

# The mental health information skills trainer as part of a multi-disciplinary, cross-sector initiative: the NELFT recovery college project

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# Overview of the project

- Recovery college pilot over two terms starting September 2013
- Recovery college model successful elsewhere around the world
- Aimed at empowering mental health service users to become experts in their own recovery
- Principles: hope, control, opportunity
- Bridge between mental health services and return to work/education
- Examples of courses: basic IT, self-management, disclosing mental health conditions etc.



# Overview of the project

- Based on co-production → service user recommendations for reading list
- Based in adult education → access to information resources is key component
- Aubrey Keep Library, at NELFT, has no provision for service users → collaboration with public libraries



# Overview of the project – my part

- Objective: training public library staff
- Two aims
  - Introduce concept of the recovery college
  - Familiarise them with resources they can use to answer mental health queries/help recovery college students
- Training delivered by information skills trainer (me) in tandem with an Occupational Therapist



# Planning the sessions

- Planning content
  - Making it relevant to the audience
  - Using only resources that are publicly accessible
  - Making it interactive and hands-on
  - Reading up on the sources so I could answer questions
- Arranging dates
  - Liaising with public libraries' managers and training departments
  - Often multiple visits to one library because of space/staff coverage issues



# Delivering the sessions

- Co-teaching
- Dependent on workplace setup
- Differing group sizes



# Collecting feedback

- Immediate post-test – short evaluation form
- SurveyMonkey survey a few weeks after the training
  - More detailed
  - Split by staff group
  - Asked if and how participants had used the skills gained in the training



# Results of immediate post-test

- 65 staff total filled out evaluation
- “Would you recommend this course to others?” – 64 said yes, only 1 no
- Intended use (multiple answers possible):

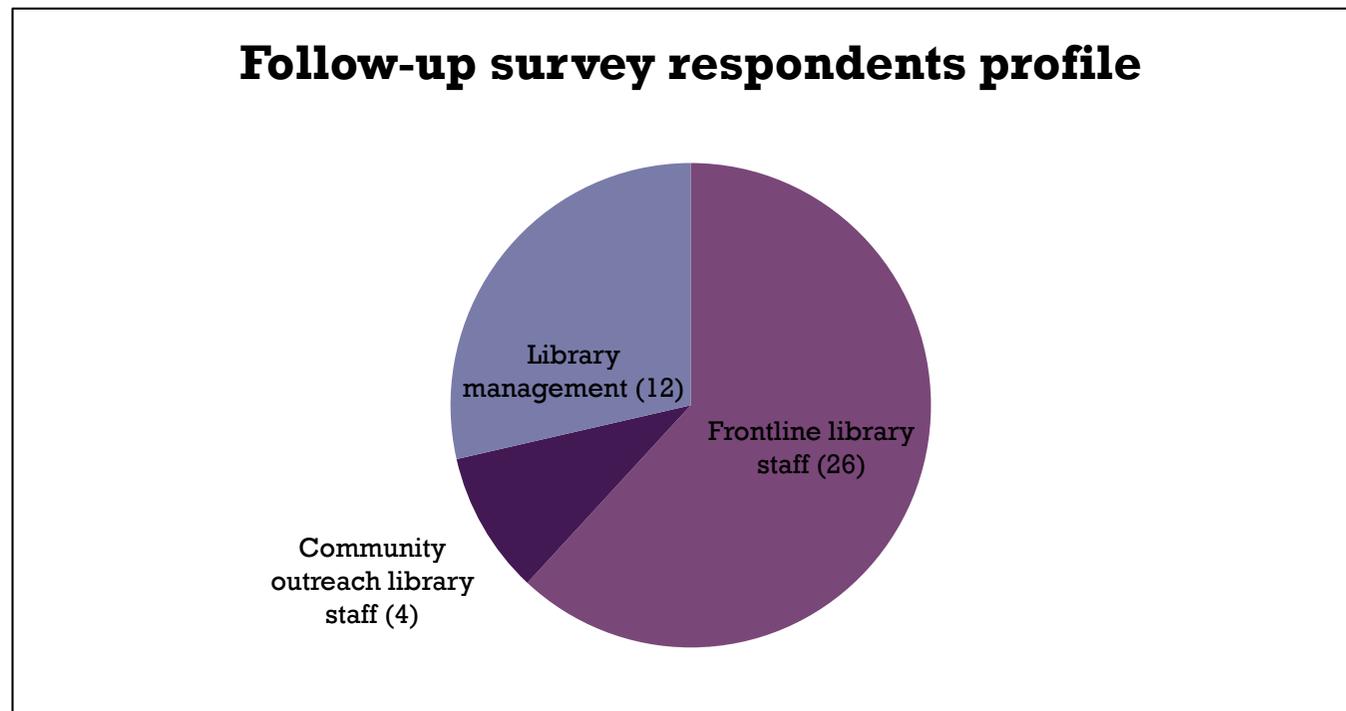
Response	Number of respondents
Share with colleagues	59
Answer enquiries	47
Share with manager	27
Mention at team meeting	25
Use as evidence for my CPD	6
Use for teaching purposes	5
Other (please specify)	13

- “Any other comments?”
  - Useful personally and professionally
  - Informative, about the right length, learned something new



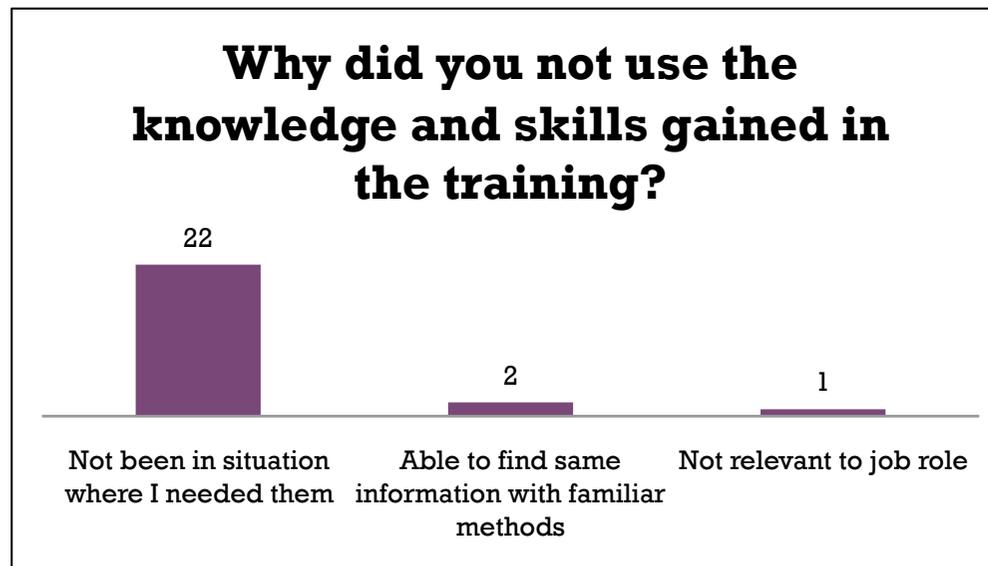
# Results of follow-up survey

- 42 staff filled in the follow-up survey



# Results of follow-up survey

- 17 staff said they had used the knowledge and information skills gained in the session, 25 said they hadn't. Reasons why they hadn't used them:



- When asked if they thought they would have occasion to use them in future, 23 staff said yes, 2 said no.



# Results of follow-up survey

- We asked which resources were used:
  - NHS choices 9
  - Recovery college prospectus 3
  - Recovery college flyer 3
  - Choice & medication website 3
- Did the information you found influence any of the following?
  - “I had confidence in the information I gave to the customer” 8
  - “I learned something new” 6
  - “Answering the enquiry took less time” 5



# Results of follow-up survey

- Selected comments from “any other comments on this training”:
  - *[I]t could have been a little more specific about the role of the library in this topic eg. what it is they expect from us apart from finding information on reliable websites. I am not sure what would my role be. Promoting the college?*
  - *It would be nice to be trained further on how to properly deal with people with mental issues.*
  - *I found it to be helpful and informative, and if there were any potential users to the college that would approach me or even use our library, I feel like after attending the training I would be able to guide them to the college and so help them. I am aware that I would not necessarily be able to tell who would be potential users for the college but it has helped me realise that there is somewhere helpful that I can guide them to that will help them with their illness.*



# Conclusions

- Libraries do not seem to have seen a substantial increase in mental-health-related queries → Training is cost-effective
- It has contributed to public library staff's skill set
- In those cases where the skills were used, they are associated with positive impact on enquiry processing
- Qualitative feedback highlights areas for improvement → e.g. raise awareness of related training, emphasise relevance of training outside the project



# Situation at the moment

- Pilot coming to an end
- We passed our evidence on to the steering group
- Project has been extended for another two terms following the pilot



# Future possibilities

- Information skills trainer as trainer at recovery college
- Annual fixture for public library staff
- Building links with public libraries
- Custom build recovery college



# Question time!



# Contact details

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# Thank you!

