

Understand

Community

Listen

Respect

COPE SCOTLAND'S
VIEW OF THE
JIGSAW PROJECT
2017-2019

Connect

people

Together

Choice

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WHERE DID THE IDEA OF JIGSAW COME FROM?

People with long standing mental health issues felt there was something missing in terms of ongoing support for their mental health and wellbeing.

COPE Scotland had a long-standing connection with a local GP Dr Peter Cawston from Garscadden Burn Medical practice; who is also the GP Cluster lead, since the Deep End work around social prescribing. Hilda, from COPE, had a conversation with Peter about this issue and support for people and, it was recognised this was a challenge in primary care too. Often people presented back to their GP, sometimes because they didn't know where else to go. For practices with a Community Links Practitioner, people could be offered an additional level of support to link to new services, but not all practices had a Links Practitioner.

Listening to the voices of Lived experience at a focus group organised by COPE Scotland as part of their continued work; *'This Is My Choice, Things Can Change' Funded by Transforming self-management in Scotland, (The Alliance)*, attended by Peter it became clear, often people were facing not only internal challenges to their mental health and wellbeing but external stressors too. People's lives were complex, and a simple do x, y and z will happen approach wasn't going to work. Something more was needed. An opportunity to apply for funding from the Primary Care Transformation fund funded by Scottish Government was there which Hilda and Peter took. This had to be supported by Glasgow City HSCP, which they did and the funding was successful. GCHSCP then took on a management role for the project as they had their aims and drivers also (*Diagram 1*), which were influenced by the initial conversations held locally.

Following conversations COPE Scotland suggested the name Jigsaw for the project. The name Jigsaw not only helped us think about the pieces of a puzzle, but also created an opportunity to think about Jigsaw Lids. Were all the pictures on the lids around what good mental health looked like the same, or did different groups have a different picture, and how could we acknowledge the differences and work together on areas in common. GCHSCP as part of funding enabled TLC2COPE COPE Scotland's social enterprise company to develop the 'jigsaw toolkit' ideation. COPE Scotland invested its resources in producing the materials.

“

I CAN SELF-MANAGE MY CONDITION 6 DAYS A WEEK IF SOMEWHERE I HAVE SOME KIND OF SUPPORT ONE DAY A WEEK, FROM PEOPLE I TRUST.

VOICE OF LIVED EXPERIENCE

”

“

....OFTEN PEOPLE GO TO THE GP WITH A MENTAL HEALTH ISSUE, NOT BECAUSE THEY THINK THE GP CAN HELP, ACTUALLY OFTEN THEY DON'T THINK THEY CAN HELP. THEY THINK THE GP CAN REFER THEM TO SOMEONE WHO CAN'.

...YOU KIND OF KNOW THERE ARE SERVICES BUT IT'S HOW TO FIND OUT MORE ABOUT THEM. YOU NEED TO BE CONNECTED, TO GET CONNECTED.

FOCUS GROUP VOICES OF LIVED EXPERIENCE

”

>>> DIAGRAM 1

AIMS	DRIVERS	ACTIONS / INTERVENTIONS
<p>Enabling people to use NHS and social care services appropriately and reduce demand on NHS for prescriptions and consultation times..</p>	<p>Services often do not address the holistic needs of individuals with moderate and enduring mental health issues so they find themselves on a merry go round and often feel longer term support is unavailable</p>	<p>Co-design GP cluster attached and health inequalities focused solutions for individuals who do not fall within the remit of Mental Health services but nevertheless, experience long term mental health problems.</p>
<p>Developing new ways of working through collaboration and/or integration.</p>	<p>Services are fragmented and not aware of each other's remits, referral pathways, terminology.</p>	<p>Create a partnership and new understandings between a cluster of GP practices and community organisations.</p>
<p>Increasing satisfaction and enablement for people with moderate and enduring long-term health needs, supporting them self-manage their condition and access services appropriately.</p>	<p>Often recovery and self-management advice is lacking, services respond to people presenting in crisis, but longer-term goal orientated interventions often are interrupted as people drop in and out of services, or lack the self-confidence to adopt new behaviours which could assist with wellness.</p>	<p>Understand the perspective of people with moderate and enduring mental ill health the challenges they face and the opportunities they feel unable to access and how this can be overcome. Use a variety of engagement methods including the Jigsaw toolkit and feed the results back to the steering group to help inform behaviours of new partnerships and investment in seed fund and create transformational change.</p>
<p>Promote wellness in public sector workforce.</p>	<p>Incidence of mental distress in public sector is rising at a time when demand is increasing and resources decreasing leading to stress and compassion fatigue.</p>	<p>Provide variety of tools, tips and techniques and opportunities and awareness raising to help workforce care for their wellbeing.</p>
<p>Ensure people with moderate and enduring mental health problems are not adversely affected by welfare reform.</p>	<p>The impact on mental health because of living in an area of high deprivation.</p>	<p>Workforce training to understand issues of welfare reform, claimant commitment and how health agencies can help through signposting.</p>
<p>Services will be more connected and offer a holistic package of support in an integrated way linking to community assets.</p>	<p>Multimorbidity occurs at a younger age in individuals in areas of high deprivation. GP's have limited time for complex consultations. Lack of awareness, or, trust, or, barriers to referral processes, can make linking people to other support a challenge.</p>	<p>Understand from the perspective of services who connect with people with moderate and enduring mental ill health the challenges they face in being of support and the opportunities they feel they offer using variety of engagement methods including the Jigsaw toolkit, and feed the results back to the steering group to help inform strategy for transformational change.</p>



WHAT WAS IT JIGSAW WANTED TO ACHIEVE?



The original idea for this piece of work was:

- To find ways to understand what different groups thought was needed to support good mental health.
- To have some seed funding to allow local groups and agencies to have the resources to try out some ideas to fill some of the gaps/redesign what they were doing to fit what people shared was needed to support good mental health.
- To help local GP's become more aware of services and supports they could signpost people to who presented at their surgery.
- To have some brave conversations around what was working, what could work better and what needed to change.
- To explore the wellbeing needs of those who provide services specifically GP's.

Project funding came via Glasgow City HSCP which held responsibility for overall project management and ensuring the Jigsaw aligned with wider strategy. As can be seen there were areas in common, just maybe expressed in different ways:

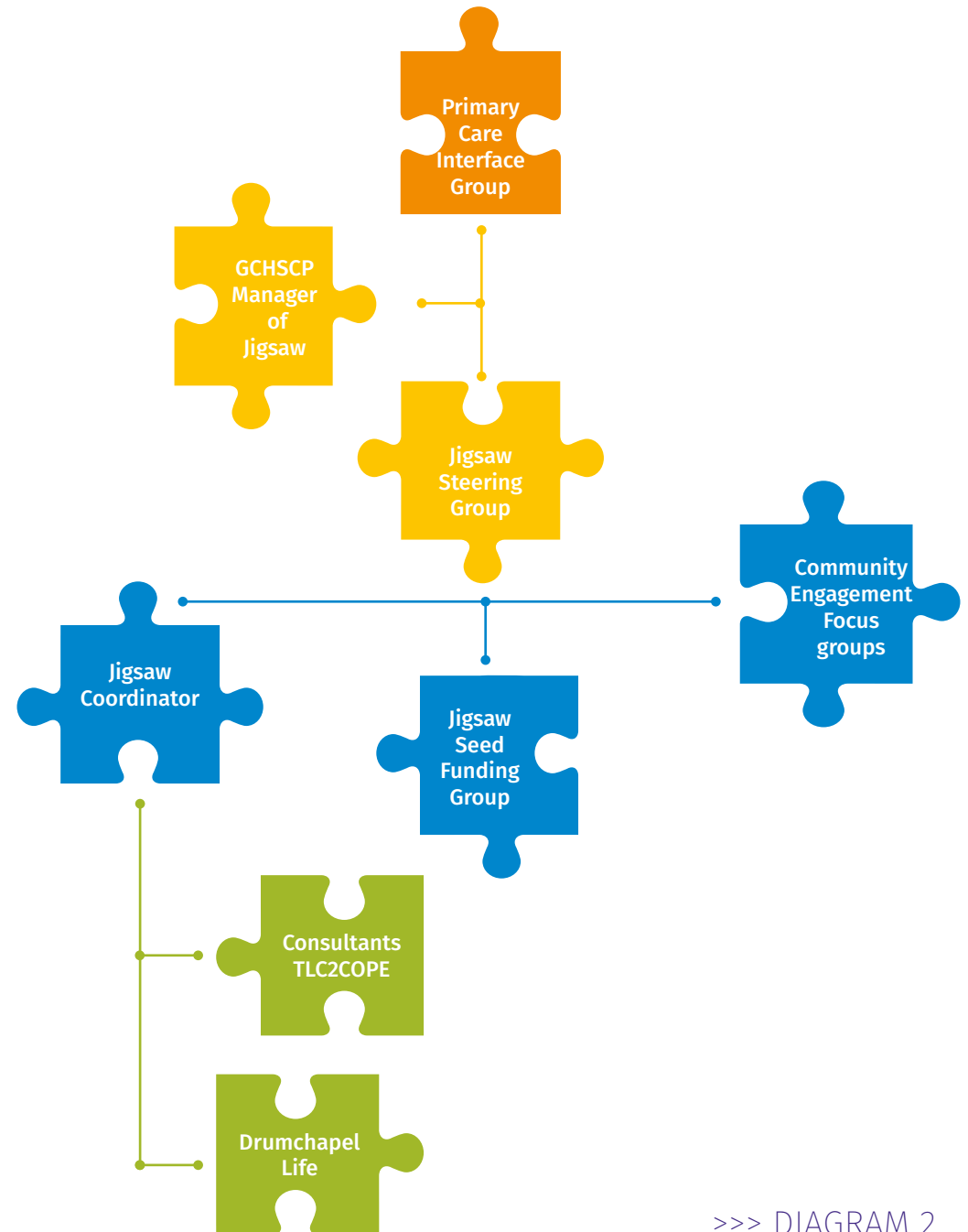
- Increase wellness and so decrease the need for appointments in primary care, for people experiencing moderate but enduring mental health issues.
- Improve connections and communication between the seven GP practices in the Drumchapel and Yoker Cluster, local formal and informal groups and statutory agencies.
- Find new ways to help tackle the implications arising from the Inverse Care Law by co-designing new pathways of intervention in mental health.
- Reduction in need for anti-depressants and other medications such as night sedation.
- Improved understanding and knowledge between partners of pressures/procedures/criteria and use of language and terminology capacity and limitations of services offered.
- Improved referral and signposting pathways for people with moderate and enduring mental health issues. Presented as a simplified service delivery landscape, which provided improved navigation for GP's and others seeking to signpost.
- The workforce has new tips, insights and techniques to help reduce risks of undue stress and compassion fatigue.

WHAT HAPPENED NEXT?

STRUCTURE AND GOVERNANCE

Although the idea started with the community and third sector, being led by the GP Cluster lead, the GCHSCP had overall management of how this would move forwards in practice. The exercise of working together in itself was really helpful as we learned more about each other and our ways of working. Diagram (2) highlights the decision-making structure.

- A GP led multi partner stakeholder steering group was established to oversee the project.
- GCHSCP were keen there was a coordinator for the project who came into post November 2017, part of TLC2COPE's role was also a support to the coordinator, Tammy, and COPE Scotland offered Tammy free use of a room at Drumchapel Rd as well as space for meetings.
- Within GCHSCP there were regular updates of work being done and reporting of spending against targets.
- A funding application subgroup was set up to oversee the administration of the seed fund, reporting to the steering group who reported back to GCHSCP. Drumchapel Life through their experience of seed funding were brought in to help with this process and also join the steering group.
- To ensure the voices of lived experience were involved in helping shape the direction of travel there were many engagement activities the results of which were fed into the steering group.
- The voices of lived experience were involved in the funding subgroup to determine the outcome of the seed fund applications.



>>> DIAGRAM 2

CITIZEN EMPOWERMENT AS PART OF GOVERNANCE AND STRATEGIC PLANNING. VOICES LIVED EXPERIENCE HEARD IN SERVICE PLANNING AND DESIGN

Core to the work of COPE Scotland is listening to the voices of lived experience. As a piece of the Jigsaw project we were keen to ensure it continued to be informed by the voices of lived experience, a value which the project did embrace. People were involved many ways:

- Focus groups and discussions.
 - Designing the Jigsaw Lids workshops.
 - COPE Scotland also held focus groups on; the new primary care review and the GMC (General Medical Council) consultations on supporting informed decision making. Using guidelines and structures to feed responses back to the Jigsaw steering group and the National strategy response.
 - COPE Scotland also provided an opportunity for people to contribute to the 'The Zubairi Report: the lived experience of loneliness and social isolation in Scotland' Which helped inform other work COPE Scotland is developing around Chances to Connect.
 - COPE Scotland recognised from working with the Jigsaw partners and listening to the voices of lived experience new ways of working needed to be found. This supported earlier suggestions from people directly supported by Caring Over People's Emotions, COPE Scotland's direct one to one service in West Glasgow, around a new interconnected support service e.g. delivering workshops to Parent Network meetings and providing a chance for people to talk informally who may otherwise struggle to find the time to attend a 'service' or 'centre'. More work was needed reaching out and connecting with people in ways they found helpful. COPE Scotland recognised for some time a new way of connecting with people was needed and has begun work to explore what that may look like.
- Listening to people new tips to wellbeing sheets were co designed and while an information sheet on its own isn't all people need, it's a good aid to memory of a skill shared and some GP's adopted using these tips sheets.
 - The voices of lived experience were invited to be part of the Jigsaw seed funding allocation finance subgroup.



“
SERVICES NEED TO TAKE TIME TO REALLY HELP PEOPLE UNDERSTAND THEIR CONDITION AND LEARN ABOUT THEIR TREATMENT OPTIONS AND WHAT THEY CAN DO FOR THEMSELVES, BUT THEY NEED TO BE TAUGHT HOW TO DO THIS...NOT JUST GIVEN A LEAFLET.
”

VOICE OF LIVED EXPERIENCE

WHAT DID WE DO?

It's fair to say when you are working in partnership things can take longer, especially when working across non-traditional boundaries. Equally even within the partners we all had ideas about what the Jigsaw project was about, and of course as new partners joined this again could change. However, we all had one thing in common which was finding new ways to build connections, understanding and awareness which could help people have better mental health.

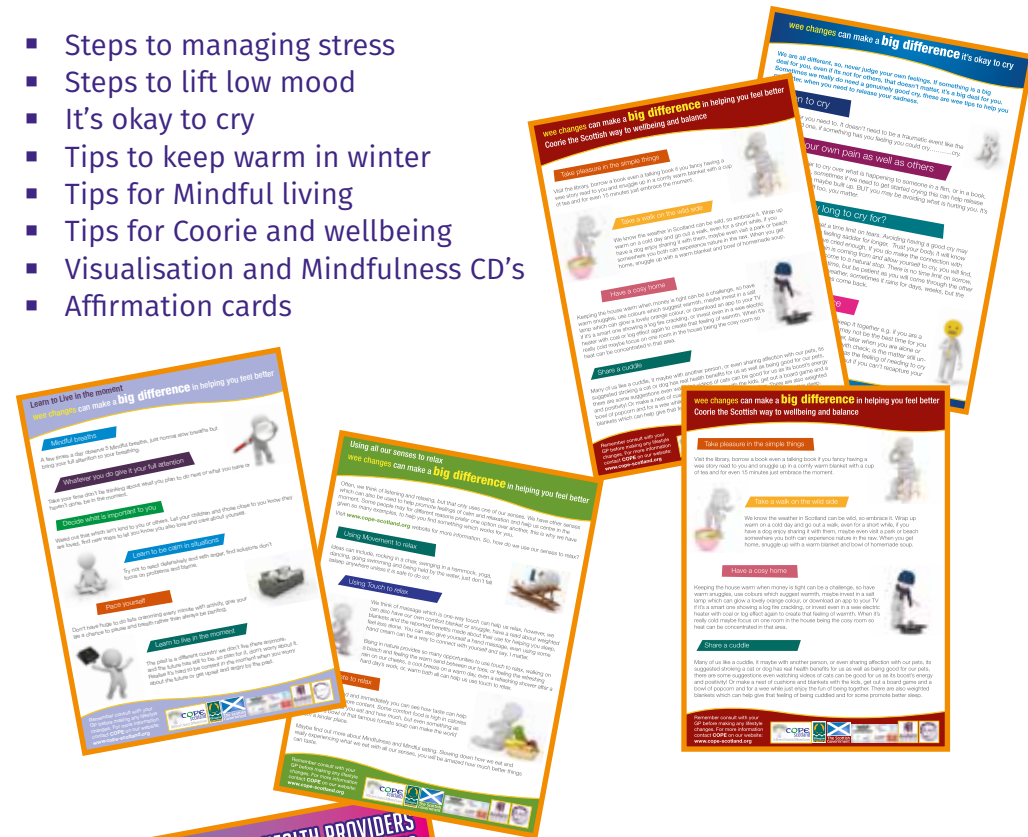
The Jigsaw project will have its own evaluation; which we invite you to read. This report is if you like a case study, the perception of one partner who originally had an idea and shared it, which went onto become a multi-agency project, this is one piece of the puzzle, not the whole puzzle. Things we did directly included:

JIGSAW WORKSHOPS AND CONSULTATIONS

- We developed a way of capturing ideas which could be shared in a way could help others see the vision of mental wellbeing from different perspectives, these were known as Jigsaw Lids.

- We used the Jigsaw engagement events as an opportunity to share wellness promotion materials which had been co designed by COPE Scotland and the voices of lived experience including but not exclusively:

- Steps to managing stress
- Steps to lift low mood
- It's okay to cry
- Tips to keep warm in winter
- Tips for Mindful living
- Tips for Coorie and wellbeing
- Visualisation and Mindfulness CD's
- Affirmation cards



SEED FUNDING

We advocated and were successful in having £50,000 included in the transformational fund application as a seed fund for local groups and agencies to apply to, in order they had some funds to try out ideas that promoted and supported mental wellbeing. We advocated and were successful in bringing Drumchapel Life on board as a partner to help the Jigsaw coordinator manage the seed fund budget and we contributed ideation towards that process.



Of the 9 seed funded projects we had connections with 5 of them, the following is a wee overview of the projects which we had some direct connection with; either at the ideas stage, or when funding was approved. Full details of the other projects will be in the Jigsaw report. These were all excellent projects. DRCYP were funded to host focus group with young girls involved with the project around their mental health needs. Yogability were offering a 16-week introduction to Yoga class. Promising links were piloting a piece of work with young people and Yoker Campus were exploring ideas around Peer Support. Even when there is no direct links it's amazing how connections are still there and continue to be made e.g. someone involved in Peer Support, recently asked COPE Scotland for some of its wellness materials which we were happy to share.



COPE Scotland had already donated items to support Drum Hub's wellbeing plans. However, this equipment needed updated so we recommended as part of the bid they made a duplicate of the materials which we use at our own chill out rooms for them to choose what would work for them and also reminded them of the importance of health and safety especially with electric massage chairs, and offered them support if they wished to adopt poster and disclaimer used by COPE.



COPE Scotland had met Theatre Nemo at a GSEN (Glasgow Social Enterprise Network meeting) and thought they may be interested

in applying to the seed fund. Theatre Nemo were funded to run a programme of creative visual art workshops; with a focus on improved mental health and wellbeing. At the conclusion of the programme participants will have created a body of work; Theatre Nemo would support the group to exhibit. Also working with Theatre Nemo and through the Area Partnership funding, resources were secured to run 7 ASIST (Applied Suicide Intervention Skills Training) workshops across Glasgow including, Drumchapel and Whiteinch.

Theatre Nemo and COPE Scotland are already having conversations around how we ensure ASIST can be available in 2019/20. We have always sought to provide ASIST workshops as supports suicide safer communities which is key piece of the Jigsaw for mental wellbeing. We recognise there are workshops offered centrally by NHS GG&C but these are often in locations which local people, volunteers or groups may struggle to attend. This partnership aims to offer the workshops directly within communities, through established community hubs to support suicide safer communities. The partnership of COPE Scotland and Theatre Nemo were also successful in securing funding from Glasgow Flight Path Funding for an additional workshop. The local suicide prevention steering group were having a community consultation on suicide safer communities. We wanted to be able to offer another ASIST as demand for workshops is always high.



Glasgow Wood Recycling were funded to develop a network of referral agencies into their Wood Unlimited programme (funded by BLF). By inviting staff from local agencies, GPs, MH services etc along to 4 taster woodwork sessions they were able to highlight the therapeutic benefits of woodwork. Agencies and groups experienced the workshop environment first-hand. Kathleen from COPE went along to this and had a great time and is sharing with all the team to share with people attending COPE what a great resource this is.



TLC2COPE were also delighted as part of Glasgow Wood Recycling Projects seed fund project, to be asked to offer mental health awareness training to staff and volunteers. And COPE Scotland were able to offer the team free places on ASIST.

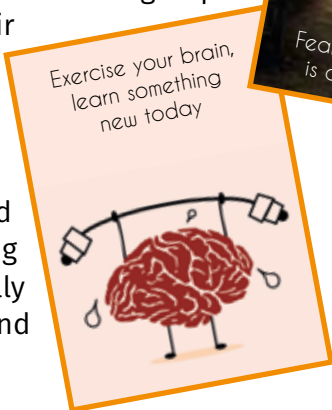
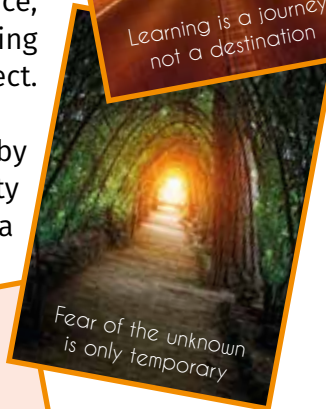
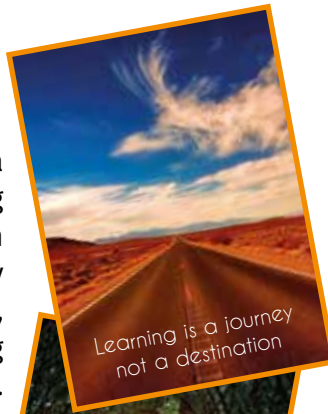


Tackling the misuse of alcohol

Glasgow Council on Alcohol were funded to develop a peer-based support project with a focus on empowering and supporting women to embrace motherhood. This will be achieved by tackling isolation, and increasing the resilience, confidence and capacity of women utilising GCA's community based, peer support project.

COPE Scotland supported their project by attending an information session community event they planned, we also offered to run a workshop on affirmation cards as the group were keen to develop their own set based on affirmation cards we have designed but bespoke to their group.

COPE Scotland also shared details of its online learning resource 'Creating psychologically safe spaces in peer led and informal groups'



3D Drumchapel were funded to develop a series of workshops for their parents at 3D which looks at trauma. They would show the Resilience documentary followed by a series of 8 workshops and a celebration week at the end – 10 weeks in total. The workshops will look at the impact of trauma and will work with the group to develop strategies to deal with any ongoing impact of trauma as well as looking at how to protect and build resilience in their own children. 2 x 3D staff members will facilitate the sessions and they will also engage with the Village Storytelling Centre to deliver some of the sessions.

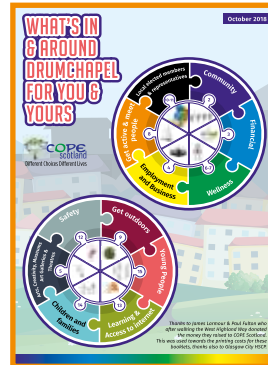
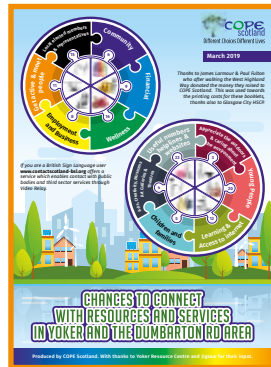
COPE Scotland has offered its support to the work 3D are leading on around 'Making Drumchapel a self-healing trauma-informed community' working with other partners to explore what we can do together to help achieve this goal.



INFORMATION SHARING

A significant amount of Jigsaw was around understanding need in order that the information people were looking for could more easily be found. The project highlighted a real enthusiasm and willingness from all stakeholders to explore change and new ways to build connections and share information and ideas, much of this work was done by the Jigsaw coordinator and will be in the main report for Jigsaw. COPE Scotland's contribution included:

- Designing 'What's in Drumchapel For You and Yours' resource booklet.
- Listening to the changes the Jigsaw coordinator and Yoker Resource centre and Yoker Medical Practice wanted for the Yoker directory, we also produced 'What's in Yoker and the Dumbarton Road Area for you and Yours'.
- Working with Tammy, voices of lived experience and GP's to redesign information sheet which GP's were sharing with people who came to see them.
- Designing a Jigsaw website and making links with ALISS (A Local information System in Scotland), though this didn't go to plan so back to the drawing board. We needed people to give us information to add to the site which due to work pressures was hard to do. We haven't given up, just rethinking.



- COPE Scotland worked with Drumchapel suicide prevention steering group; which is chaired by the Community Links Practitioner (Alliance Scotland) who works with the Garscadden Burn Medical practice, to help the group design a logo to badge their work. Building on the idea the group had of a Sunflower, we co-produced a helpful contact card. The steering group are including distribution of the cards in their communication strategy. Its hoped this will include being taken up by GP's and others who recognise someone may need an idea of useful contacts. The cards alone are only a piece of the jigsaw but knowing what else is available at a time of distress, when other services maybe closed, can be a comfort to people. We would hope also they were shared at suicide intervention workshops and mental health awareness workshops. COPE Scotland has also offered to produce a Jigsaw lid for the results of the steering groups community consultation if this is helpful.



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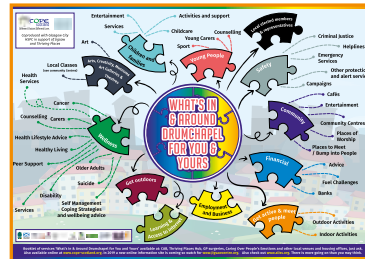
Produced by COPE Scotland to support initial safer communities
www.scot.gov.uk

- We held a community communication event around food, fuel. Fun and friendships to help connect people to other pieces of the puzzle which could support their wellbeing in the widest sense. This event also offered other partners a chance to ask the community about other issues which may be of interest, including the new flood plans for the area and what else Drumchapel Foodbank could offer.



- With GCHSCP we co designed a poster to promote the resource booklets and where to collect a copy.

- In addition to supporting the Jigsaw project launch the resource booklets we have been sharing them far and wide every chance we have. We produced 5000 copies to be distributed locally in Drumchapel and 5000 to be shared in Yoker and the Dumbarton Road area. We are very grateful to two local men, James Larmour & Paul Fulton, who after walking the West Highland Way donated the money, they raised to COPE Scotland which supported the printing costs of these booklets.



NEW TOOLS FOR GP'S TO USE TO ASSESS COMPASSION FATIGUE AND WELLBEING

Recognising the wellbeing needs of GP's need to be met in order that they are most able to meet the needs of people they support COPE Scotland shared some tools to asses wellbeing which the GP's found useful:

- Introduction to WEMBS (Warwick and Edinburgh Mental Wellbeing Scale)
- Introduction to ProQLS (Professional quality of life scale)

NEW SELF-CARE SYSTEMS IN PLACE FOR HEALTH CARE AND THIRD SECTOR PROVIDERS

It's recognised that there are challenges for many if not all health and social care providers and that their wellbeing matters too. Actions to support wellbeing for all professionals and providers included:

- NW Voluntary Sector Network commissioned training on stress management for third sector workers delivered by TLC2COPE
- COPE Scotland produced online training resources, blogs and materials; which can be used by people providing services for their own wellbeing as well as sharing with others visit www.cope-scotland.org
- COPE Scotland exploring 'Safe space', a peer support space for health and related professionals from all sectors to connect and explore ideas to care for their own wellbeing needs.

“
A GREAT WEE ANIMATION FROM @COPESCOTLAND WITH SOME SIMPLE TECHNIQUES FOR MANAGING STRESS. REALLY WORTH A LOOK IF YOU'RE FEELING DAUNTED BY THE DAY AHEAD. YOU CAN FIND A WHOLE RANGE OF OTHER #SELFCARE RESOURCES ON THEIR WEBSITE TOO!
 ”

COMMENT ON TWITTER BY MINDWAVES

WHAT DIFFERENCE DID IT MAKE?

Its always hard to take credit alone for any piece of work as we are all parts of the jigsaw e.g. although we weren't directly involved in the Thriving places consultations. We heard what people asked for and included that in the Resource booklet.



There is more to the Jigsaw project than what we share here, this is just the perception of one piece of the puzzle:

- GP's are more aware of and confident to signpost people to community-based assets who may be able to help
- We helped secure funds which enabled others to Increase their capacity to pilot some ideas and offer a more varied menu of service interventions and supports
- The Jigsaw lids maybe helped partners recognise some of the wider needs and aspirations of the voices of lived experience, GP's, community and third sector providers around good mental health and the conditions which support that
- More conversations are being held around good mental health and what maybe each of us can do if we join together to support that
- Local people have new opportunities to access which may support their mental wellbeing
- There is a local resource directory which helps people see what is around in their area
- Caring Over People's emotions always received more than 50% of its referrals from GP's. We usually have around 80 new people a month seeking to engage, one month alone it was double this. So, more people are being signposted or referring themselves as the second highest source of referral is self
- Workshops offered by COPE Scotland are showing higher numbers attending not only from people known to COPE directly but also from the public in general. One introduction to Mindfulness workshop, for example, was nearly standing room only. Demand for the workshop 'Coorie The Scottish Way to Wellbeing' was so high we had to organise a second date.
- The voices of lived experience have had an opportunity to be heard and shape future service design



WHAT'S NEXT?

COPE SCOTLAND

The Jigsaw project ends this year and although we made some suggestions about what next with partners, it's understandable every piece of the jigsaw needs to reflect on what their priorities are. The following then is what COPE Scotland plan to do, this will continue to be led by the voices of lived experience and seek to work with others who share a common vision that working together maybe life doesn't need to be so tough. Specific actions COPE Scotland have in their plans for 2019 20 include:

- Conversations with the voices of lived experience are beginning to make it clearer that there is more work needing done to look at emotional illness and distress as opposed to mental illness and distress. People have shared maybe, if at the time of great emotional upset, they had received a bit of support to work through it, things would not have had such a lasting impact on their mental health. There seems to be a need for a new way of enabling people deal with emotional challenges to their wellbeing, which compliments more formal interventions like counselling or CBT. Sometimes what people have said they really need is someone to listen with compassion, not to go through a complicated referral process and be put on a waiting list, then find out the service wasn't for them, just someone to listen. This needs to recognise people are all different and each person's needs are unique to them. We will be exploring this more with the voices of lived experience as COPE Scotland develops its responses to people in emotional distress, follow us on twitter or visit www.cope-scotland.org where we will share how this work is rolling out
- Recognising priorities for people as well as National strategies recognise Loneliness is a public health issue and explore what else we can do through 'Chances to Connect' to help address these challenges in a way people find most useful

- Co design with the voices of lived experience training to normalise what is an illness versus what is distress, COPE Scotland already exploring this including how links can be built to the DBI training (Distress Brief Intervention) and other community capacity training including Scottish Mental Health First Aid and ASIST
- Take work already started around early intervention, prevention and building resilience and share it in new ways
- Explore ideas and opportunities for people working in different public sectors to get together and share ideas for caring for their own wellbeing



CARING OVER PEOPLE'S EMOTIONS

We already had an idea something new was needed as the voices of lived experience told us this. Working with the Jigsaw project, hearing the views of many stakeholders we continued to consult with the voices of lived experience, culminating in a conversation. What would a perfect mental health service look like.

We listened, we heard and most of what people suggested was achievable:

- People need something to hold onto that their suffering can be reduced or managed better, but this can take time
- The importance of being listened to compassionately and not feeling you need to tell your life story in 5min then referred to a service who offer you a course when what you needed was someone to listen
- People recognise the value of non-medical interventions like Yoga, meet ups. COPE Scotland is launching 'Chances to Connect' a campaign to raise awareness of what is around locally, regularly updated and shared through events; which themselves help reduce isolation and loneliness and build connections e.g. Mystery Lunch and Daytime Disco in partnership with 'The Week day wow Factor'
- While there was a lot of support around the ideas of peer support, there was a lot of concern about cliques, breaches of confidence, personality clashes. COPE Scotland has an online training programme which groups can use to acquire skills and tools which may help reduce some of these risks
- There was a real desire to see more positive stories being shared and being around positive people, seeing positive images and the importance of the physical environment on wellbeing, people were really tired of news and media coverage on how Drumchapel is portrayed, and people are tired of it and themselves being called deprived, poor, disadvantaged. Members of the COPE Scotland team are being trained in pod casting and will shortly be promoting regular feel good podcasts
- The Wider issue of welfare reform can have real impact on people and we want to see how working with others we can mitigate this in a way which promotes and preserves dignity
- With TLC2COPE, we are taking the Jigsaw toolkit and making it into a pack. We are then exploring how we can offer training for trainers on use of the pack for others to use. Sharing learning is something COPE Scotland believe is necessary as it's not what any one group does or takes the lead on, but what changes as a result of people coming together, who share a common vision
- Building on what already works, COPE recognises something else is needed around connecting with people who may not visit a 'centre' or engage with services in traditional ways and there can be many reasons for this e.g. caring for children so don't have the time. In 2019 20 COPE Scotland is exploring how we can connect with people in new informal and more relaxed ways, which people may find easier to access. One new development will be supporting Playlist for Life Café's. For more information on Playlist for life visit www.playlistforlife.org.uk. We also recognise something else is needed around helping people through a distressing time, and that resilience to life challenges and responses to life transitions; either where people know it may happen, or, happens suddenly can have a huge impact on wellbeing. As ever our developments are inspired by and co designed with the voices of lived experience. Follow us on @COPEScotland or visit www.cope-scotland.org where we will share how this work develops

“
...HOW FAMILY AND FRIENDS CAN LEARN HOW TO SUPPORT SOMEONE WHO IS DISTRESSED PEOPLE SHARED SOMETIMES FOLLOWING A BEREAVEMENT ‘THEY JUST WANTED TO CRY AND HAVE SOMEONE LISTEN AND BEING TOLD THEY NEEDED COUNSELLING MADE THEM WORRY THERE WAS SOMETHING WRONG ‘AS OPPOSED TO NORMALISING IT’S OKAY TO BE SAD WHEN YOU LOSE SOMEONE.

VOICE OF LIVED EXPERIENCE AT CO DESIGN EVENT”

“
....MANY PEOPLE SHARED, THEY PREFER ‘FINDING THINGS OUT WHAT IS HAPPENING AND CHOOSING WHAT THEY WANT TO DO AS OPPOSED TO BEING ‘ORGANISED’ BY OTHERS’. PEOPLE DIDN’T WANT SEEN AS A PROBLEM SOMEONE ELSE OR SOME AGENCY WERE GOING TO DO SOMETHING TO “FIX” PEOPLE WANTED THEIR OWN SENSE OF PURPOSE AND CONFIDENCE TO MAKE THEIR OWN PLANS.

VOICE OF LIVED EXPERIENCE AT CO DESIGN EVENT”

“
...YOU FINALLY PLUCK UP THE COURAGE TO ASK FOR HELP AND BE TOLD...’ YOU DON’T MEET THE CRITERIA.

VOICE OF LIVED EXPERIENCE”

FINAL REFLECTIONS

THESE ARE FINAL REFLECTIONS ON THE JIGSAW PROJECT. IT WOULD BE GREAT TO SAY EVERYTHING WENT SMOOTHLY AND ALL OUR OBJECTIVES WERE ACHIEVED. THERE WERE CHALLENGES, THE TIME TAKEN TO START THE PROJECT FROM THE INITIAL COMMUNITY CONSULTATION. ESTABLISHING A STEERING GROUP WHO HAD NOT BEEN INVOLVED IN THE INITIAL IDEATION. THE MAGNITUDE OF WHAT WE WERE TRYING TO DO. THE DIFFERENCES IN APPROACHES.

At the Gathering recently, there was a workshop, The Future of Public health ...Bicycle or Frog. Eibhlin McHugh, Co- Director of the Public Health Reform Programme, spoke of *"A fish on a bicycle represents the current system, where there is a lot of effort applied to tackling health inequalities with very little impact. The fish and bicycle are incompatible as a system working together and that needs to change radically."*

Voluntary Health Scotland's (VHS) metaphor of a frog and a bicycle develops this idea: *"the frog is alive and the bike is mechanical. A well-balanced system is not one where the mechanics (of a system) over-ride and disempower people."*

It would be fair to say, some could suggest within the Jigsaw project we had a mechanical and organic approach, and perhaps at times this meant things moved more slowly than intended. The key thing to focus on though is, things did move even if it was slowly, new connections were built. Did we solve all the issues for people with long standing mild to moderate mental health issues, did we reverse the inverse care law, did we arrive at a whole new way of working which transformed beyond recognition what had went before?

Don't think so. However, did we try and find new ways to build connections, did we seek to see the world through others eyes, did we begin to work on new ways of responding that people find more helpful, did we have courageous conversations, did we listen, are we planning to change, is this the beginning of something new.....Think maybe yes. Transformation takes time, final reflections as we move forwards to explore what next:





- Can we be patient with each other and give time to let something evolve which is meaningful to all?
- Can we find simple solutions and not overcomplicate the process of searching for answers?
- Can we have compassion as a guiding principle in how we move forwards? Compassion for those whose health requires more than is currently available, compassion for the people working to do what they can to be of service and compassion for each other as agencies and groups.
- Can we redefine what we mean by leadership?



Going forwards can we connect as individuals with various skills, experience, accesses to resources as opposed to connecting with the labels we use granted by our place in the machine? Some labels people may embrace e.g. Doctor, senior manager, other labels perhaps people wouldn't embrace so readily e.g. deprived, chronic mild to moderate patient.

I was fortunate to be on the panel at the Gathering, the final thought I shared with those present was:

“

**WHEN WE HAVE A VALUE SYSTEM THAT IS
BASED ON RESPECT, CONSIDERATION AND
KINDNESS ALL THE OTHER THINGS WILL
FALL INTO PLACE**

HILDA CAMPBELL

”

The Jigsaw project was a step in beginning to understand each other and in many ways was a success, I believe we have it in us to go further as we are not there yet.

Hilda Campbell

(The reflections are my own as an individual involved with the Jigsaw project)



THANK YOU

WE ARE ONLY ONE PIECE OF THE JIGSAW ITS WORKING WITH OTHERS MAKES THE MAGIC HAPPEN

3D Drumchapel	Drumchapel Life	Mental Health Network Glasgow
ALISS (Health and Social Care Alliance)	Drumchapel Suicide Prevention Steering group	NW Mental health and suicide safer communities Network
Axis Health Hubs	Glasgow Council on Alcohol	NW Recovery Community
Cernach Housing Association	Glasgow Housing Association	Parent Network Scotland
Community Links Practitioners	Glasgow City HSCP	Pineview Housing Association
Distress Brief Intervention Collaborative	Glasgow Life	Police Scotland
DRAW	Glasgow Wood Recycling	Scottish Government
Drumchapel and Yoker GP Cluster	Health and Social Care Academy	Scottish Fire and Rescue Service
Drumchapel Foodbank	Jigsaw coordinator	Theatre Nemo
DrumHub	Jigsaw steering group	Thriving Places



Special thanks to Natalie Cochrane from Soapbox designs for your time and patience with the design and production of the Jigsaw materials.

Special Thanks to Tammy Wells who coordinated the Jigsaw project. Tammy's enthusiasm to help connect GP's and Primary Care, with Statutory Mental Health and Recovery services and the Third Sector; keeping the voices of Lived Experience and Communities at the heart driving the project, made it the success it was, and helped create a new landscape, where we are all beginning to understand each other better.

FINALLY THANK YOU TO THE VOICES OF LIVED EXPERIENCE AND THE PEOPLE WILLING TO GIVE THEIR TIME, ENERGY AND IDEAS TO HELP BUILD A KINDER WORLD. YOU WERE THE INSPIRATION FOR JIGSAW AND IT WOULD HAVE BEEN NOTHING WITHOUT YOU.

