



# Approaches to enhance children, young people, and families' understanding of the THRIVE Framework

## National i-THRIVE Programme

10<sup>th</sup> June 2021

*“If we keep on doing what we have been doing, we are going to keep on getting what we have been getting”*



# Welcome and house keeping



- Welcome from Dr Rachel James, Clinical and Programme Director of the National i-THRIVE Programme.
- **Please note: this webinar will be recorded and uploaded online.** Please keep your camera turned off and mute yourselves unless you are asking a question.
- If you need to communicate a technical issue please use the chat function, this is monitored by one of the team and we can attend to this ASAP.
- If you have a question or reflection on the content of the presentations please submit this using the chat function, and indicate who you would like to address it to. You can select to submit anonymously if you do not want your name to be included.
- You will be sent the slides following the webinar, as well as a link of the recording to enable you to share with colleagues who may not have been able to join.
- If you have any questions or reflections you would like to share following the webinar please feel free to send them to the National i-THRIVE Programme team at [ithriveinfo@tavi-port.nhs.uk](mailto:ithriveinfo@tavi-port.nhs.uk)



# Agenda



Time	Item	Presenter
10:30	Welcome and Introduction	Rachel James, National i-THRIVE Programme
10:45	Oldham Bees	Catherine Lawler, Training Consultant, Oldham Safeguarding Children Partnership
11:05	Setting the context of co-production	Jane McGrath, We Coproduce
11:20	Why co-production is important for service users	Maya
11:30	THRIVE Framework leaflets	Neelam Solanki, National i-THRIVE Programme
11:40	Q&A	All
11:50	Feedback: Mentimeter	All
12:00	Close	All

## Co-production is...



- “about broadening and deepening public services so that they are no longer the preserve of professionals or commissioners, but a shared responsibility [with communities], both building and using a multi-faceted network of mutual support”

(Stephens et al, 2012)

# Bringing the core principles of the THRIVE Framework for system change to life in meaningful ways for children and young people



What do children and young people understand by:

## Common Language

- The conceptual framework, and its five needs based groupings, support a shared language and understanding across the system and local population, which is easily available, accessible, and communicated.

## Needs-Led

- Approach based on meeting need, not diagnosis nor severity. Explicit about the definition of need at any one point, what the plan is and everyone's role within that plan. Fundamental to this is a common understanding of the needs based groupings across the local system, taking into account the needs of different communities and populations.

## Shared Decision Making

- Voice of children, young people and families is central, particularly for those who may have previously experienced being disempowered in decision-making processes about their care.

## Proactive Prevention and Promotion

- Enabling the whole community in supporting mental health and wellbeing. Proactively working with the most vulnerable groups. Particular emphasis on how to help children, young people and their communities build on their own strengths, including safety planning where relevant.



# Bringing the core principles of the THRIVE Framework for system change to life in meaningful ways for children and young people



## Partnership Working

- Effective cross-sector working, including service user participation and co-production, with shared responsibility, accountability and mutual respect based on the five needs based groupings.

## Outcome Informed

- Clarity and transparency from outset about children and young people's goals, measurement of progress movement and action plans, with explicit discussion if goals are not achieved. Consider full range of options including personal and community goals and approaches.

## Reducing Stigma

- Ensuring mental health and wellbeing is everyone's business and supporting communities to access support with consideration of their beliefs, existing support systems and individual and cultural needs.

## Accessibility

- Advice, help and risk support available in a timely way for the child, young person or family, where they are and in their community.



# Oldham Bees

Catherine Lawler

Training Consultant, Oldham Safeguarding Children Partnership

Lisa Slater and Lisa Morris

*“If we keep on doing what we have been doing, we are going to keep on getting what we have been getting”*





I Thrive bees

Our buzzzzzy journey

What are we doing  
locally

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# Contextualising the narrative

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quandary

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Accessible to children

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Ask them !



## Next steps



Oldham Youth  
Council

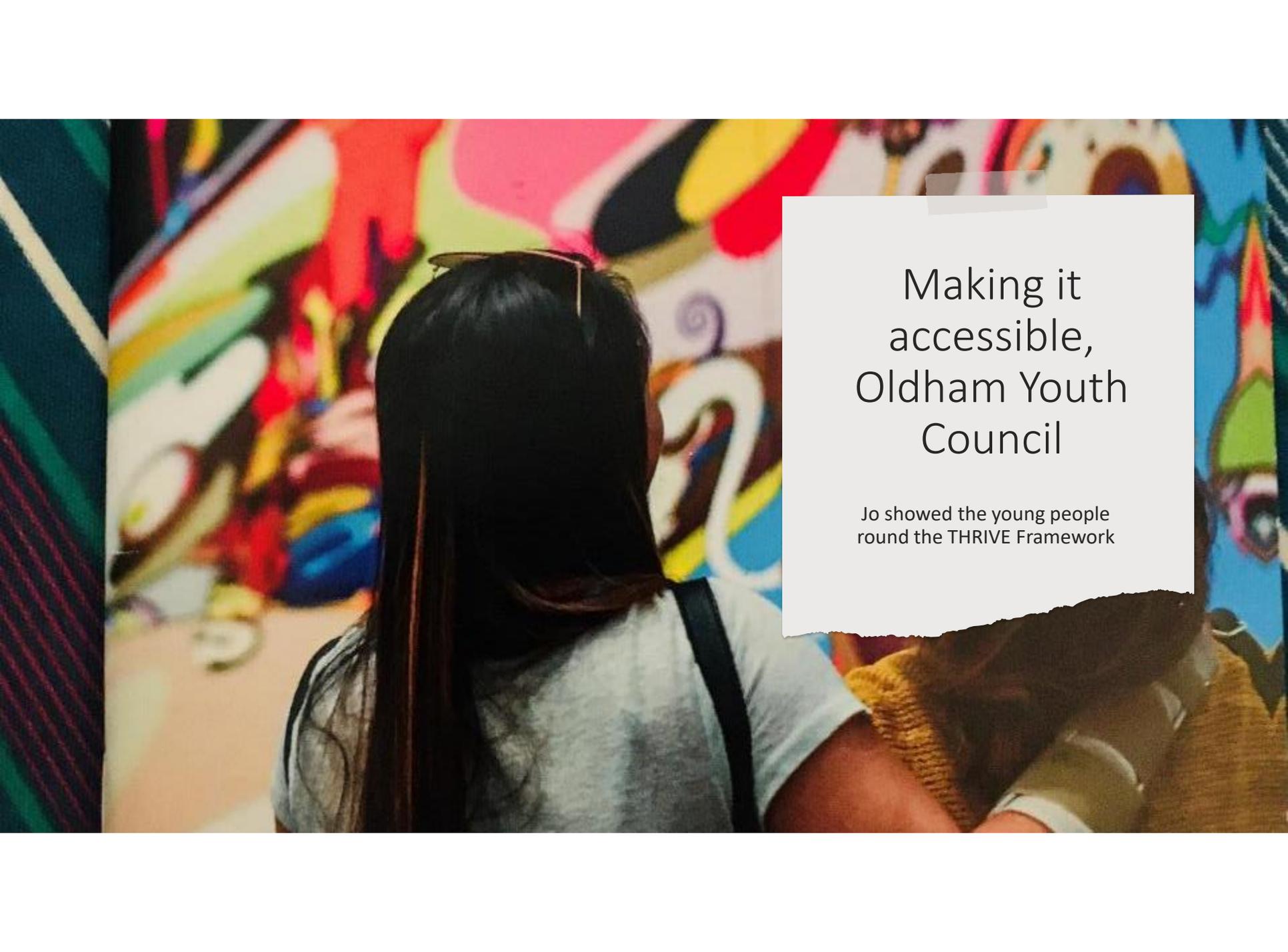


Catherine Lawler  
and Jo Needham



Jodie Barber





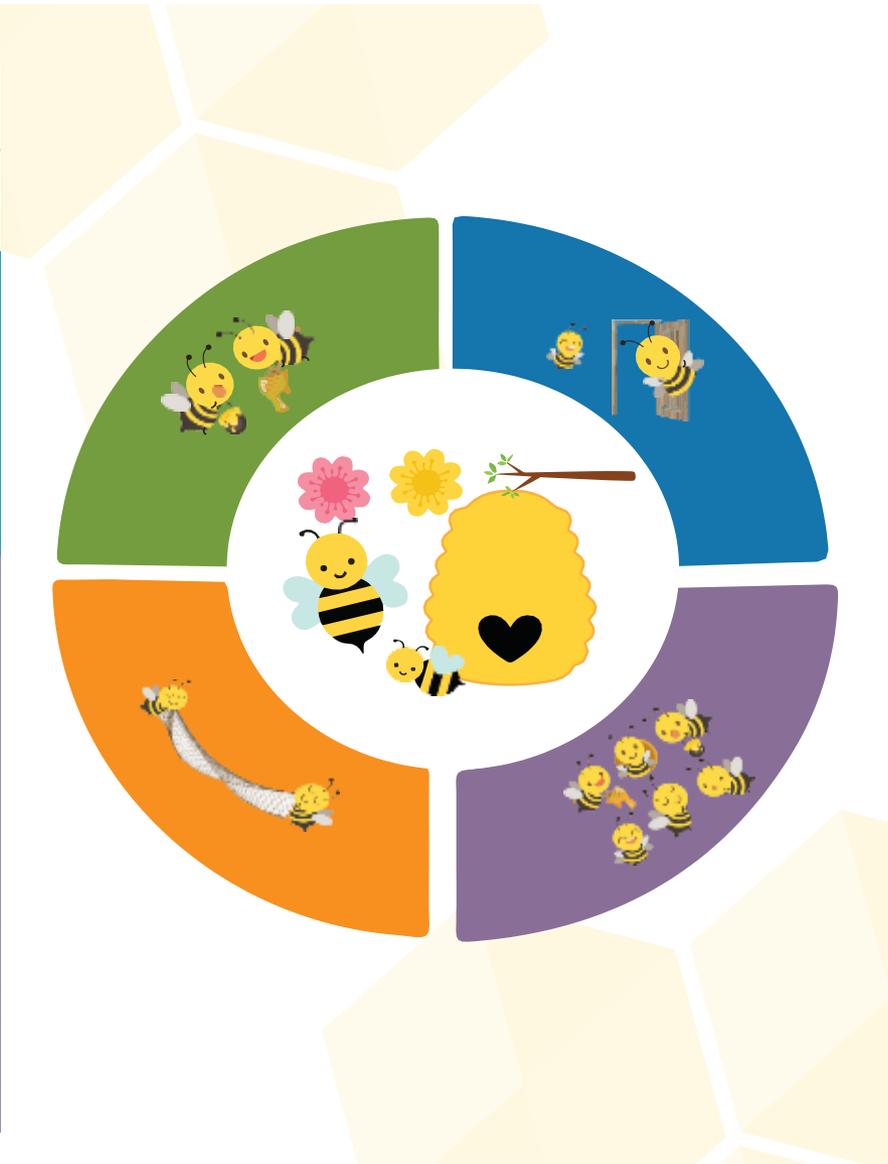
# Making it accessible, Oldham Youth Council

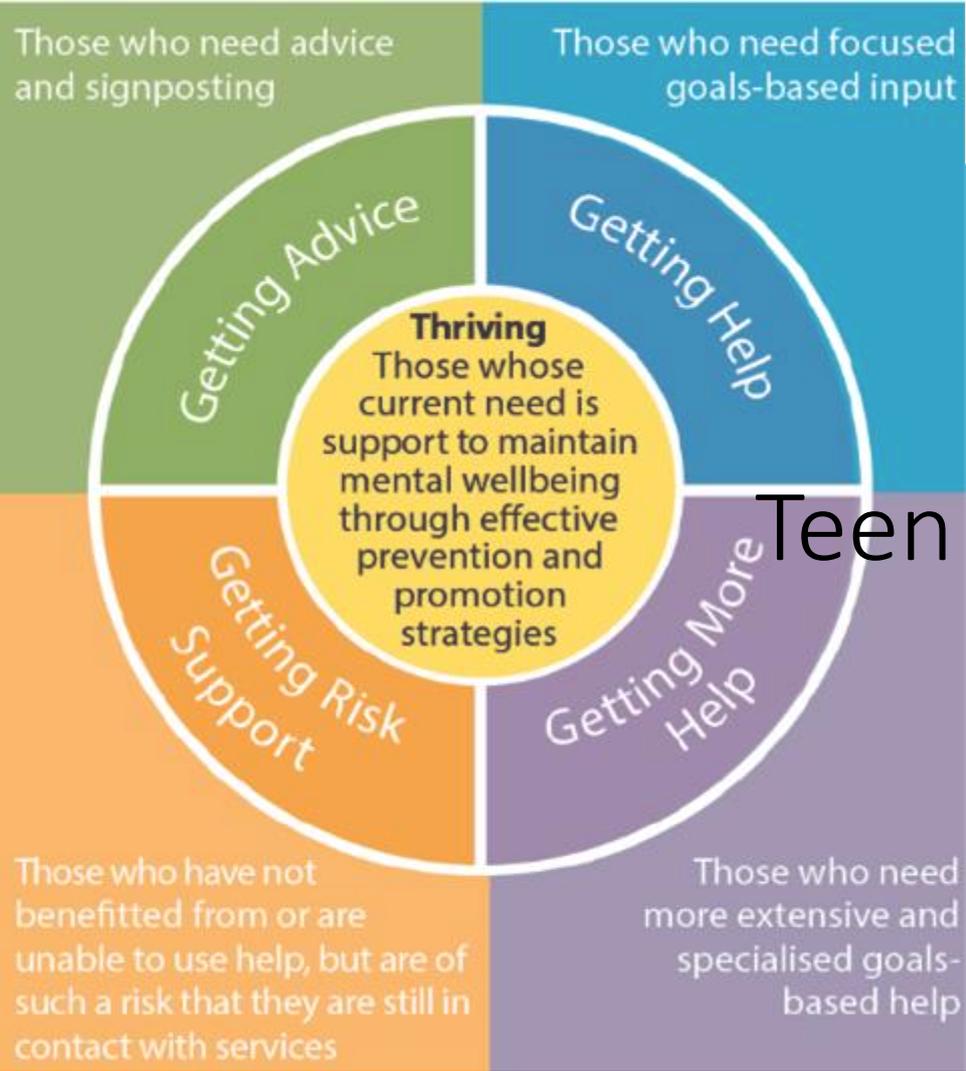
Jo showed the young people  
round the THRIVE Framework

# What a meeting!

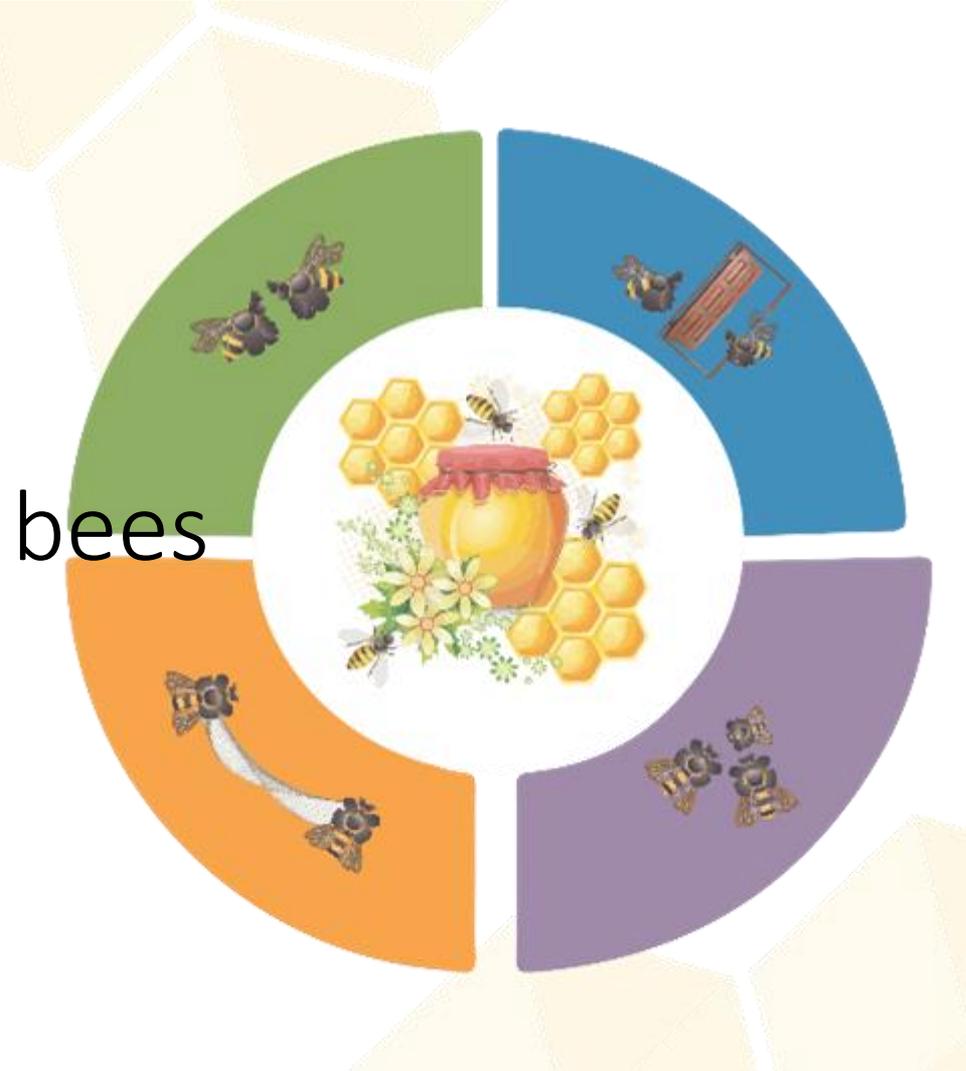
- With creative juices flowing high energy and lots of debate the I thrive bees concept was born.
- Bees the symbol of our great city Manchester and recognisable to all Mancunians, adopted Mancunians and residents
- The bees were divided into two categories, tweens and teens







Teen bees



## The narratives

- Catherine has written a poem about a family of Bees and their journey around the THRIVE Framework for tweens
- Oldham Youth Council have written a rap for teens



## Endorsement and sign off

- Children and Young People's Emotional Wellbeing and Mental Health Partnership
- Oldham Children's Safeguarding Partnership





Let's sit back and listen

# Bella / Bertie bee

Once upon a buzzy time  
Bella Bee did not feel fine  
Her wings were droopy  
She felt heavy inside  
She couldn't feel better  
No matter how hard she tried

It started with a worry  
something quite small  
but the more she worried  
Her worries did sprawl



Bella talked to her dad  
She talked to her mum  
About the worries, thoughts and  
feelings  
In her head and her tum  
Mum and dad tried their best

But Bella's head and tummy  
They could not rest  
Feeling unhappy was so much like  
Riding a broken-down wobbly bike



I think we need more help

A helping hand

Someone else

Who will understand?

So off they went

To see what help they could find

They met new worker bees and bugs

Who were helpful and kind



Bella wanted help  
She had important things to say  
So, the workers bees got buzzy  
To help her find her way

Sometimes Bella needed lots of  
help  
And sometimes she just  
needed hugs  
But it was good for her and  
mum and dad  
To know about the workers  
bees and the bugs



Her worries might have got the  
best of her

Your worries might get the best  
of you

But worries find it very hard

To get the best of two

Or three or four .....



# I Thrive !

- I want to be involved in decision making
- in the options for my mental health and well-being
- You can give me all of your advice
- Or signposting to others will suffice
- maybe one off contacts for support
- maybe self-management with the ball in my court
- just don't leave me to try and survive
- but do all we can to make sure that I... ..Thrive



- Or maybe I am someone who needs focused goals
- Someone with a specific intervention role
- Getting help to be transformed
- but only interventions, evidence informed
- It doesn't even have to be a nurse
- any trained professional can help reverse
- My mental health and well-being will revive
- if we do all we can to make sure that I... ...Thrive



- Maybe I need more help than first thought
- extensive treatment so I'm not distraught
- Professional help from local services
- people in the know with specific purposes
- I have needs that require particular attention
- It just needs a little local co-ordination
- All I need is an intensive session or five
- and we can work together making sure that I... ...Thrive



- Everyone working to manage a risk
- Any crisis response will need to be brisk
- Maybe the help isn't working
- Or I maybe I'm still searching
- We might even have to resort
- To keeping me safe with Multi-agency support
- Working together not just to keep me alive
- But me, you, them and us making sure that I... ..Thrive



# Be curious not furious

We all know that children often communicate to us via their behavior, what are they trying to tell us?

I notice?

I wonder?





# Setting the context of co-production

Jane McGrath, We Coproduce

*“If we keep on doing what we have been doing, we are going to keep on getting what we have been getting”*





# Why co-production is important for service users

Maya

*“If we keep on doing what we have been doing, we are going to keep on getting what we have been getting”*



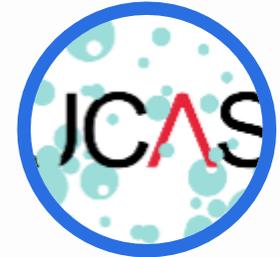
# My journey

Started to engage with community CAMHS

Invited to join a staff interview panel – more interviews followed.

Hospital Rooms ran an art project on an inpatient ward, accessed through the day service

Used my lived experience and coproduction involvement to support my application to university



Age 14

Age 16

First Coproduction Opportunity

Second Coproduction Opportunity

Third Coproduction Opportunity

Work Experience

Applied to university



Referred to the intensive support service, attended day service, and had various inpatient admissions



Training mental health practitioners on an MSc course about communicating with service users, and presented my story at a conference



Invited to do work experience with Hospital Rooms, setting up their exhibition. This helped me feel confident enough to apply to college.

# Top Tips on coproduction from a service user's perspective



1. Ask if we want to take part. We don't know what opportunities there might be unless someone invites us
2. Trusted relationships are important in helping us feel comfortable in taking the first steps of getting involved
3. Check with us how much advance notice we prefer, e.g. a lot of notice to help planning, or just a little to stop the worries
4. Meeting beforehand and debriefing is really important
5. Stick to the original time - we may have made other plans!
6. Stick to what you say you will do, e.g. make sure you do give money, a voucher, or a reference if you say you will - don't wait for them to ask you for it as they are unlikely to and you could break their trust

# Top Tips on coproduction from a service user's perspective



7. When on interview panels it is easier if we ask questions that have relevance to us
8. If it is a task that could be anxiety provoking, it may be helpful to have another service user there for mutual support
9. Even though you might have service users that you draw on and work with, make sure you continue to engage people from diverse backgrounds who can offer different perspectives
10. Give everyone in a setting a chance to engage in co-production in ways that are meaningful to them - we need to work hard to encourage diverse representation of young people
11. Encourage young people to share things that have made a positive difference, not just the things that “should” change, or they shouldn't do
12. Being invited back helps us know that our contribution is valued.



# The THRIVE Framework leaflets

Neelam Solanki

Assistant Psychologist, National i-THRIVE Programme

*“If we keep on doing what we have been doing, we are going to keep on getting what we have been getting”*



# Background: TP&FT service user feedback



## Initial Care Plan

Name	Young Person
Current concerns	
Goals / aims	
Proposed type of intervention	
Category of care (Thrive)	Getting Help
Intervention discussion	
Comments from young person	
Comments from parent / carer	
Proposed duration of care	
Review date of Care Plan	
Completed by	
Completed date	25/02/2019



# Development of care plan information leaflets



- Aim: To develop leaflets to send out with care plans across the Tavistock and Portman NHS Foundation Trust to explain 'THRIVE Category' (needs based grouping) and ensure there is a shared language about the type of help or support being received across the system
- 2 versions: young adults and parents/carers, and easy read version for children and learning disability services
- Developing in collaboration with young people and parents/carers

# Leaflet mock-ups



## Young adult, parent/carer

The Tavistock and Portman **NHS**  
NHS Foundation Trust

**What type of help or support am I getting, and is it right for me/us?**

Your care plan has a section which says 'needs based grouping'. This is a way to describe the type of help or support that you have chosen to meet your needs at this time, and comes from the conversations you will have had during your assessment(s). Below is a guide on what each of the needs based groupings means for children and young people.

**Thriving**

"Everybody is working together to keep me, my friends and family, and our community, emotionally healthy. I know how to make active choices to support my health and wellbeing."

**Getting Advice**

"When I have difficulties, I know where to go to get information or advice. I feel able to make a choice about the best way to help myself."

**Getting Help**

"I need help to improve my wellbeing and/or mental health. I have clear goals that I am working towards, and review my progress to check that the help is making a difference. There is a plan in place if things do not help."

**Getting Risk Support**

"People really worry about me. I might have long standing difficulties that haven't improved, or I don't want the help that people are offering me. I can be in danger at times. Lots of people are working together to keep me safe."

**Getting More Help**

"I need more 'specialist' help to improve my wellbeing. I have clear goals that I am working towards, and review my progress to check that the help is making a difference. There is a plan in place if things do not help."

This leaflet is available in other languages and formats on request

## Children and LD services

The Tavistock and Portman **NHS**  
NHS Foundation Trust

**What type of help or support am I getting, and is it right for me/us?**

Your care plan has a section which says 'needs based grouping'. This is a way to describe the type of help or support you have chosen at this time, and comes from the conversations you will have had with a trained person in your assessment(s). Here is a guide on what the needs based groupings mean for you.

**Thriving**

"I know how to keep myself healthy and well, and where to get support in doing that."

**Getting Advice**

"I know it is okay not to feel okay, and I know who to go to and where to go for help if I need it."

**Getting Help**

**GOAL** "I need help from a trained person to try and feel better. Setting goals and working towards them helps me to keep track of whether the help is making a difference. There is a plan in place if things do not help"

**Getting Risk Support**

"Sometimes I don't want the help that people are offering me or it is not working. People really worry about me and lots of people are working together to keep me safe."

**Getting More Help**

"I may need more help with trained people from different services or special help to try and feel better. Setting goals and working towards them helps me to keep track of whether the help is making a difference. There is a plan in place if things do not help"

This leaflet is available in other languages and formats on request

# Service user feedback



The use of simple clip art pictures.

"Help" - doesn't really explain who the support is from and what that might look like. Who would you review your progress with and how. Will the child have help with actually doing this as it sounds like it is the child's responsibility to do it all.

"People are really worrying about me" - who are the "people"? What if the young person feels isolated and ignored and therefore won't relate to this sentence. Also the use of "I".

Explain what needs based grouping means.

Thriving:  
Thriving means that...

# Clinician feedback



Both documents are colourful, one paged, clear and easy to read, like that it names how: if things are not working – we review it and there is a plan in place to do this.

I like that on one of the leaflet, it details how a young person may not want any support at this time, we have this a lot and important to acknowledge the voices and wishes of the young person.

I wonder if the leaflet for younger children was still quite wordy, not sure what the population aim is, primary school?

There isn't a hugely marked difference between the two leaflets.

I like the speech bubbles and what a YP might say.

# Leaflet mock-ups: Second iteration



**NHS**  
The Tavistock and Portman  
NHS Foundation Trust

**What type of help or support am I getting, and is it right for me/us?**

Your care plan has a section which says 'needs based grouping'. This is a way to describe the type of help or support you have chosen at this time, and comes from the conversations you will have had with a trained person in your assessment(s). Here is a guide on what the needs based groupings mean for you.

The five needs based groupings

**Thriving** means: "I know how to keep myself healthy and well, and where to get support to do that."

**Getting Advice and Signposting** means: "It is okay not to be okay. I may need someone to help me find out who and where to go for advice if we decide I need it."

**Getting Help** means: "I may need help from a trained person to try and feel better. Together we set goals and work towards them to keep track of whether the help is making a difference. We have a plan in place if things do not help."

**Getting Risk Support** means: "This is a really worrying time for me and those around me. Sometimes I don't want the help that people are offering me, or it is not working. Those around me are working together to keep me safe."

**Getting More Help** means: "I may need more help from trained people in different services to try and feel better. Together we set goals and work towards them to keep track of whether the help is making a difference. We have a plan in place if things do not help."

This leaflet is available in other languages and formats on request

**NHS**  
The Tavistock and Portman  
NHS Foundation Trust

**What type of help or support am I getting, and is it right for me/us?**

Your care plan has a section which says 'needs based grouping'. Needs based groupings are a way to categorise mental health need, and we use this to describe the type of help or support that you have chosen based on the conversations you will have had during your assessment(s). Below is a guide on what each of the needs based groupings mean for children, young people and their families.

The five needs based groupings

**Thriving** means: "Everybody is working together to keep me, my friends and family, and our community, emotionally healthy. I know how to make active choices to support my health and wellbeing."

**Getting Advice and Signposting** means: "I may come up against or experience some difficult times, I feel supported to know who/where to go to get information or advice and can make a choice about the best way to improve my wellbeing."

**Getting Help** means: "I may need help, e.g. talking to a professional(s) to improve my wellbeing and/or mental health. Together we set clear goals to work towards, and review my progress to check that the help is making a difference. We have a plan in place if things do not help."

**Getting Risk Support** means: "This may be a worrying time for me and those around me. There might be long standing difficulties that haven't improved, or the help that I am being offered doesn't feel right. Those around me are working together to keep me safe."

**Getting More Help** means: "I may need more 'specialist' help from professionals to improve my wellbeing. Together we set clear goals to work towards, and review my progress to check that the help is making a difference. We have a plan in place if things do not help."

This leaflet is available in other languages and formats on request

# Easy read leaflet: third iteration



## What type of help or support am I getting? Is it right for me/us?

Your care plan has a section which says 'needs based grouping'.

This is a way to describe the type of support you have chosen at this time. It comes from the conversations you will have had with a trained person in your assessment(s).

Here is a guide on what the needs based groupings mean for you.



These are the five 'needs based groupings'.

They are:

- Thriving
- Getting Advice and Signposting
- Getting Help
- Getting More Help
- Getting Risk Support



**Thriving means:**

"I know how to keep myself healthy and well. I know where to get support to do that."



**Getting Advice and Signposting means:**

"I need someone to help me find out who and where to go for advice"



**Getting Help means:**

"I need help from a trained person to try and feel better.

We set goals and have a plan in place if things do not help."



**Getting More Help means:**

"I need more help from trained people in different services to try and feel better.

We set goals and have a plan in place if things do not help."



**Getting Risk Support means:** "Sometimes I don't want the help that people are offering me, or it is not working.

Those around me are working together to keep me safe."

# Young Adult, Parent/carer: Final version



**NHS**  
The Tavistock and Portman  
NHS Foundation Trust

## What type of help or support am I getting? Is it right for me/us?

Your care plan has a section which says 'needs based grouping'. Needs based groupings are a way to categorise mental health need, and we use this to describe the type of help or support that you have chosen based on the conversations you will have had during your assessment(s). Below is a guide on what each of the needs based groupings mean for children, young people and their families.

The five needs based groupings

**Thriving means:**  
"Everybody is working together to keep me, my friends and family, and our community, emotionally healthy. I know how to make active choices to support my health and wellbeing."

**Getting Advice and Signposting means:**  
"I may come up against or experience some difficult times, I feel supported to know who/where to go to get information or advice and can make a choice about the best way to improve my wellbeing."

Innovation in mind

**Getting Help means:**  
"I may need help, e.g. talking to a professional(s) to improve my wellbeing and/or mental health. Together we set clear goals to work towards, and review my progress to check that the help is making a difference. We have a plan in place if things do not help."

**Getting Risk Support means:**  
"This may be a worrying time for me and those around me. There might be long standing difficulties that haven't improved, or the help that I am being offered doesn't feel right. Those around me are working together to keep me safe."

**Getting More Help means:**  
"I may need more 'specialist' help from professionals to improve my wellbeing. Together we set clear goals to work towards, and review my progress to check that the help is making a difference. We have a plan in place if things do not help."

Innovation in mind

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# Young Children/LD services: Final version



**NHS**  
The Tavistock and Portman  
NHS Foundation Trust

## What type of help or support am I getting? Is it right for me/us?

Your care plan has a section which says 'needs based grouping'. This is a way to describe the type of support you have chosen at this time. It comes from the conversations you will have had with a trained person in your assessment(s).

Here is a guide on what the needs based groupings mean for you.



These are the five 'needs based groupings'. They are:

- Thriving
- Getting Advice and Signposting
- Getting Help
- Getting More Help
- Getting Risk Support

**Thriving means:**

"I know how to keep myself healthy and well. I know where to get support to do that."





**Getting Advice and Signposting means:**

"I need someone to help me find out who and where to go for advice."



**Getting Help means:**

"I need help from a trained person to try and feel better.

We set goals and have a plan in place if things do not help."



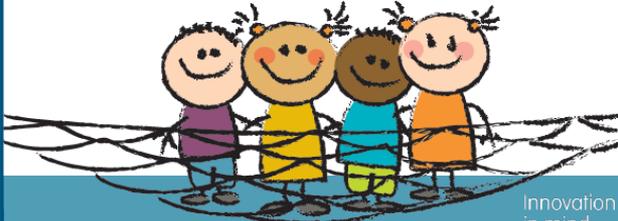
**Getting More Help means:**

"I need more help from trained people in different services to try and feel better.

We set goals and have a plan in place if things do not help."

**Getting Risk Support means:**

"Sometimes I don't want the help that people are offering me, or it is not working. Those around me are working together to keep me safe."



Innovation  
in mind

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## Next steps



- Further service user participation group to finalise design and gather additional feedback to incorporate
- Pilot the leaflets
- Translate the leaflets
- Co-create an i-THRIVE Implementation Story documenting the development of these leaflets and share with the National i-THRIVE Community of Practice
- These leaflets will be available for the National i-THRIVE CoP to make use of

Please do share your feedback about the leaflets in the chat!

# Upcoming National i-THRIVE Programme Webinars



Date	Title
Thursday 8 <sup>th</sup> July 10:30am-12pm	Applying Quality Improvement methodology to support THRIVE Framework implementation. Register for your place <a href="#">here</a> .

For more information: i-THRIVE



[www.implementingthrive.org](http://www.implementingthrive.org)

Sign up to the National i-THRIVE Community of Practice and receive monthly updates. Email:

[ithriveinfo@tavi-port.nhs.uk](mailto:ithriveinfo@tavi-port.nhs.uk)



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