

Research Findings Document

Post-	Field	Trip
19 Ju	ne 20	15

Lab no.1SubjectYouth Mental Health

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



Research Findings Document

Contents	Part 2 Part 3 Part 4A	What we want How to get it What needs to happen first Research methods Research methods

4/4 Research methods

Working with service users



1/NSFT/CFYPS/RFD/19/07/15

The Early Lab team has conducted research in to youth mental health.

Our research is founded on working directly and responsively with young mental health service users.

We did this intensively on a **field trip**

in Norwich where we used creative processes of making to unlock personal **Capacities**

within the service users that result from their own **lived experience**

The creative processes of making employed on the field trip were:

3-dimensional information design,

stop-frame animation.

We also invited service users to take us on a tour of Norwich on a critique of existing and potential service locations. They found this

empowering.

early lab

of mental health services.

The Early Lab team has conducted research in to 4/4 Research With Months.

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of mental health services.

1/NSFT/CFYPS/RFD/17/06/15

The Early Lab team has conducted research in to **4/4 Research With The Tab** health.

The Field Trip workshops were organised over 4 days according to 3 themes:

within the service users that result from their own **lived experience**

is founded on

people

in networks of support – Workshop 1, day 1 pm – Workshop A, day 3 am

places

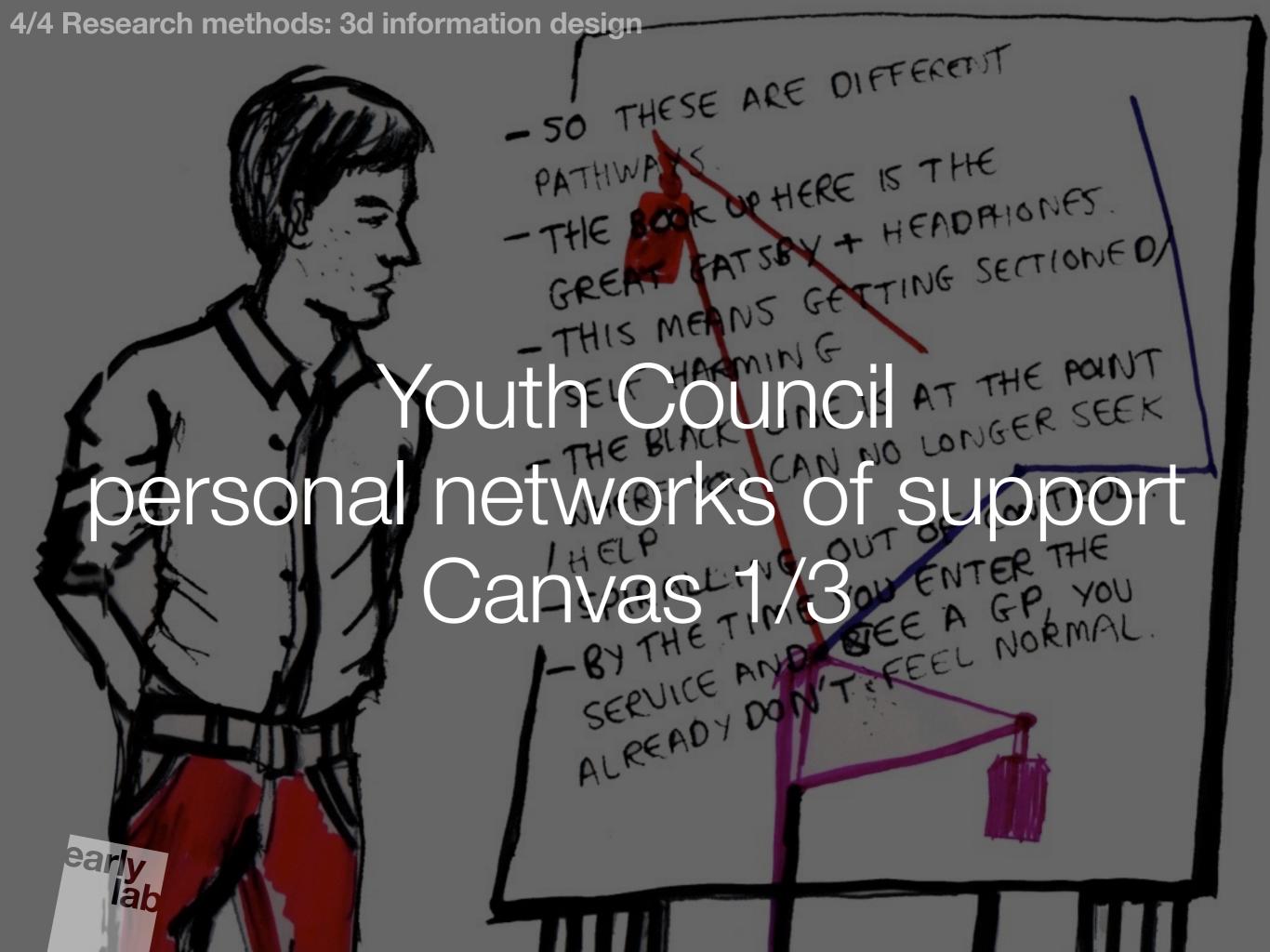
in service location critique – Norwich Tour, day 2 am – Workshop 2, day 2 pm

stories dential se

of real/ideal service access – Workshop 3/4, day 3/4 – Workshop B, day 4 am



of mental health services.



Elise Page Youth Council, NSFT Suffolk

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Steven Lang Early Lab, UAL Facilitator

> This canvas was made in Workshop 1 by:

Jonathan Balshaw Youth Council, NSFT Suffolk

Ee =

C.

Caroline Yan Zheng Early Lab, UAL Facilitator

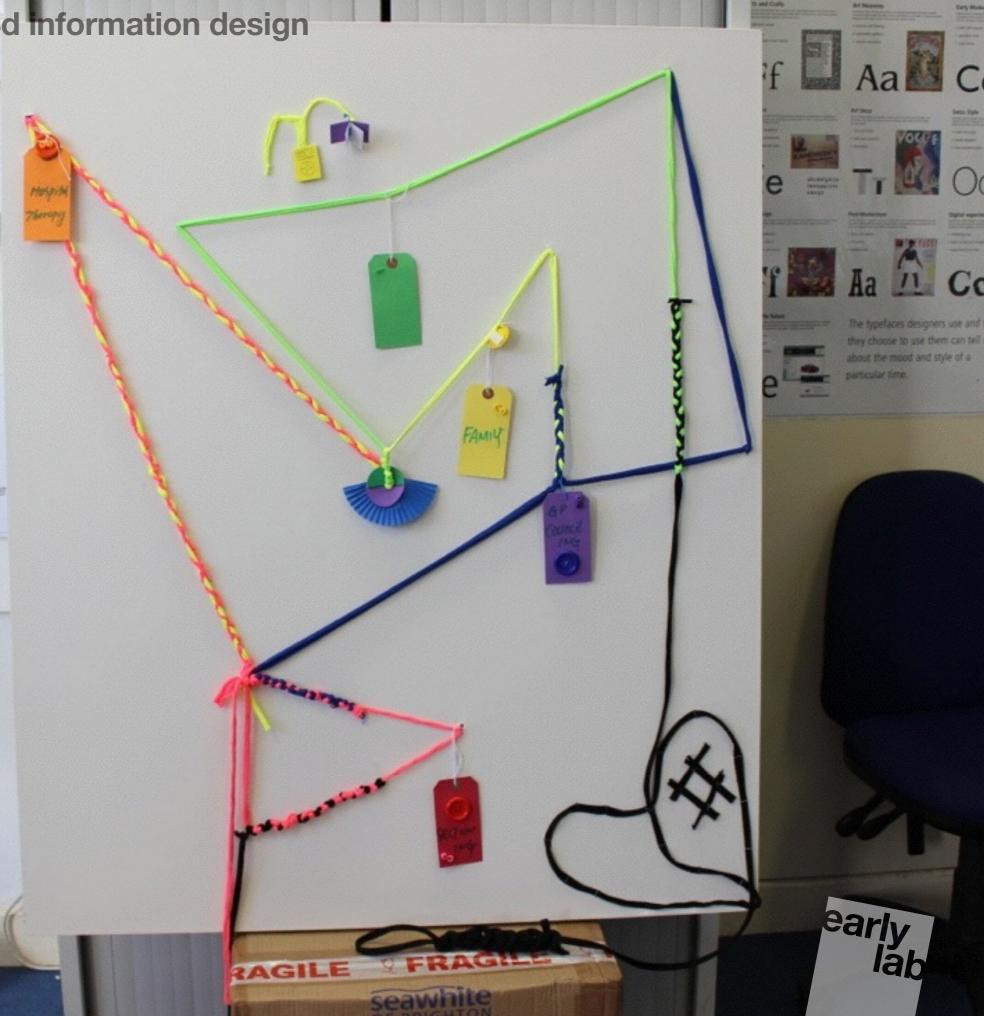


Jonathan and Elise

Support is identified by 5 colours and named on the attached tags:

green: self-help yellow: family blue: GP yellow/pink: hospital black: self-harm pink: sectioned

The blue fan with purple and green centre stands for self with the support of self-help, family and GP.

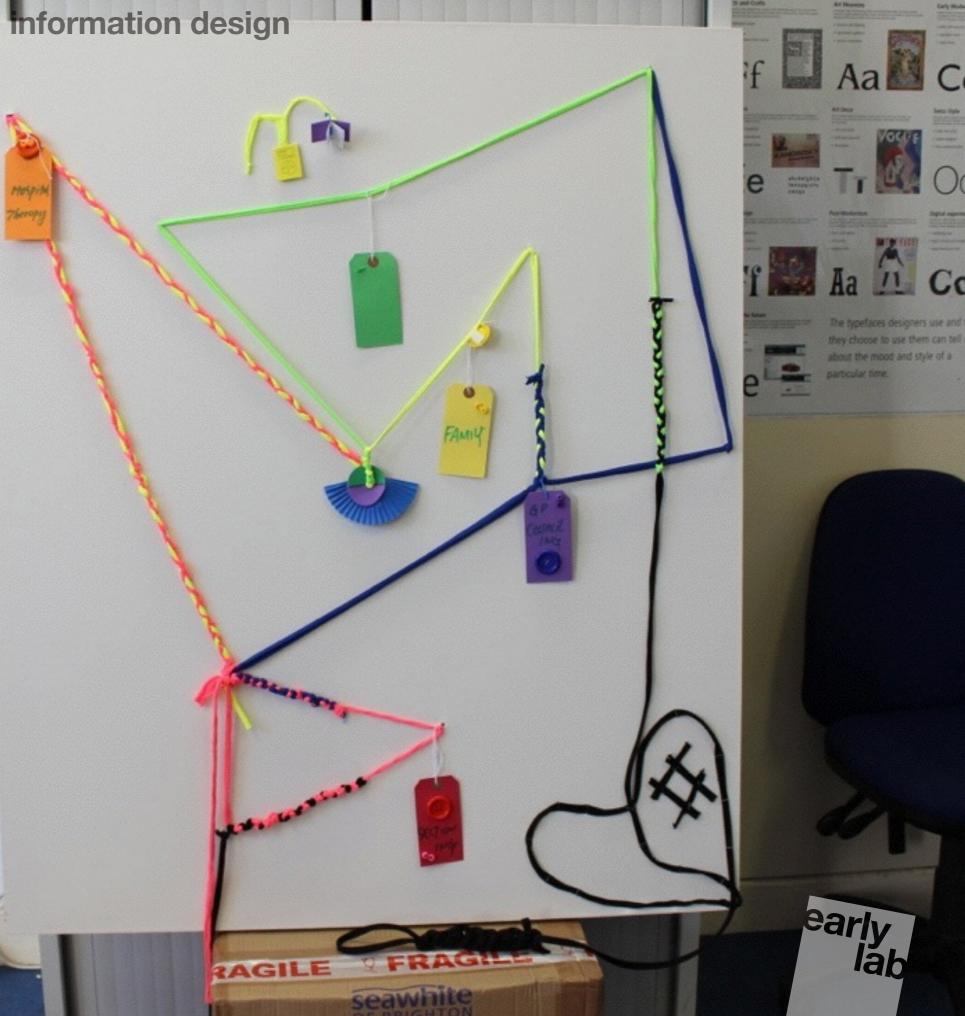


Jonathan and Elise

Self-help (green) includes: reading (tiny purple book at top), music (tiny yellow ipod at top).

Self-help entwines with self-harm (black)

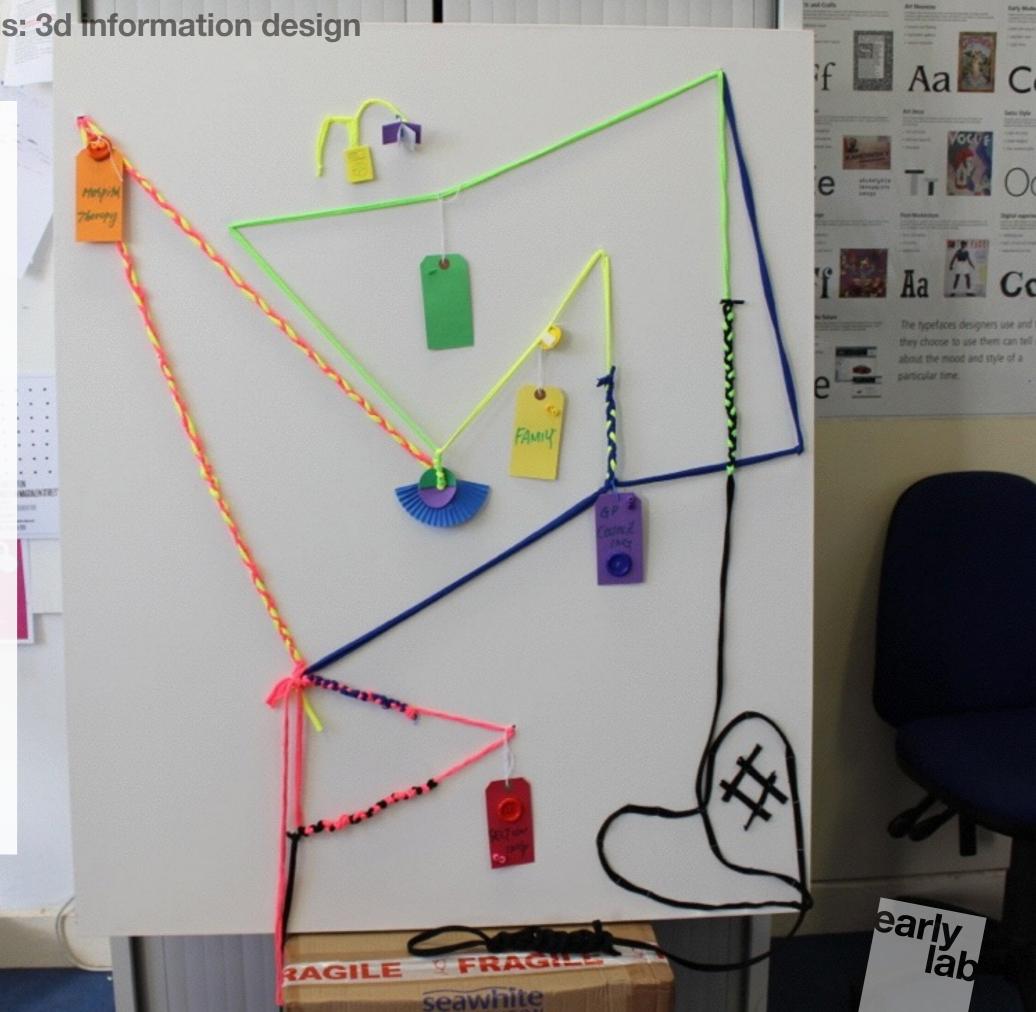
According to J, self-harm is a form of self-help – its about the desire to feel something instead of nothing. It is for releasing stress but also a call for help...



Jonathan and Elise

...Self-harm (black) is extremely dangerous – a slippery slope towards suicidal emotions.

That such thoughts could be fatal is symbolised by the broken heart and dangling hangman's noose (resting on the cardboard box).



FAMIL

Jonathan and Elise

Self-help (green), family support (yellow) connect with GP (blue) – this represents for when self-help and family support are not sufficient and when the GP is required.

From GP, several directions are possible:

- back to self-help
- hospital (pink/yell)
- sectioned (pink)

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Jonathan and Elise

Once under hospital therapies (pink/yell), things can go either way: recover or be sectioned (pink).



FAMIL

RAGILE

Jonathan and Elise

Once sectioned (pink), although this could lead back to GP (blue) or hospital therapies (pink/yell), J said most people linger here (looping the pink triangle). Once in it is difficult to get out.

With a worsening of condition, self-harm can resurface (signified by black yarn woven onto pink).

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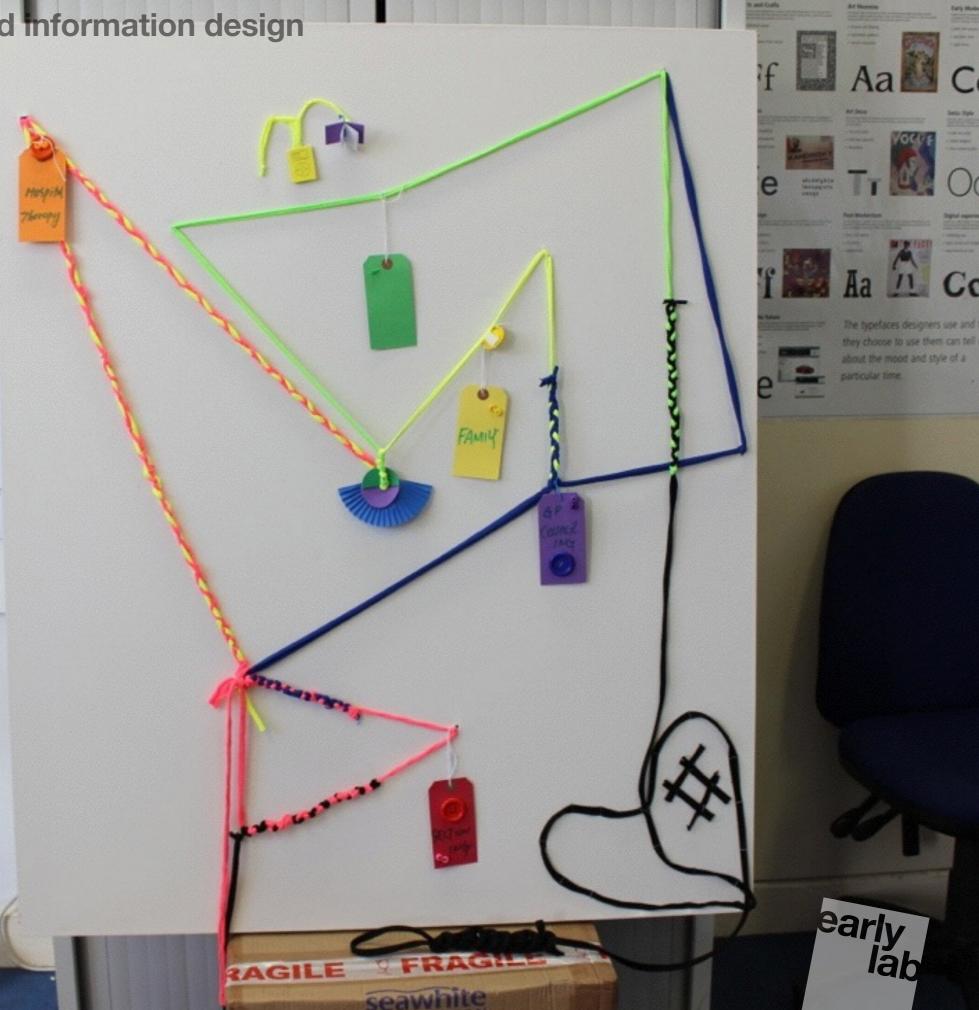
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Jonathan and Elise

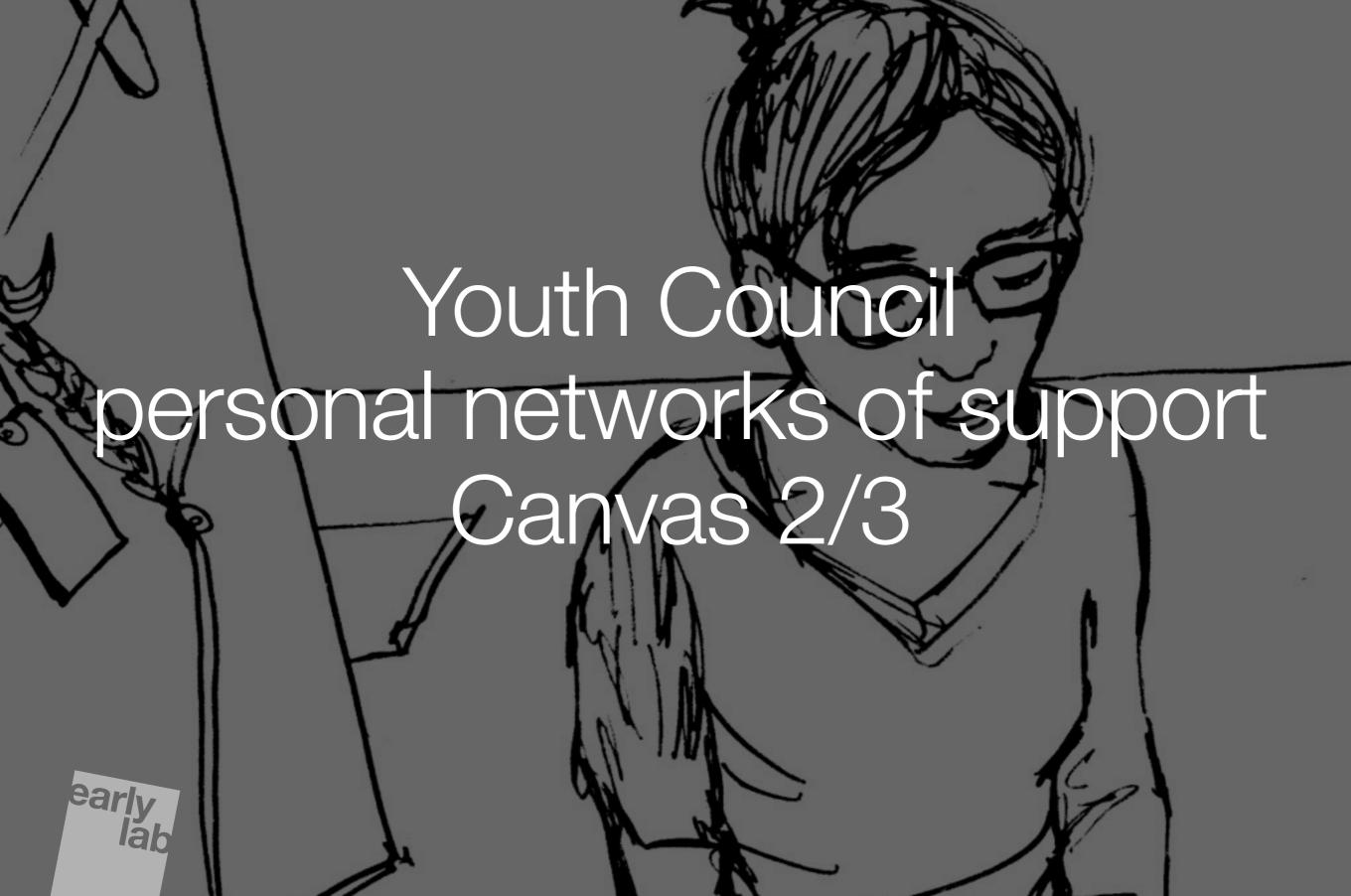
All aspects of condition/resource (all coloured yarns) are connected.

Heading downward signifies more serious consequences. Whereas heading upward is indicative of a journey towards recovery.

The best place to be is in the upper part of the canvas where one is supported through self-help, family and GP.



4/4 Research methods: 3d information design



Kat Thiel Early Lab, UAL Facilitator (out of shot) This canvas was made in Workshop 1 by: Jordan Morris Youth Council, NSFT Central

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Amira Prescott Early Lab, UAL Facilitator

> Katie Davis Youth Council, NSFT Central

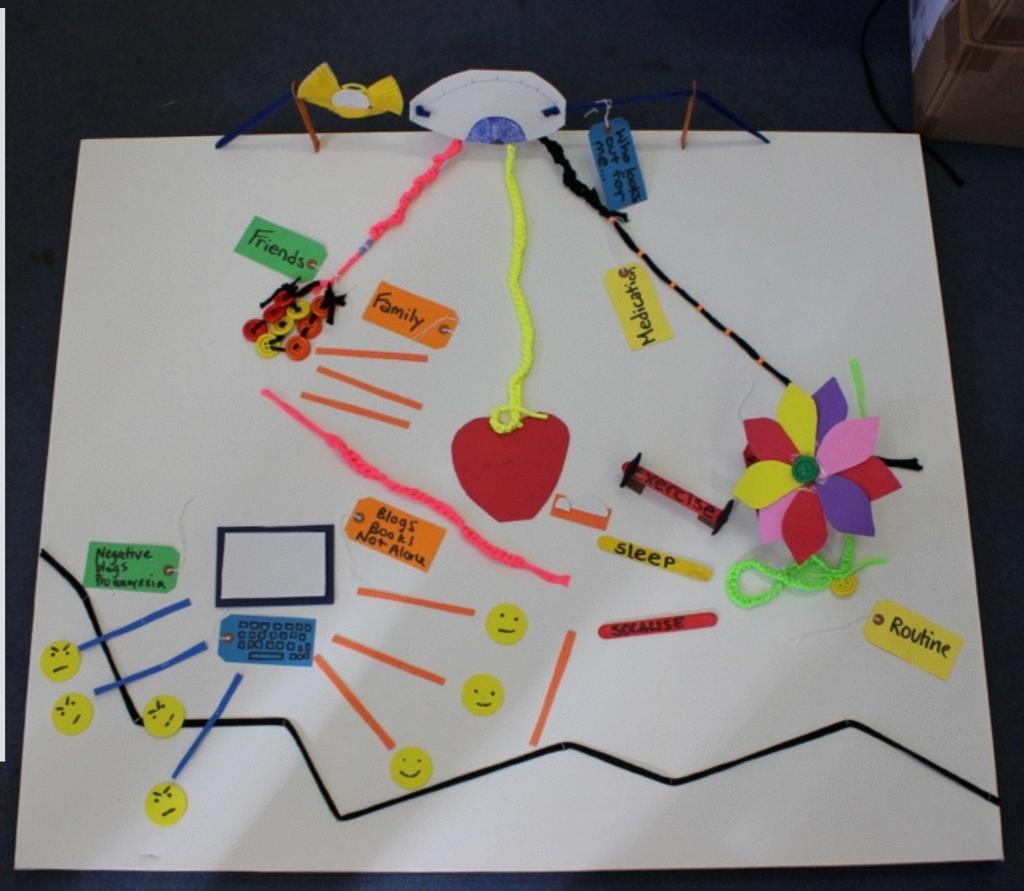
Katie and Jordan

The big eye (hanging at the top edge of the canvas) represents all the people that look out for K & J. Help comes from family, especially mums, (the heart in the centre), friends, medication.

The orange beads on the black yarn linking the eye to the flower represent changes of medication and/or dosage. K & J suffer drug side effects. It is hard to find the right dose.

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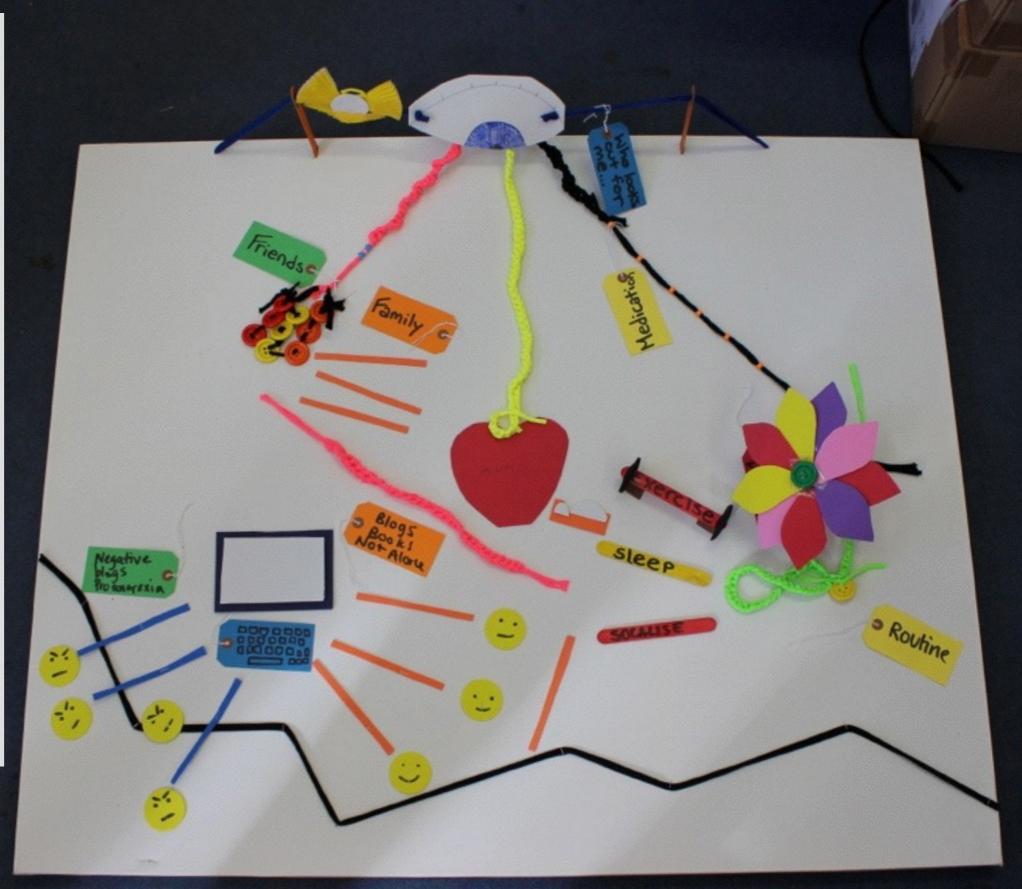


Katie and Jordan

The flower stands for the care worker – the most important external support they both received.

Helping them to manage the support they received from therapists, social workers, benefit office and GPs. The flower petals represent this.





Katie and Jordan

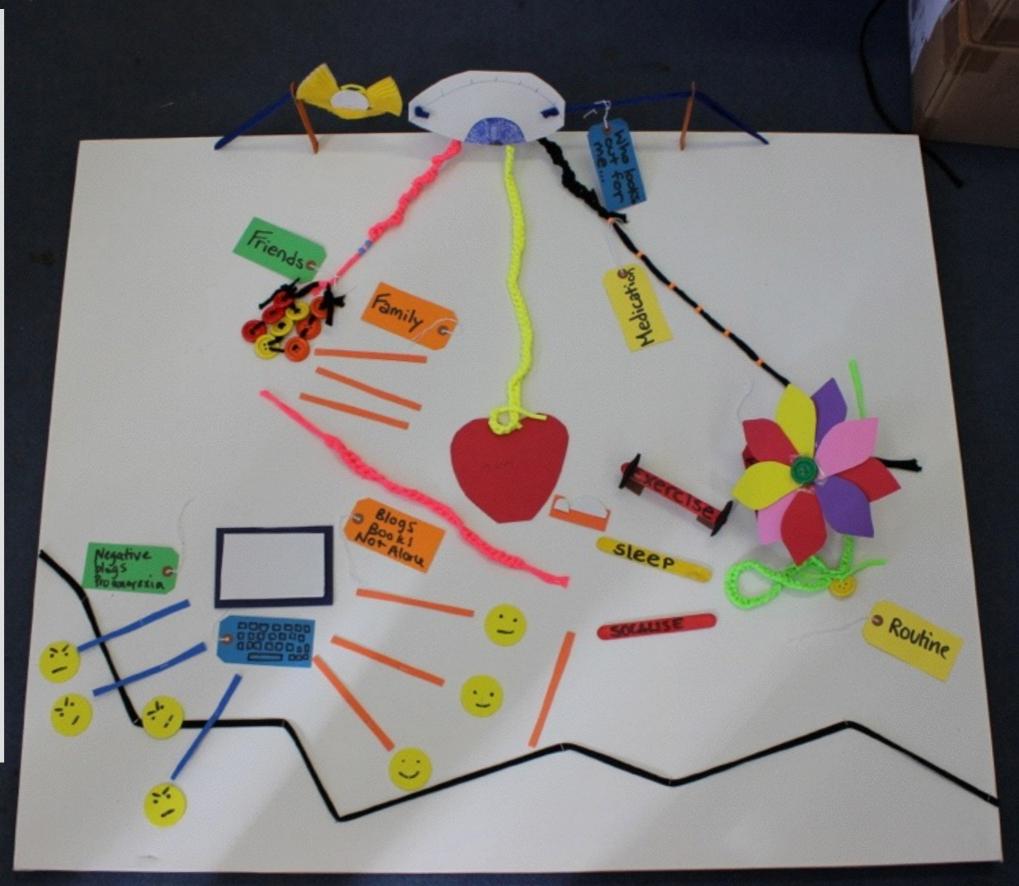
K prefers to cope alone most of the time. She doesn't want to bother others – especially her mum.

When its late she knocks herself out with sleeping pills to forget. Sleep helps her get over low points. Smoking also takes the edge off.

Exercise helps both K & J – it creates a routine and releases endorphins.

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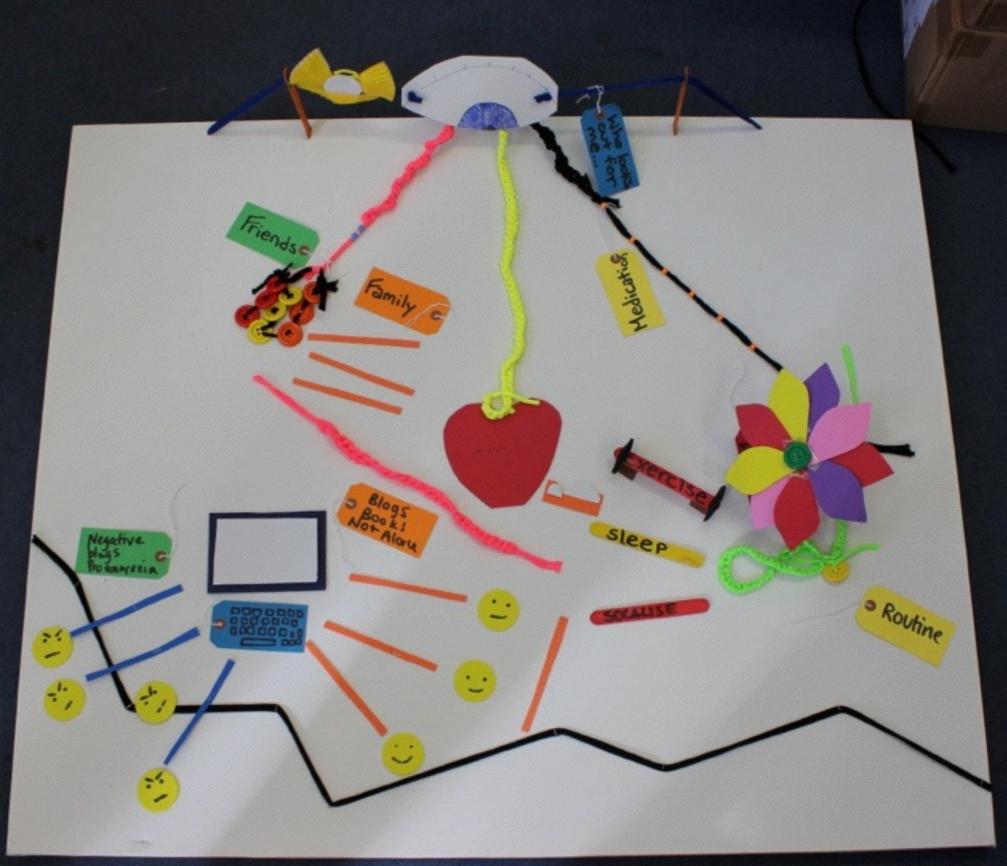
Katie and Jordan

K & J agree alcohol is a no-no, but they both do it. This is when they lose control of what they do and how they feel. For K a good diet helps a lot – especially with her history of anorexia.

K & J have developed self-coping mechanisms. K says she doesn't need therapy anymore – just the right cocktail of pills to live her life.

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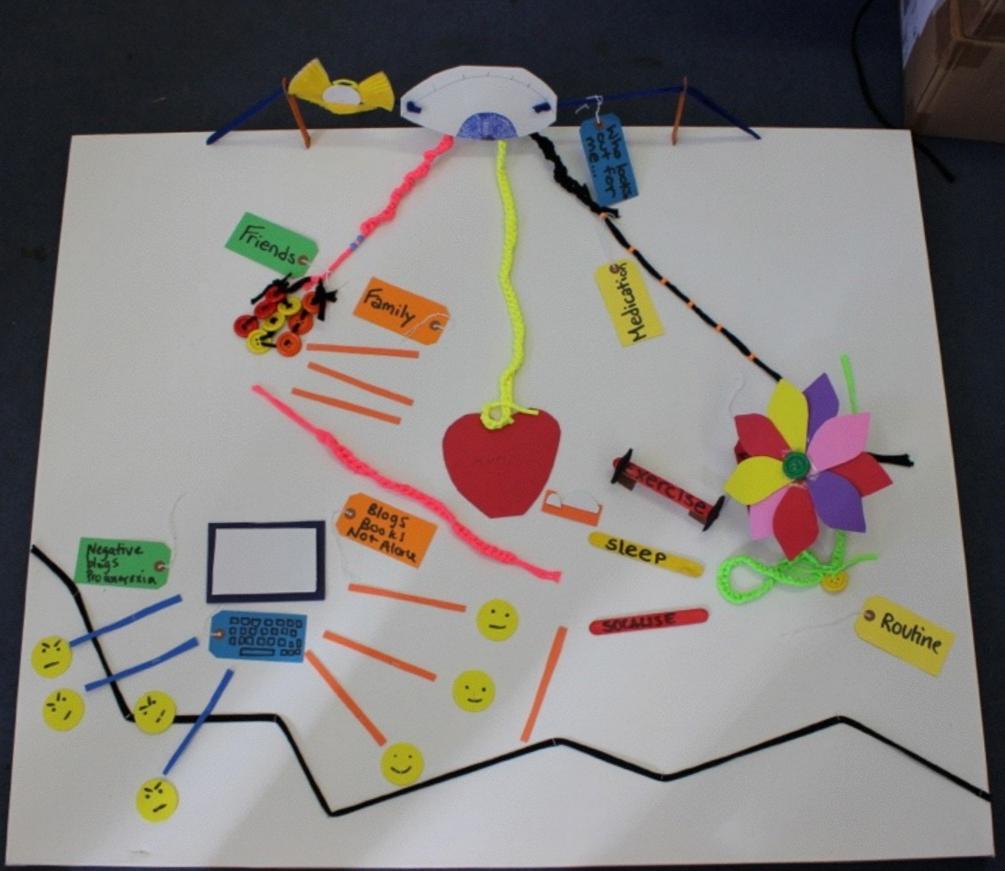
Katie and Jordan

J says it feels good to support others. It gives him a sense of self and a sense of accomplishment. It gives him the feeling of not being alone. He gets positive feedback after being helpful.

Giving advice feels good. He feels comfortable talking to other vulnerable young people.

He enjoys the pub, snooker, nightclubs.





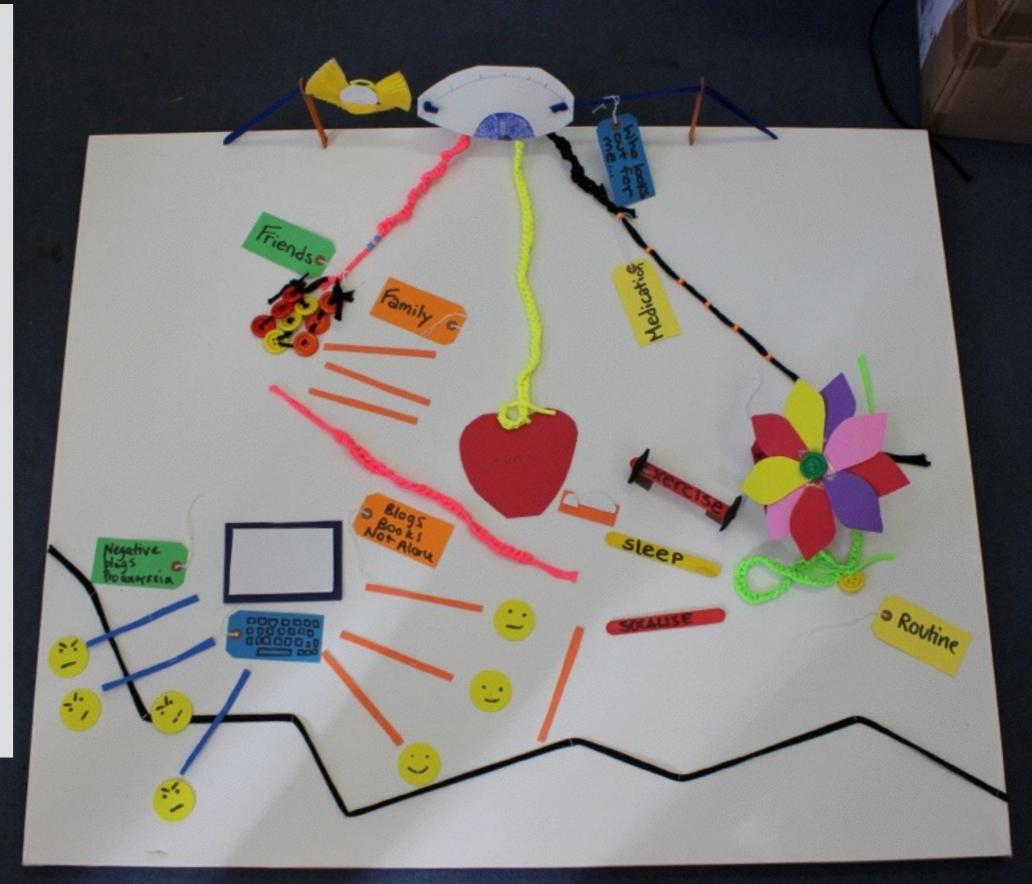
Katie and Jordan

The green crocheted infinity loop signifies a working routine of sleep, exercise, socialising and medication.

The left-hand corner is a critique of the online environment for MH with angry and happy faces indicating online spaces that produce negative and positive experiences respectively.

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Friends

college

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medical

family

CRAZY AUNT

SERVICE. - YEAH MY FAMILY AREN'T GOOD WITH STUFE LIKE THAT BUT MY

THE EXPLOSION IS LIVING WITH

MY FRIENDS, YEAH ... HAHA

WE WERE DRINKING TOO MUCH

AUNT 15.

Youth Council

Canvas 3/3

personal networks of supp



line

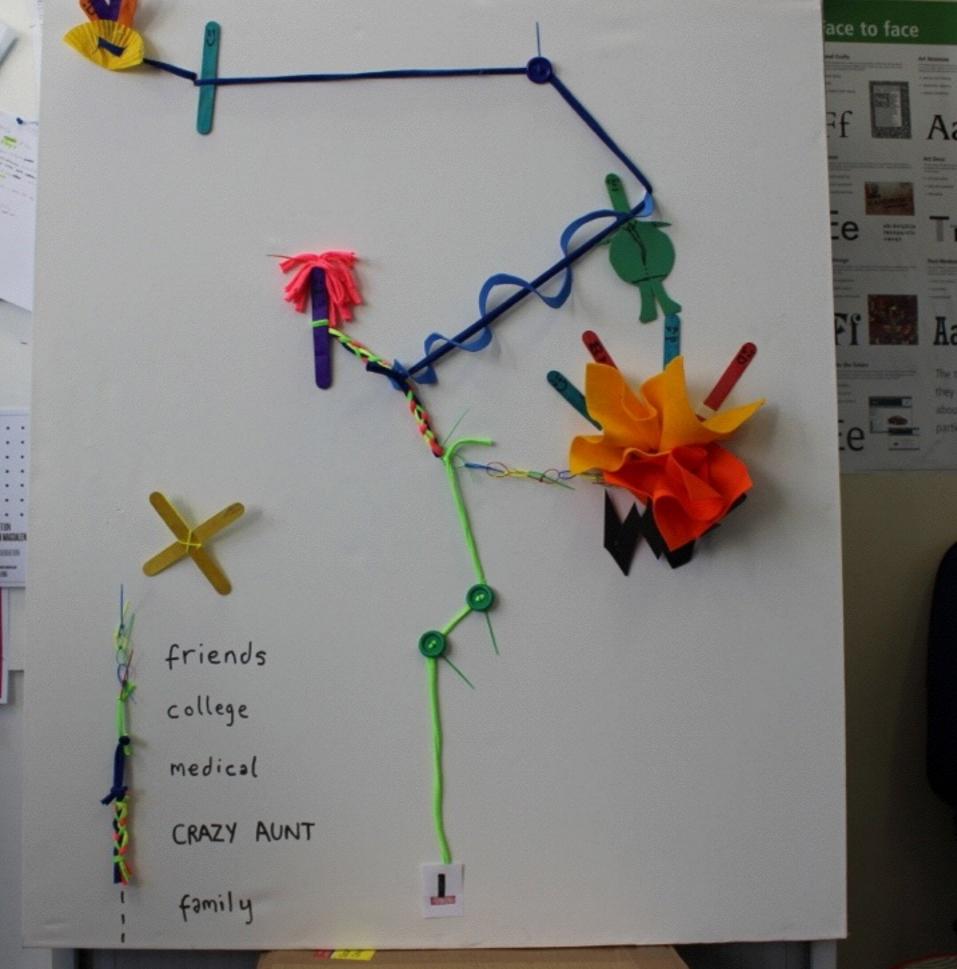
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Luke

L embodied his experience of mental health support networks in very linear journeys.

College Starting from the centre, he initially spoke to his tutor – descending down the green line to the first green button.

He was told to see the college councillor, second button...



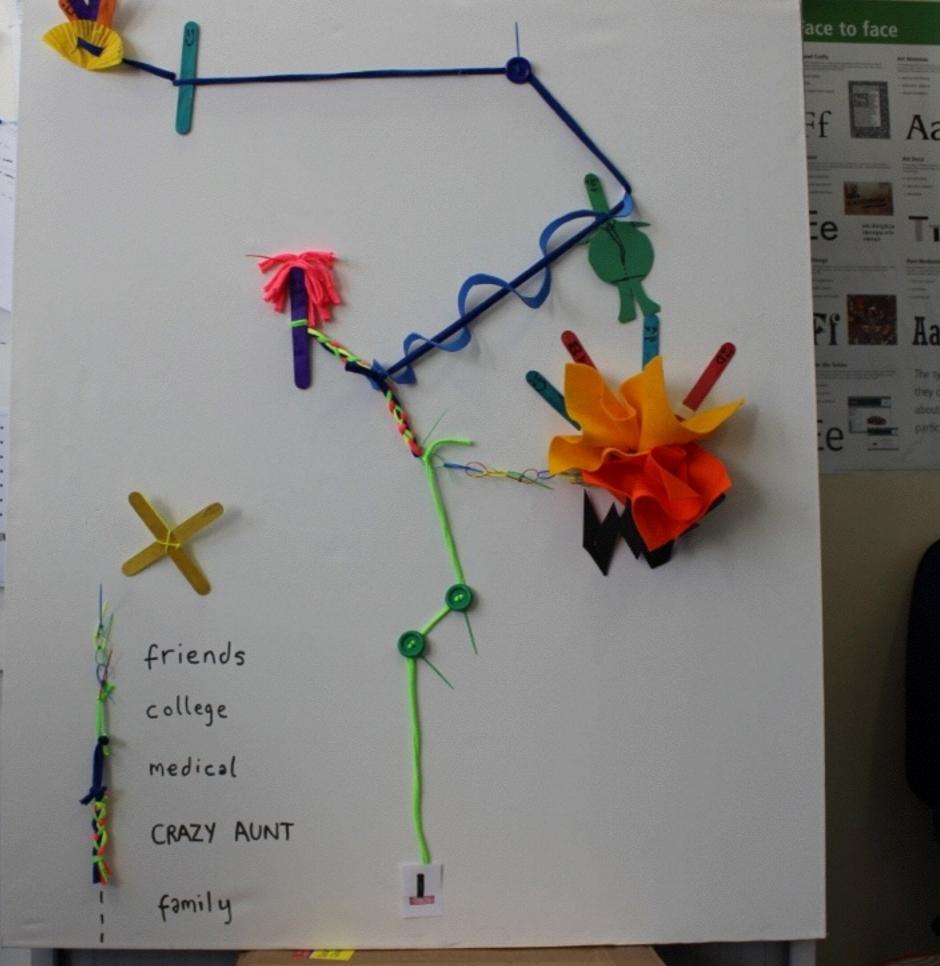
Line

nn

Luke

....The councillor exempted him from college for a year. This became a dead end. The councillor was a person to talk to but did not provide useful advice.

Crazy aunt Back to the centre of the canvas. L then goes to see his crazy aunt (the figure with pink 'hair'). L shows how close and strong their relation-ship is with a plaited multicolour yarn.



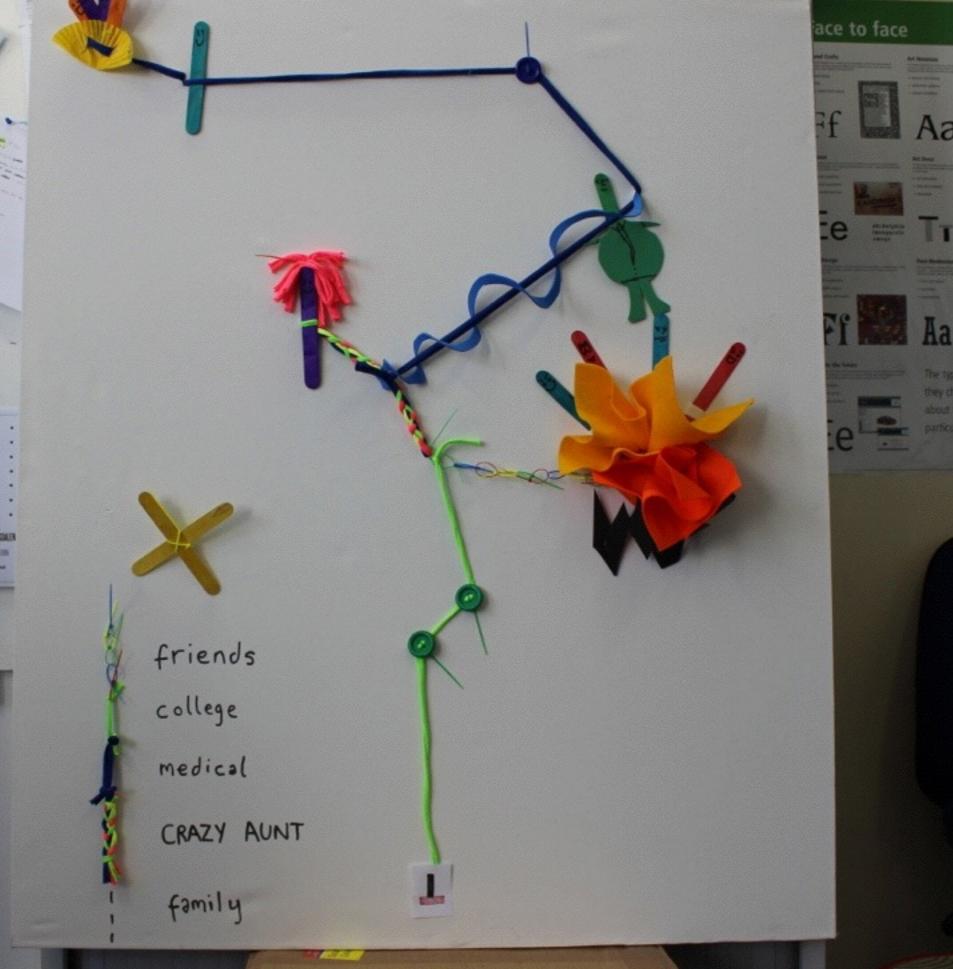
Line

1111

Luke

MH support As L offloads his feelings to his aunt, she suggests he sees a GP (depicted as a rotund green man).

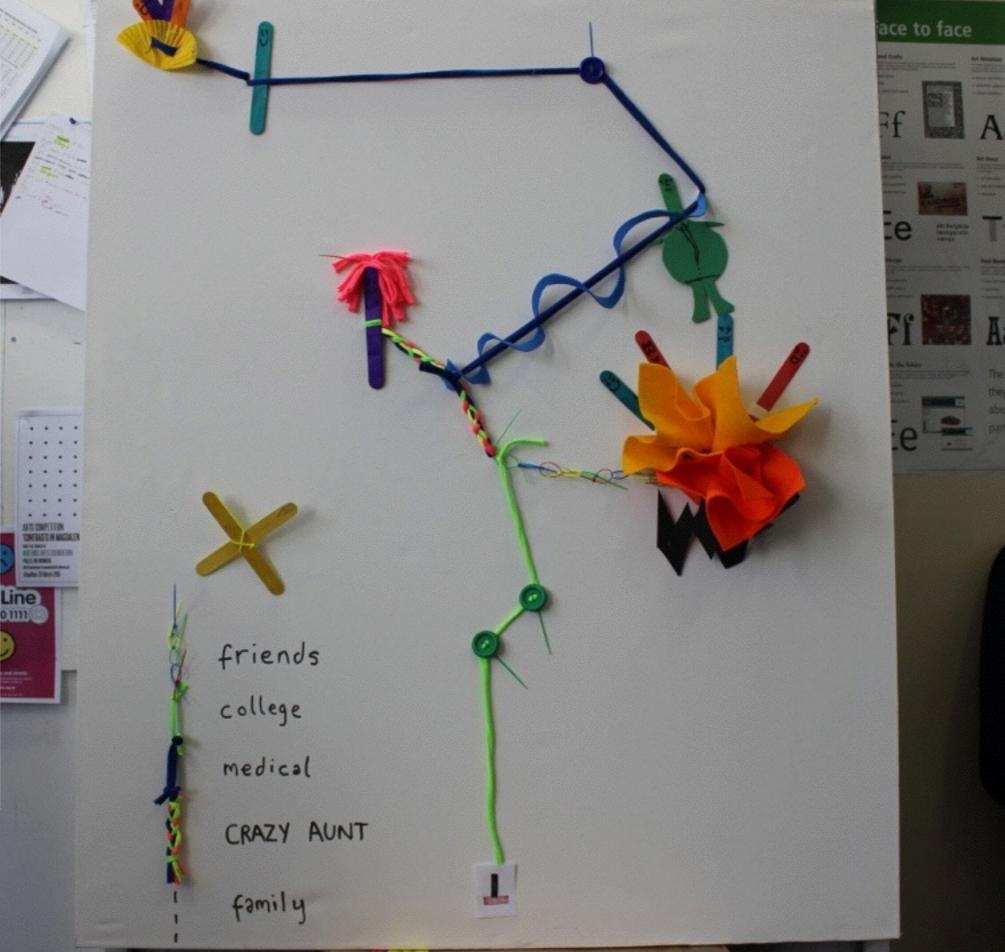
Although in practical terms a simple step to take, this was difficult for L. Signified by the wavy blue line that spirals around the straight blue journey line to the GP...



Luke

...The GP referred him to further help (blue button at the top) before reaching access to Wellbeing where he enjoys his support groups.

Relationships The yellow cross stands for L's family. This is linked to the centre of the canvas by 'invisible' nylon thread – expressing L's tenuous links to them. He says they don't understand his situation.



Luke

L's friends, a group of guys he lived with in Kent, are depicted by the multicoloured chain of plastic cableties extending to the right off the central green yarn.

While they were all very close, L said they became a selfdestructive household living on takeaway pizza, watching TV, drinking and smoking. Depicted by the colourful felt explosion to the right.



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The user's view

To give those service providers taking part in Workshop A a view of services from the user's point of view, the Youth Council's canvases were presented to them.

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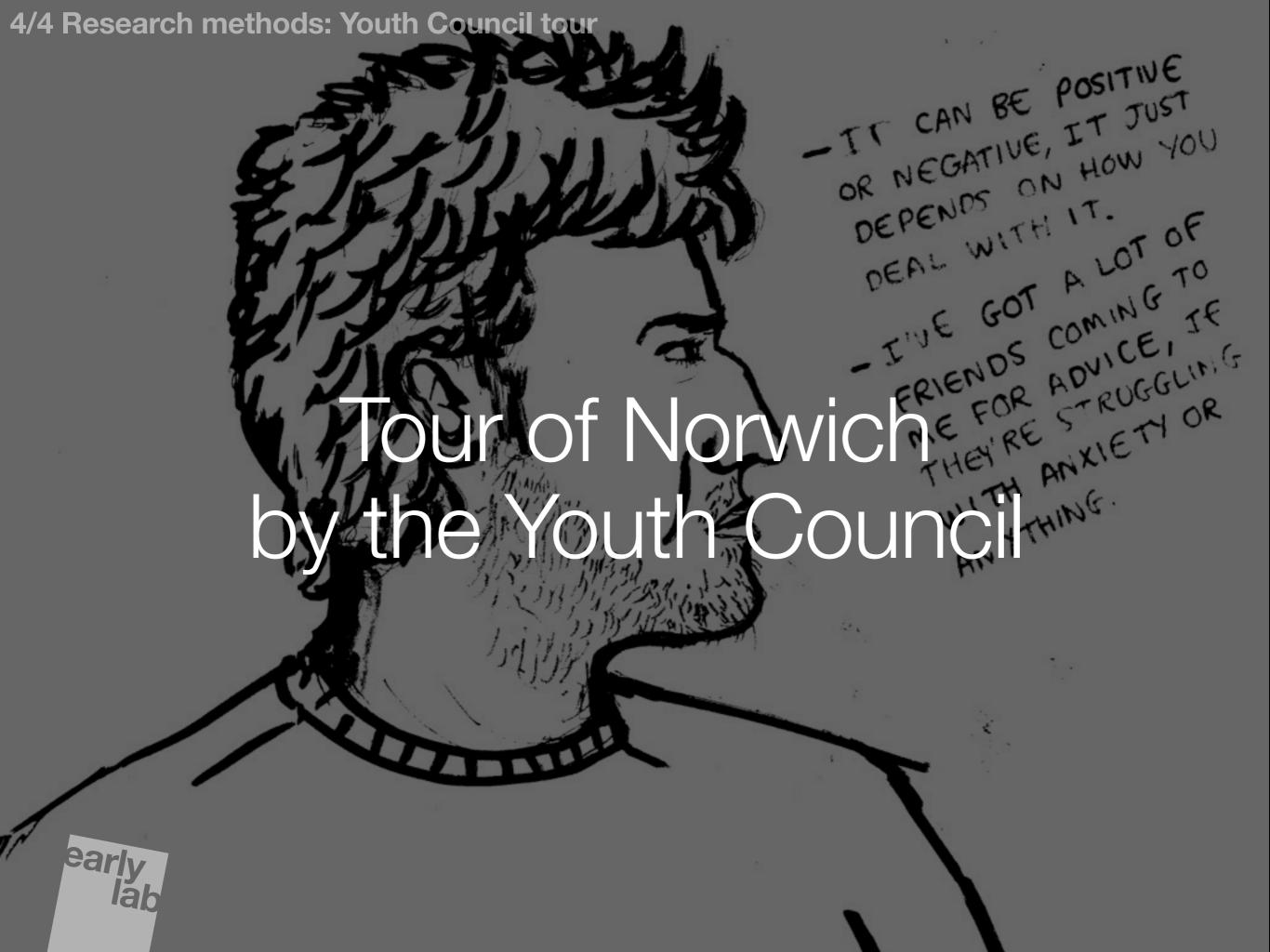
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Service scenarios

In Workshop A, service providers were developing maps of typical support networks around the service user from their own perspective – producing example service scenarios.



4/4 Research methods: Youth Council tour

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We asked the Youth Council, (service users), to take us on a tour of the kind of places they like (and like less) in Norwich.

Here, Elise Page tells us about 80 St Stephen's Road.



4/4 Research methods: Youth Council tour

early lab A tour to get a discussion going about what kind of places/spaces would make great service locations.

Telephone 01603 622695 4/4 Research methods: Youth Council tour

The Youth Council walk the Early Lab students through Chapelfield Gardens.

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We asked them: what are the crucial ingredients of these places/spaces?

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Is it atmosphere, design, people, accessibility, activities, facilities?

The Forum "It would be ideal if a counselling/advice giver could be located in a normalised public space – The Forum is ideal." Jordan Morris, Youth Council

LIT

Mint, in The Forum "Mint is supported by several businesses in the area. They offer jobs and training for young people." Fabiane Lee-Perrella, Early Lab, UAL Are you an employer? Do you have entry level vacancies? Let us help you fill them!

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"MINT offered us a Job Coach to come in and support both the young person and us as the employer." Tricia Fuller

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Mint, in The Forum "I like the chairs, the colours and shapes." Jordan Morris, Youth Council

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Mint, in The Forum "It is inside The Forum, so no stigma attached and easy access." Jonathan Balshaw, Youth Council

Welcome

(10)

Map "Its not open at lunchtime. Hours are not catering for students." Jordan

Morris, Youth Council

early

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Map

"Everyone knows it is there. They offer drop-in sessions.

It doesn't look clinical and they have a wifi lounge.

It is easy to get to. It is close to The Forum. Loads of young people hang out close to The Forum and Chapelfield Gardens." Katie Davis, Youth Council

ESPRIT

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Chapelfield mall
"We really like the
new shopping centre.
Its light and airy and
has a good feel about
it."Katie Davis, Elise
Page, Youth Council

BORDERS

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80 St Stephens Road "You have to go through badly lit areas." Elise Page, Youth Council

80 St. Ste

80 St Stephens Road "It would be good to have light airy rooms." A café with a wifi lounge would link the place with positives, because you always come here for a negative reason." Katie Davis, Youth Council

Open "Its fun and provides a wide range of activities that interest young people." Fabiane Lee-Perrella, Early Lab

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Open "It would be nice to meet a therapist there. It is a neutral space. No one would know what you are there for." Katie Davis, Youth Council

BATEMANS OPHTHALMIC OPTICIANS

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Coaches

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Sanders

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Getting around "People with anxiety find it hard to get on buses when they are very busy." Elise Page, Youth Council

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Real Property

Early Lab location It was important we found a pleasant location for the workshops on the Early Lab Field Trip in Norwich.

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We used studios at Norwich School (free during the Easter holidays) with this peaceful outlook onto the cathedral.



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Ann:

Studios We think the quiet yet magnificent setting contributed to the success of the Field Trip.

the the star



Dragon Cafe, London "What you notice, when you walk in on a cold winter's day is the warmth. There's singing, and art, and writing, and bean bags, and massage, and fairy lights, and cakes.

There are even little rose bushes in pots on a carpet laid out like a lawn. They make me think of Louis MacNeice's poem about snow and roses." The Guardian



The Dragon

late, Int

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Dragon Cafe, London "The whole point is to be a complete antithesis to your average mental health service." Sarah Wheeler, founder of the Dragon Café





"People like it, because there's no pressure to do anything at all. They can sing, if they want to. They can write. They can paint. But they can just collapse on a bean bag and snore." Sarah Wheeler, founder of the Dragon Café

The Dragon Cafe is unpretentious and welcoming. Although situated in a crypt with very little daylight, it feels airy and inviting.





Its success is less dependent on how cleverly it is designed as it is about what happens in the space.

The interior is curated as a creative project; at the same time a relaxing café and imaginative space, open to all.





It provides an affordable, healthy menu each week together with a wide range of creative and well-being activities, all of which are free.

early lab

Tour of online by the Youth Council

The Youth Council members warned us that many mental health online searches would lead to unsafe and potentially harmful websites. We were given a long list of websites, blogs and forums that focused on self-diagnosis, pro anorexia, selfharm as well as social media conducive to cyber bullying. We thought this is certainly a dangerous space for vulnerable yo Online resources need to

However, when conduc searches, this more rec slightly different picture on self-harm it is no lor across the most unheal simple search, only well

speak in a tone that is clearly age-specific - the appropriate use of design and language is the way to achieve this.

es from trustworthv

organisations showed up as far as page 6 on Google.

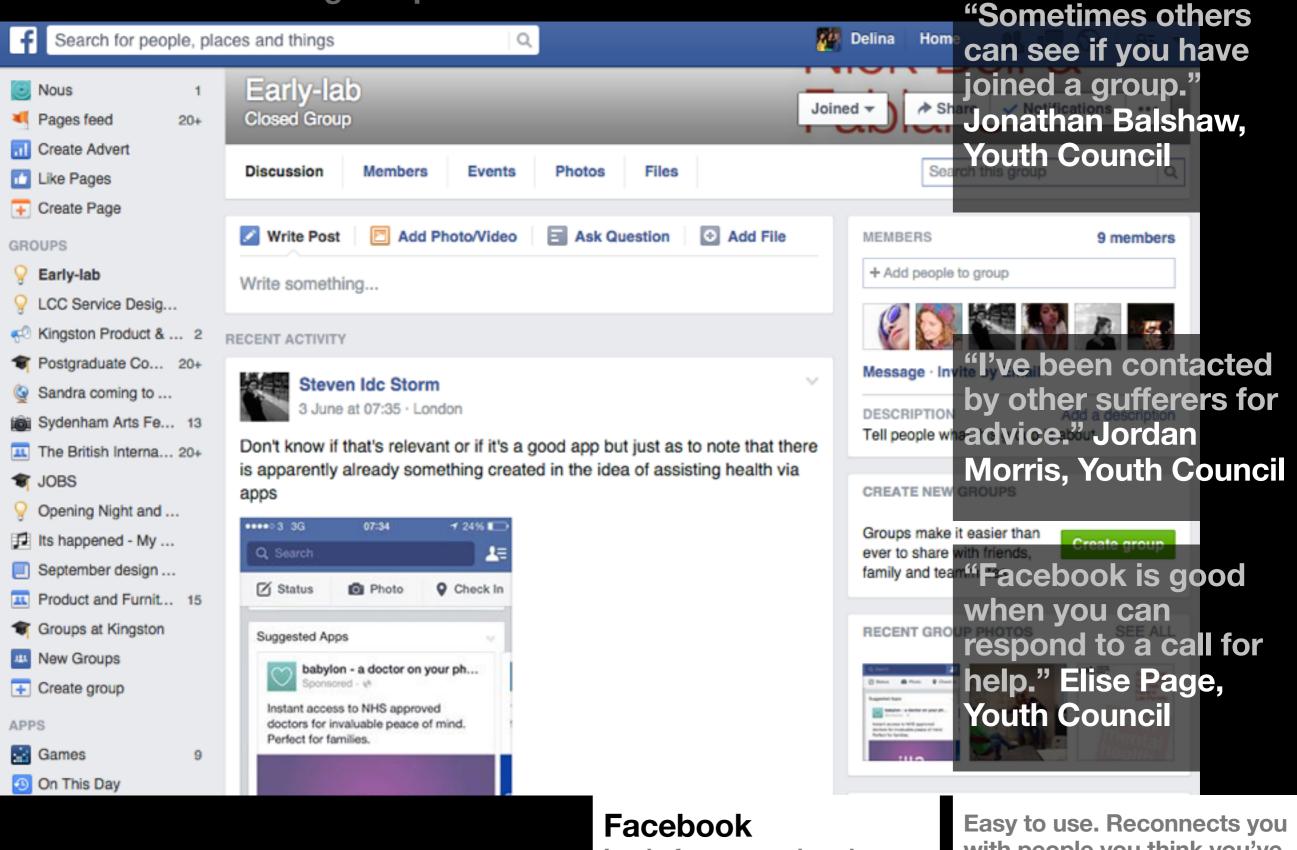
"I didn't use to share because I didn't want people to know but its different now. There has been a slow process of stigma breakdown." Katie Davis, Youth Council

Online media

It is inevitable that young people will turn to the internet for help at first.

High quality online resources need to be there and through SEO, pushed to the top of search lists.



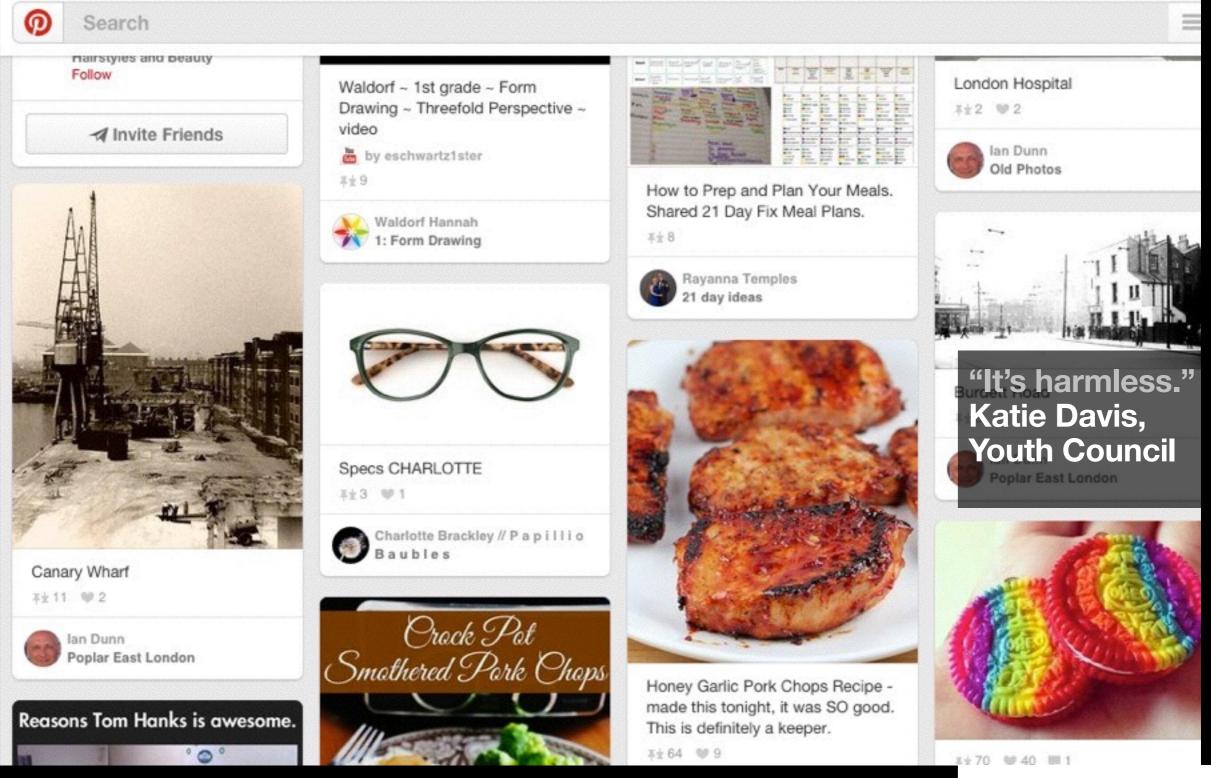


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Login frequency: hourly Purpose: to keep in touch

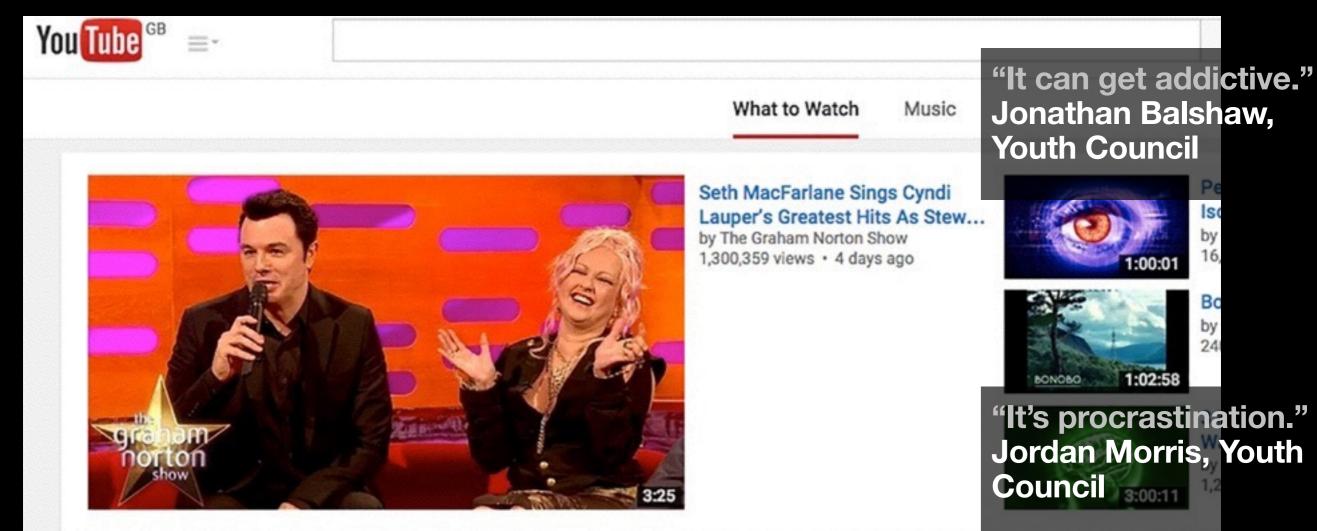
and share experiences

Easy to use. Reconnects you with people you think you've lost contact with. Most friends are on it.



Pinterest Login frequency: daily Purpose: to browse and share images





X Ed Sheeran



Ed Sheeran - Thinking Out



Ed Sheeran - You Need Me. I



Ed Sheeran - Lego House

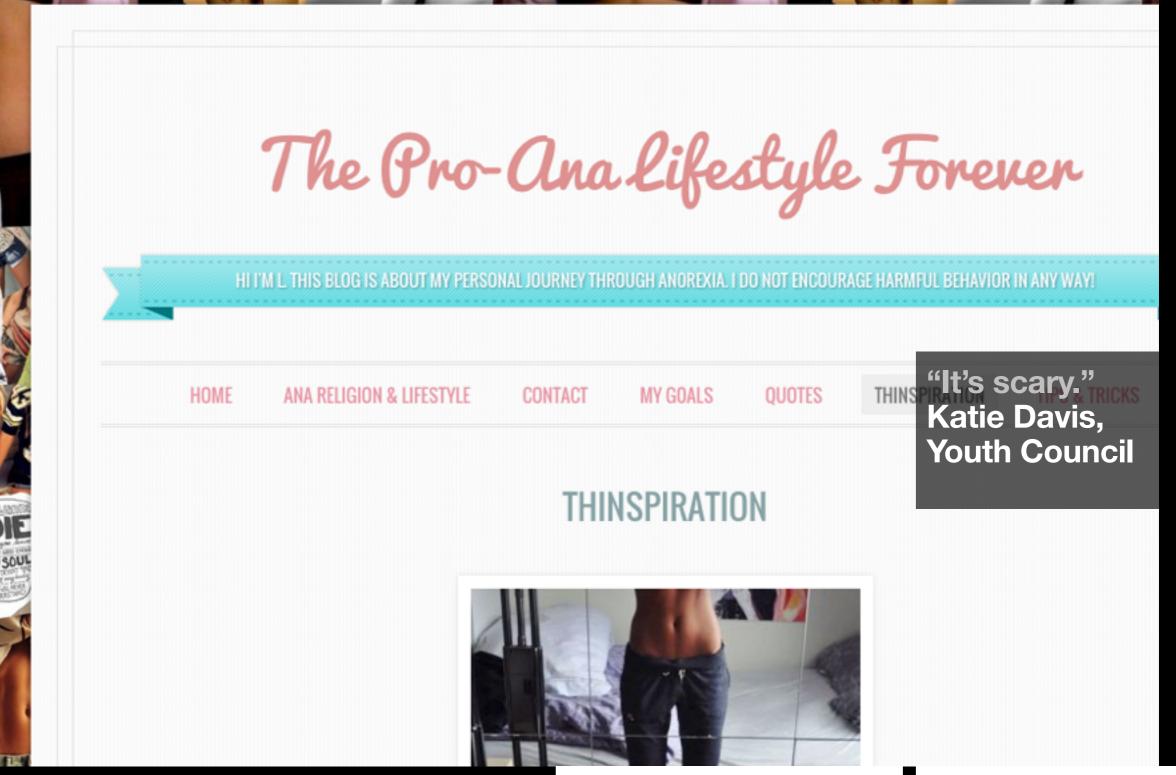


Want all the latest upda

Ed Sheeran - The A Team

YouTube Login frequency: daily Purpose: to watch videos





Pro-ana sites

Login frequency: weekly Purpose: for finding and exchange tips for anorexia Makes you feel part of a community. Used to use it daily but now, never.



Depression self-assessment

Q 1 of 9

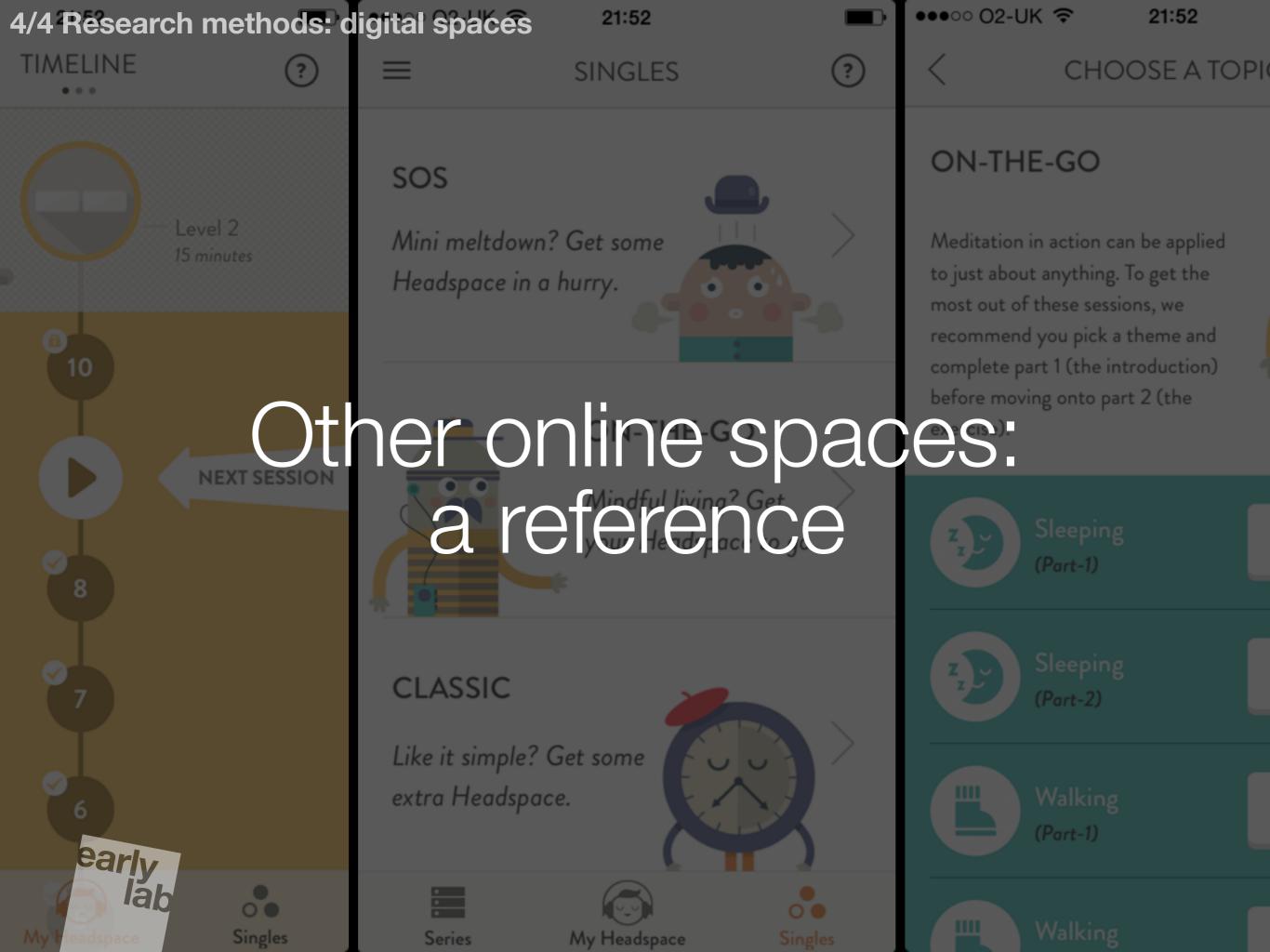
Have you found little pleasure or interest in doing things?

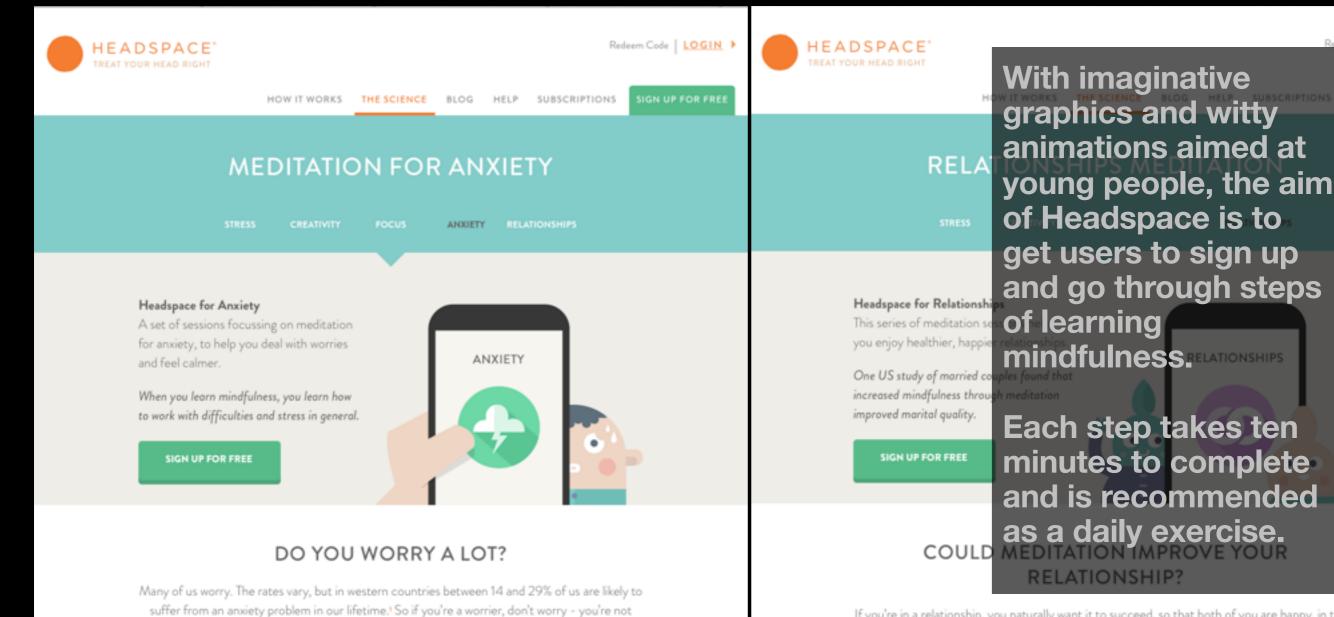
No, not at all
On some days
On more than half the days
Nearly every day
Back Next

Self diagnosis tests

Login frequency: monthly Purpose: to look symptoms up and to self-assess. www.nhs.uk/tools/pages/ depression.aspx is the first to come up on Google. They are prominent on news feed.







If you're in a relationship, you naturally want it to succeed, so that both of you are happy, in to and growing together. Inevitably though, conflicts happen. Sometimes you may not see eye eye and your expectations of each other differ. You might find fault with your partner, or viversa. Or you might be unhappy with yourself, and that makes you difficult to be around. Meditation for relationships might help you to be a little easier on yourself, and on your part

too

MINDFULNESS & ANXIETY

alone.

Meditation for anxiety can help with these feelings, but first let's learn a bit more about worry

and anxiety.

One recent study, published in the Psychological Bulletin, combined the findings of 163 differe studies. These suggested that mindfulness-meditation practice had an overall substantial positi effect on improving psychological factors including negative personality traits, anxiety and stress.²

lab

Headspace

A website and app promoting mental health and wellbeing.

It works like a personal trainer that guides a person to manage their mind. £7.95 a month

STRESS

Befere I

Mindfulness meditation activates the **'REST** AND DIGEST' part of our nervous system HELPING with stress management.

FIND OUT MORE



ACCORDING TO

SHAPING itself.

NEUROSCIENTISTS as you continue to meditate your brain

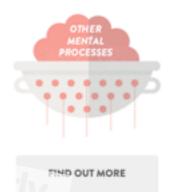
PHYSICALLY CHANGES, even

though you're not aware of it RE-

CREATIVITY

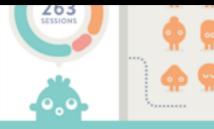
Research has found meditation to promote 'DIVERGENT THINKING' a type of thinking that allows many new ideas to be generated.

Mindfulness also affects awareness and the **FILTERING** out of other mental processes during creative tasks.



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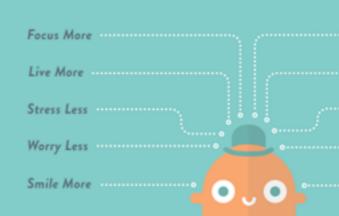


progress, and get rewards as you go. You can even buddy up with friends and motivate each other along the way.

Eat Better

A HEALTHIER, HAPPIER, MORE ENJOYABLE LIFE

/hy not get started today and use our scientifically prove to treat your head right.



Your Headspace Journey. Get started today.

SIGN UP FOR FREE

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dy | Community | Blog | Press & Media | Research Partnerships | Get Some Give Some | H idspace | Corporate Partners | Meditation App | Books | Contact Us | Join Us | T&Cs | F/

D 2015 HEADSPACE IN

The different stages involve a variety of exercises: how to monitor focus and self-control, helping to improve relationships with others and overcoming aspects of stress and anxiety.



Research from 163 E mindfulness-meditation pro impro



ALSO... Research in people with clinical level anxiety has found that 90% experier

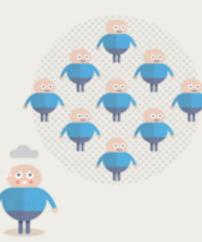
ANXIETY

Research from 163 DIFFERENT STUDIES suggested that mindfulness-meditation practice had an overall POSITIVE EFFECT on improving anxiety and stress.



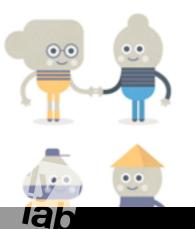
ALSO Research in people with clinical levels of anxiety has found that 90% experienced SIGNIFICANT REDUCTIONS in anxiety.

FIND OUT MORE



RELATIONSHIPS

Research with MARRIED COUPLES has found that increased mindfulness through meditation IMPROVED marital quality and communication.





Meditation can IMPROVE **RELATIONSHIPS** with everyone you meet.

You become MORE COMFORTABLE

WITH YOURSELF, which makes it easier for others to get on with you, and you find it easier to accept them as they are.

FIND OUT MORE



ANXIETY RELATION

Meditation for Stress This series of meditation sessions helps you relieve and prevent stress.

STRESS

Mindfulness meditation activates the "rest and digest" part of our nervous system, helping with stress management.

SIGN UP FOR FREE

DSPACE



Set up in the UK, Headspace is now available to all. There is a real sense of community.

Headspace is noncommittal which is important for encouraging uptake.

Ultimately Headspace helps people to take responsibility for their own wellbeing.

FEELING STRESSED?

Do you feel under pressure from problems with work, a relationship or your p When mental and emotional pressures build up, doctors call this feeling

Stress can be harmful. It distracts you from getting on with enjoying your life. It gets in the way of your attempts to sort out the problems causing it. And if you let it get the better of you, it can even make you physically ill. So dealing with your stress is important.

Are you finding coping with stress difficult? If so, read on, and we'll explain exactly what it is and how becoming mindful through meditation can help you manage stress.

YOU'RE NOT ALONE



In a 2012 survey, 20% of Americans said they



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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