

1/4

early
lab

Research Findings Document

Post-Field Trip
19 June 2015

Lab no.
Subject

1
Youth Mental Health

Partner

**The Child, Family and
Young People Service
at Norfolk & Suffolk
NHS Foundation Trust
(NSFT)**

ual:

early
lab

Research Findings Document

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1/4

What we want

1/4

Before NSFT met with the
Early Lab, it knew it wanted

What we
want

**fast, easy
access.**

The Early Lab workshops in
Norwich at Easter

**unlocked the
capacity**

in local youth mental health
service users and providers

to envision

what fast, easy access might
look like.

1/4

Before NSFT met with the
Early Lab, it knew it wanted

What we

This is that

fast, easy,
access

vision

The Early Lab workshops in
low-income areas

unlocked the
capacity

in local youth mental health
service users and providers

to envision

what fast, easy access might
look like.

early
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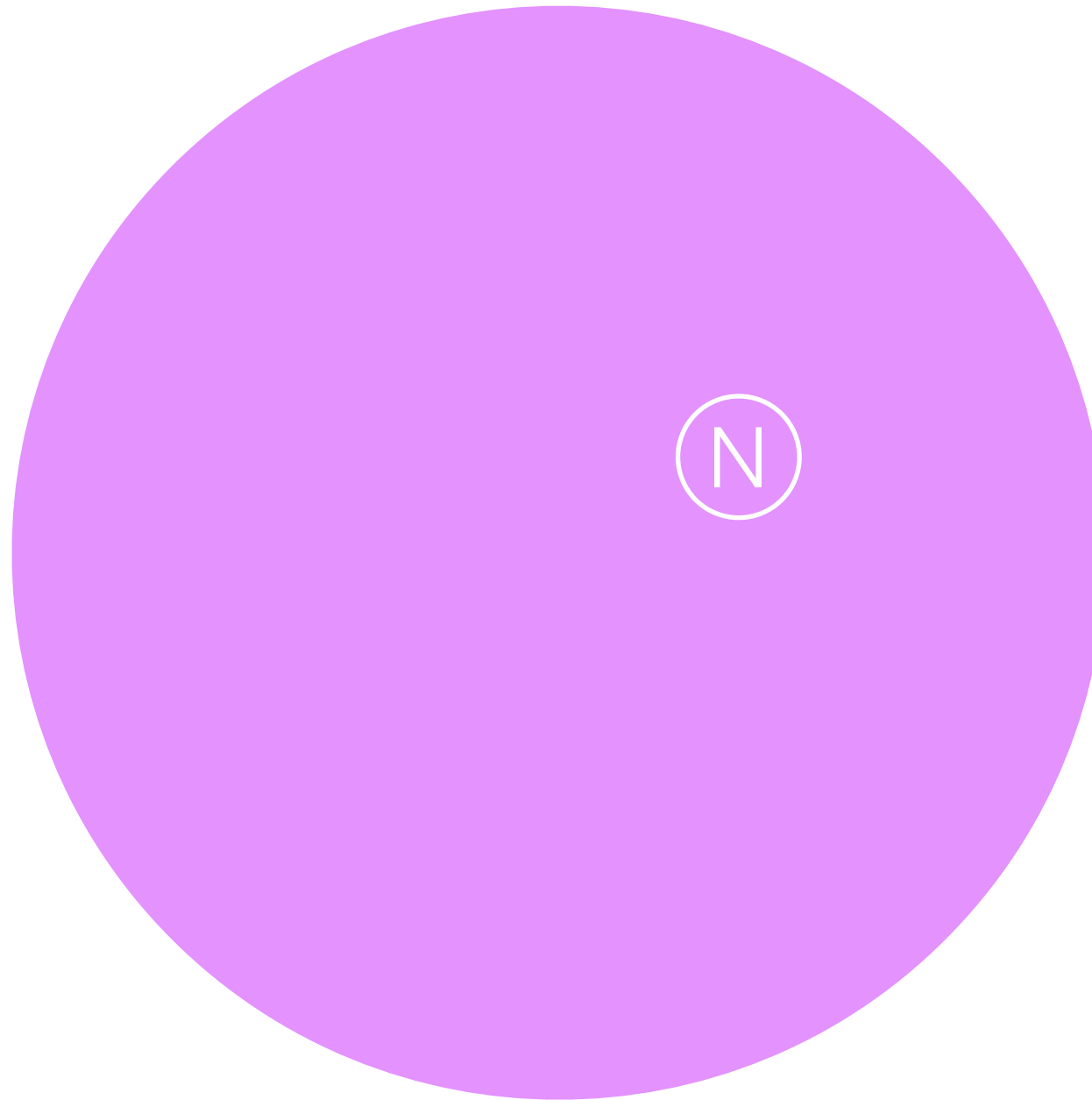


Norfolk and Suffolk

1/4 What we want: the vision

One-stop-shops

- mental health
- housing
- benefits
- debt
- sexual health
- relationships
- careers



1/4 What we want: the vision

One-stop-shops

- service to feel non-clinical
- people to be empathic, caring
- places friendly and welcoming
- age appropriate

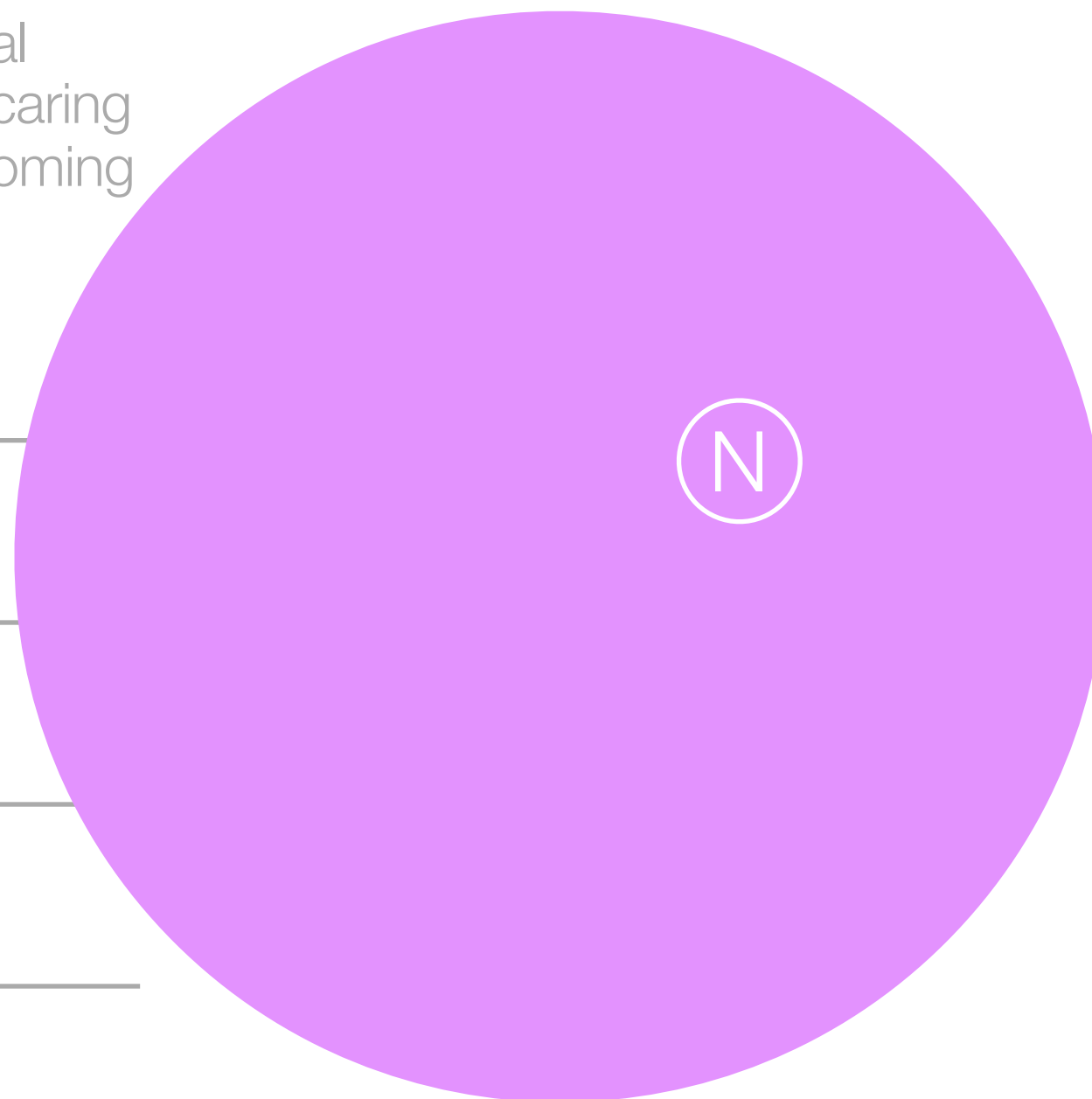
0 : Perinatal

0-14 : Children

0-5 / 5-8 / 8-11 / 11-14

14-25 : Young People

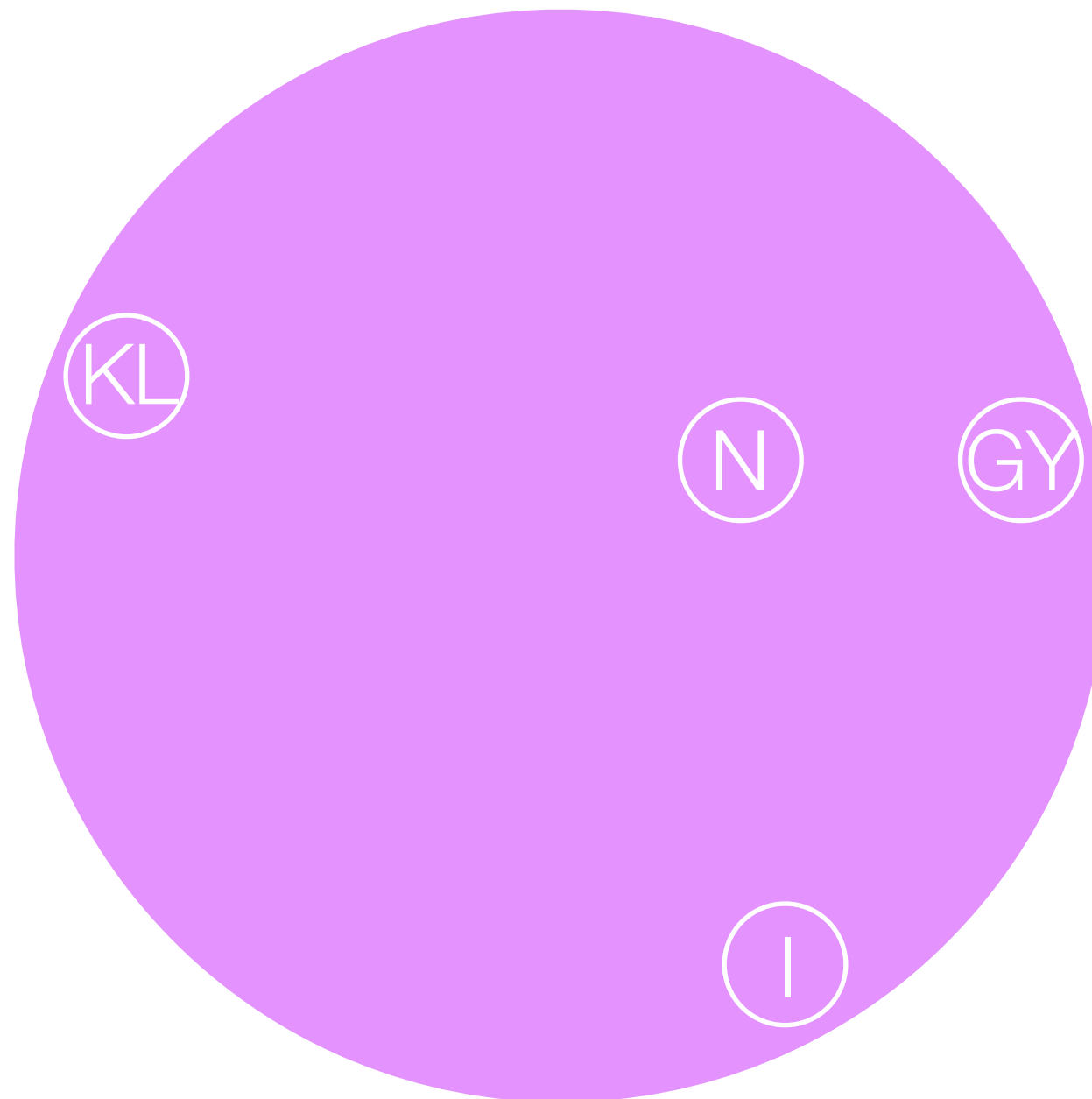
14-18 / 18-25



1/4 What we want: the vision

One-stop-shops

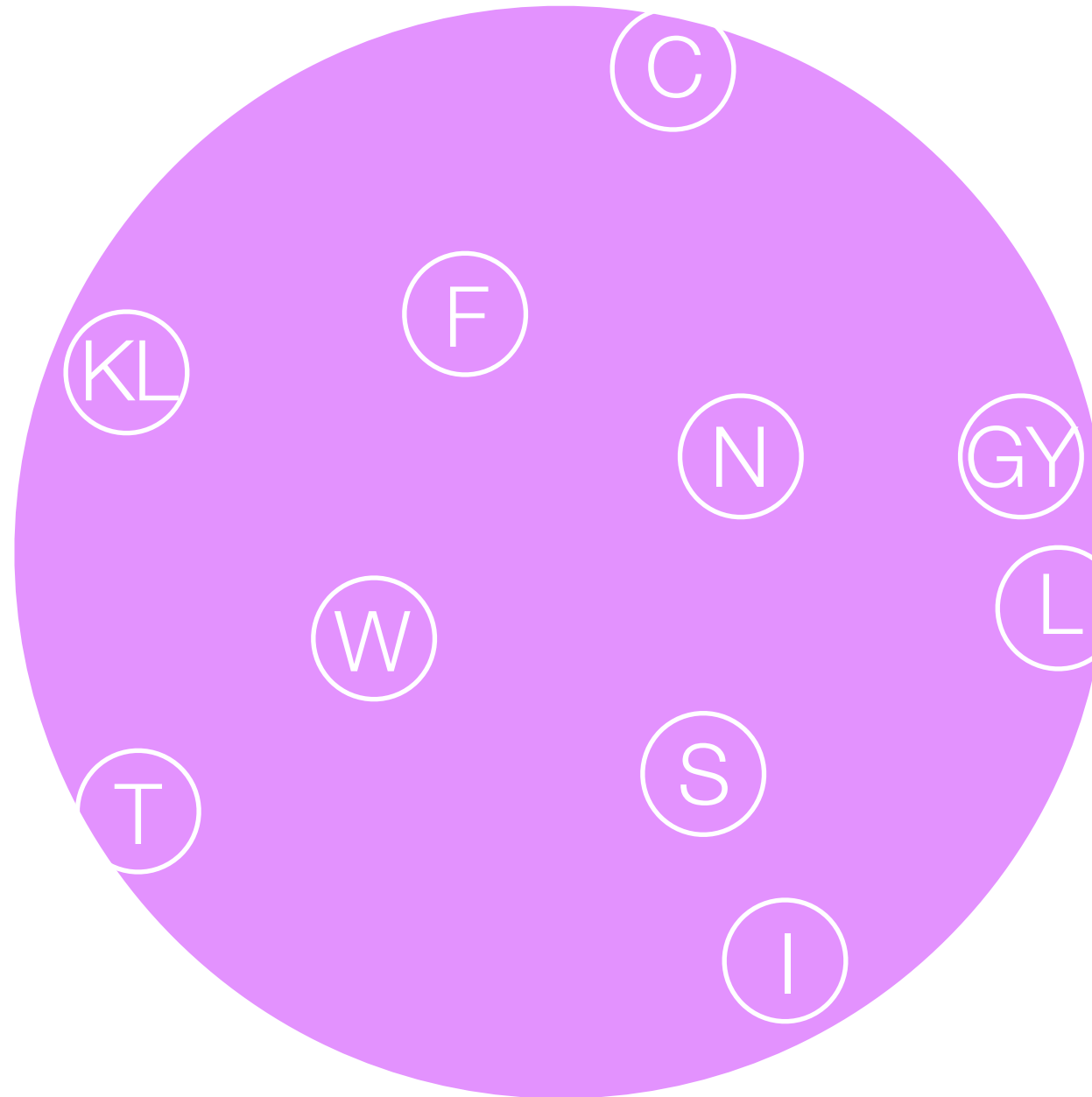
– decentralised



1/4 What we want: the vision

One-stop-shops

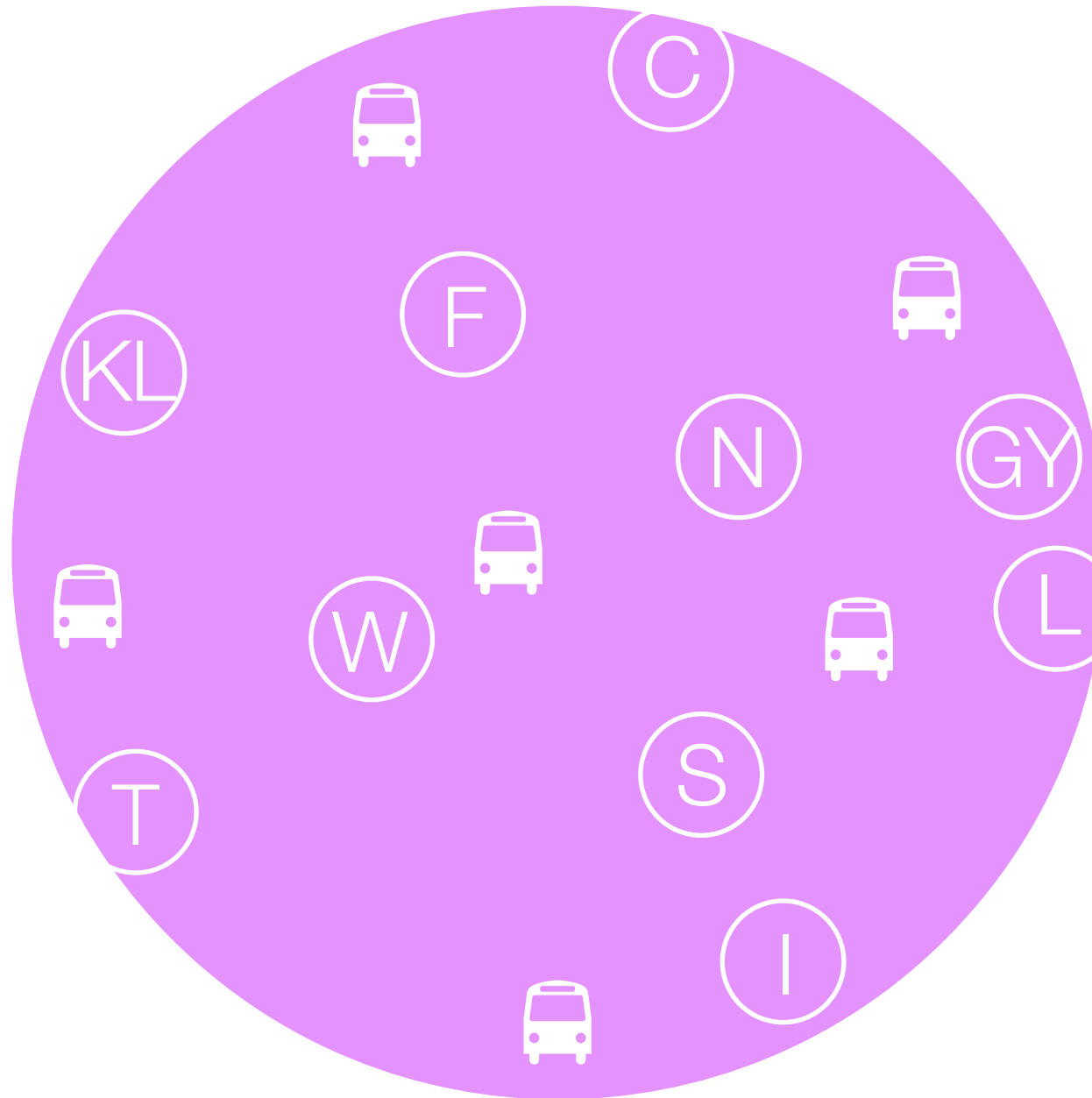
- decentralised
- distributed



1/4 What we want: the vision

One-stop-shops

- decentralised
- distributed
- mobile, pop-up



1/4 What we want: the vision

One-stop-shops

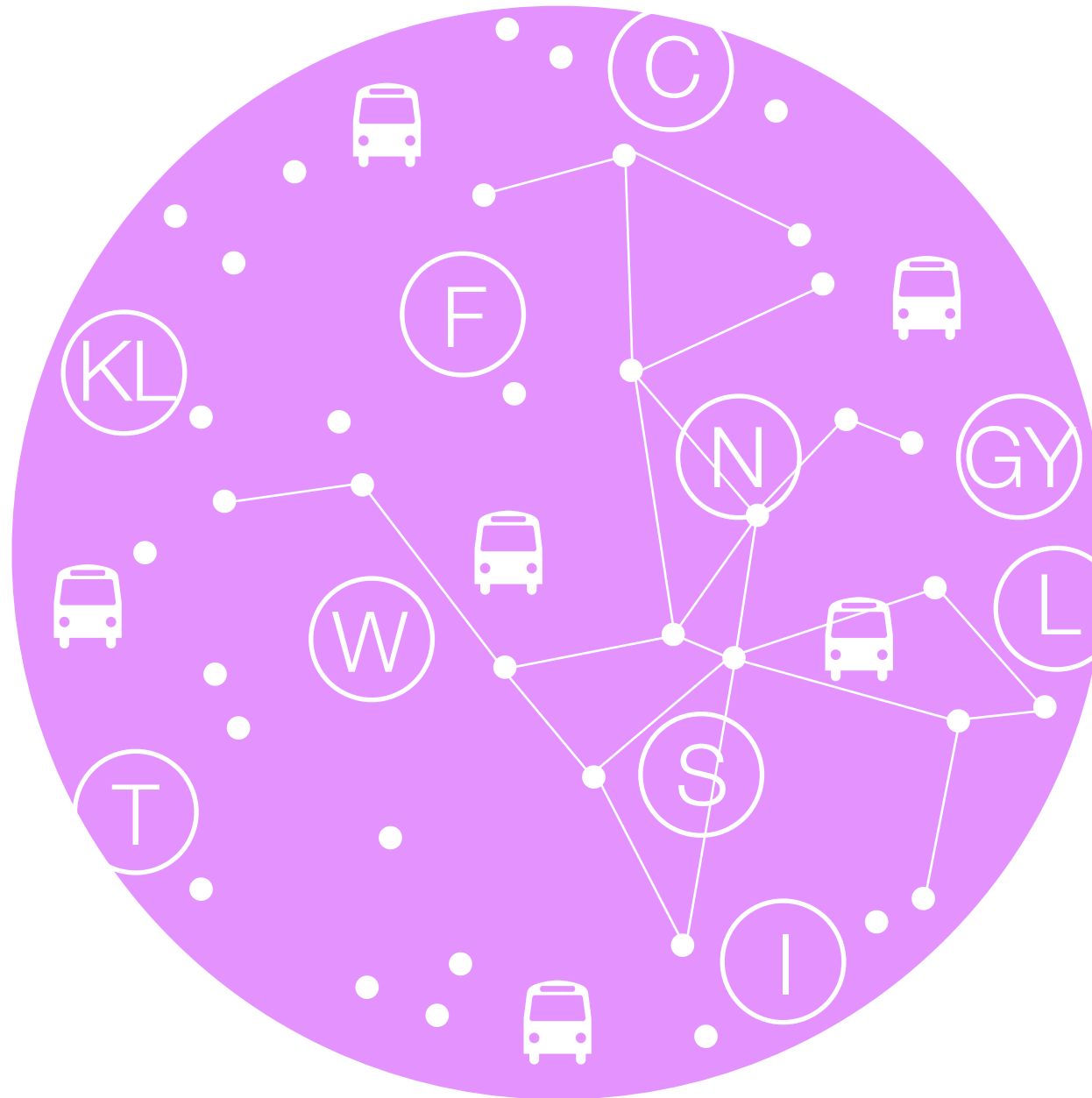
- decentralised
- distributed
- mobile, pop-up
- where users are



1/4 What we want: the vision

One-stop-shops

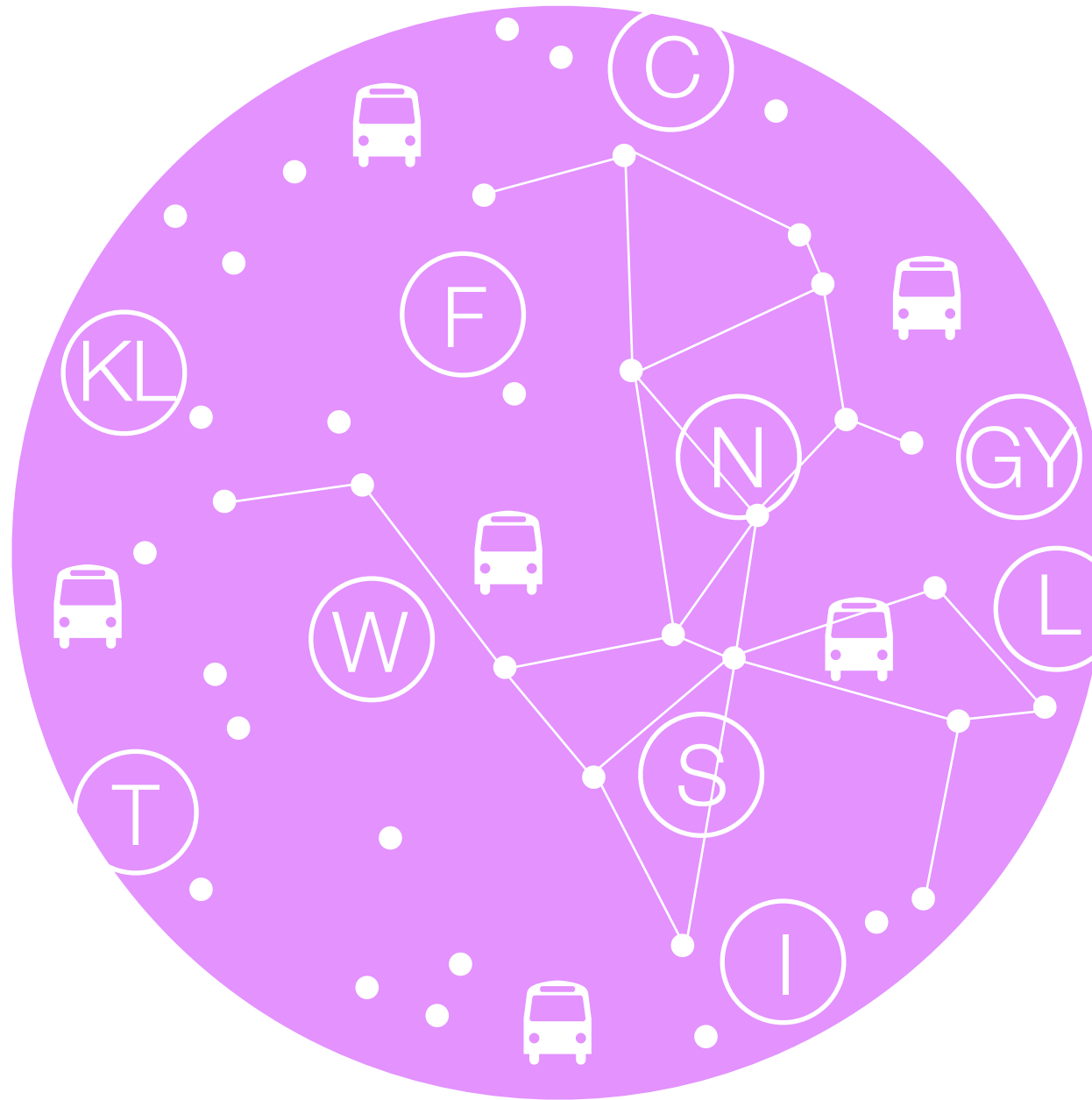
- decentralised
- distributed
- mobile, pop-up
- where users are
- digital services



1/4 What we want: the vision

One-stop-shops

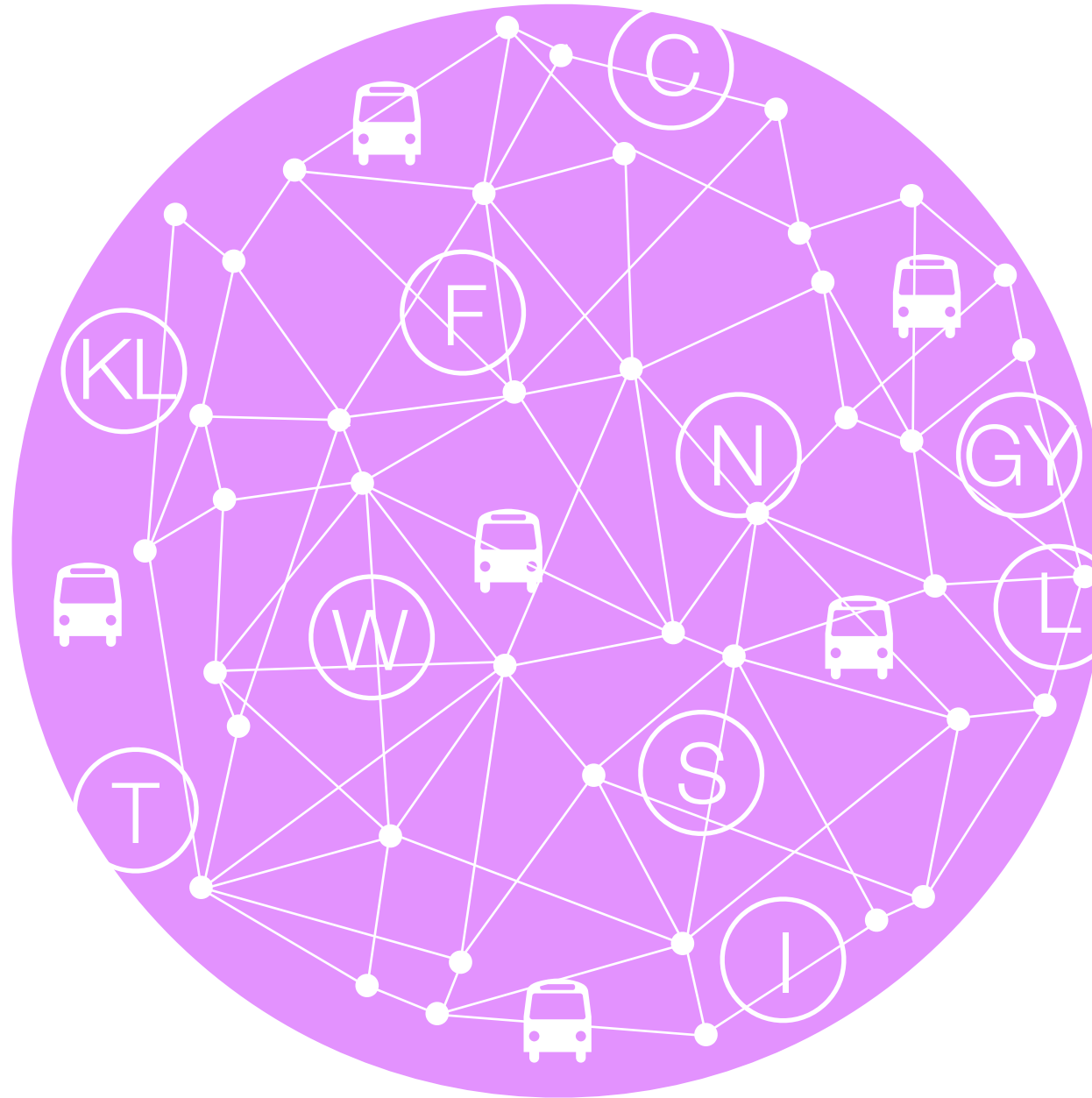
- decentralised
- distributed
- mobile, pop-up
- where users are
- digital services
- kitemarked



1/4 What we want: the vision

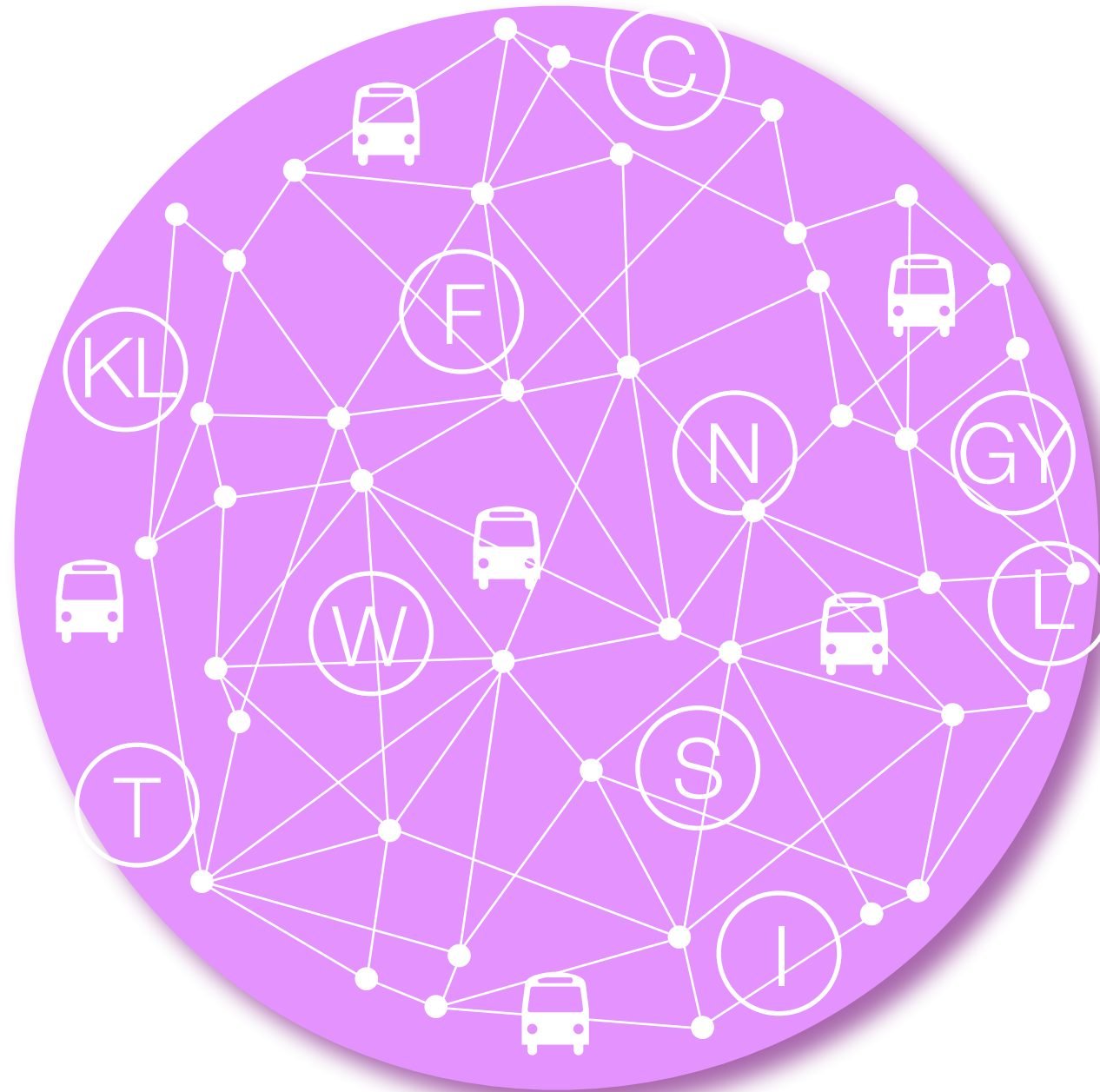
One-stop-shops

- decentralised
- distributed
- mobile, pop-up
- where users are
- digital services
- kitemarked
- woven in



Integrated service

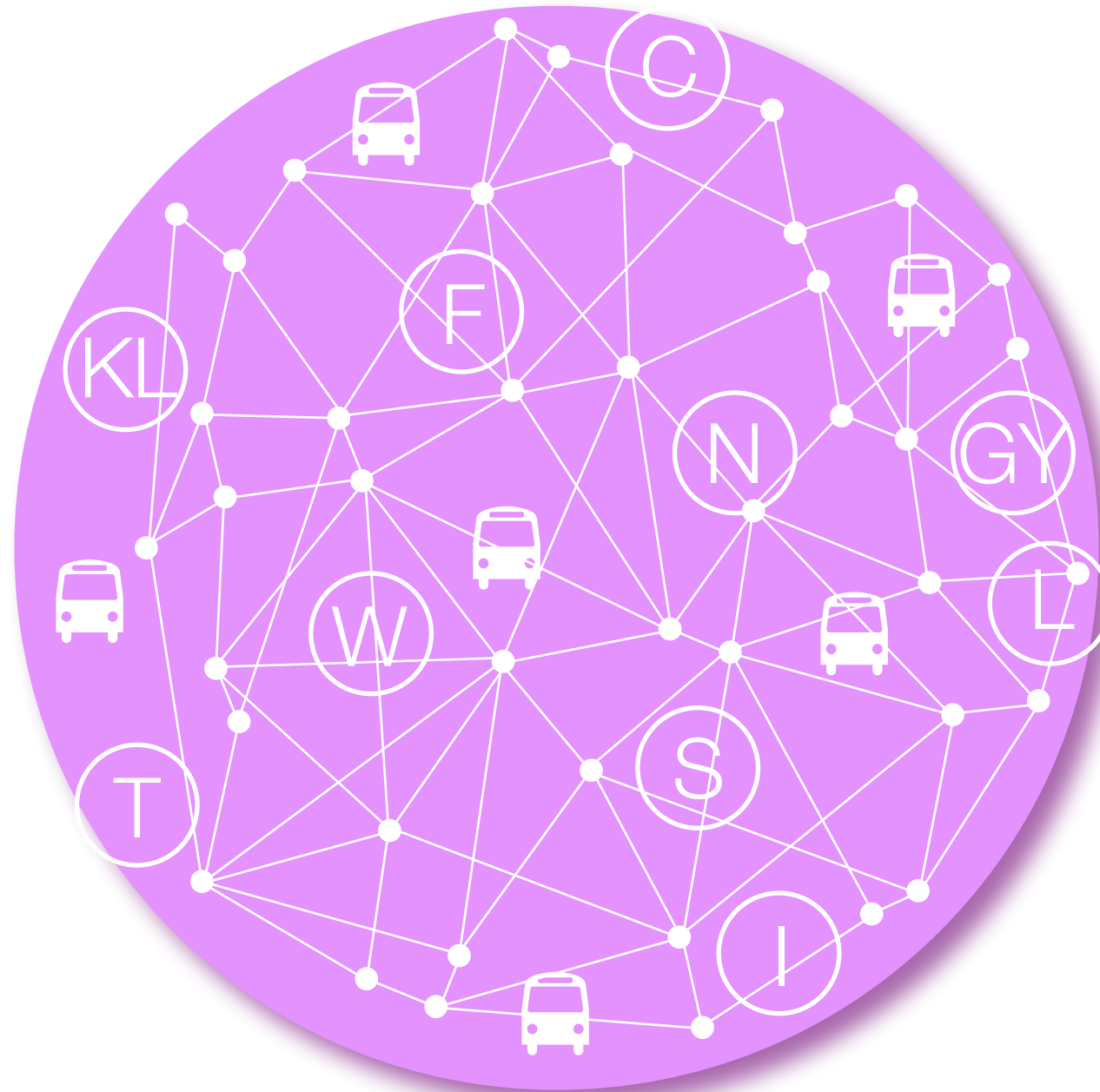
– a coordinated system



1/4 What we want: the vision

Integrated service

- a coordinated system
- of joint commissioning

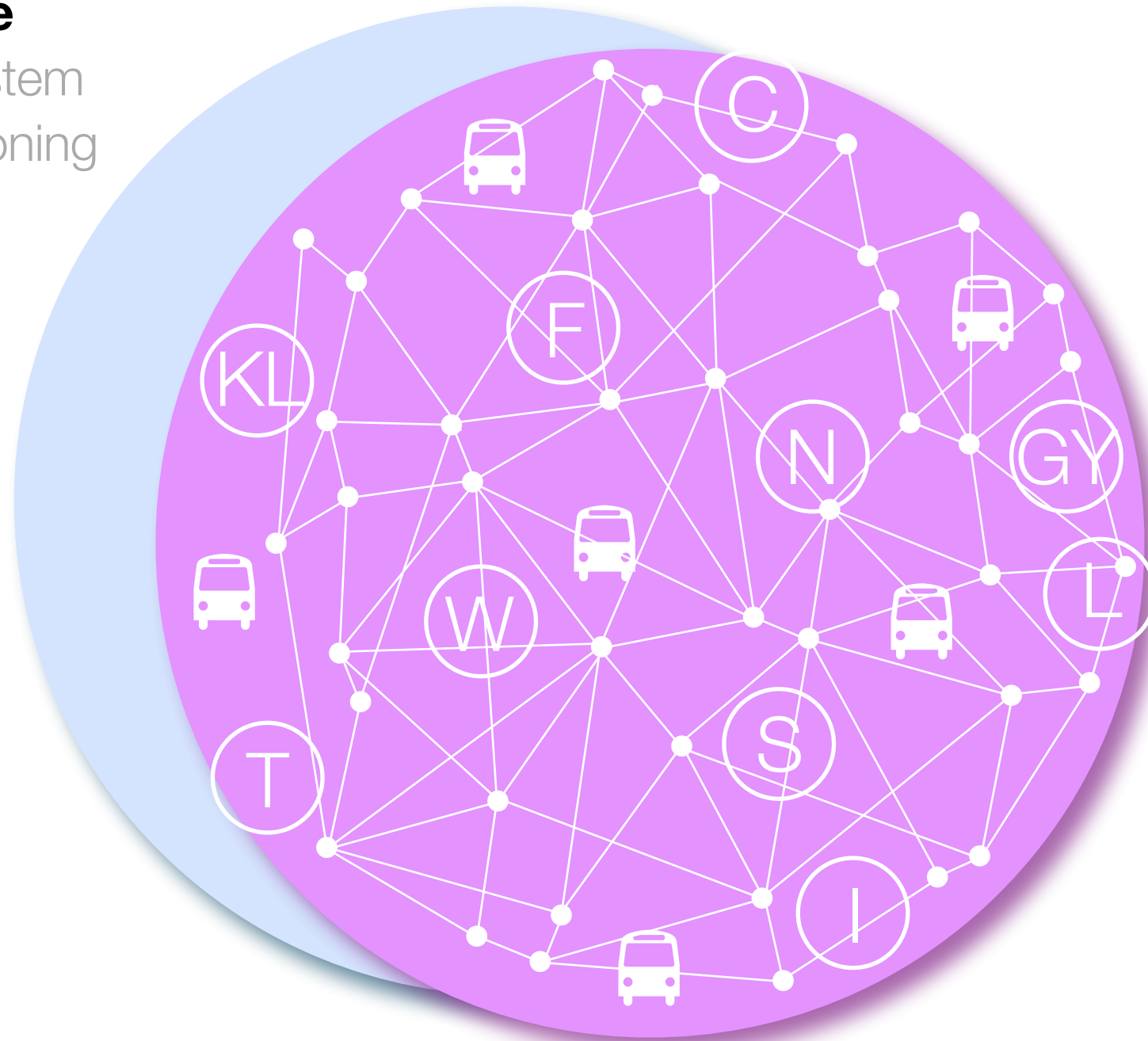


1/4 What we want: the vision

Integrated service

- a coordinated system
- of joint commissioning

- health

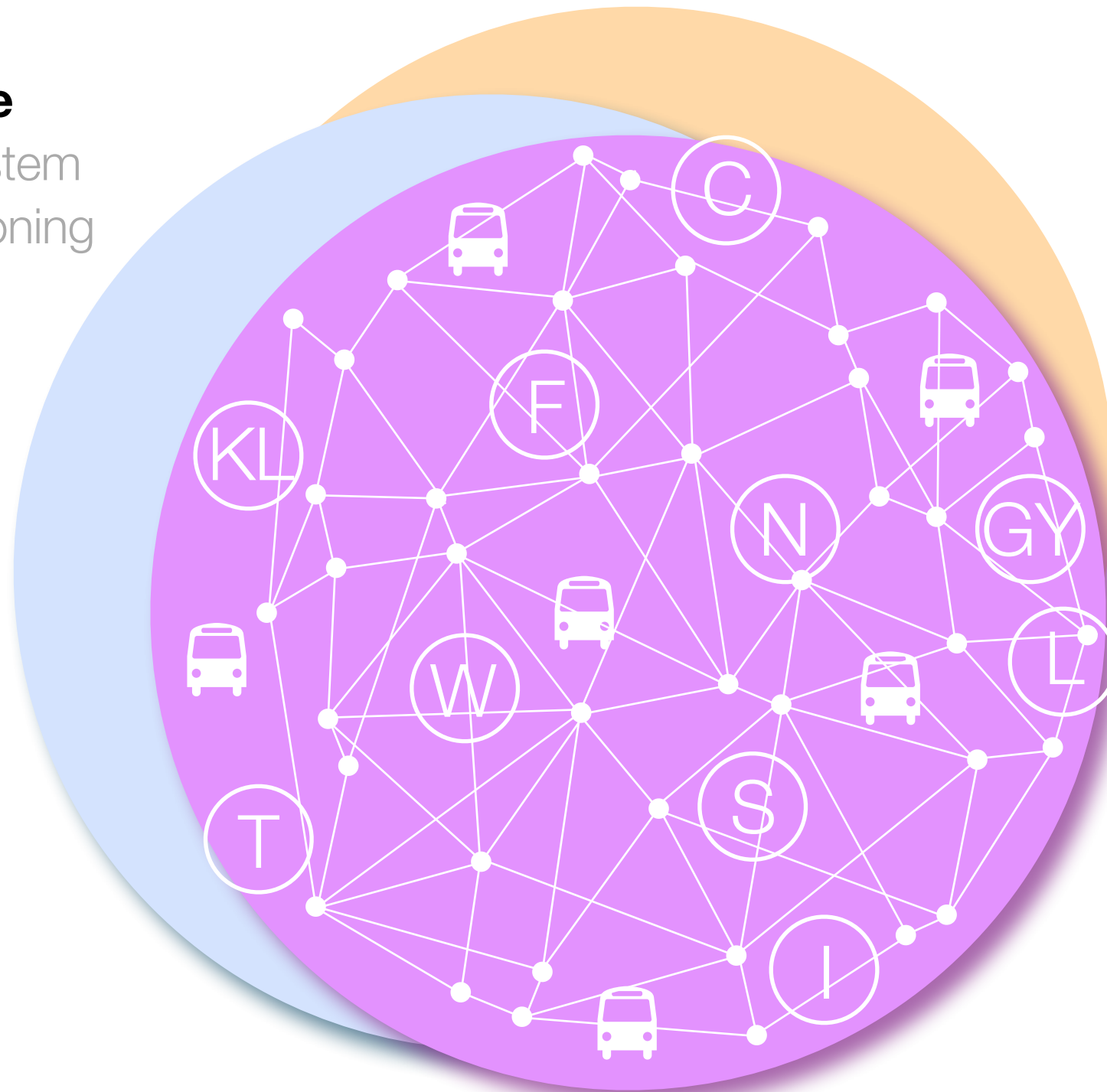


1/4 What we want: the vision

Integrated service

- a coordinated system
- of joint commissioning

- health
- social care

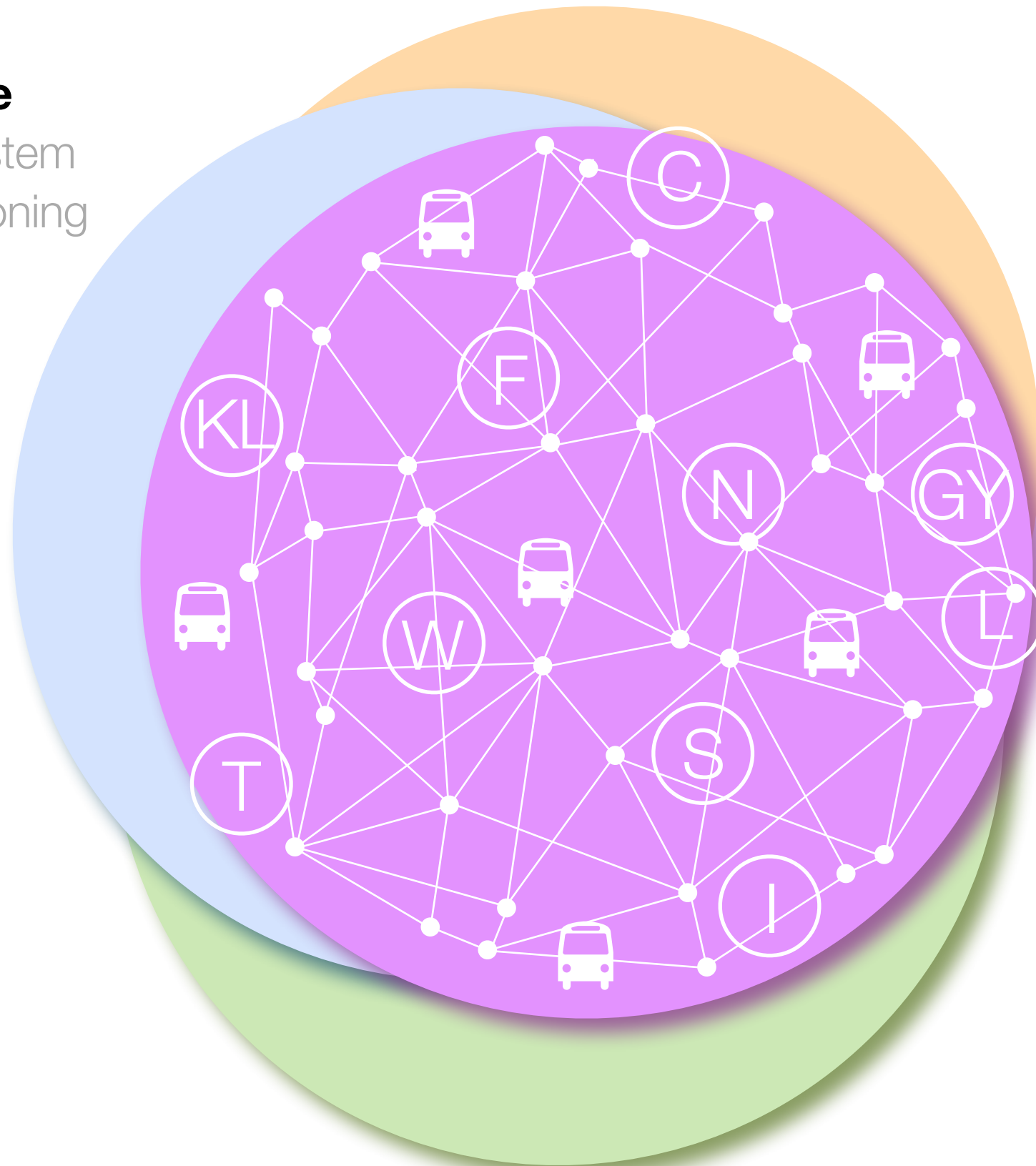


1/4 What we want: the vision

Integrated service

- a coordinated system
- of joint commissioning

- health
- social care
- education

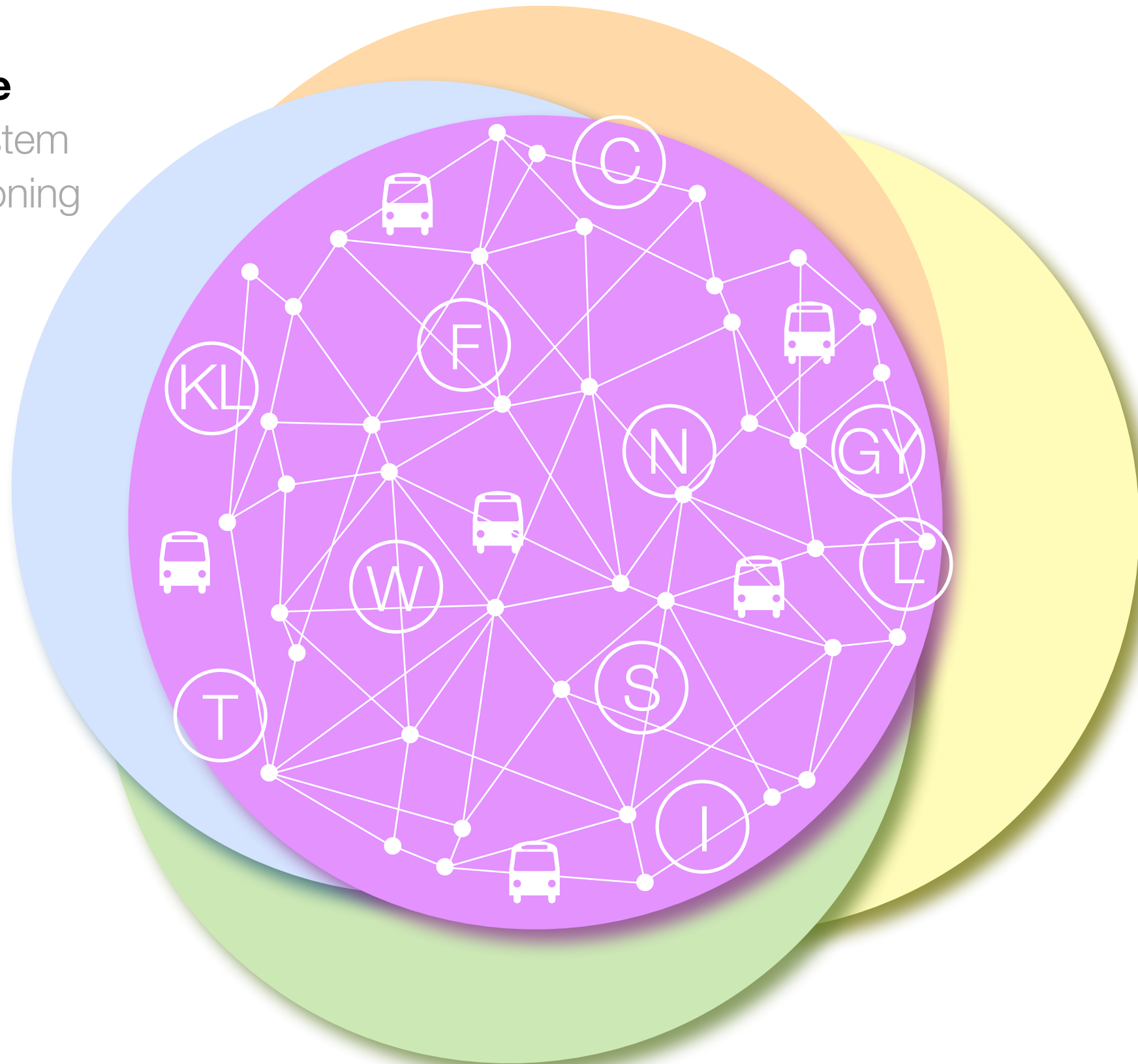


1/4 What we want: the vision

Integrated service

- a coordinated system
- of joint commissioning

- health
- social care
- education
- youth justice



1/4 What we want: the vision

Integrated service

- a coordinated system
- of joint commissioning

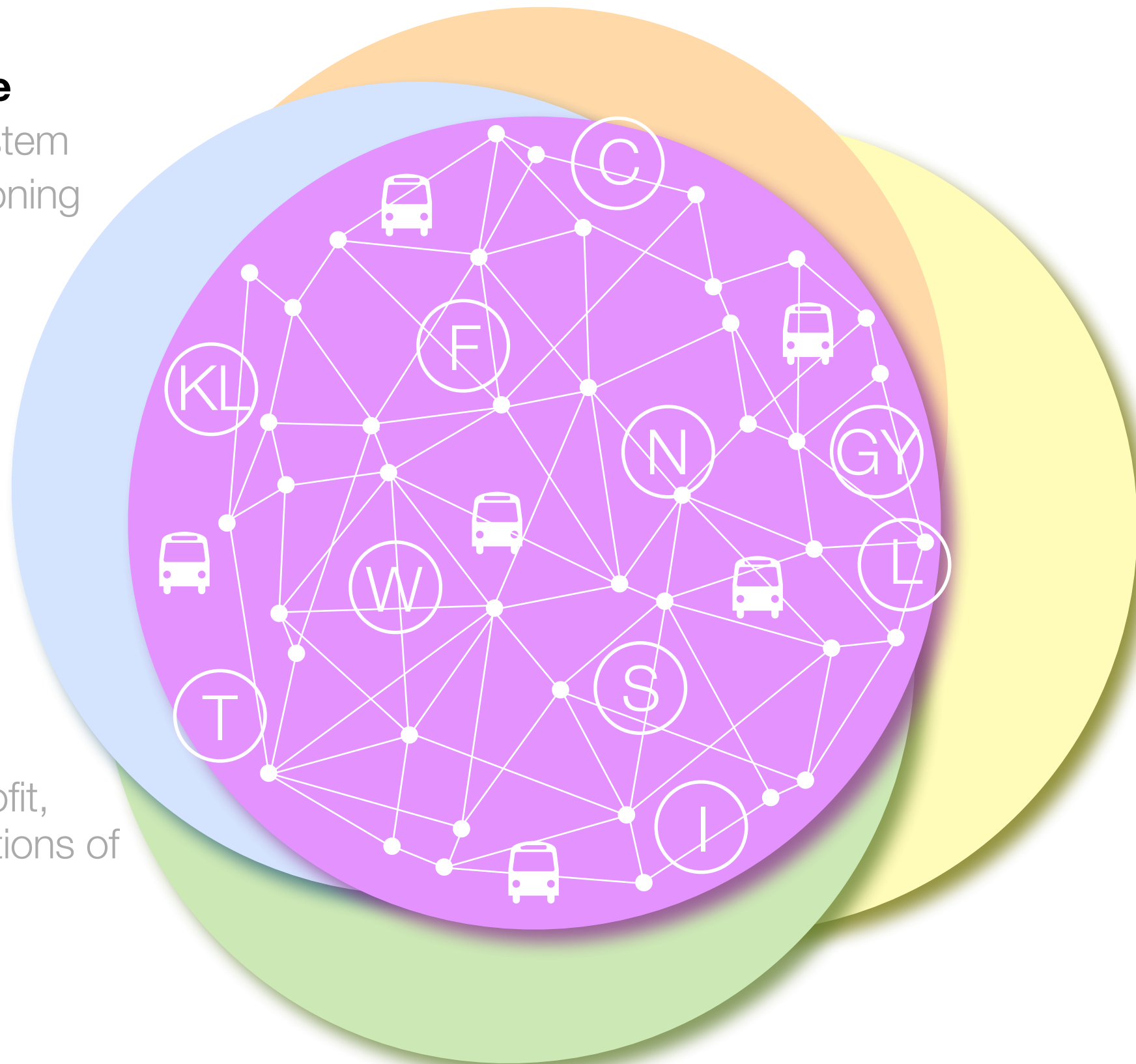
- health
- social care
- education
- youth justice

Provided by:

- statutory orgs.

but also:

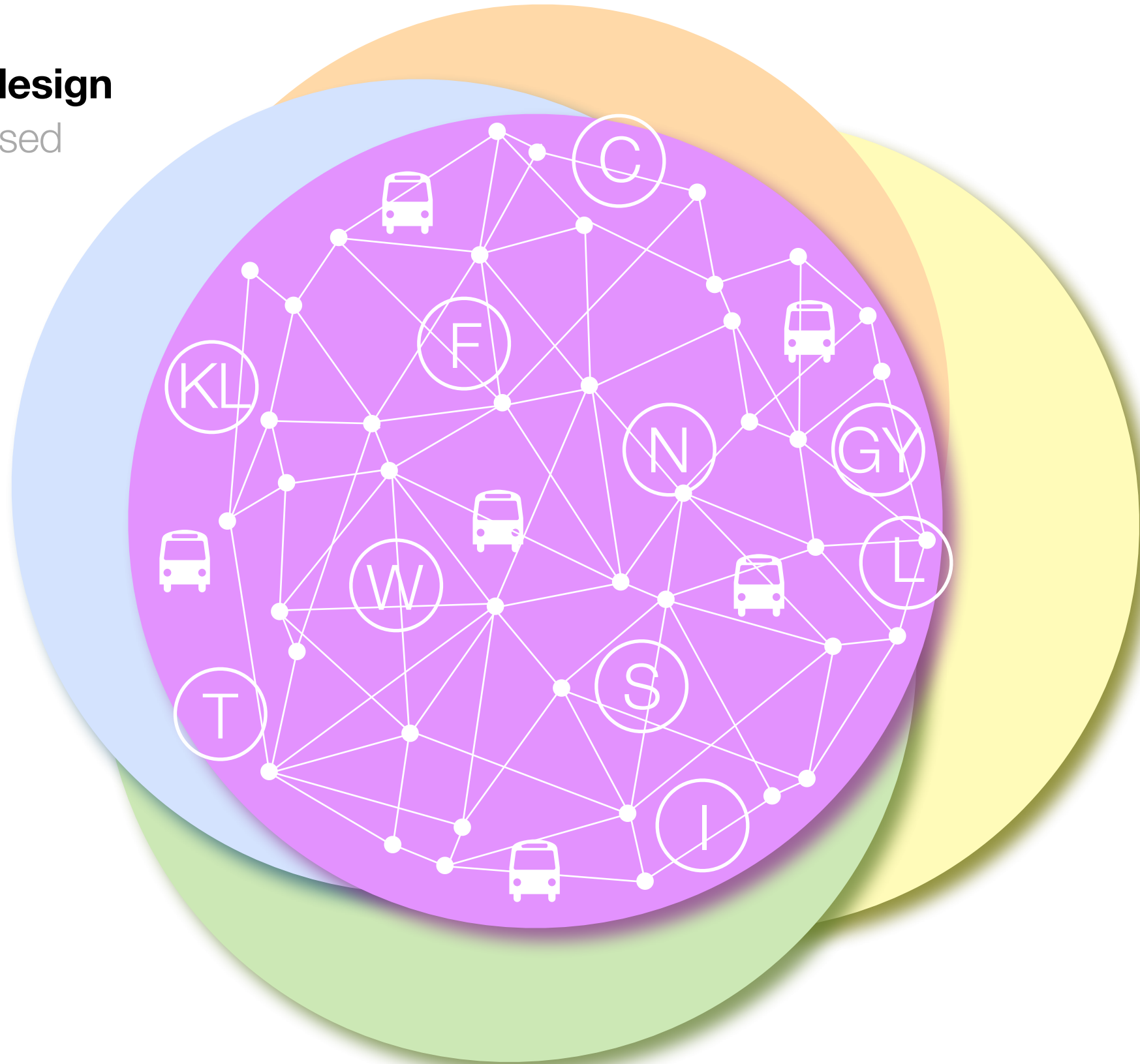
- voluntary, non-profit, charitable organisations of the 3rd sector



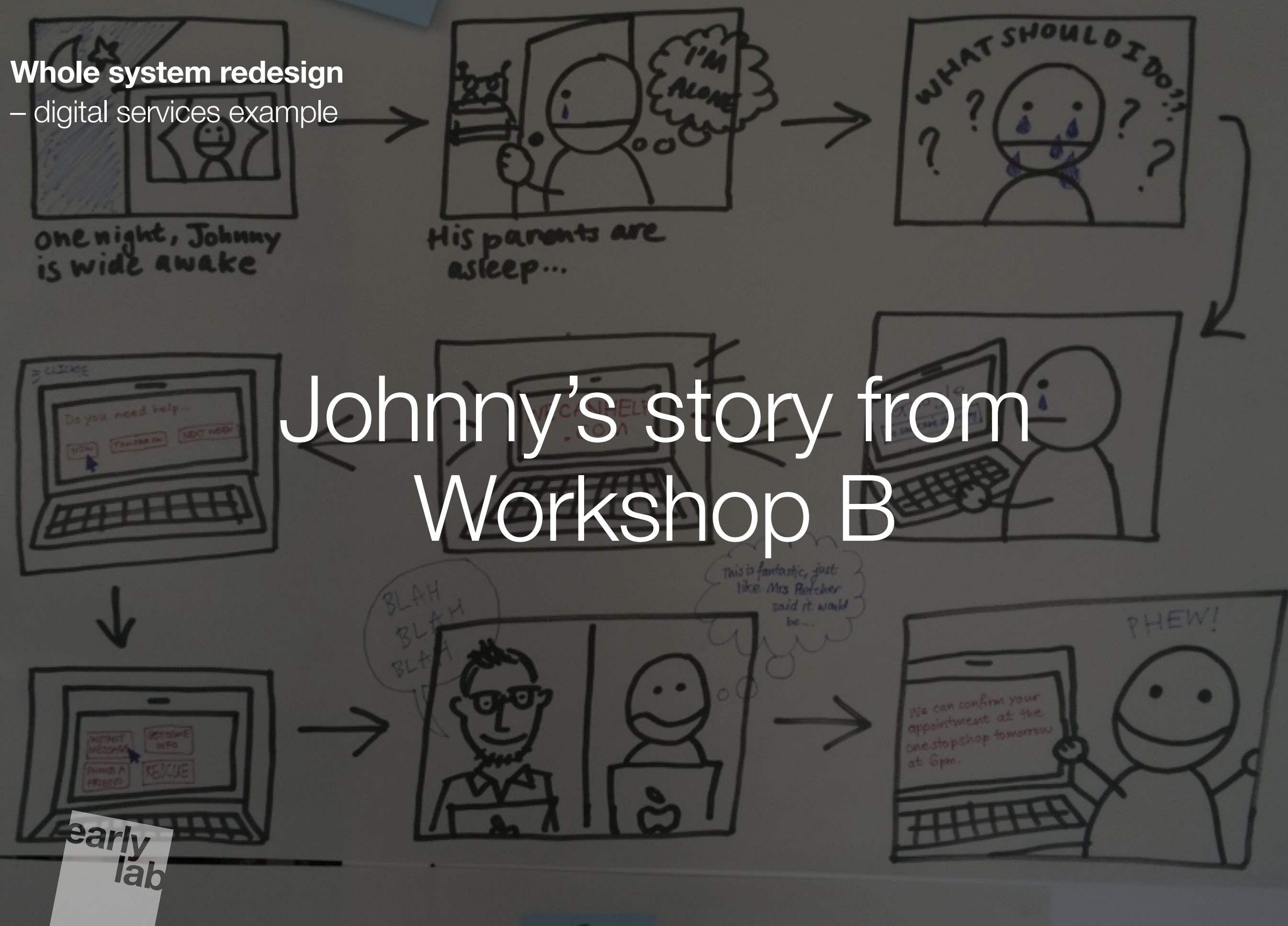
1/4 What we want: the vision

Whole system redesign

- flexible, needs-based
- user-centred
- seamless
- everywhere
- less stigma



Whole system redesign
– digital services example

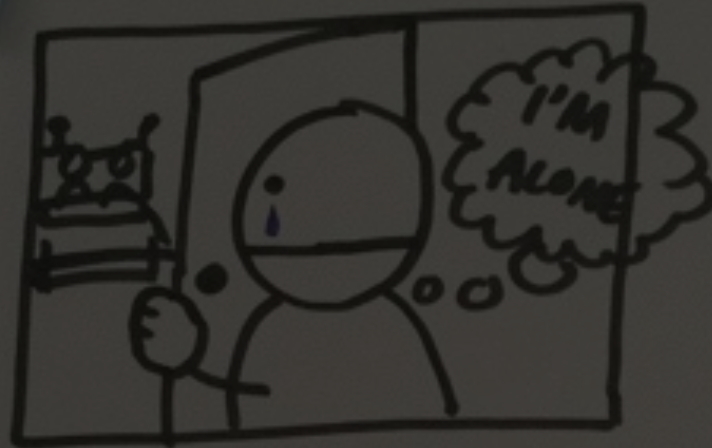


1/4 What we want: the vision



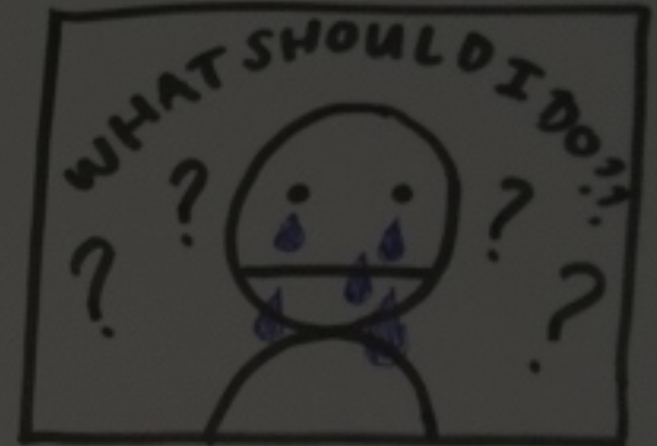
one night, Johnny is wide awake...

This scenario takes place in what the workshop group envisaged as an ideal world.

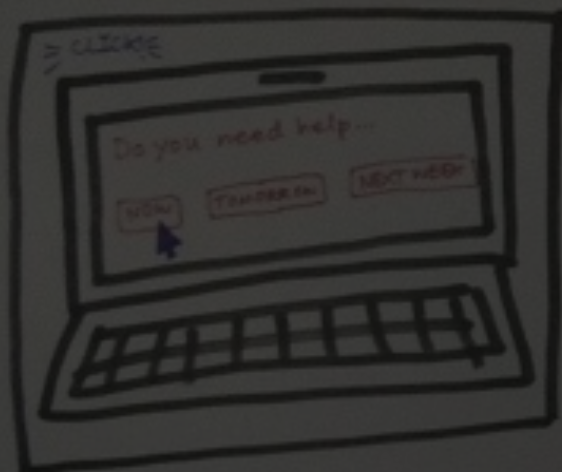
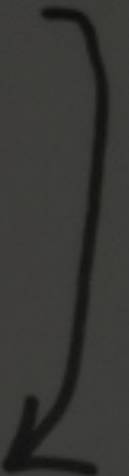


His parents are asleep...

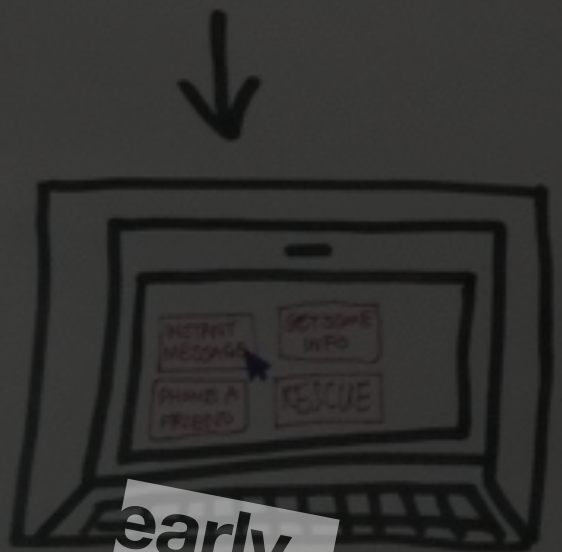
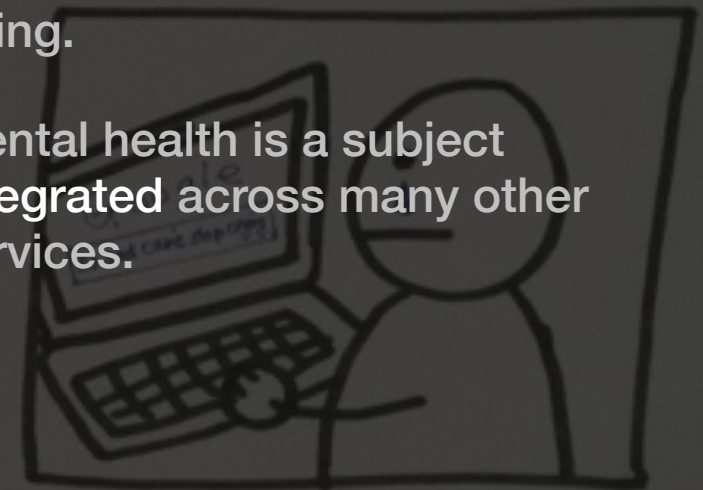
One in which preventative methods are already being used in schools with pupils from an early age.



In this world a vocabulary has been established to better articulate emotions and well-being.



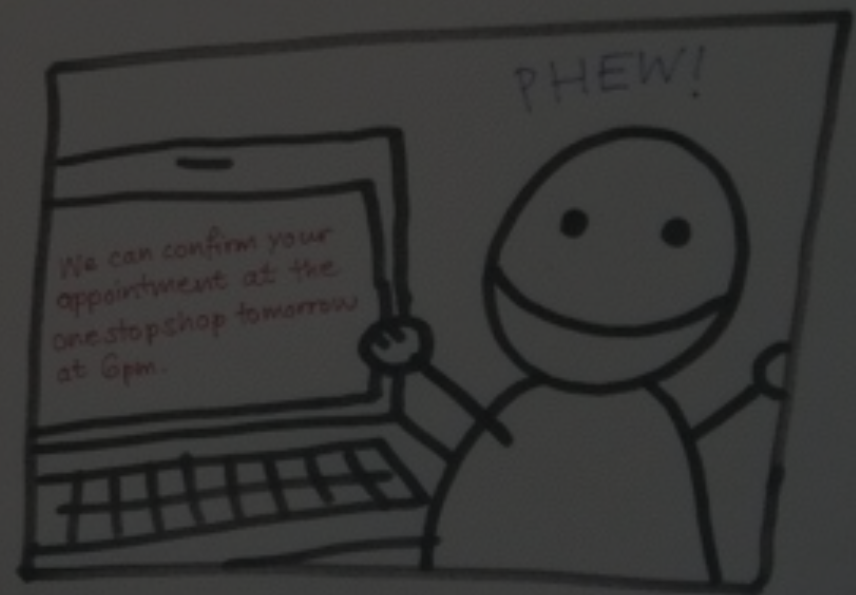
Mental health is a subject integrated across many other services.



early lab



This is fantastic, just like Mrs Fletcher said it would be...





1/4 What we want: the vision

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Great Yarmouth &
Waveney Youth
Mental Health Team

Fabiane Lee-Perrella
Early Lab, UAL

Tim Clarke
Research Clinical
Psychologist,
NSFT

This storyboard was
developed in Workshop B by:

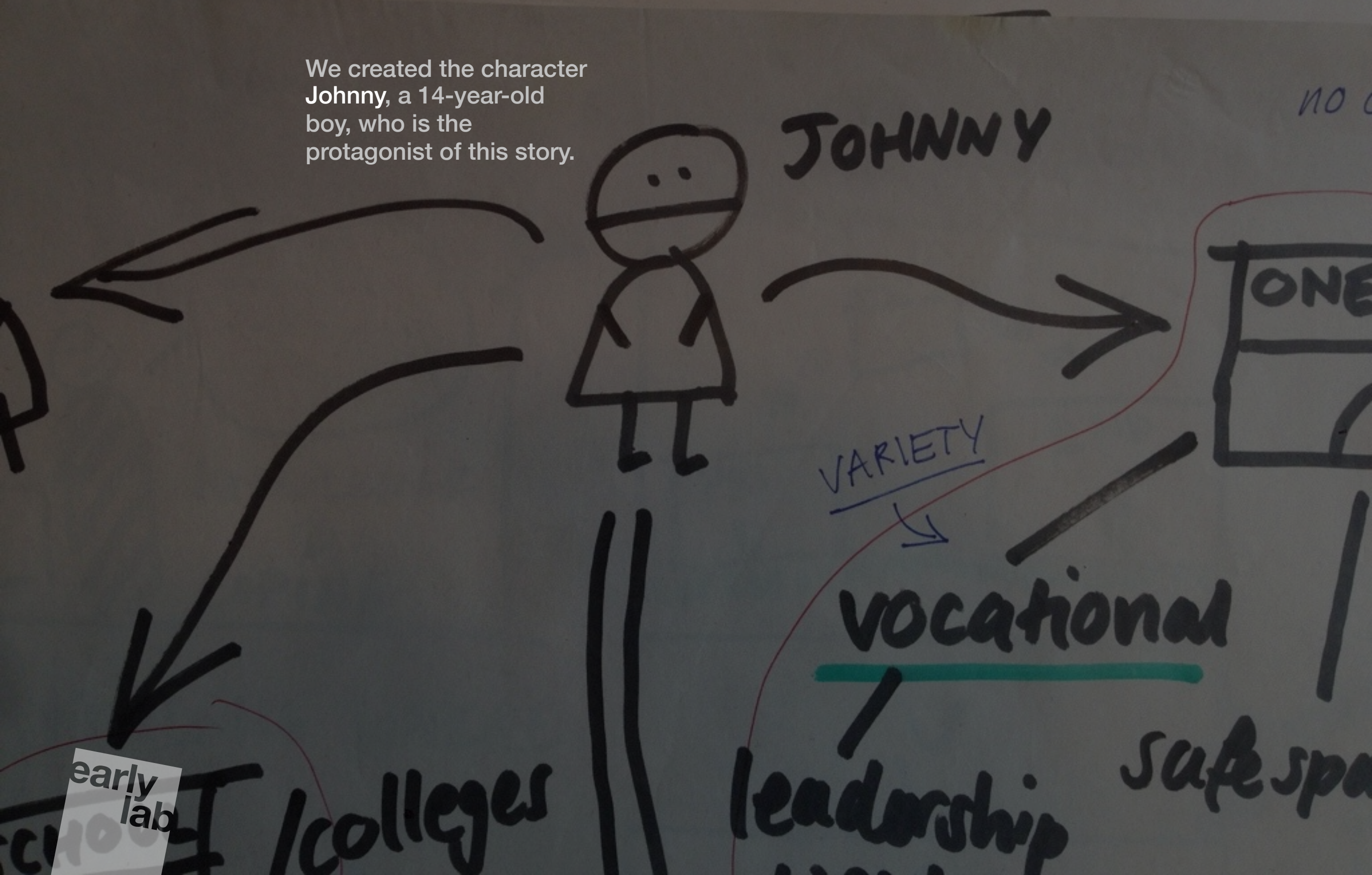
Tonia
Therapeutic Service
Operations Manager,
Map

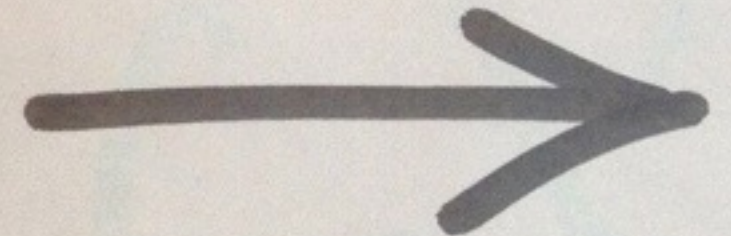
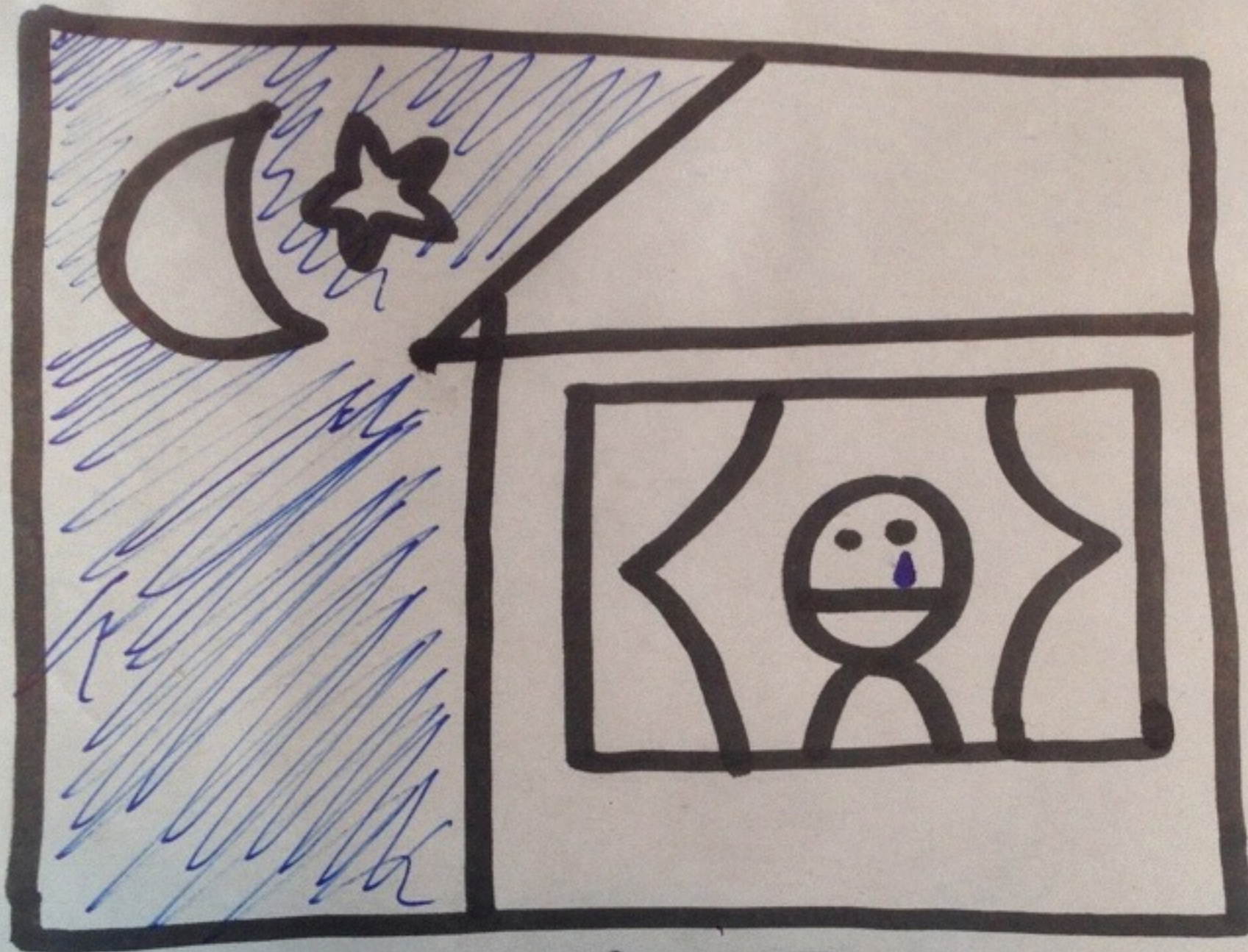
This story shows an ideal
series of events, that this
group would have unfold, in
the event of a young person
seeking help in a crisis.



1/4 What we want: the vision

We created the character Johnny, a 14-year-old boy, who is the protagonist of this story.



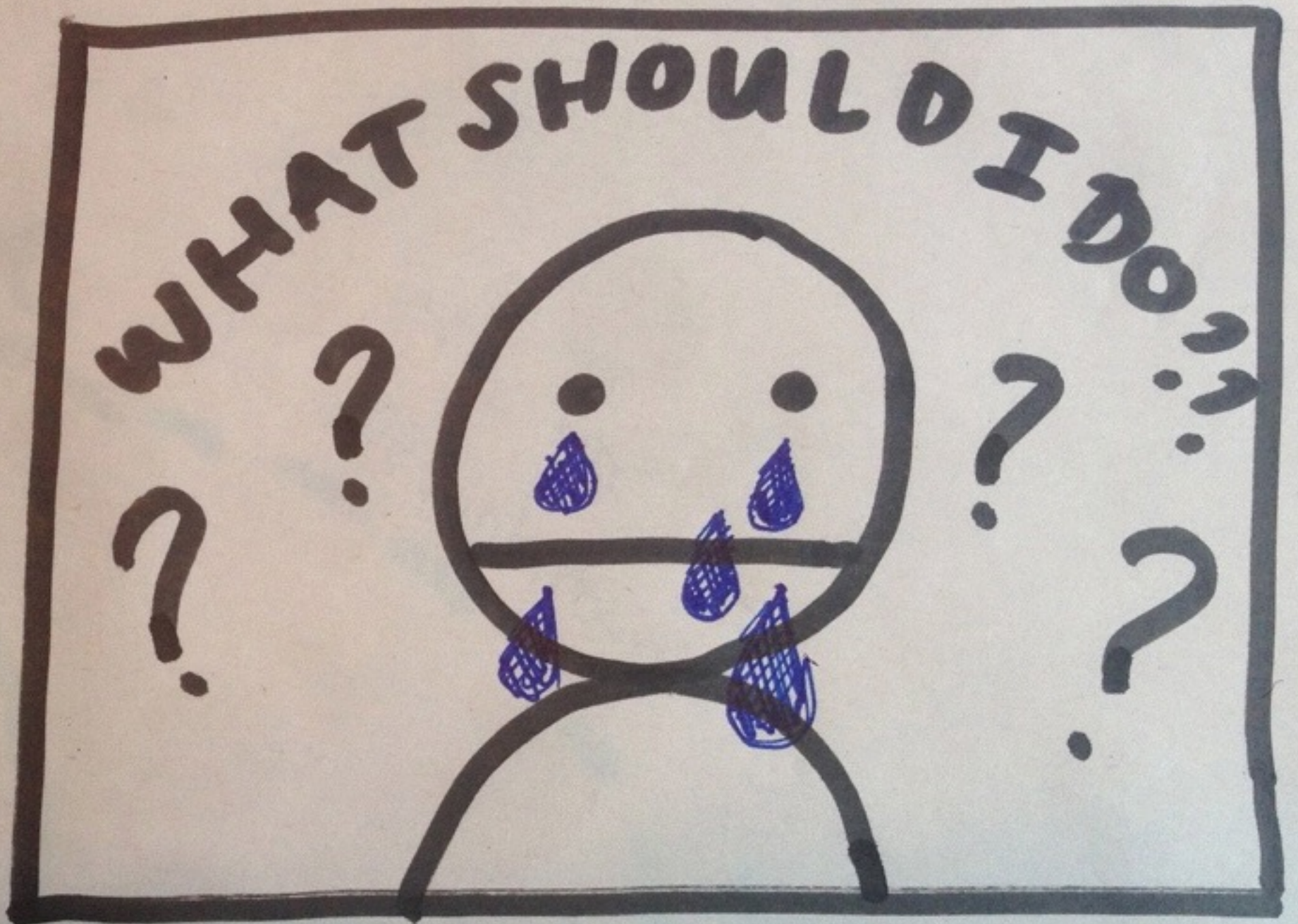


For whatever reason Johnny finds himself very upset in the middle of the night.

one night, Johnny
is wide awake



His parents are
asleep...



Not wanting to wake his parents, Johnny feels alone and – as we found most young people in crisis do – turns to his computer.



Johnny googles "so sad can't stop crying."

It's important to note here that he uses every day language rather than technical vocabulary or symptoms in his search.

Nevertheless, he is still directed to a helpful site.

In this ideal world, search engines identify key words that indicate a person who needs help.

1/4 What we want: the vision

'wecanhelp.com' comes up as the first result.

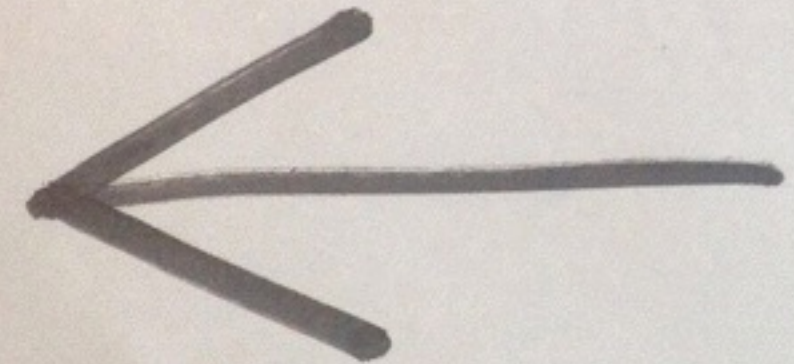
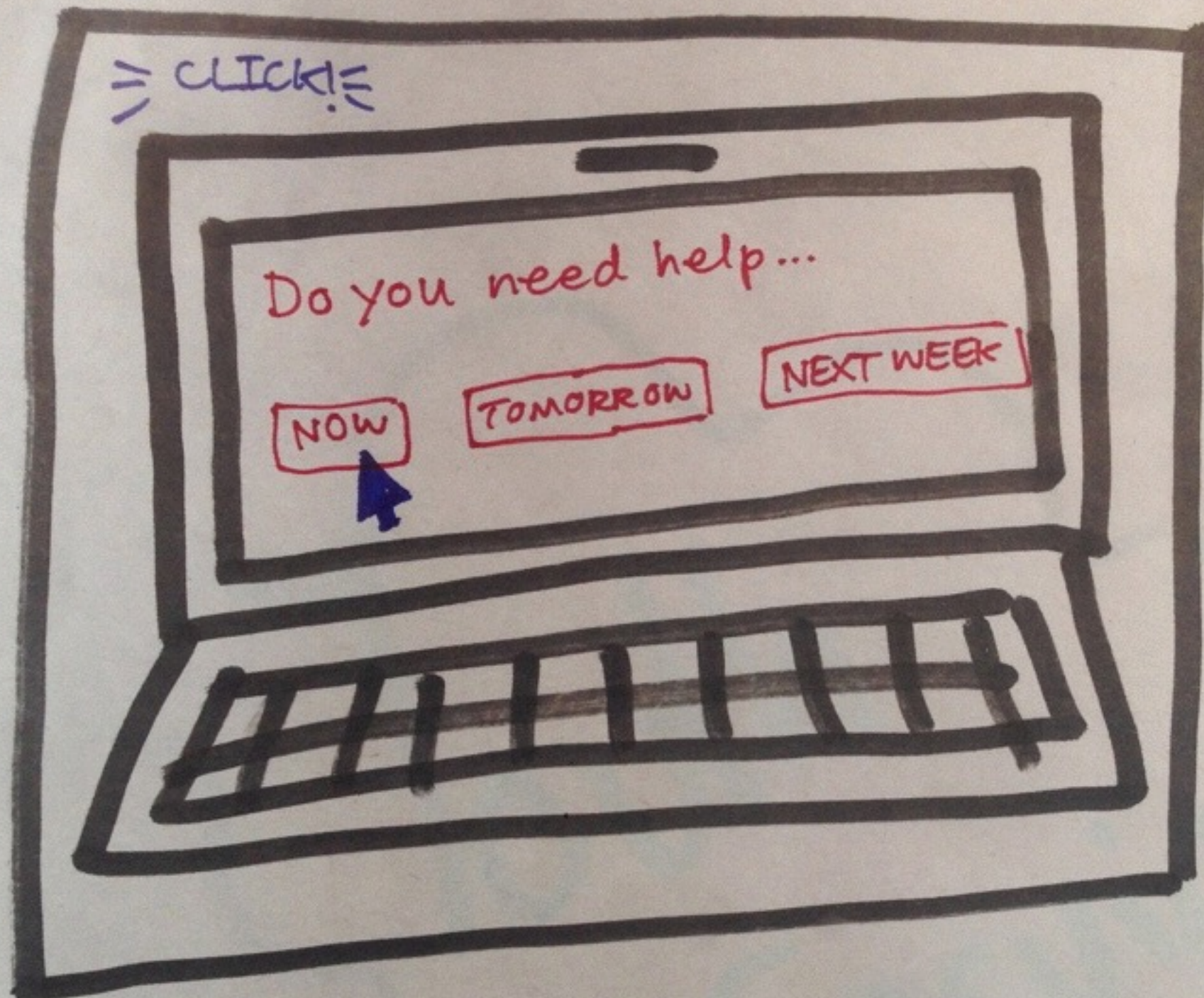
This is a fictional website that represents a centralized site connected to local services.

Johnny's local services have been identified by his IP address.



This contrasts to our findings that (currently) young people's searches often tend to lead them to less helpful or even harmful sites.

1/4 What we want: the vision



'wecanhelp.com' offers Johnny three options of when he would like help.

Clicking 'tomorrow' or 'next week' would allow Johnny to book an appointment locally at a time that suits him.

In this instance, Johnny opts for 'now.'



1/4 What we want: the vision

The next screen presents Johnny with four more options.

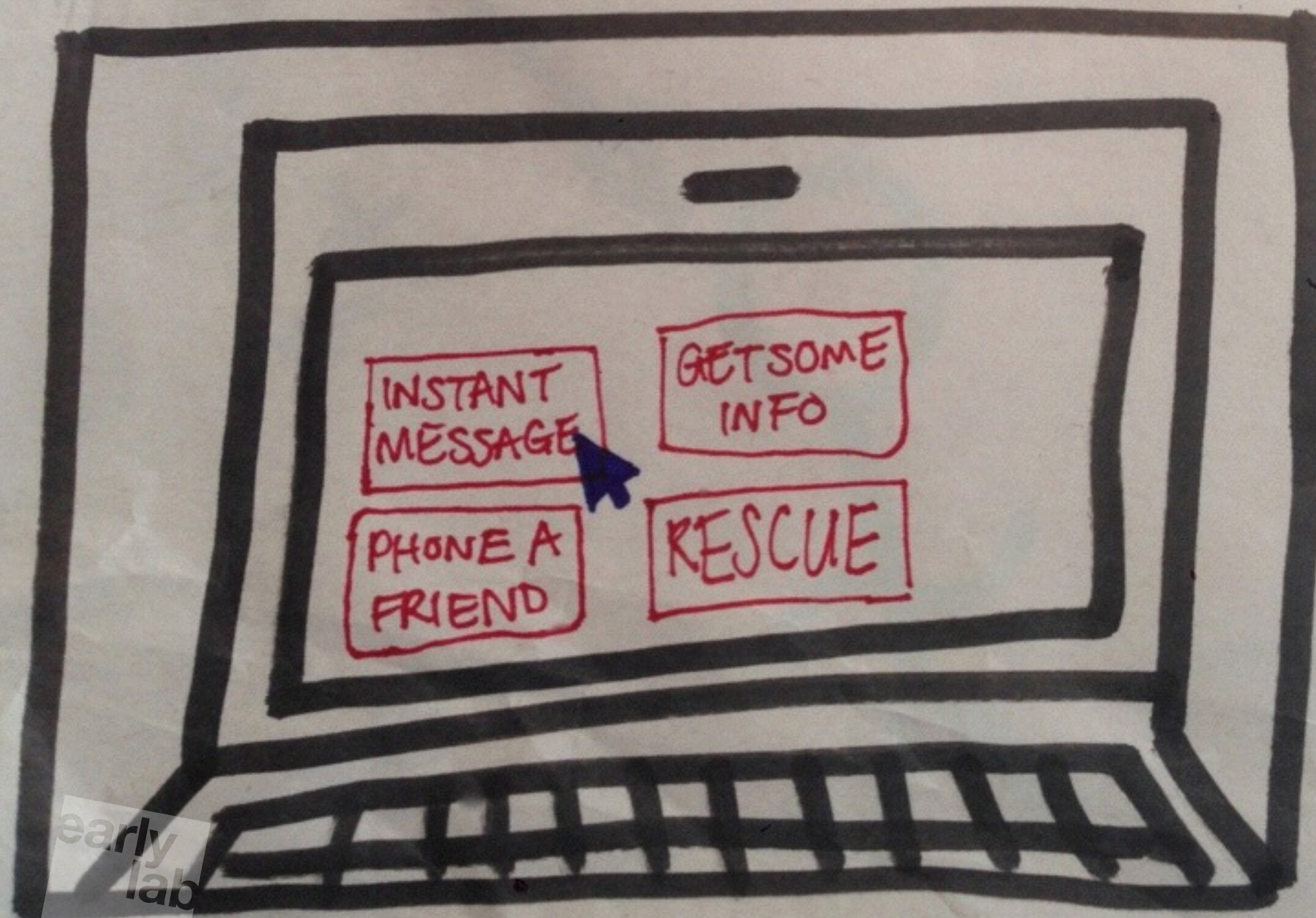


'Get some info' would bring up things like videos, articles and blogs etc. written by other young people (who have had similar experiences) or by professionals.

There might also be a FAQ page.

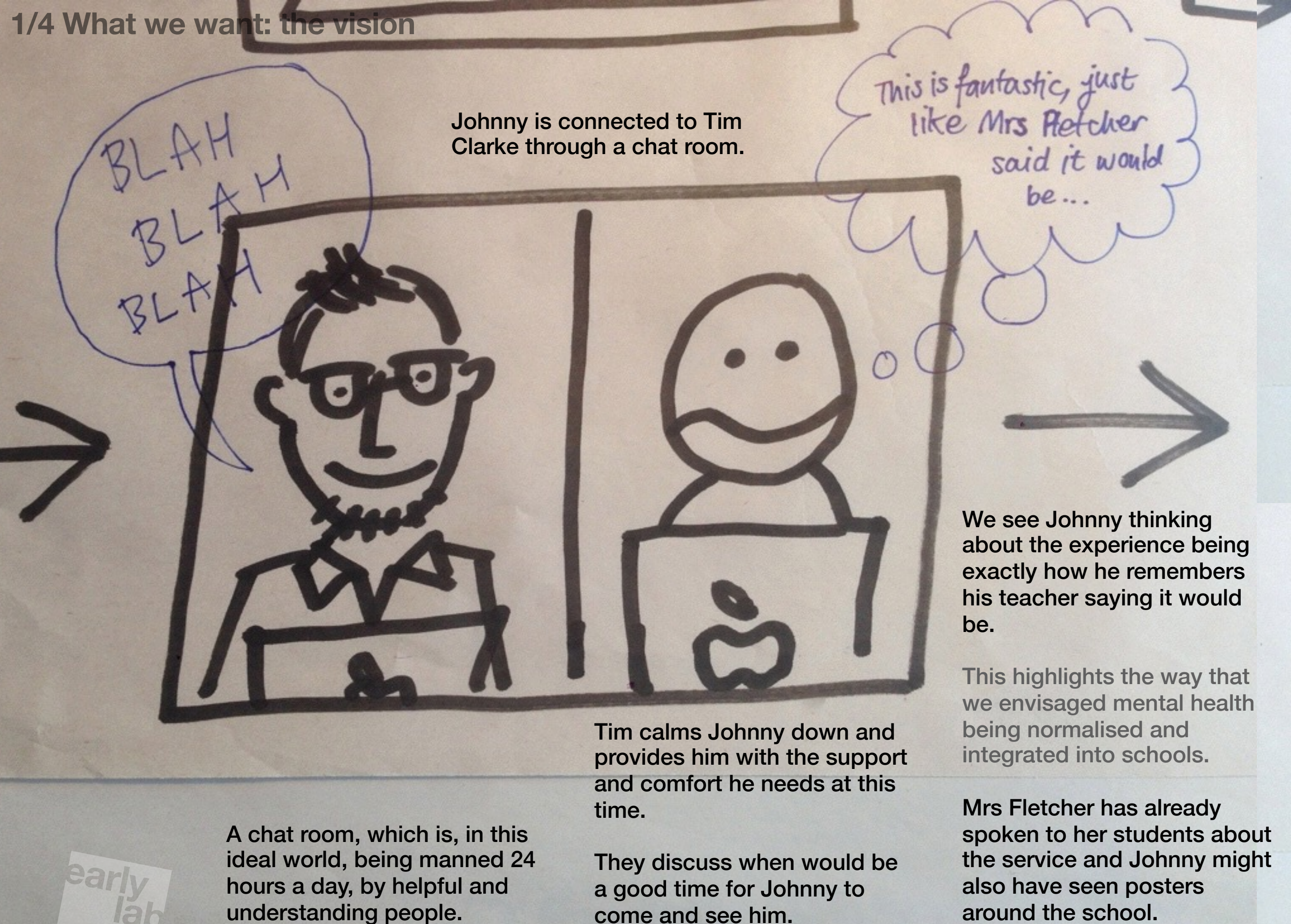
'Rescue,' would connect Johnny to emergency services.

'Phone a friend' would connect him to a specialist over the phone.



We also included 'Instant message', a more familiar format for a young person, because we know that many young people don't feel comfortable speaking directly to someone in a moment of crisis.

1/4 What we want: the vision

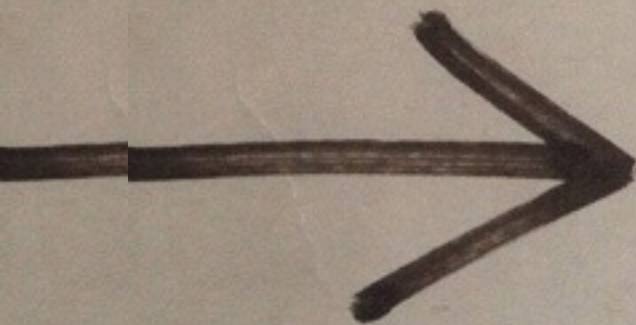


1/4 What we want: the vision

We imagined the One Stop Shop to be a place with integrated services for young people – from sexual health, Internet services, employability, mental health, early parenting, etc.

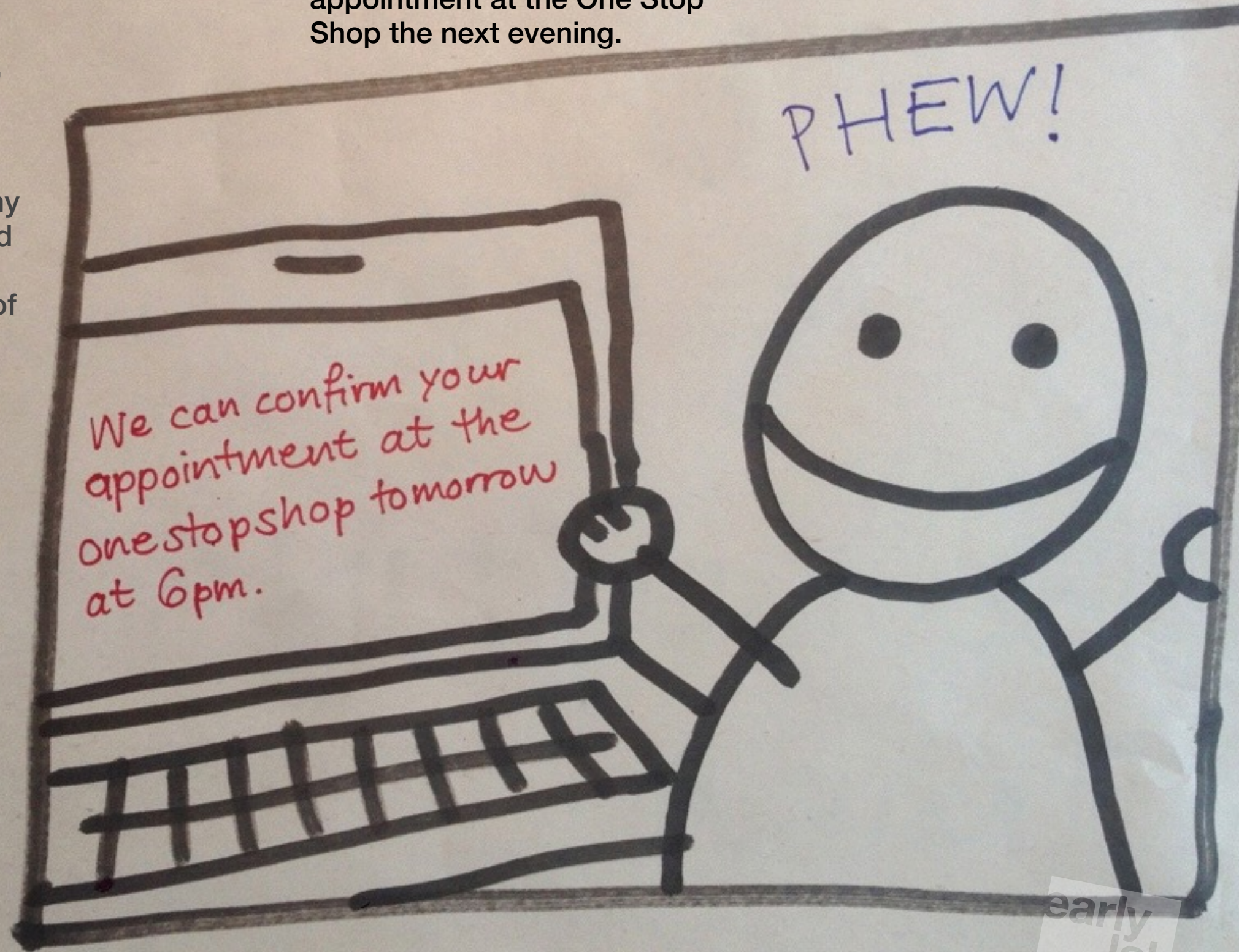
A place that has everything avoids the problem of Johnny perhaps feeling embarrassed about entering, as he could be going in for any number of reasons.

The story concludes with Johnny receiving a confirmation email with his appointment at the One Stop Shop the next evening.



The appointment is at 6pm.

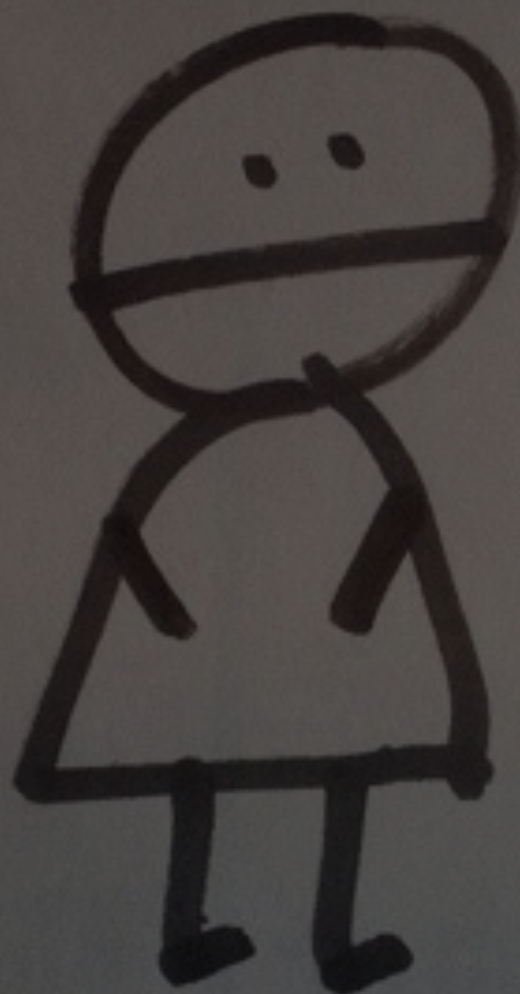
This highlights the fact that services would be available at almost any time of day, allowing Johnny to visit them without missing school at a time that works best for him.



1/4 What we want: the vision

In comparison to the usual instances of young people being passed around to an average of five people before receiving adequate support, this scenario shows Johnny receiving quick, instant help that is adaptable to his personal needs.

He is shown to be in control of his own treatment in terms of when he sees someone, where he sees them, and what help he gets.



JOHNNY

Here, Tim works as a 'relief mechanism' to deal with acute situations.

This scenario does not replace one-to-one support, rather it allows Johnny to tolerate the situation until the next day.

The speed in which the whole thing plays out helps to illustrate the idea of fast access.

Johnny sees someone instantly before his feelings can worsen or develop.

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Vocation

The Early Lab, offering opportunities for designers to experience being involved in processes early (long before they are usually invited) so that their contributions might have a greater chance to deliver resilient and sustainable outcomes.

Trans-disciplinary, collaborative, complex socio-ecological challenges met responsively with people where they are, in their places.

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