|  |  |
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| Researcher: No don't worry thats absolutely fine, there is a lot to take in as well  |  |
| Female 1: I think thats excellent, I think it is a great idea obviously the idea of the distraction box I'm kind of semi familiar with the idea once you started talking about it its a good tool on its own but to have that added that step in between actually opening the box gives you more of a time delay and obviously some people more time to process cause I do know that more often people will have the urge and its key and again if you don't have that technology.  |  |
| Researcher: You wouldn't need a smart phone for this one but there have been questions raised about how much it would cost.  |  |
| Female 1: So what would they use as the screen? |  |
| Researcher: That would be inbuilt into the box |  |
| Female 1: So its like a device?  |  |
| Researcher: Yeah, that said - there were the people I've spoken to is what might be quite nice is if you did have an app on your phone that would talk to the box and it might prompt you to do certain things so it says okay you're feeling bad today but have you spoken to your mum? Have you spoken to your boyfriend? So it would ask if you've been for a walk, or a run, or a cup of tea.  |  |
| Female 1: I would say then I mean obviously people have raised the issue of cost but if people have problems with self harm are quite often people with issues will quite often be presented in a crisis team and they need help and its sort of its not quite social return but its cost saving so if they've got that device at home the amount of times they less need A&E or the crisis team so if you could persuade the NHS to invest some money in that then I think it would be brilliant. Thats probably all I've got to say on that one |  |
| Researcher: Cool, shall we move on? Oh no, stupid thing. Just decides to go dark all the time. So I'm just trying to think which one to go to next, um, go onto this one because this was an interesting one because there were quite a lot of tensions between these guys and the mentors. So there was four of them all together, there was also a lady. She wasn't quite as involved, but these three are all tech people. They all do, Saul's a computer scientist at university and these guys are both doing PhDs but they've all worked in industry and they are very tech savvy. They probably all say, quite openly, that they didn't know very much about self harm but they sort of came along for the technology. They were quite keen on winning, they were focussed but they were struggling to take on board what the mentors were saying to them. So that made for quite an interesting situation. They were called Wavelength and they built their idea on the fact that everyone has the right to speak and be listened to. You would go on this online website and this is what it would look like, so it is very pretty, and you could either chose to be a speaker or a listener. If you chose to be a speaker then you would be presented with a pool of images. They've tried to keep these all quite neutral, the idea being that you would then pick three of these images to represent how you were feeling at that time. Once you've picked these you would then get the chance to write sort of annotate underneath, why that picture represents how you are feeling at that point. Then you can submit it and then at that point you are connected to a random listener and you can start a one on one conversation you know like on facebook chat like instant messaging. So its anonymous, you don't have names or usernames or anything like that, but its this idea that visual images can often be a common language, people that might struggle to articulate how they are feeling or be literate, um, so its quite a simple concept, its quite a nice approachable user interface when you go on it looks quite nice. Um, but the idea is that you would be connected with somebody randomly |  |
| Female 1: I like it, its good. I hate to be like, I feel like everytime I look at something I think of the downside |  |
| Researcher: No but thats good that is what we want |  |
| Female 1: I think there is a lot of power in being able to anonymously speak about how you feeling using images is good, I just the worry is if someone is having a really terrible day and they are on here then they start thinking beyond self harm and start having suicidal ideation that random person has no way of flagging up help and then they have no way of knowing once that person who has talked about how they feel, they have no idea whats happened to them and they will probably have feeling of I couldn't do anything to help that person and that would impact on their mental health. Thats probably to the extreme -  |  |
| Researcher: Not really, that is what everyone who I have shown it to has said. They have all said that exact same thing so we were trying to think of ways around it. So we thought the listeners these random listeners, would you have them as professionals? Or could you have you know, like some sort of training in place before they could then become the listeners. First of all knowing how to deal with these people who were having suicidal ideation or these really negative thoughts. Or a way to signpost them as well. Another idea thats came up is this idea of trolling. So people could actually go on with really bad intentions and promote or encourage these destructive behaviours  |  |
| Female 1: I hadn't thought about that but that is definitely a consideration as well.  |  |
| Researcher: So I mean, what do you think about this idea of having the professionals as the listeners? |  |
| Female 1: Yes I think that would be good. I think possibly just have an open access where anyone can listen yeah it would be good to have trained professionals but it might be nice to have people at both extremes but let them have, a way to be able to signpost people and have some training so if they are taking on a listening role they will have some form of supervision or debriefing.  |  |
| Researcher: Yeah, but you like the idea of the images? Cause another something that cropped up at the event, one of the mentors had seen one of the images was railway tracks and she was really triggered by that and she said actually can you take this down and they did. So I think they would have to - these images could be triggering to different people in different situations so maybe have to keep them as neutral as you possibly could  |  |
| Female 1: Have some dogs as well for balance  |  |
| Researcher: Cool should we move on then? So this one has had completely mixed reviews because um, clinical psychologist team loved it and they would quite like us to develop it further and use it within the unit and pilot it. I spoke to, a nurse that works in a locked unit where everybody has a learning disorder and a mental health issue, everyone self harms and she hated it. So it would be quite interesting to see what you think about this one. There were four of them altogether, there was a lovely man who was part of the team but he left early on and he was very open about his challenges mental health wise that he had gone through. So he had depression and anxiety and he had tried to commit suicide several times and he also self harmed. But what really helped him through was breathing techniques and practicing mindfulness. So they based their ideas on that. And these two ladies are very much into - they are both researchers - but they are both very into DIY making, crafts, art therapy so it was all based on that idea of holding things and crafting things. So their idea was actually called Squeeze - they were the only people who made a prototype, thats what it looked like and they called it an e-squeeze ball or an e-stress ball. So this is called Raspberry Pie and its a single board computer so the ones you can get at the minute have wifi and bluetooth on them, so they are only about £30 but you can run the internet on them. So they have crocheted this sort of ball, and these are little LED lights so its all connected with this. The idea being that you would have this ball and you would squeeze it, you would breathe - so its this element of bringing back some control for the person. So they are breathing, controlling their own breathing and practicing mindfulness and while they are doing that they get sound and light feedback from the stress ball. Um, and they also thought about how you could maybe incorporate that into other objects in your house. So they were saying maybe you could get it to talk to your lamp, so whilst you were practicing your breathing your lamp might go off at the same time. Um, now what they were thinking was you could maybe have small communities and groups that got together with like a DIY kit, so they provided them with all the different materials and instructions and you could make these yourself. So you could personalise it and re-create it in a way that you felt would be useful to you. My worry for that was that it could be really anxiety inducing for some people, it would be for me, because I'm not creative so I would really struggle and then you've got this technical element, so you have to have some level of technical expertise. So something I've spoken about with the guy from Young Minds and also the psychology team would maybe there would be a way where you could have two versions. You could have one off the shelf version, that you could just buy it and use it. And then you might have a DIY version where if you are feeling particularly creative and ambitious you could make your own. So I'll quickly show you them talking about it - this ones a bit out of sync  |  |
| \*plays audio\* |  |
| Female 1: I do like that, cause I've sort of done anxiety management and breathing techniques and I'm really rubbish at it. So I think it would be helpful to know if I was doing it properly or not. You know I get anxious if I'm not breathing in and out at the right time so yeah that would be good. But I think you are right that the make your own part of it, if someone is having a hard time - unless they are really artistically craftly minded. If they are, like doing it would be theraputic in the first place but if you are not and you don't like it then you are just going to leave it in the corner of the room and not use it.  |  |
| Researcher: Some of the psychologists suggested, cause in their unit, a lot of people have these squeeze balls but they are just £1 from the pound shop. But its just something for them to hold and be mindful with. But they were saying what about having like feedback from your body. So you might have a bracelet attached to it that could measure your pulse and then it would go in time with your pulse. But people with health anxiety, if their pulse was going really quickly then they might think there is something wrong with me. So I think there are different ways that it could be used, but I think it could also maybe make people more anxious with having the light and sound feedback.  |  |
| Female 1: Possibly its a very, I think its got causes to work really well for some people and it would maybe be a negative influence on others. I don't know how you would work out which people it would work for and which it wouldn't as well, unless it was something that as a social prescription from your physician or your care co-ordinator cause they would probably have a therapeutic relationship to know whether it would make you more anxious or not.  |  |
| Researcher: Its quite nice I can image little workshop where people - okay we'll move onto the next time - are you alright for time?  |  |
| Female 1: Yeah yeah |  |
| Researcher: Okay so we've got three left haven't we, yeah so um, we will go onto Good Vibes because this one has a mock up app for it. I don't know what you will think of this one, the clinical psychologists want to use it. They really want to sort of use it within the unit, so this one is all about promoting positivity and reminding you all about why you like yourself. They did a really lovely little survey, with all of the participants and they asked people to say nice things about other people, which everyone found really easy, and then nice things about themselves and everyone went ahh I don't know what to say. So it was thinking about promoting self worth, so you would have an app on your phone, but you would also have a wearable. So within your friendship group everybody would have the app, you could add your friends on it, but you would also have these wearables that would be connected. So if you were feeling like you were having a really horrible day, you would have your necklace and you would squeeze it and that would be a prompt for other people in your network so they would get like a buzz or a light on their wearable and that would then prompt them to go onto their phone onto the good vibes app and prompt them to say something nice. So the idea being that you then build up a bank of compliments or nice things that they've said about you so when you are feeling really down you can go on Nicole talking about it |  |
| \*plays audio\*  |  |
| Researcher: So it kind of works two ways, you can either be feeling really down and then log on and you click on the app and you've got your messages there. Or you can squeeze your wearable, that will prompt your friends and they can send you a new message. So I've actually got, they've done like a mock up of the app. There we go - So this is what it would look like when you logged in. Welcome to Good Vibes. Then you've got your vibes which would be where people had said things to do, you can send good vibes to your friends which is what you would do if you had the buzz off a wearable from somebody or you can add new people. So if you go onto the your vibes bit, you can either add nice things about yourself or you can view what people have said. So good vibes from yourself, those are things you've said about yourself and these are the things your friends have said about you. They've put in things like my favourite memory with you was when we went to the Star Wars convention with you and you got a free milkshake and you can click, and then you can view the pictures people have put in as well. If you chose that you want to send something to someone, chose the person you want to send it to - what is something you like about Nicole then you can attach a photo if you so wish and you can submit.  |  |
| Female 1: I really like it, its nice and simple but yeah I think thats probably the best idea out of all of them because its so simple. Again the only problem would be is if someone didn't have a smart phone they wouldn't be able to access.  |  |
| Researcher: I think what they were saying is it would also work without the wearable because something else it came up again about cost. How much would it cost for all of these people to have a wearable? And they said well actually it would just work with the app, you wouldn't need the wearable so it would just be the app would send you a notification and say she isn't feeling very good today can you just send her something nice. Um, I think my concern would be, I don't know what you think about this is if you had that cry for help, and pressed your wearable and no body responded then does that make you feel worse? |  |
| Female 1: It probably would, because if you were in a good place you would think they are probably all busy they are working, looking after kids. But if you are in a negative space its easy to jump to the conclusion that no body cares and thats really triggering.  |  |
| Researcher: And then I suppose you've got the owness as well on these other people - so them if there is someone they know that is in crisis and they are constantly being bombarded, that might be impacting on their mental health. Um, what do you think of the way it looks? A lot of people have said - and this isn't necessarily a bad thing - but kind of aimed at younger people. |  |
| Female 1: Yeah I think it is quite a young thing, yeah I would say its very youth orientated  |  |
| Researcher: Yeah, but it is, that one has gone down quite well with people, they think it is quite a nice idea.  |  |
| Female 1: I think the simplicity is what is nice about it, and again with the wearables, probably if you mastered it then it wouldn't cost that much and then you are looking at what you are saving when people are not wanted an extra appointment with their care co-ordinator and wanting to see their psychiatrist earlier or ringing the crisis team and so the savings and the trigger for the cost of a device is probably well worth thinking about as well  |  |
| Researcher: Right, we'll move on, so we'll move onto one called Harmonise and I'm not even on the presentation so it would help if I got back onto that. So this one is about blogging, um, goodness me. Okay, so its this one, so it was about five of them in their team and Pogo is a medical student and he actually has a lot of experience with people who have mental health issues because a lot of his friends over the years have had them. Sophie is very interested in mental health and she actually helped me organise it um, Reem works with refugees and that community but she also knows a lot of these people who she works with have mental health issues. Andy is the developer out of them, so they came up with this idea and they kind of called it a collaborative blogging experience. So they idea being they kind of base their idea on the fact that sometimes writing can be really therapeutic for people who have mental health issues so it was about people writing with each other but also for each other and it was trying to create a space about understanding experiences but from multiple perspectives. So you could go on and write your blog post about how you've been feeling but what you could then do is to invite other people to comment and write with you, so it could be that you could invite your parents to comment on it, so they could read your experience about self harm and then they could highlight different bits and comment on it and say okay I didn't know you were going through that - its really tough. Or they could blur bits out and say okay I had no idea that was happening. So you would all be doing it together and then only if everyone was really happy with it would it then be posted like it would go public but if you weren't happy with it, it would stay private.  |  |
| Female 1: And that would go public within the harmonise website? |  |
| Researcher: Yes exactly.  |  |
| \*Plays audio\*  |  |
| Researcher: So they were kind of thinking it might work as a family based intervention but it also might work quite well for people that were recovered, so people that would write about things retrospectively. Again it would be anonymous and it would kind of thinking about a code of conduct that you had to sign up to before you could be part of it um, so that is that one |  |
| Female 1: So again with trolls that would -  |  |
| Researcher: Yes |  |
| Female 1: So I suppose then the other issue is a bit like, the I forget what the project was called with the images - there was an issue with suicidalisation and how people would cope with them posting that. But I like it and there is not one that I have disliked actually they've all been really good. Obviously I think the best one are the more simple ones but there are really good ideas -  |  |
| Researcher: Hopefully that is reflective of the fact that there were a lot of people at the event that had it as experience, cause what normally happens at Hackathon is its just not always, but often its a lot of computer people so technical - they are building these things for people that aren't actually there. So what was quite nice about this was there were actually quite a wide range of people that showed up um, so yeah hopefully thats reflected in projects that came out of it. If you've got nothing left to say on that one then we just have one more, if you still alright for time?  |  |
| Female 1: Ah absolutely  |  |
| Researcher: So with this last one its called Speak Up - once I get to it. These guys won a prize, um, so, this one was called Speak Up and it was a community driven experience platform so they based their idea on the fact that often if you are self harming yourself or are worried about someone who is self harming you might go online to try and find out more information and their concern about that is how do you trust the information that is out there and how do you know its not dangerous? They decided to create like a web based tool to create a support network for not just those that self harm but those around them, so their friends and their families. Um, so what would happen - I've got another mock up here so this is what it would look like. This would be a website not an app so you would go on do you self harm or do you know someone who self harms? So you can either say I'm new or I'm back. So we'll say I'm new - then you have different options to click on so its I self harm or I know somebody who self harms and then you've got different options - how to have difficult conversations, distractions and coping methods - or I want to talk about |  |
| Female 1: So whats this top one about?  |  |
| Researcher: So this one is thinking about how you would have a conversation with someone you know that you think is self harming but you don't want to make the situation worse, you are concerned about approaching them. So these people are posting about the conversations they've had, so one is telling a teacher and one is someone talking about self harm with someone you are worried about. But the idea is that you can then say and again this could be private to you so no body would know, you can go through and rate these blog posts as helpful and not helpful - and then what would happen is everytime you went back onto the website the people who were posting more helpful things for your experience would them come to the top and you would have the opportunity to then go into a private one on one conversation with them. So what it is trying to do is marry up people who have had similar experiences or are useful for talking to each other and then sort of facilitating their conversations. But you can also just go on and browse - I'll show you colin talking about it -  |  |
| \*Plays audio\*  |  |
| Female 1: Thats great and what I like is its a step up from Trip Advisor because you've got that option of your preferences and whoever you are finding useful going to the top. I can't see any downside to it and especially seeing as its also a website if people don't have their phone they can use their laptop  |  |
| Researcher: Yeah thats something more interesting to think about, are you kind of more um, inclined towards the websites? |  |
| Female 1: I think the beauty of the websites is - say for example the Gateshead club house which is down the road which have a user lay gay service, they have an IT suite but they also have sessions supporting and showing members who to access the internet or a laptop and also people can access them at any time that the service is open and the Civic has a little IT suite for local residents so people can access IT and laptops if they haven't got one where you can't just access someone elses mobile phone that easily so yeah I think that is more positive but I think the ones that are mobile phone would be great for people with smart phones |  |
| Researcher: Yeah. Shall we leave it there?  |  |