

# Digitally including the socially excluded: perspectives from mental health

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# **The Mental Health Issue**

**One in 4 adults experience some form of mental ill health  
(NHS England, 2016)**

**More than 4 million people in England with a long-term physical  
health condition also have mental health problems  
(Naylor et al., 2012)**

**People experiencing mental ill health are also experiencing  
significantly poorer health outcomes and a reduced quality of  
life.**

# Recovery Approach & Recovery Colleges

- \* Personal recovery is a key therapeutic target within interventions, prioritised worldwide in mental health services  
(Thomas et al., 2016).
- \* Recovery is focused on the service user's view of what is needed for desired outcomes, enabling him/her to resume a meaningful and valued life  
(Pincus et al., 2016).
- \* Important place of service user in the decision making process  
(Pincus et al., 2016).
- \* Literature suggests that recovery programmes may come at the expense of patient care.  
(The Kings Fund, 2015)
- \* Recovery Colleges run education courses for MH service users, carers and staff.

# Background to the Study

- There is agreement that digital inclusion will become the most significant determinant of social inclusion and wellbeing (Farooq et al., 2015).
- Technologies that can effectively support social and emotional wellbeing offer significant benefits, for both individuals and society as a whole (Coyle et al., 2012).
- The blending of face-to-face and online interventions allows for the delivery of person centred care.
- These interventions would promote a more in-depth and individualised reflection, developed upon shared values of both the service user and the health professional (Thomas et al., 2016; Inclusive Solutions, 2013).

# Evidence of Uptake with people with enduring mental illness

- \* USA study only 30% of people with serious MH illnesses reported use of the internet, with less than 30% of internet users searching for health information (Farooq et al., 2015).
- \* Druss and Dimitropoulos, (2013) found that mobile technology had a slower uptake in MH settings when compared to others - due to the low ownership rates of smartphone devices among people with mental health illnesses.
- \* Glick et al., (2016) mobile device use and people with serious mental illness identified that only 15% of respondents surveyed reported having previously downloading and using a health app on their smartphone.

**It is likely that socially disadvantaged and mentally ill people will fall behind the rest of the population if digital inclusion is not addressed as a an issue of importance (Farooq et al., 2015).**

# The implementation of the 'Wiki'

- \* A 'Wiki' is an online digital tool which allows a service user to create an interactive intervention plan using a combination of photos, sounds, web links and text.
- \* This 'Wiki' can be shared, by the service user, with others who are important in the service user's recovery and wellbeing (CNWL, 2016).

Following a small successful pilot CNWL ( 2013) had resources to implement the use of Wikis with people through their Recovery College activity and in the 'in-patient' settings.

This was led by occupational therapy staff and peer workers.

# Health & Wellbeing - WIKI

**wiki**

**noun**

a website or database developed collaboratively by a community of users, allowing any user to add and edit content.

- A Wiki Course over two half days for students who complete Taking Back Control
- It is a way of completing your recovery plan using video, sound and pictures
- It is **confidential** and **can only be shared with the owners permission** and they can **decide what and how much**.
- It is a partnership between CNWL and the RIX Centre at University of East London



What helps keep me together 

## A WIKI example





# The research question had 2 main foci of WIKI use: Qualitative Approach

## Service Users' Experiences

- \* Living in the community
- \* Qualitative strategy was revised to online survey due to poor response.
- \* Of possible 19 people to date 6 have responded
- \* We have extended data collection till mid September

## Staff Experiences

Semi-structured Interviews with Occupational Therapists and peer workers.

10 potential 10 members –  
5 participated  
3 peer workers/ 2 Occupational Therapists

# Initial Service Users' Findings

- \* Experience of using digital technology
  - \* **None to lots experience**
- \* People had done a range of training programmes.
  - \* **Taking back control**
  - \* **Quick Wiki training**
  - \* **Wiki Basic**
  - \* **Wiki 12 Week course**
- \* People felt training was complex
- \* What ways are you using the RIX Wiki now?
  - \* **To tell my story**
  - \* **To share my information**
  - \* **Not using it**
- \* How are you sharing your WIKI
  - \* **I show it to other people in meetings**
  - \* **I use the invite feature**
  - \* **I don't share my Wiki with anyone**
- \* WIKI Shared with family, friends doctor, other people.

# Wiki and Recovery

- \* Has the Wiki added to your recovery journey?
  - \* **Yes - No - Not sure**
  
- \* In what ways are you using the RIX Wiki with staff?
  - \* **To build a picture about me**
  - \* **To manage my communication**  
**To manage my health**
  - \* **To plan for my recovery**
  - \* **To plan my future**



# Initial Findings: Staff

## Themes

## Sub-themes

Training Experience:

Practitioners' views on Wiki training  
Wiki training required adaptations

Staff Experience of using  
Wiki in Practice

Positive staff experiences  
Challenges encountered in practice  
Staff facilitating the Wiki  
Patient involvement and engagement of  
service users

Info Tech Issues

Innovation in practice  
Difficulties with teaching  
Usage of the Wiki

Wiki Benefits People  
with Mental Health Illness

Seeing the person as a whole  
Person taking control

Recommendations for  
future Practice

Needs all MDT involved

“I don’t think I learnt that much.... I already work in that kind of way, working as OTs a lot of the things they were covering were things we’d already had in training as an OT

Wiki should be an app... That way anyone could access it

“I was hoping that there would be a lot more people keen to use them but we’re finding that people aren’t so much... had to beg someone to use it...

“There was a guy that was using it and he couldn’t talk and he was great at using it”

“So it is everybody’s role really to do it and that’s where I think everybody should be using it, I think nursing staff could use it in their one-to-ones, it doesn’t have to just be OT, it doesn’t just sit under OT”

“It allows people to see that another future is possible, allows people to dream again, and I think dreaming is often so difficult for people when they’ve had difficulties and I think that Wiki really allows that because I like the way it doesn’t just focus on what’s gone on, it’s (focusing on) what can happen in the future



## Dilemmas Arising from the study

- How to recruit the participants ?
- When implementing new tools where best to begin in the recovery journey?
- How to ensure people's engagement?

Is this an issue at this time younger people will be tech savvy ?

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