



Dundee Healthy Minds Network Evening and Weekend Test of Change

Situation: Dundee Healthy Minds Network invited network members, local people and partners to shape our virtual drop in test of change

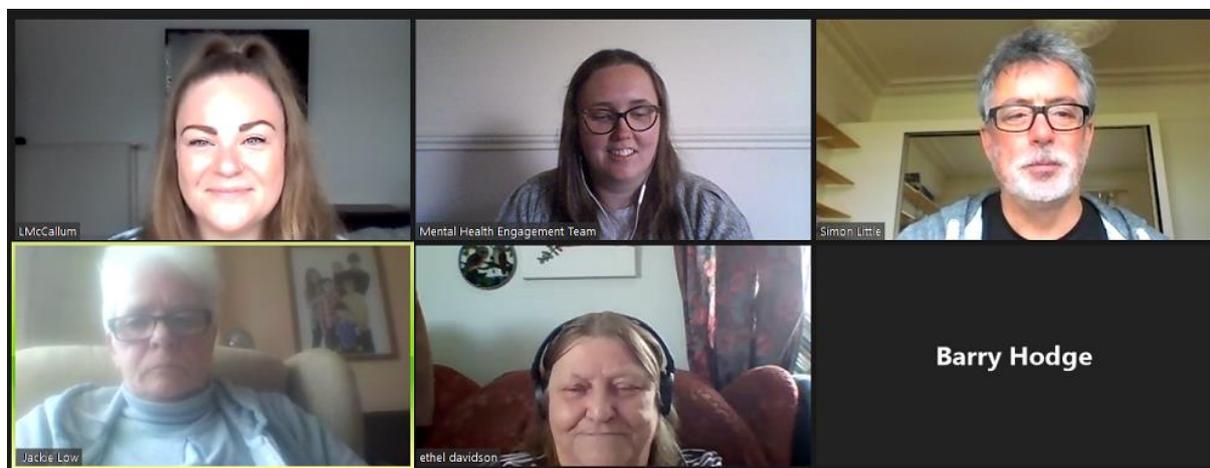
Location: Virtual Focus Groups; 1:1 phone call; online Survey Monkey

When: Thursday 1st – Thursday 9th of October 2020

Participants: Healthy Minds Network members, local people and partners

Facilitators: Lynsey McCallum and Louise McEwan

Participants: 34 people participated in total (11 men and 23 women)



Background

Dundee Healthy Minds Network (HMN) invited members, local people and partners to shape our evening and weekend test of change. HMN uses a 'co-production' approach, so people with lived experience are always actively involved in designing and delivering network activity.

Throughout the pandemic we have been using a video conferencing platform called 'Zoom' to hold our drop-ins on Monday, Tuesday and Thursday afternoons from 1:30pm – 2:30pm. Zoom has proved fairly easy for people use. We moved to a 'virtual model' because of government restrictions on 'in person' group work.

During lockdown we have achieved some excellent pieces of involvement work. One of these, '**HMNs Response to Covid-19 report**' is used as a basis for our Test of Change.

Some of the **things that you told us** made HMN want to improve what we can offer people virtually, to give more flexibility and choice in when people can connect.

"Video calls good, don't need to travel somewhere"

"Giving people choice in the ways they connect with services. Some people may prefer phone calls and video calls and some may prefer face to face contact"

"Staff attitudes – they may not be open to changing the way they work and giving people choices in the way they connect with services (keeping phone calls, using video calls, meeting outdoors)"

"Fear and anxiety around the easing of lockdown restrictions"

Some of our **recommendations** were:

- **Professionals must be open to adopting new ways of working**
- **Services must be person centred and give people choice in the way they connect with services. Including, telephone appointments, video calls, face-to-face contact and meeting outdoors**

Analysis

We surveyed network members, local people and partner agencies to ask their opinions about potential evening and weekend drop-ins to be tried out as a "test of change" over a 6-month period. (see Appendix 1 Survey Questions). The main themes identified from the survey responses, transcripts of focus groups and call (Appendix 3) were as follows:

1. Offering evening and weekend drop ins is a good idea

- a) 82% of people (29 out of 34) said it was a good idea to offer evening and weekend drop ins
- b) 12% of people (4 out of 34) said they were unsure
- c) 2% of people (1 out of 34) said offering evening and weekends would not be a good idea
- d) Many people said that "evenings and weekends can be difficult for people" with mental health challenges
- e) Many people said "It is a time when lots of services aren't available"
- f) Many people said it provides an opportunity for those in education, employment and training to attend drop ins
- g) Some people said it provides those with caring and child care needs an opportunity to attend drop ins

2. Barriers to attending drop ins

- a) 13 people said they don't have any barriers to attending virtual drop ins
- b) "Child care" was the most common barrier. This was mentioned 4 times
- c) "Access to technology"
- d) "Knowledge to get on Zoom"
- e) "Low confidence"
- f) "Stigma of joining it"
- g) "Other commitments"
- h) "Motivation"
- i) "Anxiety"

3. When should drop ins take place?

- a) Monday and Thursday evenings were the most popular choice in an evening
- b) 28 people said they wanted evening drop ins
- c) 6pm – 7pm was the most popular time
- d) 22 people said they wanted weekend drop ins
- e) 12pm – 1pm was the most popular time
- f) 9 people said they also wanted to keep our usual afternoon drop ins

4. Shaping the programme of activities

- g) Inviting interesting "guest speakers" to our drop ins was most popular
- h) Suggestions of guest speakers included; Representative from Community Mental Health Team to talk about plans, demand and service improvement; Joseph Rowntree Foundation to talk about their aims, poverty, disability and social problems; and Simon Little to talk about the Alcohol and Drug Partnership
- i) "General chatting to curb loneliness" was the next most common suggestion
- j) "Mindfulness" and "Meditation" was popular
- k) "Comedy session, something light hearted once a month"
- l) "Discussions about health"
- m) Exploring topics such as "diet, mind, exercise and relaxing"
- n) Activities to improve our "wellbeing"
- o) Training opportunities, "WRAP" was mentioned
- p) Quizzes
- q) "Gentle exercise" like "yoga" or "chair yoga"
- r) For the full list of activities suggested(see Appendix 3)

Action Plan

- 1. Start Evening and Weekend Test of Change early November**
- 2. Contact members by letter to ensure we are reaching those who don't already know about the virtual drop ins and tend to use email and Facebook less or not at all**
- 3. Send out an easy read guide to using Zoom in the post along with the Test of Change update**
- 4. Contact people in different ways to offer support and encouragement to get involved**
- 5. Continue to promote our virtual drop ins by email and our social media platforms (Facebook and Twitter)**
- 6. Look at the learning together half way through our Test of Change at the beginning of February 2021**
- 7. Be open to changing our evening drop in from Monday to a Thursday to test which works best for network members**
- 8. Look at the learning together at the end of our 6-month Test of Change at the beginning of May 2021**

Appendix 1 – Survey Questions



HMN Evenings and Weekend Test of Change Survey Questions

1. Would you take part in Healthy Minds network virtual drop ins if they were on in an evening or at the weekend?

Yes

No

Don't know

2. Do you think offering evening and weekend online drop ins is a good idea? Why do you think this?

3. Are there any barriers that would prevent you from taking part? What are they?

4. If you would like an online drop in to take place in the evening what day would be best?

Monday

Tuesday

Wednesday

Thursday

5. When would you like online drop ins to take place? Select all that apply

Evening

Weekend

Stick to current times (Monday, Tuesday, Thursday)

6. What time in an evening should we meet?

5pm-6pm

6pm-7pm

7pm-8pm

7. If we were to hold an online drop in on a Saturday, what time would be best?

10am-11am

12pm-1pm

1pm-2pm

8. Do you have any ideas of themes/activities for online drop ins? They could be anything- training, guest speakers, wellbeing activities, information sessions

9. Identifier. Select all that apply

I am someone with lived experience of mental health challenges

I am a carer of someone with mental health challenges

10. Gender

I am male

I am female

Prefer not to say

Other

Appendix 2 – Engagement and Involvement Plan

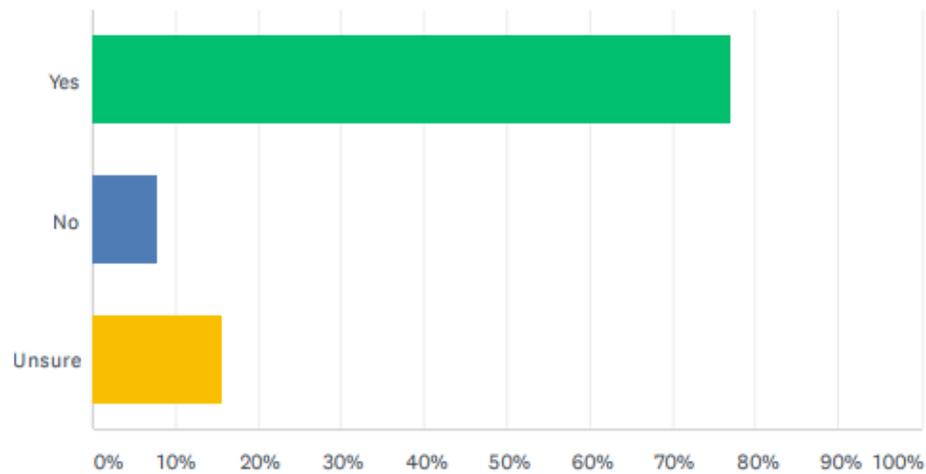
Below is our engagement and involvement plan which shows how and when you can get involved.

Evening and Weekend Virtual Engagement Test of Change (6 months)	
Electronic survey can be submitted any time between Mon 28 th Sept and Thurs 8 th Oct	
Thursday 1st am 1:1 calls over phone (or 1:1 video call)	pm Zoom focus group (ask permission to record)
Friday 2nd am 1:1 calls over phone (or 1:1 video call)	pm 1:1 calls over phone (or 1:1 video call)
Monday 5 th 1:1 calls over phone (or 1:1 video call)	pm 1:1 calls over phone (or 1:1 video call)
Tuesday 6 th 1:1 calls over phone (or 1:1 video call)	pm Zoom focus group (ask permission to record)
Wednesday 7 th 1:1 calls over phone (or 1:1 video call)	pm 1:1 calls over phone (or 1:1 video call)
Thursday 8th am 1:1 calls over phone (or 1:1 video call)	Medicating Normal The Film Virtual Screening
Friday 9th am Collate data	pm Collate data
Monday 12th and Tuesday 13th Write SBAR report	pm Write SBAR report
Week starting 19 th October go live with our evening and weekend test of change	

Appendix 3 - Transcripts Survey Monkey, Focus Groups and Phone Call

Q1 Would you take part in Healthy Minds Network online drop ins if they were held in an evening or at the weekend

Answered: 26 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	76.92%	20
No	7.69%	2
Unsure	15.38%	4
TOTAL		26

Q2. Do you think offering evening and weekend online drop ins is a good idea? Why do you think this?
Yes... evenings and weekends can be quite difficult for people as access to service aren't available. So a connection with a mental health drop in would be a great idea. People could benefit from talking if isolation is getting too much.
Yes. Potential to involve more people. So long as daytime options also available
Yes, I think because it is a time when a lot of services aren't accessible. People with poor MH sleeping patterns can be all over the place. Its good to have things available when everything else is closed. It would make a big difference at this time.
no, i think it would be better to help people organise to meet up in person or for a walk outdoors or something. I don't like how everything is moving online, it loses some of the humanity.
I think it is a good idea as while some people can find things to occupy them during the day nights can more difficult, especially the dark winter nights that lie ahead
Maybe more people could have a chance to join if they work
I find it's hard for me to look after my mental health at the moment because most things that run are during work time for me.
Yes as some people with mental health issues or who need support for their mental health work during the day
Sometimes not available for afternoon so some evening and weekend would be good
More availability more folk that work and/or have caring responsibilities.
I WOULD BE GREAT FOR EVERYONE
For people that are working or busy during the day.
This would be good as there are very few drop ins etc during these hours, especially for people who are lonely during these times.
Yes
The drop ins have really helped me stay connected since I started joining near the start of lockdown. About to start uni and working during the day now so won't be able to attend, and evenings and weekends are when I struggle the most so would love to join them :) I think this is the case for a lot of people as well with evenings and weekends being more difficult.
Yeah I think it would be really good as i miss the drop in due to online classes, It would help with my mental health as i feel isolated in the evening and weekends
more people are available at these times

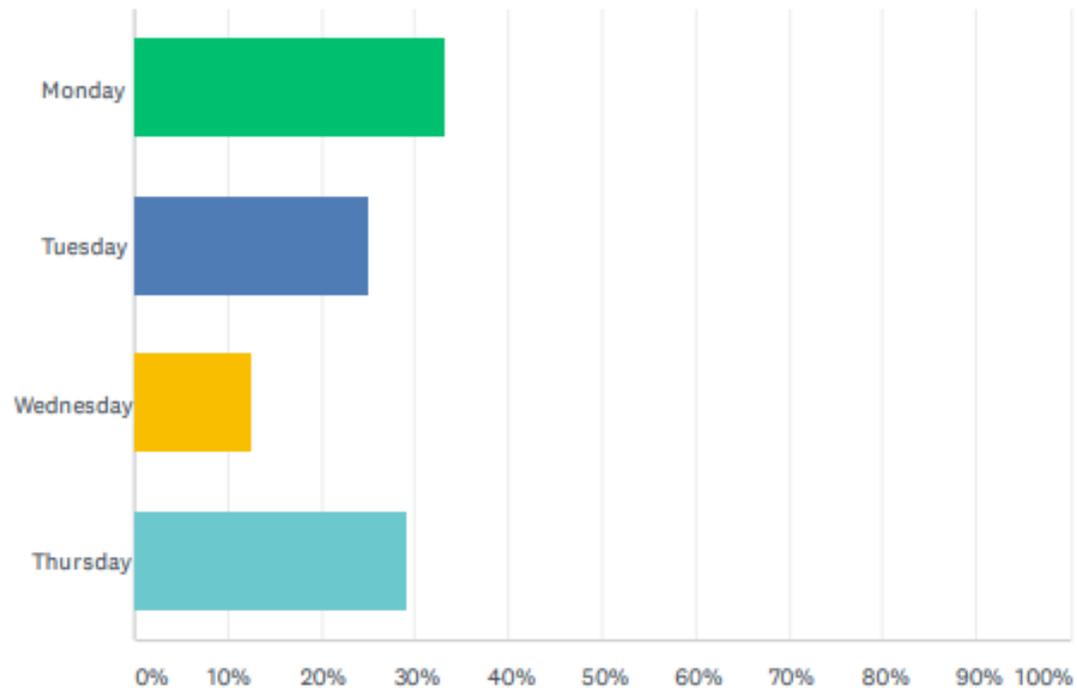
Yes, helps those who work and or have childcare.
Yes as people who work full time can attend at night or at weekends
Yes, too many of these things operate in office hours.
Yes...there are no mental health groups going on at night or over the weekend. If you have mental health problems and are lonely having things to get involved with in the evening and weekend would be a great thing. I don't want to physically go to groups at the moment. My anxiety would be triggered and I would be constantly worried about catching corona virus. It would make me feel too stressed and I wouldn't enjoy it. It's good groups are being offered online.
Yes, although it's likely that many of those who'd be most likely to require such a service would do so due to the immiseration of being stuck in a job where they work evenings and weekends
Yes it be good but hard for child care
At the moment there is very little support at night and weekend and this would be a great thing to have.
Some people are busy during the day working, caring general everyday family stuff so it would be great to be so flexible
gives better choice. Often a lot of services are not available at weekend & so this could be a great support for people when they feel most alone & isolated

Q3. Are there any barriers that would prevent you from taking part? What are they?
Yeah online.... I am ok emailing etc but zoom etc I don't feel comfortable with. Its the fact that people can see and or hear me I get very paranoid.
No
At the moment, if it was physical get togethers I would struggle with this because of my anxiety over Corona virus. If it were virtual get togethers I could do this. Virtually I would be fine.
I find that I get easily overwhelmed with too many people trying to speak at once, the brightness of the phone and it just encourages me to stay indoors rather than connect with the real world, which is what I really need.
personally can't think of any barriers
No barrier
Children. Stigma of joining it
Yes as I have children night time would not be good but a weekend morning would be as at night its clubs tea homework bath time etc to busy
Other commitments during the day

None I can think of.
N/A
None
No
No
no
Bring too technical to get on.
Child care
Not knowing what the healthy minds network is, or who runs it.
Confidence
Work schedule
Child care
At the moment, dealing with sick family members. Not got enough time. Other than that I'll get back into it soon.
Having kids at home would no doubt have an effect on me unless later on at night.
no

Q4 If you would like an online drop in to take place in the evening what day would be best?

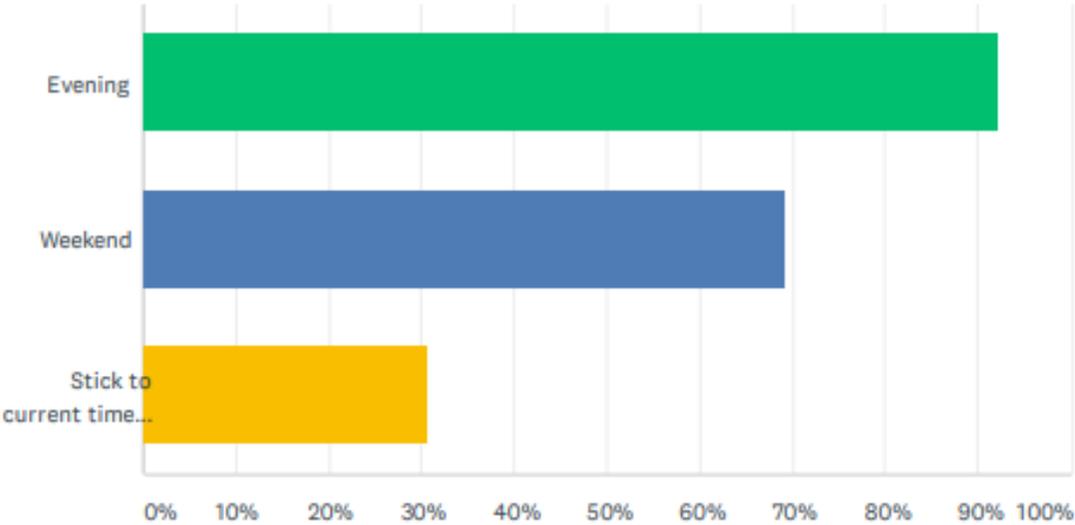
Answered: 24 Skipped: 2



ANSWER CHOICES	RESPONSES	
Monday	33.33%	8
Tuesday	25.00%	6
Wednesday	12.50%	3
Thursday	29.17%	7
TOTAL		24

Q5 When would you like online drop ins to take place? Select all that apply

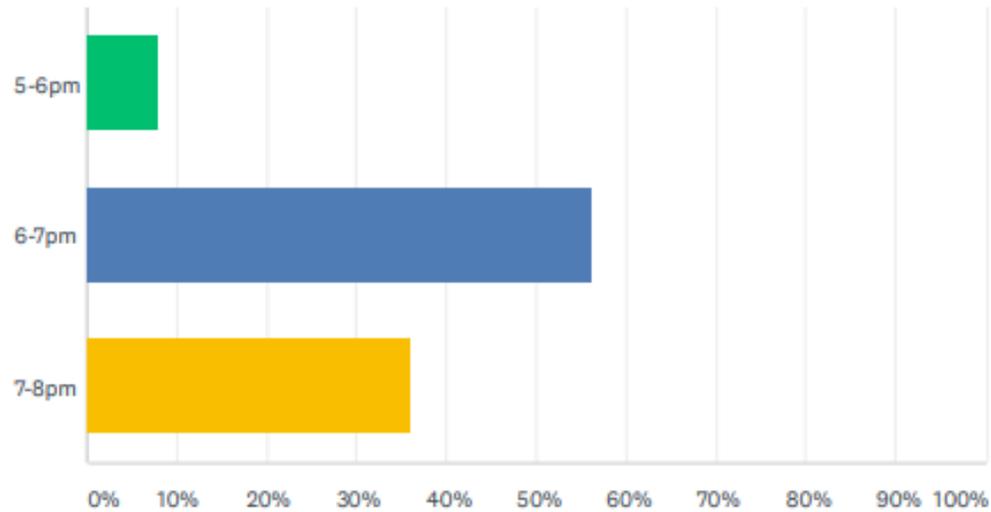
Answered: 26 Skipped: 0



ANSWER CHOICES	RESPONSES	
Evening	92.31%	24
Weekend	69.23%	18
Stick to current times (Monday, Tuesday and Thursday at 1:30pm)	30.77%	8
Total Respondents: 26		

Q6 What time in an evening should we meet?

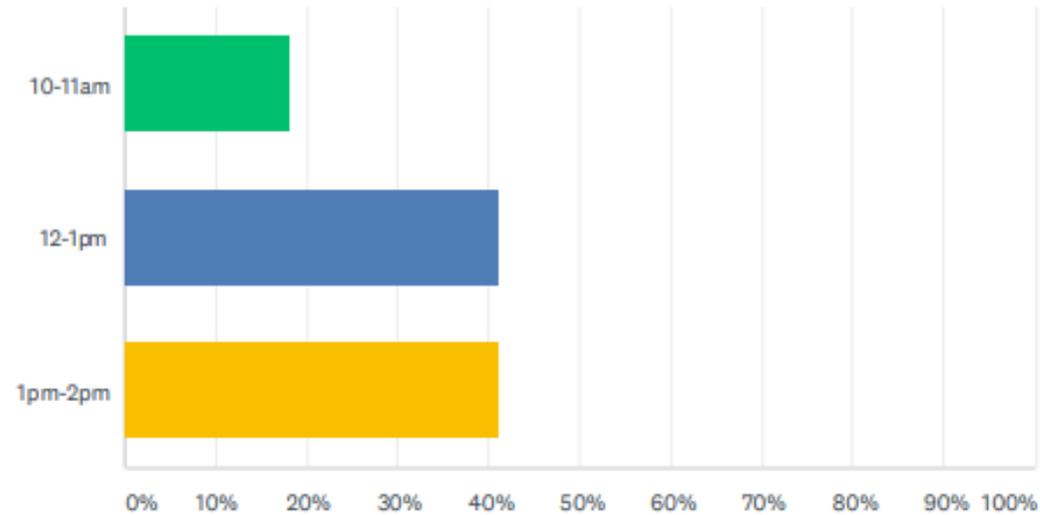
Answered: 25 Skipped: 1



ANSWER CHOICES	RESPONSES
5-6pm	8.00% 2
6-7pm	56.00% 14
7-8pm	36.00% 9
TOTAL	25

Q7 If we were to hold an online drop in on a Saturday, what time would be best?

Answered: 22 Skipped: 4



ANSWER CHOICES	RESPONSES
10-11am	18.18% 4
12-1pm	40.91% 9
1pm-2pm	40.91% 9
TOTAL	22

Q8. Do you have any ideas of themes/activities for online drop ins? They could be anything- training, guest speakers, wellbeing activities, information sessions

Probably information sessions like wellbeing or even just a simple check in if you like

All the things I remember we would do at The Friary before social restrictions. I liked when speakers come to the drop in some were quite insightful. It's good to hear others lived experience too. I liked to sit around and chat to people with a coffee. It was nice and relaxed. The group had such a positive atmosphere and felt very welcome at all times.

Mindfulness, chair yoga, guest speakers about useful things like welfare rights to make sure people are taking care of big things like finance and can access services easily.

Art classes online yoga

Wellbeing activities

Meditation sessions.

Wellbeing activities

Health covers a wide range of topics such as diet, mind, exercise, relaxing.

Just a general chat with others might be helpful to help curb loneliness

Would love guest speakers to come along, crafts, some training in writing

I like films and documentaries. Watch something in advance then speak about it. Write something short like a poem and share. I like history, nature, animals, arts and crafts, music, writing and learning new things

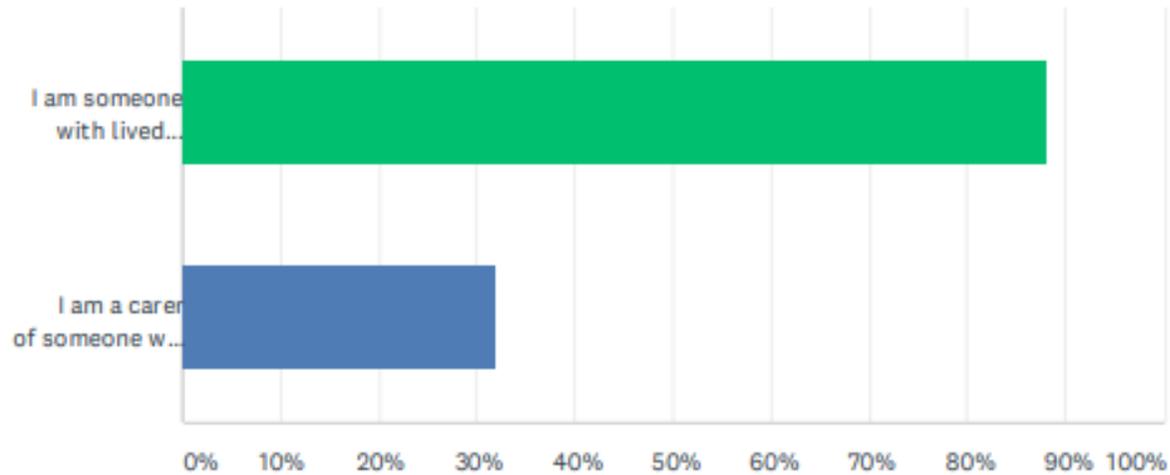
Mixed of things

General wellbeing and maybe some lighthearted fun story telling. Maybe tips on how to keep children occupied and happy. Like find hidden objects,etc.

Quizzes, meditation, art therapy sometimes all that is needed is just a chit chat

Q9 Identifier. Select all that apply

Answered: 25 Skipped: 1



ANSWER CHOICES

RESPONSES

I am someone with lived experience of mental health challenges

88.00%

22

I am a carer of someone who has mental health challenges

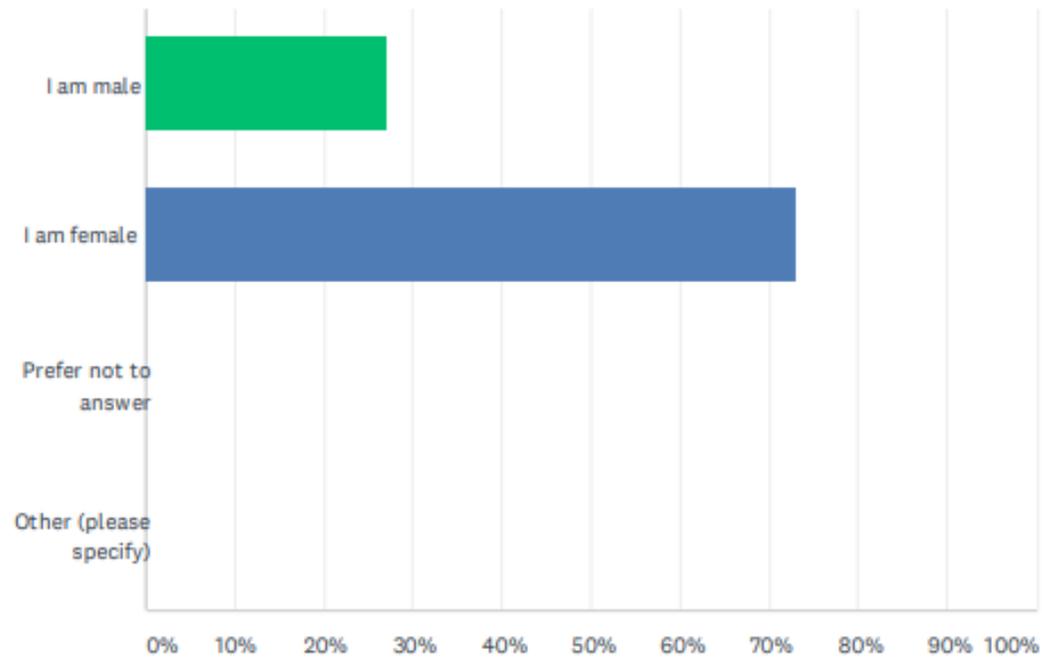
32.00%

8

Total Respondents: 25

Q10 Gender

Answered: 26 Skipped: 0



ANSWER CHOICES	RESPONSES
I am male	26.92% 7
I am female	73.08% 19
Prefer not to answer	0.00% 0
Other (please specify)	0.00% 0
TOTAL	26

HMN Evenings and Weekends Test of Change Survey

Focus Group 1

Tuesday 29th September

3 Participants

1. Would you take part in Healthy Minds network virtual drop ins if they were on in an evening or at the weekend?

Yes X 3

No

Don't know

2. Do you think offering evening and weekend online drop ins is a good idea? Why do you think this?

Yes X 3

- Some people work through the week or have other commitments
- More people might have a chance to come along and have a chat at the weekend
- There is not a lot for people to do in the evening and weekend with restrictions, more so if you are isolated
- A weekend telephone support line would be a good thing

3. Are there any barriers that would prevent you from taking part? What are they?

- Everyone said personally they didn't have any barriers to evening and weekend drop ins
- Access to technology and the knowledge to get on to zoom
- Phone people to explain how to go about joining a virtual drop in
- The drop ins have been a god send for me once I was shown how to do it
- An individual I know was having difficulty getting on zoom on their mobile phone
- Accessing zoom is better on a lap top

4. If you would like an online drop in to take place in the evening what day would be best?

Any evening but preferences indicated below

Monday

Tuesday X

Wednesday

Thursday XX

5. When would you like online drop ins to take place? Select all that apply

Evening X

Weekend X

Stick to current times (Monday, Tuesday, Thursday) X

6. What time in an evening should we meet?

It depends when people have their tea

5pm-6pm

6pm-7pm X X

7pm-8pm X

7. If we were to hold an online drop in on a Saturday, what time would be best?

10am-11am

12pm-1pm XX

1pm-2pm X

**8. Do you have any ideas of themes/activities for online drop ins?
They could be anything- training, guest speakers, wellbeing activities, information sessions**

- Speaker from Joseph Rowntree Foundation – Their aims, what they are up to, poverty, disability, analysing social problems. They give you opportunities to get you point across too
- Discussions about health
- Guest speakers are good
- Community Mental Health Team representative – To talk about their plans, how they are dealing with high demand, plans for the future and improving services
- Quizzes
- Watch mental health themed films in advance and then discuss them in the drop in
- Nutrition – healthy eating, food and mood, cooking on a budget
- Hold a HMN conference and have interesting speakers
- Virtual trips – transport museum, verdant works, museums in Dundee and Edinburgh and Glasgow
- Relaxation
- WRAP course
- Information on green spaces and good walks in Dundee
- Comedy session once a month, something light hearted
- Music themed session
- History of Scottish music

9. Identifier. Select all that apply

I am someone with lived experience of mental health challenges X

I am a carer of someone with mental health challenges

2X both

10. Gender

I am male X1

I am females X2

Prefer not to say

Other

HMN Evenings and Weekends Test of Change Survey

Focus Group 2

Tuesday 6th October

4 Participants

1. Would you take part in Healthy Minds network virtual drop ins if they were on in an evening or at the weekend?

Yes x 4

No

Don't know

2. Do you think offering evening and weekend online drop ins is a good idea? Why do you think this?

- People who have struggled during the week will be able to share how they are feeling
- offers more flexibility
- Definitely a good idea, not everyone as available during the day
- People can choose when they are best able to participate
- It's easier to keep yourself busy during the day but night times and weekends can become isolated and lonely
- We can mutually support people

3. Are there any barriers that would prevent you from taking part? What are they?

- I sometimes have other activities on, what I am doing changes
- My mood, not wanting to and not being interested due to lack of motivation
- Not everyone is able to use technology, recognising those things but it is another way to be together. We still need human contact and empathy
- Some folk don't know how to use Zoom, I needed to be taught as before lockdown I didn't know anything about video calls

4. If you would like an online drop in to take place in the evening what day would be best?

Monday x 1

Tuesday

Wednesday x 1

Thursday x 2

Can't answer just now due to changing shifts

5. When would you like online drop ins to take place? Select all that apply

Evening x 3

Weekend x 3

Stick to current times (Monday, Tuesday, Thursday)

6. What time in an evening should we meet?

5pm-6pm

6pm-7pm x 3

7pm-8pm x 1

7. If we were to hold an online drop in on a Saturday, what time would be best?

10am-11am

12pm-1pm x 3

1pm-2pm x 1

**8. Do you have any ideas of themes/activities for online drop ins?
They could be anything- training, guest speakers, wellbeing
activities, information sessions**

- Fitness
- Community health team fitness
- Simon Little about ADP
- Show and Tell

9. Identifier. Select all that apply

I am someone with lived experience of mental health challenges x 3

I am a carer of someone with mental health challenges

Both- x 1

10. Gender

I am male x 2

I am female x 2

Prefer not to say

Other

HMN Evenings and Weekends Test of Change Survey

Telephone Survey

1 male participant

1. Would you take part in Healthy Minds network virtual drop ins if they were on in an evening or at the weekend?

Yes X

No

Don't know

2. Do you think offering evening and weekend online drop ins is a good idea? Why do you think this?

Something to look forward to

3. Are there any barriers that would prevent you from taking part? What are they?

Anxiety and low confidence

4. If you would like an online drop in to take place in the evening what day would be best?

Monday

Tuesday X

Wednesday

Thursday X

5. When would you like online drop ins to take place? Select all that apply

Evening X

Weekend X

Stick to current times (Monday, Tuesday, Thursday) X

6. What time in an evening should we meet?

5pm-6pm

6pm-7pm X

7pm-8pm

7. If we were to hold an online drop in on a Saturday, what time would be best?

10am-11am

12pm-1pm

1pm-2pm X

8. Do you have any ideas of themes/activities for online drop ins? They could be anything- training, guest speakers, wellbeing activities, information sessions

Things we would normally do at the Friary. Guest speakers. Trips.

9. Identifier. Select all that apply

I am someone with lived experience of mental health challenges X

I am a carer of someone with mental health challenges

10. Gender

I am male X

I am females

Prefer not to say

Other