

Staff Training Films

We created a series of short films to reinforce good practice amongst staff working in health and care.

'Preventing suicide: communication, support and follow-up' is relevant to anyone working in health and care to hear perspectives from those with lived experience connected to suicidal crisis.

They serve as a staff training resource to encourage good practice from staff. After watching the films, staff are given prompts for discussion, asking them how the films made them feel and what they might now do differently having watched them.

- [Communication](#)
- [Support](#)
- [Follow-up](#)

Read about this on the Suicide Prevention Website [here](#)

Watch the film [here](#)

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Inspiration and Aims

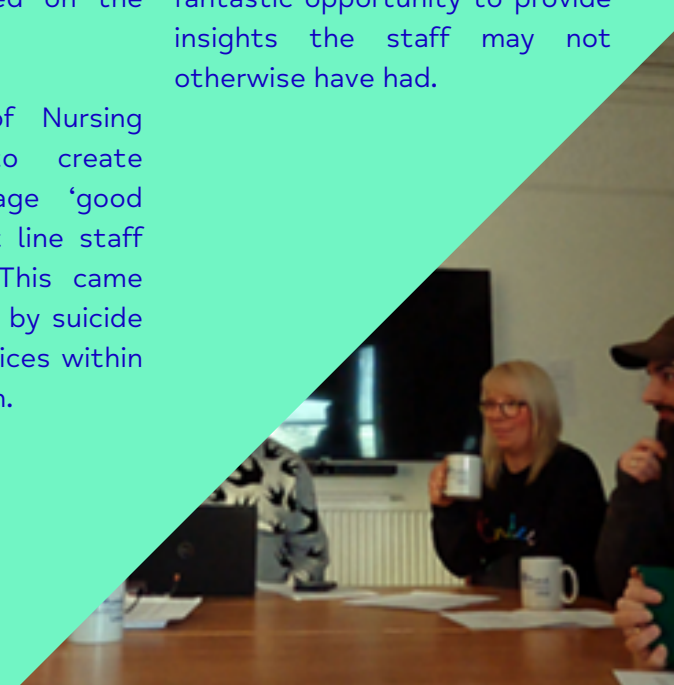
This area of work was inspired by the core aims of the overarching project of providing people with a viewpoint on how people with lived experience around suicide experienced accessing services, their treatment with those services and the follow up.

We then wanted to expand on that by providing guidance on best practice for staff based on the experience of the group.

The Deputy Heads of Nursing asked the group to create something to encourage 'good practice' amongst front line staff in statutory services. This came from data around death by suicide in people known to services within one month of their death.

The aim of the project was to bridge the disconnect between service providers and service users.

We felt that there is no real way for people to feedback directly to staff on ways they could improve their handling of difficult situations for people in crisis. Therefore, it felt like a fantastic opportunity to provide insights the staff may not otherwise have had.



Initial ideas

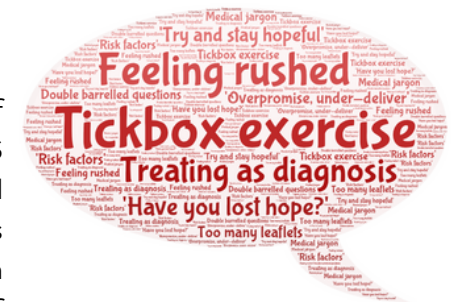
The project began with discussing the brief that had been presented by the heads of nursing around showcasing best practice.

The group unpicked what 'good practice looks like' and 'feels like' from a personal lived experience perspective, discussing the positive practice and the negative practice.

We equally reflected on some of the key challenges among NHS staff and systems which can stand in the way of good practice such as desensitised staff, compassion fatigue, staff burn out, capacity of GPs and lack of time among staff.

We discussed the content of the films as well as the way in which the messages would be delivered e.g. role play/ examples of bad practice etc.

Initial ideas to increase engagement was to have very short films of around 40 seconds to increase impact, but as discussions progressed it was felt it would be difficult to convey key messages in such a short time frame.



Designing & shooting the films

It was agreed that volunteers would focus on communicating their own points as it is more powerful having individuals speaking their own words.

Individuals had the option of being on camera or just having their voice recorded. Those who did not want to feature directly were able to submit their perspectives to be captured throughout the films.

From an accessibility perspective, it was agreed that there would be captions.



Stuart; CLEAR: Community Engagement Lead

We partnered up with Men's Talk Digital, a men's Mental Health group in Kirklees, who helped us to film and edit the videos.

This felt like a special and important partnership, as it meant that everyone at all stages of the project had lived experience of mental health challenges.

“Despite having initial reservations about appearing on Camera I thought all five participants rose to the occasion and worked alongside myself and the guys from Men's Talk Digital in a very professional way and delivered the script they had written without very much guidance on my part. They were all complete stars”

“Following discussions, Leeds Mind co-produced an initial script. After further discussions this was re-worked with the group and the storyboard agreed. In advance of the filming, we had good communications – and a clear brief. The filming day was well organised, running to time. All of the participants were clear about their involvement and understood how the filming day would run.”





Output of the project

We created 3 films, which became one long film, called: ‘Preventing Suicide: Communication, Support and Follow Up’.

It speaks directly to health and care staff about their experience of good practice within mental health services in West Yorkshire.

1 Communication

Explores what good communication feels like from a client perspective. Watch [here](#)

2 Support

Looks at ‘support through the system’; how staff can support clients navigating secondary mental health services. Watch [here](#)

3 Follow up

Shares the best way that staff can conclude their time with clients, for example the end of a 1 to 1 appointment, or if a client is discharged. Watch [here](#)

There is also a slide deck that can be downloaded to supplement discussions for this as a training tool.

“Good practice would feel like ‘holding space’. Being present with us and inviting us to speak openly. Staff will work with us to reflect and clarify during appointments and will phrase things thoughtfully, to build trust and make us feel supported.”



I would like people to ask me what my wants are and what my needs are



you see somebody and then six months down the line somebody totally different

“It’s important that we feel fully supported throughout our journey. This includes person centred support built around us and keeping me informed as to what is happening with our case. This is what will help to keep us safe.”

“Good support at the end of appointments is just as important as the content. Be prepared to follow up and take action. Remember that signposting needs to be person centred in order to work. All of this is key to building trust in the system.”



Promotion

The films were launched at an event at University of Leeds.

They have also been promoted among the following Yorkshire & National organisations/ groups & meetings:

- West Yorkshire Health & Care Partnership
- Suicide Prevention Networks
- Papyrus training recipients
- Harnessing Power of Communities Newsletter
- Yorkshire Ambulance Service
- Violence Reduction Unit West Yorkshire

"These films are about providing care and support based not on what we think people want and need, but based on what they're telling us they want and need.

This is an approach we take with all our mental health support at Leeds Mind. But what's great about what the lived experience volunteers have designed here is, it seeks to raise awareness and change practice.

Our volunteers have been brave and generous enough to share their lived experience - we hope the local health and care community in West Yorkshire listens and takes positive action."

Arlie Haslam, Co-ordinator

"I went to visit the people who made these videos for us at the launch event of their own new play. The play was great and was performed in front of many key influencers and change makers in the NHS, public and third sectors. It was a great play and really good to see how these projects can change the lives of its members and share challenges around mens mental health. For me, it was the first time I'd sat in a room of 40 or more people in a conference style set up for a long time and I did eventually manage to relax into it. In fact, I challenged myself to ask a question a question at the end of the performance, which to my surprise got selected first. I was further surprised by how calm and assured I spoke. I even made an off the cuff joke after with a group of NHS change makers, which got a proper laugh. That was a nice feeling."



Impact

Challenges faced:

Early discussions featured concerns from a volunteer who has a nursing background and reflected on the busy nature of the role and challenges around time to dedicate to resources such as this. Volunteers proposed great ideas about promoting the films via tools that healthcare staff already had at their disposal such as desktop screensavers and mandatory training courses.

During the initial stages of the project, it was also challenging to decide on questions as there were so many ideas. However the group worked well together and volunteers commented that it never felt that we had to compromise on any one persons opinions.

At a Bradford Suicide Prevention Strategy Meeting, someone raised an idea about the films being available in other languages which is not something we have been currently able to facilitate but could be an important future consideration if the project was recommissioned.

Our hopes for impact:

- An effective training tool for frontline healthcare professionals who come into contact with people in crisis.
- Offers an alternative and lived-experience led perspective on how to provide effective crisis care.
- Demonstrates the need for greater investment within mental health and crisis care to enable staff to have more time with service users and provide quality care.

“There is no real way for people to feedback directly to staff on ways they could improve their handling of difficult situations for people in crisis so it felt like a fantastic opportunity to provide insights the staff may not otherwise have had.”

“What a brilliant video - really powerful and informative”

“Thank you, an excellent film, shows understanding, compassion and clarifies so much. As a Samaritan, I can connect with it. Just to let you know Mind is on our signposting list.”



Read the blog post [here](#)