



Working with people with mental health issues

Digital exclusion and mental health





Mind provide advice and support to empower anyone experiencing a mental health problem. We campaign to improve services, raise awareness and promote understanding.

- Our mental health information was accessed 12M times
- Our helplines answered almost 100K calls
- 83K people were registered on our online peer support community

127 local Minds delivered support to 430K individuals last year



Supporting the Mind network in the digital age

Peter Kelly
Digital Transformation Manager
Mind

p.kelly@mind.org.uk



The digital challenge in mental health

Approximately 1 in 4 people in the UK will experience a mental health problem each year.

- People with mental health problems are more likely to be socially excluded and on lower incomes than than average and therefore to be digitally excluded too.
- People with mental health problems can face specific challenges related to their mental health conditions when it comes to digital exclusion.
- There is often an assumption of digital inclusion when it comes to young people, but children from low income families are at the highest risk of mental health problems - 3 times that of the highest income families.



Digital exclusion - areas of Mind's work

- Campaigning - having a say / hearing what we're campaigning about.
- Universal credit 'online by default'.
- Managing money - fewer ATMs, high street banks or post offices
- Ensure online services are patient focussed and adequately regulated?
- GPs often don't know what's available online.
- Poorly served rural areas often have worse connectivity too.



Raised expectations in the 'digital age'

- A strategic approach to digital is becoming increasingly business critical to organisations
- Digital skills are increasingly vital for staff and volunteers
- Digital skills are increasingly vital for many of the people we support for:
 - Information
 - Consumer choice / best deals
 - Social networks
 - Access to services / benefits / healthcare / justice

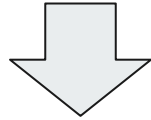


Digital skills and confidence

How we're supporting local Minds:

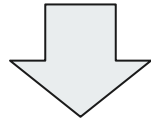
Leadership

understand the strategic opportunities and challenges of digital



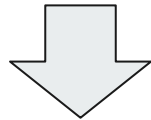
Staff teams

have the skills and confidence and infrastructure to use digital in their work



Support workers

able and confident in sharing their 'digital skills' with people they support



Leadership

Digital leadership training
Strategy templates
Brokering economies of scale

Staff teams

IT consultancy / support
Digital support and sharing best practice

Support workers

Embedding digital coaching skills into front line service delivery through the **Reboot Programme**



Digital exclusion across the mind network

Reboot UK - Mind is working in partnership with Good Things Foundation - integrating digital skills training into front line support interventions (5 clusters across England and Wales).

Universal Credit support pilot - people need to go online



Buckinghamshire Mind IT Project-Vicky Royal

- Bucks Mind is affiliated to National Mind but own governance and funding
- Wellbeing services, peer support, counselling, befriending, employment, older adults, young people, education and training





IT Project Journey

- Funding from A4A -National Lottery
- Discussion with SUC
- Recruitment of worker
- Purchase of tablets
- 1:1 working versus groups
- 5 ways to wellbeing
- Keeping safe on-line



Barriers and Challenges for individuals

- Issues the same as for any new learner
- Compounded by mental health challenges -increased anxiety, past experiences, illness
- Individuals have different styles of learning and different starting points



Barriers and challenges for service

- Funding
- Sustainability
- Staff confidence and experience
- Time pressures and meeting individual needs
- Measuring success
- Access to resources



Case study -Sue

- Sue is 55 years old and has been with mental health services for many years.
- When very unwell in the past she sent out malicious emails to family and friends.
- Consequently her family have denied her access to an email account.
- She can get on-line and look at news and other websites but not having an email means she cannot access lots of things



Successes

- On-line food safety course completed to enable service user to volunteer
- Comparison web-sites to save money
- Holidays and travel booked
- Paying bills on-line
- Using smartphone smartly

Richmond Fellowship - Andy Rowe

A national organisation, part of Recovery Focus

IT Based visiting support services in Durham





Practicalities - Digital Inclusion from a Mental Health perspective

Access

People have vulnerabilities due to

- A lack of experience
- A lack of confidence
- A lack of skills



Cost of resources

- Equipment
- Connectivity
- people



Safety

- A key area when we are working with vulnerable people
- We use guides, demonstrations and honesty rather than avoidance
- We give perspective and reassure
- Closed groups - whatsapp / facebook providing a safe space as well as peer support and continuity beyond the short term funded support
- Big White Wall - an online resource and safe, anonymous space for support made available to all who use or work for the organisation



Case studies

- Someone living alone in a small dales village who wanted support to go online rather than leave her house
- Someone who struggled with decisions or the consequence of making decisions to a level that prevented him from moving on



“You just have to jump in at the deep end - ideally with floats on though”



Workshop



Thank you!

Peter Kelly

Digital Transformation Manager

Mind

Vicky Royal

Team Lead for Adult Wellbeing Services

Buckinghamshire Mind

Andy Rowe

Locality Manager

Durham and Tees

Richmond Fellowship