



annual review

2010-2011

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o aftechyd  
meddwl difrifol*

**hafal**

*for recovery  
from serious  
mental illness*


# 2010-2011:

## Walking the walk

**Many organisations talk about patient involvement and empowerment. But how many actually walk the walk, creating a relationship of equals between service users and providers?**



In 2010-11 Hafal has shown how this should be done. Take our new Comic-Relief funded Expert Patient Trainer (EPT) project which launched in 2010. This has seen trained service users delivering courses to a wide range of audiences across Wales on mental health. Hafal leads the way on service user empowerment: services such as our EPT project are led by, developed and delivered by people with direct experience of mental illness. This is what makes them so effective.



Over the last year the experiences of our clients have shaped our work more than ever before. Our **"12 Lives" publication, produced in collaboration with the Mental Health Foundation and MDF the Bipolar Organisation, featured people talking in illuminating and often moving terms about their experience of serious mental illness.** Some of the people who shared their experiences in "12 Lives" feature on the cover, and I would like to take this opportunity to thank all participants for sharing their stories. They have inspired many others.

**It has been a historic year for mental health in Wales.** I'm proud to say that Hafal played a significant role in working to ensure the Mental Health (Wales) Measure, which received Royal Approval in December, was fit for purpose. After all, Jonathan Morgan – who introduced the "LCO" that resulted in the Measure – said that the most convincing evidence for reform came from Hafal service user and staff member Lee McCabe.

The Measure is undoubtedly better for Hafal's considerable input, although we are keeping a keen eye on the regulations – which will be finalised this year – to ensure the Measure is as effective as it should be.

## Road to Recovery

Hafal's groundbreaking **"Road to Recovery" campaign was one of the highlights of our 2010 work which showed how creative and how diverse our projects are.** Launched in May the campaign featured 22 events in each of the counties of Wales. It highlighted the importance of recovery-focused services, raised awareness of Hafal's work, received extensive media coverage and won us new friends.

During 2010-11 our local services continued to support people with a serious mental illness reach their goals. I'm delighted to report that despite difficult economic times **our local projects continued to innovate and develop their services.** For example, a major new housing service opened in Pembrokeshire providing clients with a progressive service in their own locality. As with all our services, the emphasis in this new project is on working in partnership with our clients and maintaining the dignity and individuality of people with a mental illness so that they can achieve self-determination, independence and recovery. The project is already establishing itself as a beacon of best practice.

I would like to thank all Members and staff for their dedication and support during 2010-11. In the coming year let's build on all the good work we've done, working as equals with even more people with serious mental illness and their carers to achieve new goals together.

**Elin Jones, Chair, Hafal**

## Delivering our service

In 2010-2011 Hafal expanded its services to its 3,300 clients across the 22 counties of Wales and received funding for new and existing projects relating to education, employment and training.

- Hafal's Big Lottery-funded Criminal Justice Links Service and Short Steps projects were awarded extra funding to establish best practice in their respective fields and develop service models which will be made available to other organisations in Wales as a template for service delivery. Additional funding to counter the impact of the economic downturn on our Criminal Justice Link Service and Short Steps projects was received from the Big Lottery in October.
- "Ease the Squeeze", an interactive campaign responding to the recession which provided tips on managing finances, took place from May to December. Big Lottery funding for our "Short Steps" initiative has enabled Hafal to further improve our training, education and employment support activities.

## Around Wales

Highlights from the wide range of work undertaken by Hafal's projects across Wales include...

**Pembrokeshire:** A major new housing service opened in 2010, providing clients with a dynamic and modern accommodation service in their own locality. As with all our services, the new housing project is forward-looking, recovery-focused and built on client empowerment.

**Wrexham:** Service users took part in the production of two DVDs: the first focused on mental health awareness and was made in partnership with Wrexham Borough Council; the second, which concerns Adult Safeguarding, will be used throughout Wales to tackle the barriers to reporting safeguarding issues.

*Continued overleaf...*





**Blaenau Gwent:** The project won a grant from the Health Challenge Wellbeing Activity scheme to fund a food hygiene certificate and to attend a Nordic Walking Instructor Course.

**Powys:** New funding for the Small Steps Project, which is run in partnership with Rekindle and offers one-to-one support, information and advice for 16-25 year olds in mid Wales, was awarded. The funding, which covers a three-year period, was granted by the Henry Smith Charity and The Community Foundation in Wales.

**Pembrokeshire:** Hafal's Tenby project won European funding to provide basic skills training to people with a serious mental illness – an invaluable community resource. The significant funding enabled Hafal to employ a full-time Practice Leader and part-time support and communications staff.

**MerthyrTydfil:** 'Learning to Change', a DVD made in conjunction with the Open University, was launched in October as part of the project's World Mental Health Day celebrations.

**Blaenau Gwent:** Funding was awarded by the Welsh Government for cooking equipment. Communities First has begun providing the first of 26 cooking lessons to clients. An environmental certificate of achievement for the gardening project was also awarded in October by the local council.

**Denbighshire:** Denbighshire Family Support extended its service to Gian Traeth Day Hospital. The important service now reaches out to carers of individuals with a serious mental illness who are over 65.

**Bridgend:** Service User Daryl Collins, carer Gwenda Young and staff members Pat Nolan and Sian Jenkins were winners at a mental health awards ceremony attended by First Minister Carwyn Jones AM and Madeleine Moon MP. The awards "recognised personal achievements in the field of mental health".



For the latest local activities go to:  
[www.hafal.org](http://www.hafal.org)



## Delivering our expertise

Hafal's National Learning Centre broadened its range of training to clients, staff and external agencies in 2010-11.

The highlight of the Learning Centre's year was the launch of its first qualified group of Expert Patient Trainers (EPTs) as part of its Comic Relief-funded Expert Patient Programme:

Hafal EPTs are people with experience of a serious mental illness who qualified as mental health trainers in order to share their experiences and skills on recovery, discrimination and mental health services so that other service users, professionals, and the general public can learn from their experiences.

To become an EPT Hafal's trainers undertook Agored and City and Guilds 7300 training which has enabled them to deliver a dynamic curriculum across a wide range of mental health topics.

2010-11 also saw Hafal's unique Recovery Programme gain Agored accreditation. Service users are now able to gain a qualification as they work towards recovery. Practical courses in basic computer skills, telephone skills, budgeting skills and healthy eating are also now available.

The National Learning Centre's expertise is now in greater demand from a range of organisations. For example, Hafal is offering learning placements to more social work students and the Centre currently has 17 placement facilitators across our projects who work closely with students, universities and colleges to help train the social workers of tomorrow and influence practice towards progressive services for people with a serious mental illness.





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LOTTERY FUNDED**



## Delivering our message

Hafal's Public Affairs work during 2010-11 was influential and far-reaching.

• Hafal's Road to Recovery campaign, which saw a VW microbus travel to all the counties of Wales to find out what service users and carers want from local services, was hailed as a great success by clients and supporters. Events ranged from a beach party in Denbighshire to a Caribbean day in the Vale of Glamorgan, while an event held in Tenby saw 321 people signing a Road to Recovery postcard to show their support for the campaign. As well as being a lot of fun, the Road to Recovery tour proved valuable in gathering information on the issues affecting clients and carers in each of the counties:

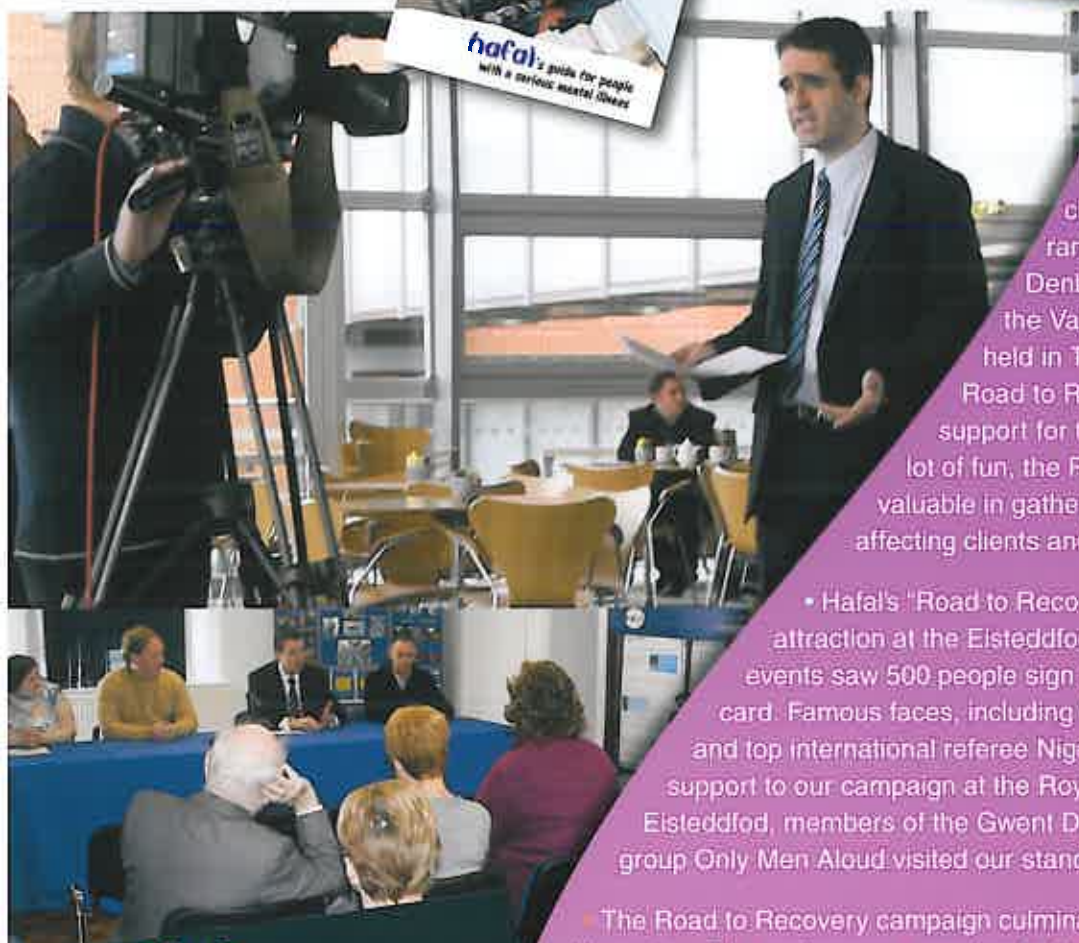
• Hafal's "Road to Recovery" microbus was a huge attraction at the Eisteddfod and Royal Welsh Show. The events saw 500 people sign a special Road to Recovery postcard. Famous faces, including Wales international Garin Jenkins and top international referee Nigel Owens, lent their support to our campaign at the Royal Welsh. Meanwhile, at the Eisteddfod, members of the Gwent Dragons' rugby team and the pop group Only Men Aloud visited our stand.

• The Road to Recovery campaign culminated in an autumn conference in November. The conference was attended by 200 delegates. Visitors were able to explore 22 interactive county exhibitions showcasing the wide range of work undertaken by our local projects. The event included live music, a cook-off and an art workshop.

• Over 200 people attended Hafal's National Physical Health Awareness Day which took place at Neath Sports Centre on July 8th and included a range of events from five-a-side football to welly wanging.

• In an exclusive interview for the summer edition of Hafal's Mental Health Wales journal First Minister Carwyn Jones outlined his vision for mental health services in Wales. Mr Jones spoke on a variety of mental health matters including spending cuts.

• Crucial work to ensure the effective implementation of the Mental Health (Wales) Measure was undertaken by Hafal staff and clients. Hafal's new blog, "Sue's View", saw Service User Champion Sue Barnes lead a campaign to argue that the Measure's Regulations should insist that all important life areas are covered in the care plans prescribed by the new law.





- "12 Lives", a unique publication presenting the stories of people in Wales with experience of serious mental illness, and our Big Lottery-funded Young People's Information Hub, were launched at the Senedd in October as part of our World Mental Health Day celebrations. A new recovery guide and a website for young people were published and went live online in October.



- In September Hafal gave evidence to the National Assembly for Wales' Health, Wellbeing and Local Government Committee on the issue of Post Traumatic Stress Disorder (PTSD) treatment for services veterans. Hafal's evidence came from John Davies, Practice Leader from Hafal's Rhondda Cynon Taf project, and Hafal Staff Volunteer Paul Cleary.



- In December the Western Mail began publishing the first of a series of monthly columns from Hafal's Service User Champion Sue Barnes. Topics covered to date include the Mental Health (Wales) Measure, the Assembly Elections and Hafal's 2011 summer campaign.

- Hafal staff and clients featured in a number of TV, radio and newspaper features during the year. Highlights included the following: Hafal Trustee Chris Eastwood and North Wales Manager Teresa Patrykowski appeared on the Radio Wales medical programme "The Irritated Consultant"; Siân Jones, a service user from North Wales appeared on ITV Wales to speak about the opening of a new women's unit in Mold; "12 Lives" gained a double page spread in the Western Mail; the Young People's Information Hub launch was featured on radio and TV; Hafal Chair Elin Jones was on Radio Cymru and Chief Executive Bill Walden-Jones took part in a live broadcast from the Senedd for the BBC political programme "am:pm"; Expert Patient Trainer Dave Smith appeared on ITV's Wales Tonight to talk about the importance of care planning, the Measure and his experience of serious mental illness; Elin Jones and Bill Walden-Jones appeared on Radio Cymru and Radio Wales respectively to speak about a National Assembly for Wales Health, Wellbeing and Local Government Committee report on PTSD.



For the latest on our campaigning go to: [www.hafal.org](http://www.hafal.org)





**Hafal is grateful to the following funders who supported us during 2010/2011...**

Abertawe Bro Morgannwg  
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Wales Council for Voluntary Action  
Wrexham County Borough Council

**...and to all those who made donations or gave their time, thank you!**



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