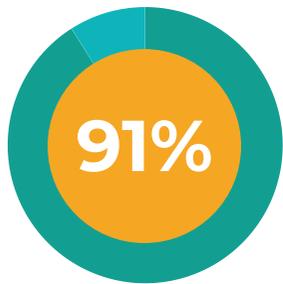
HSE Mid West Community Healthcare 

MID WEST ARIES ACUTE UNIT PARTICIPANT

“ I'm not alone, I know others feel or have felt the way I feel. ”

Acute Psychiatric Units

Quantitative Feedback



AVERAGE
CHIME
RESPONSE

588

Respondents

CHIME IN THE ACUTE UNITS



CONNECTEDNESS

Felt connected to the activities and processes in the session



HOPE

Felt hopeful about recovery after taking part



IDENTITY

Felt their identity was respected and valued



MEANING

Felt that the material delivered was meaningful



EMPOWERMENT

Felt more empowered after taking part

Co-Evaluation & Feedback

Our return to in-person delivery of our Acute Unit workshops has allowed us to re-instate a simple feedback form to measure overall user experience in terms of content and delivery. In addition we use a quantitative 5-point Likert scale to evaluate each workshop in relation to the personal recovery principles of CHIME. **Responses from 588 participants in both 5B and Ennis Acute Units over the period was overwhelmingly positive.**

This period saw an average 91% of respondents reporting positive feelings of Connectedness, Hope, Identity, Meaning and Empowerment after attending a Mid West ARIES Workshop.

We also gather qualitative feedback by asking what worked best and what worked less well or could be improved at the end of each module delivered.

All of this feedback is then used to evaluate, reflect and update our learning content and delivery.

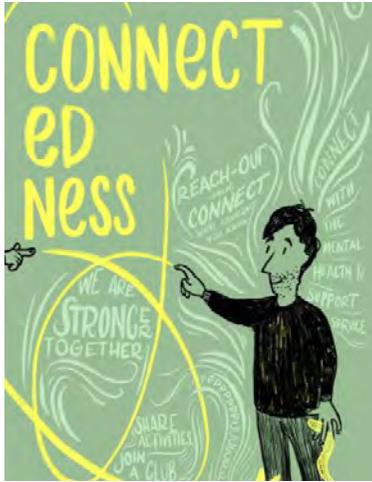
A screenshot of a feedback form titled 'Mid West ARIES Feedback Form'. It includes fields for 'Session Title' and 'Facilitator', and 'Date of Session' and 'Location'. Below these are instructions: 'Thank you very much for taking part in this session. We would like your feedback to help us in planning for the future. Please respond to the statements below, ticking an option from Strongly Disagree to Strongly Agree:'. The form contains a table with five statements and five Likert scale options (Strongly Disagree, Disagree, Neutral, Agree, Strongly Agree) represented by smiley faces. The statements are: 'I felt connected to the activities and processes in this session', 'I feel hopeful about recovery after taking part in this session', 'I feel my identity was recognised and valued in this session', 'I feel that the material delivered in the session is meaningful to me', and 'I feel more empowered after taking part in this session'. Below the table are sections for 'Please answer the following questions based on your experience today:', 'What worked well in the session today?', 'What worked less well in the session today or what could be improved?', and 'Any other comments or suggestions?'. The form ends with a 'Thank you!' message.

MID WEST ARIES

Online & In Person Acute Psychiatric Units



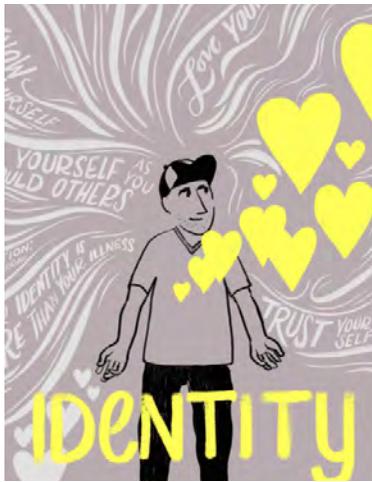
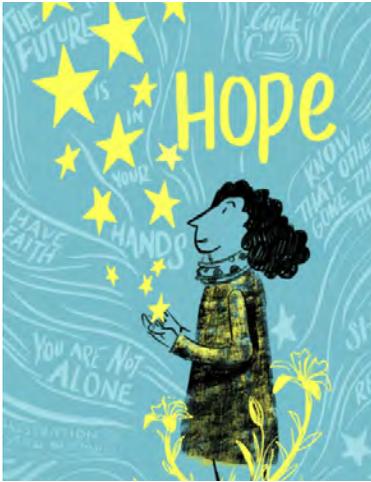
QUALITATIVE FEEDBACK



"Listening to others and realising I am not the only one."

"It was wonderful to see what another person has been through."

"Thank you."

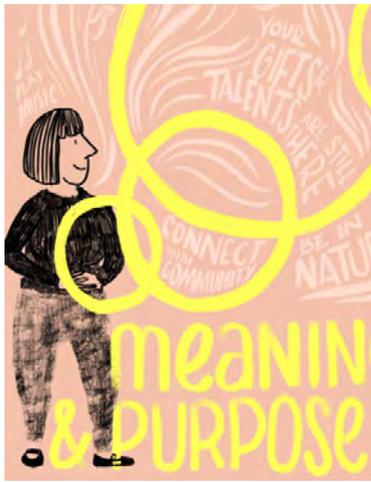


"There was great honesty and empathy."

"Everyone contributing in the workshop with their ideas."

"I was listened to today."

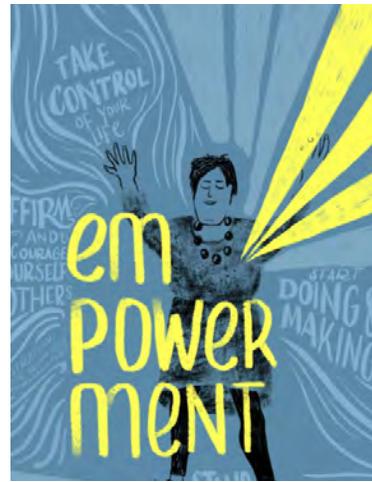
"There is hope."



It was good to think about what we need to be able to be well. Looking at hope."

"Talking about forgiving someone helped today."

"Well done."



Excellent facilitating by facilitators by creating an atmosphere where people felt safe to share."

"It was all lovely, especially the way you approached delicate subjects."

Acute Unit Modules

Our core Acute Unit Programme includes workshops exploring **personal recovery goals, the CHIME framework, preparing for discharge, managing anxiety and self care**. Each workshop is an hour in length and crucially includes a personal story of recovery from one of our facilitators focusing on what and who helped them in their recovery.



Connection & Hope

Finding Meaning, Feeling Empowered

I am more than my Illness - Identity and Mental Health

Moving on - Planning for Discharge

MOVING FORWARD

Personal Recovery Goals

Managing My Recovery

Let's Talk Resilience

Let's Talk Self-Care

Let's Talk Anxiety

MID WEST ARIES

HSE Mid West Community Healthcare



MID WEST ARIES ACUTE UNIT PARTICIPANT

“Be your
own best
friend.”



3rd Level Partnerships



Partnerships Old & New

This year saw our return to in-person delivery with our 3rd Level Partners with **4 major training events delivered (increase of 33%) and 214 participants (increase of 56%)**. Once again we cemented our on-going special relationship with the University of Limerick. We were delighted to build new partnerships within the university, with both the **Kemmy Business School** and the **School of Allied Health** and in particular with the **Paramedic Studies Division**, Department of Health Sciences.



We were also excited to partner with **Mary Immaculate College**, providing an introduction to recovery education and service improvement in the Mid West Mental Health Services to Psychology students.



Recovery Principles & Practice Training Module 1

30
Paramedics - UL
08/12/2021

Recovery Principles & Practice Training Module 1

28
UL 4 Year Nursing Students
05/01/2021

Innovation & Co-Production

92
UL School of Allied Health Professions
10/02/2021

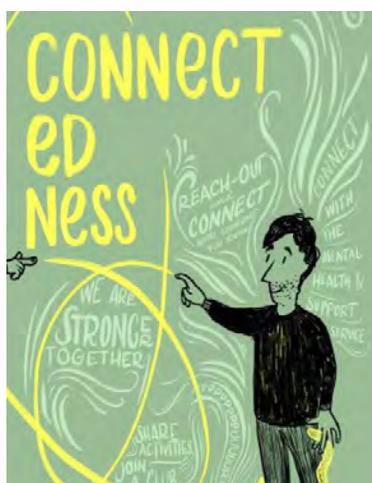
Introduction to Recovery Education and Service Improvement

64
Mary I. Department of Psychology
15/02/2021

3rd Level Feedback

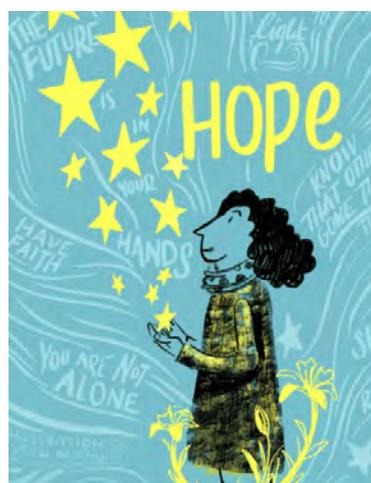


QUALITATIVE FEEDBACK



"Personal narratives really brought home message of recovery orientated practice and what impact it can have on the lives of service users."

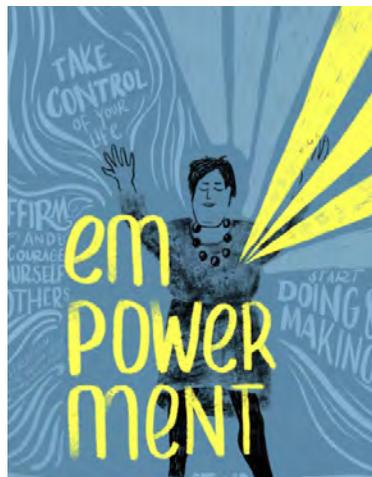
"Excellent facilitators who clearly communicated."



"The personal narratives were powerful illustrating important aspects of the lived experience of mental health difficulties, as well as the impact on carers, and what it is like to work within the medical model of mental health."



"I learnt very important and meaningful things about recovery process which I am going to implement in my work. Among many things - kindness and compassion."



"Understanding the recovery journey from service user and family member perspective."

"The speakers were excellent at explaining all topics."

MID WEST ARIES 3RD LEVEL PARTICIPANT

“This was a very informative and interactive session which was really helpful guidance before returning to my internship.”



Mental Health Staff Training - RPPT1



In keeping with The National Framework for Recovery in Mental Health 2018-2020 (Action 4.1.3), we continue our delivery of Recovery Principles and Practice (RPP) Module One. Action 4.1.3 requires that all mental health staff are provided with Recovery Principles and Practice workshops within the two years of the Framework.

During these workshops, we facilitate discussions about recovery principles and explore how they can fit with peoples work practices. Staff consider and share what recovery means to them. Our facilitators share their personal narratives and their experience of the recovery journey from a lived experience, family member and staff perspective.



Ambitious Training Programme

After a challenging year in 2020/21 we are delighted to share that our ambitious targeted RPPT1 training programme for 2021/2022 was realised with **10 training events delivered with 84 participants.**

In addition to our 3 open sessions we delivered 5 targeted sessions for administration staff in Clare and Limerick Mental Health Services and 2 sessions for HSE Residence Supervisors.



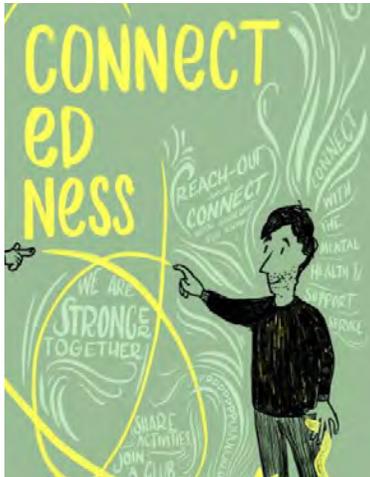
MID WEST ARIES RPPT1 PARTICIPANT

“I really enjoyed this insightful and personal workshop.”



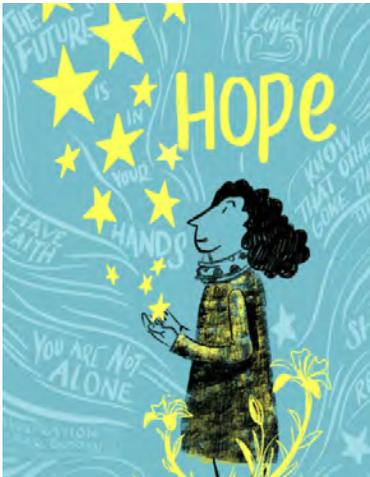
RPPT1 Feedback

QUALITATIVE FEEDBACK

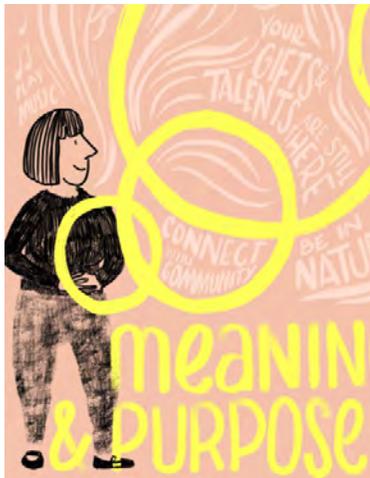


"The perspectives from the service user, family member and staff were particularly helpful to hear."

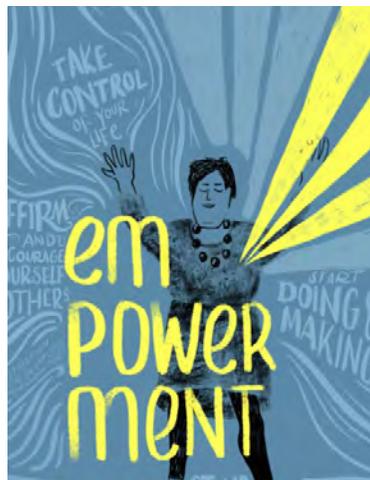
"The breakout sessions were a good opportunity to talk and share."



"This training was an excellent overview of recovery principles and practice. The level of engagement was very useful and the facilitators provided an environment that was friendly and encouraging."



"I thought the sharing of personal narratives really brought to life the principles of recovery in a very meaningful and tangible way."



"I found the workshop very helpful and thought provoking."

"No room for improvement, I found it excellent."

MID WEST ARIES

Development & Innovation

SPECIAL EVENTS: Coffee & Connection

3
EVENTS

108
Participants attended a
Mid West ARIES
Coffee & Connection
Event

This year we were delighted to return to HSE Residences & Acute Units with our virtual café in partnership with Mental Health Engagement. "Coffee & Connection" is an online event facilitated by our Recovery Education Facilitators. It has proved to be a wonderful way to connect those who are at most risk of isolation and is a great introduction to recovery education. It is a unique mix of chat, music, poetry and art with the emphasis on sharing and fun. We facilitated two special Christmas Events and since June 8th 2022 we are now running the café once a month with fantastic engagement. It is one of the highlights of our monthly working schedule.

MID WEST ARIES
Recovery & Mental Health Education

BEGINNING JUNE 8th 2022

Coffee & Connection

ONLINE
Second Wednesday
of Each Month
10.30am - 12.00pm

For people in
our Acute Units,
HSE Residences
and
HSE Day Services

Chat Share Connect

HSE Mid West
Community Healthcare

<https://us02web.zoom.us/j/8316671100> **JOIN US**

Special INVITATION

Let's get Christmas started!
Join us online for carols, craic and chat!

For people in our Acute Units, Residences and Forum Members

Coffee & Connection Christmas Special

You're invited to our Special Online Christmas Event!

JOIN US ON ZOOM

Hosted by Mid West ARIES & Mental Health Engagement

December 8th, 2pm

Click here to join - <https://us02web.zoom.us/j/86473857785>

Through Our Eyes

What is there to say now?
So many things
Yet no one is speaking
Weak and unheard voices
Hushed away
You'll be grand
Meet new friends
Join a team
They Say
They have no clue
About the hurt
The terrible images
That flit and flow
The torture of the every day
The ones that never go
That this too will pass
Apparently - alas no
Every days a journey
A trek towards being ok
Our lives lived in turmoil
Yes's and no's
And what will they mean
When will they go
All experience unique
Linked through troubled eyes
As we plough forward
Towards better
Towards something
That's still hidden in disguise

Reproduced by special permission.
This beautiful and poignant poem
was written and shared by one of
our Coffee & Connection attendees.

D.E.

Development & Innovation

SPECIAL EVENTS: Building Relationships

5
EVENTS

171
Participants attended a
Mid West ARIES
Additional
Presentation/Event

We have had great success this year in building new relationships and forging new partnerships both in the community and across the service.

We were delighted to be invited to present to:

- **Area Management Team**
- **Heads of Service and the Chief Officer Maria Bridgeman**
- **QSSI World Hand Hygiene Event**
- **QSSI Management Team**
- **Primary Care/Social Inclusion Management Team**

We have also developed key strategic working relationships with Occupational Therapy, St. Anne's around access to our online community workshops for service users.

Our long standing working relationship with both Acute Units has supported the development of one of our most innovative courses yet, "**Understanding Acute Mental Health Services for Families, Carers & Supporters**".



QSSI Event



World Hand Hygiene Day



HSE Innovation Event



MID WEST ARIES

Development & Innovation

Our Self-Paced Courses

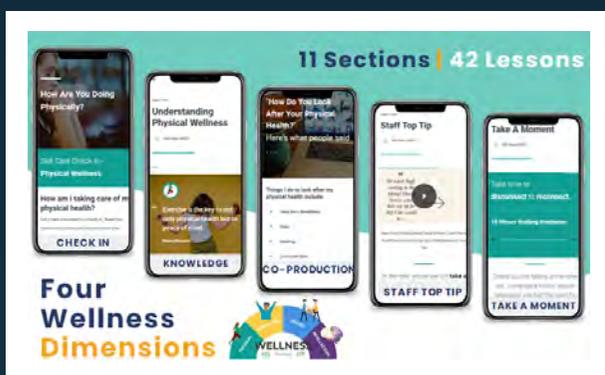
Learn at your own pace, at your own time, 24/7, on any device



We continue to innovate and extend our reach, offering new and alternative ways to access recovery education. An important part of our offering this year and going forward is to provide a suite of online self-paced courses with the focus on accessibility, ease of use, best practice instructional design and UX principles. To that end, we created 2 important courses that we believe gives real choice to our learners and are truly innovative both in their content and delivery method. All are mobile responsive and work well on all internet enabled devices including mobiles, laptops or desktops.

My Self Care - Online Course for HSE Mid West Staff

At a co-production session exploring self care staff identified the severe impact of Covid and workplace stress on their health and wellbeing. In response we created this self care course in-house to support staff and help build both personal and workplace resilience. Launched by Maria Bridgeman, Chief Officer in December 2021 the course has been shared right across CHO3. We would like to take this opportunity to thank the Chief Officer and her team for all of their support.



The response to the course has been very positive. In the 6 months since launching to June 30th 2022, the course has been accessed 1,200 times.

"My Self Care" Course Feedback



What was the most useful thing you learned?



How to incorporate mindfulness into everyday practice.



To look after all areas of my life and to reach out when I need help.



The meditation techniques because I struggle to meditate without guidance.



How to be resilient especially now due to Covid-19 etc.



To be kind to yourself.



What tips or tools in this course will you implement into your daily routine?



The daily planner and sleep diary



Journaling because I used to journal in the beginning of 2020, but I have lost that daily routine of sitting and taking a minute to gather my thoughts



To take breaks between tasks and try to get more exercise



Regular exercise and mindfulness practice



To practice daily self care



Thank you to all who participated in making this.



Well done on this great piece of work.



I really enjoyed this course!



My Self Care – Online Course for HSE Mid West Staff

Build your personal daily self care toolkit.
Learn simple, practical ways to look after your
Physical, Emotional, Social and **Intellectual** Health.
In your own time, and at your own pace.



Mobile/Tablet Friendly – Scan the QR code to access
Log in on your Laptop/Desktop
Self-Paced – Available 24/7

Development & Innovation

Our Self-Paced Courses

Learn at your own pace, at your own time, 24/7, on any device

Understanding Acute Mental Health Services for Families, Carers & Supporters

Supporting a loved one with mental health challenges who is acutely unwell and admitted to an Acute Psychiatric Unit can be a very anxious time. The purpose of this course is to provide information and resources for Family Members, Carers and Supporters of those using the Acute Mental Health Services at a time when they most need it.

This course has been co-produced by Families, Carers and Supporters of people using the Acute Mental Health Services, the people who use the Acute Mental Health Services and Staff who provide the service.

For the first time we see inside an Acute Unit with a comprehensive video walkthrough, along with a family member/key worker role play video discussing frequently asked questions. Covering everything from admissions (voluntary & involuntary) to discharge, family supports and self care, this is a comprehensive tour of the Acute Services with over 2.5 hours of content.



Since launching in April 2022 to June 30th 2022, the course has been accessed 502 times.



We also run an online and face to face workshop which complements this course, providing sign-posting to the more indepth self paced course.

MID WEST ARIES

"Understanding Acute Mental Health Services for Families, Carers & Supporters" Course Feedback

” Jargon busting and key questions were super helpful. Videos were fab!!

” AMAZING piece of work - Huge work went into this and you should all be VERY proud!!

” Simple, clean, easily presented, interactive elements, useful information.

” We will recommend this within our services.

” **Mid West ARIES does amazing work, workshops and courses.**

” I would recommend this to everyone because people need to understand what its like inside a hospital, self care, hearing accounts, challenge the stigma out there.

” Visually very attractive and bitesize. Also incredibly comprehensive and the Supporters voices were amazing to have those included. Every base was covered! An Amazing resource. Incredible hard work went into this - SUPER well done.

” Thank you to all who participated in making this.

” **Keep up the fantastic work!**

FREE RECOVERY EDUCATION COURSE

Understanding Acute Mental Health Services for Families, Supporters & Carers



Available
Online
24/7

Learn in Your Own Time and At Your Own Pace:

- ✓ How admission to an Acute Psychiatric Unit works.
- ✓ The different members of the Care Team and their roles.
- ✓ The jargon or terms you may hear.
- ✓ What supports are available to you and your loved one.
- ✓ How to support your own mental health and wellbeing.



Mobile/Tablet Friendly -

Scan the QR code to access

OR Log in on your laptop/desktop -

<https://tinyurl.com/UnderstandingACMHS>



Need More Information?

Contact:

Margaret Keane | margaret.keane9@hse.ie | 086 287 3526

Cillian Keane | cillian.keane@hse | 085 858 9546

Development & Innovation

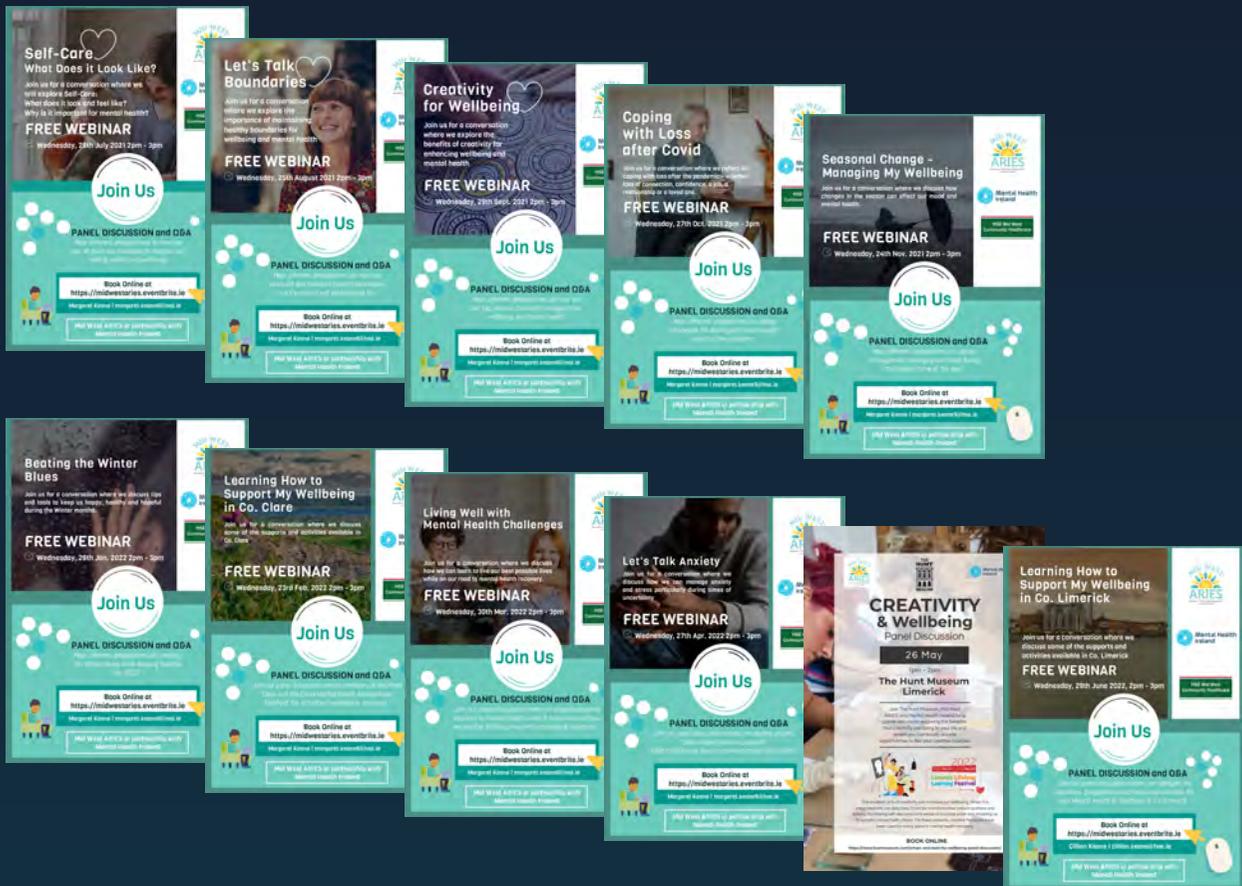
Webinars & Live Panel Events in Partnership with Mental Health Ireland

807
Engagements -
attending live, viewed
recording or listened to
podcast

11
EVENTS

Our monthly webinars in partnership with Mental Health Ireland provides a fantastic platform for the promotion and discussion of a variety of mental health topics from creativity to anxiety and self care.

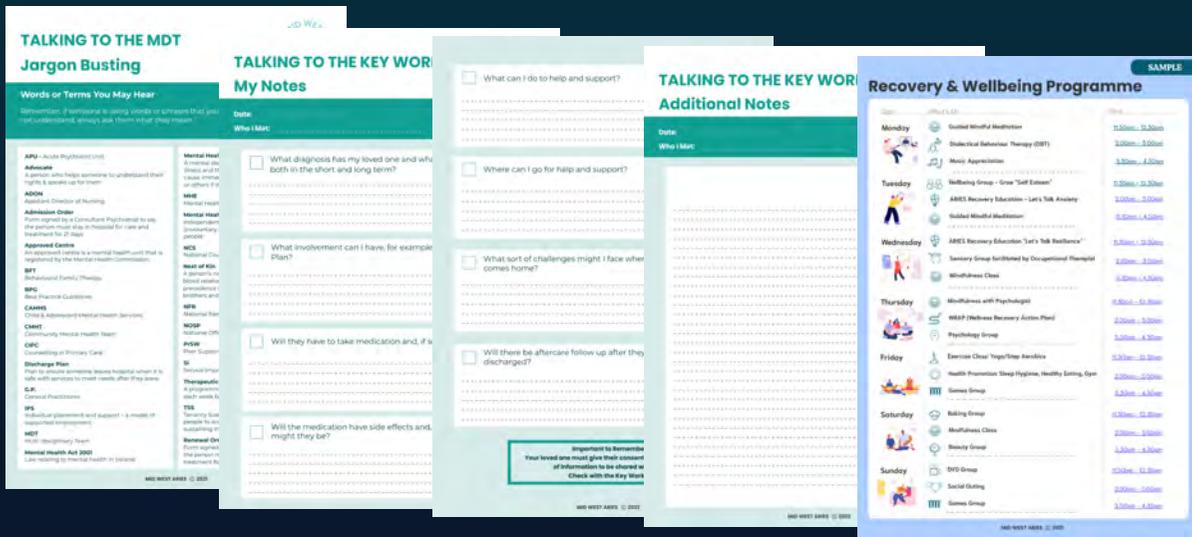
Each webinar is recorded live and shared on our YouTube Channel and our on podcast channel "The Wellness Panel", available on all podcast platforms including Spotify and Apple Music.



Development & Innovation

Sample of New Resources

Understanding Acute Mental Health Services for Families, Carers & Supporters Self-Paced Course & Workshop



During each of our workshops our facilitators record all responses, this is then shared with attendees as part of the workshop learner pack. We have used some of the more powerful responses to create a range of inspirational posters.

Community Workshop Responses Posters

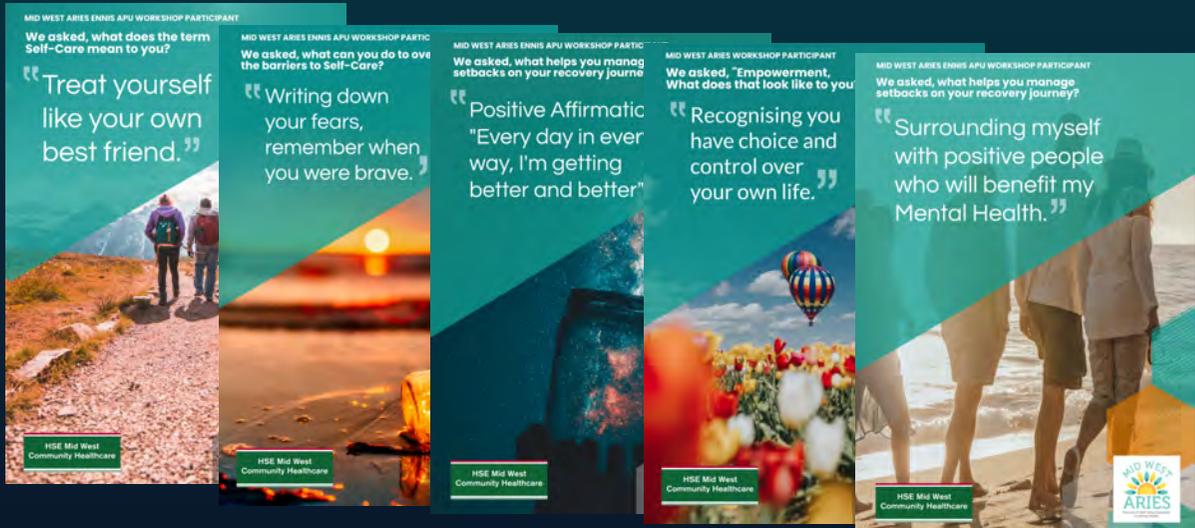


MID WEST ARIES

Development & Innovation

Sample of New Resources

Ennis Acute Unit Workshop Reponses Posters



5B Acute Unit Workshop Reponses Posters



Development & Innovation

Multi Media Resources

Our development team have a strong background in elearning, instructional design and video production. As a result we have developed a number of multi-media resources which we host on our YouTube Channel and use in our workshops, self-paced courses and webinars.

Video Resources



Understanding Acute Mental Health Services for Families, Carers & Supporters

- Join John O'Connor, Clinical Nurse Manager, for a walkthrough of the Ennis Acute Psychiatric Unit
- Family/Key Worker Role Play
- Rachel shares her experience of supporting a family member over many years
- Eileen shares why it's important for families to get their own support
- Noelle shares how changing the language we use around mental health with our loved ones can help the relationship
- Helen shares how a friendly welcome and signposting to resources is so important for family members
- Noelle shares her experience of supporting a family member and how we can be hard on ourselves
- Ask the Key Worker - role-play dramatisation of a Key Worker explaining the purpose of a care plan and the role of the family member
- Noelle shares the importance of listening.
- Introducing the Recovery & Wellbeing Unit in Ennis Acute Psychiatric Unit
- Eileen shares the importance of CHIME when supporting yourself and your loved one.
- Rachel reflects on what she has learned over the years while supporting her loved one with mental health difficulties and shares her top self care tip.
- Family Recovery & Acute Mental Health Services
- Rachel shares how she practices self care using the WRAP programme and connecting with other families going through similar experiences with their loved one.

My Self Care - HSE Mid West Staff

- Message from Niamh Wallace, Head of Service
- Alison, Staff Nurse, Ennis A.P.U. shares what self care means to her
- Sarah, Clinical Nurse Specialist, working in the Acute Psychiatric Unit UHL shares why self care is so important for her wellbeing
- John, Clinical Nurse Manager, Ennis A.P.U. shares how he keeps active
- Join Aoife, Mid West ARIES Recovery Education Facilitator, on her early morning walk
- Martina, Senior Social Worker, Clare Mental Health Services shares her top tip to bring balance to your life
- John, Clinical Nurse Manager, shares how he practices gratitude for wellbeing
- Alison, Staff Nurse, Ennis A.P.U., shares how she manages stress in the workplace
- Eithne, Occupational Therapy Manager, Limerick & North Tipperary Mental Health Services, on the importance of taking breaks
- Cillian Keane, Peer Education, Training & Development Officer, shares his thoughts on the importance of maintaining our social connections
- Eileen Hanley, Recovery Education Facilitator, shares how creativity supports her mental health
- Mike, Manager, Mid West ARIES, talks about the importance of finding a place or activity that nourishes ourselves
- Alison, Staff Nurse, Ennis A.P.U., shares the barriers she encounters when trying to practice self care
- Advice from participants in our co-production session on how to overcome barriers to practicing self care.

Above are the list of multi-media resources linked to modules only. We have also produced a large number of Mid West ARIES videos for distribution on social media and for other presentations.

MID WEST ARIES

Development & Innovation

Multi Media Resources

Video Resources



Webinar Recordings

- Self Care, What Does It Look Like
- Let's Talk Boundaries
- Creativity for Wellbeing
- Coping with Loss After Covid
- Seasonal Change, Managing My Wellbeing
- Beating the Winter Blues
- Learning How To Support My Wellbeing in Co. Clare
- Living Well With Mental Health Challenges
- Let's Talk Anxiety
- Learning How to Support My Wellbeing in Co. Limerick



Audio Resources



The Wellness Panel

- Self Care, What Does It Look Like
- Let's Talk Boundaries
- Creativity for Wellbeing
- Coping with Loss After Covid
- Seasonal Change, Managing My Wellbeing
- Beating the Winter Blues
- Learning How To Support My Wellbeing in Co. Clare
- Living Well With Mental Health Challenges
- Let's Talk Anxiety
- Learning How to Support My Wellbeing in Co. Limerick
- Bonus Episode: Building Resilience Guided Meditation
- Bonus Episode: Practicing Gratitude Guided Meditation
- Bonus Episode: Calming Colour Meditation
- Bonus Episode: Positive Affirmation Guided Meditation
- Bonus Episode: "Rewrite your Day" Guided Meditation
- Bonus Episode: "Managing Anxious Thoughts" Guided Meditation



MID WEST ARIES

Social Media

Our Goals

- To increase engagement among our stakeholders.
- To provide Information and signposting.
- To provide recovery learning resources.
- To increase awareness of recovery education in the Mid West, in particular that recovery from mental health challenges is possible.
- To build and maintain key relationships with community partners in the Mid West.
- To build an online community for those interested in recovery education.
- To promote our online and in person community courses.

Facebook

503 ▲ 70%

Followers

438
Page Likes



Instagram

395 ▲ 20%

Followers



Twitter

525 ▲ 9%

Followers



YouTube

177

Subscribers

1,336

Video Views ▲ 42%



Eventbrite

393 ▲ 130%

Followers



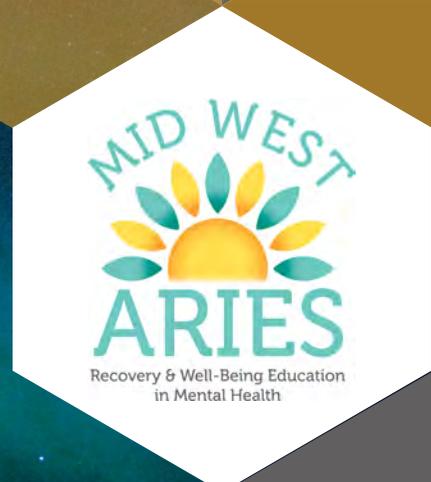
Google ▲ 14%

26,953

Visits to
Google
Business
Page



Guided by our Social Media Communications Strategy we have used the various platforms to inform, engage and signpost. We are delighted to see it's effectiveness with an increase in reach and engagement.



Mid West ARIES provides free, inclusive, transformative recovery education locally in the Mid West and nationally online. We are part of HSE Mid West Community Healthcare.

Mid West ARIES

Roselawn House, University Business Complex,
National Technology Park, Limereick V94 6K65

Email: michael.oneill8@hse.ie | Tel. 061 492085 / 085 876 8517

