Expert by Experience project

Stefan Loydall and Dawn Berry

Support
Enablement
Independence

Eden Futures

Confidential

Who are we?

Stefan Loydall

I’m an Expert by Experience for Eden Futures

Who are we?

Dawn Berry

I’m CEO at Eden Futures

HERE COME THE
"EXPERTS"

Quality audits?

Ticking the boxes?

Are they really meaningful?

Are we listening?

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Slow progress is better than no progress
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Meet one of our experts

My name is Stefan Loydall

I’m an Expert by Experience for Eden Futures

Expert by Experience

I’m an expert by experience because I am Autistic, have a diagnosis of

- BPD
- Attachment Disorder
- Anxiety

About me

- I am 1 of 8 children in my biological family
- When I was very young, I was taken into care with my twin brother and older sister.
- After 2 years the 3 of us were adopted into the same family.
- I don’t have any contact with any other member of my biological family.

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- I went to a mainstream school until I was 14yrs old, although I found it nearly impossible to make friends.
- I was labelled a bad kid and my parents hoped I would ‘grow out of it’
- I was bullied throughout my years in mainstream school.
- I started to realise I wasn’t the same as the other kids.

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- School described my behaviour as disruptive, argumentative and confrontational.
- I was referred to CAMHS aged 12
- I was regularly called; deluded, twisted, psychotic and demented by a close family member.
- I was diagnosed with Asperger Syndrome and Attachment Disorder aged 14
- It was suggested that I would benefit from attending a specialist residential school for 32 weeks a year.

About me

- Over the years I have been in;
  - Foster placements
  - Residential schools
  - Community supported living packages which have broken down.
  - Residential Care
  - Detained under the MHA where I was moved between 5 hospitals in just over 5yrs

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- I had many awful experiences in the hospitals I was in because I was regularly restrained and put in seclusion for hours on end because of the behaviours I presented.
- In 2017 I was diagnosed with a Borderline Personality Disorder & Anxiety

About me

- I tied my first ligature aged 18. My intention was to die. After having the ligature around my neck for about 5 mins, I realised my thoughts were slowing down.
- To this day I tie ligatures when I can’t cope with my feelings anymore, but I no longer want to die.
- Having a ligature buys me some processing time
- I was discharged in July 2017 and moved into my new home supported by Eden Futures.

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How I became an Expert by Experience

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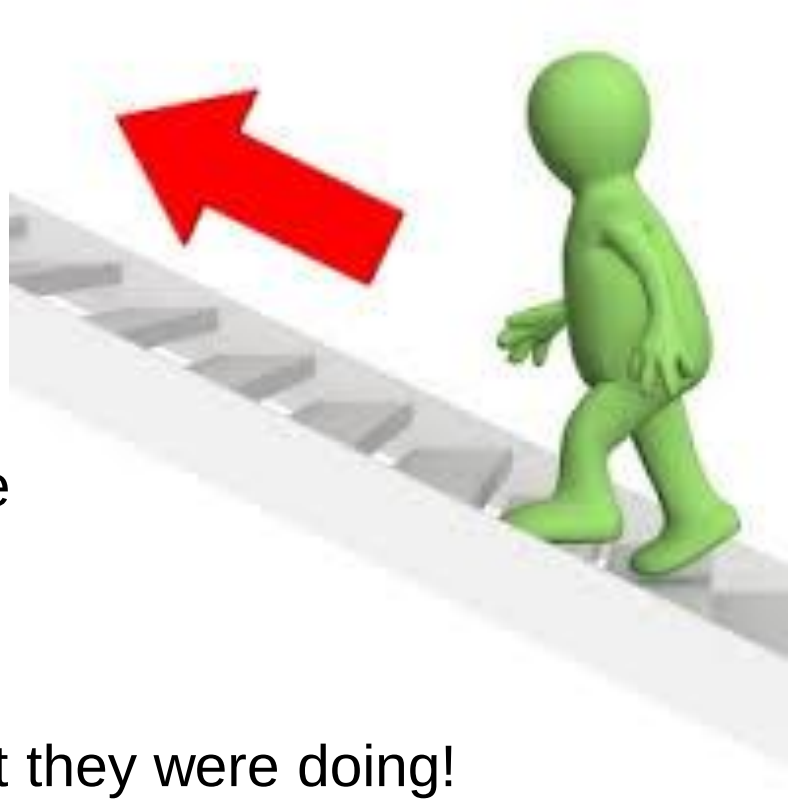
- During my time in hospital, I sat on interview panels, became a new patient buddy and helped to organise the inpatient services' National Service User Awards.
- Eden Futures asked me if I would like to help them to develop an Expert by Experience programme.
- I worked with them to write 2 questionnaires, 1 for the people they support, and one for staff.
- I visited services with a member of the quality team to see if the people who live there felt safe, were happy and had as much choice and control of their life as they could manage.



- I also assessed whether staff knew what they were doing!

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- After a few audit visits, I decided I didn't want to continue. It wasn't for me.
- I was then asked if I would like to deliver a Learning & Development session to inductees about what makes a good support worker.
- I have now been doing this for just over 2yrs and

I LOVE IT!

- Being an E by E is really good because it has helped me to build trust and given me a voice
- What I have to say is heard by all new employees and goes with them wherever they work in the organisation.
- I'm also an E by E Recruiter.

My first session as an E by E L&D Coach

Feedback From Inductees

I thought he was really brave to talk about his life and speak in front of so many people!

I've learnt how we can make people feel by our clumsy actions

Hearing from someone who has Autism and a mental illness has a much more lasting effect than chalk and talk or re about it. This will s me

It's reminded me how important it is to get to know a person and not ge them on what ead in a file

He was brilliant! He helped me to understand much more, thank you Stefan.

Everyone should se this presentation, it had such a positive impact on me

ening to a service users point of view makes the training real

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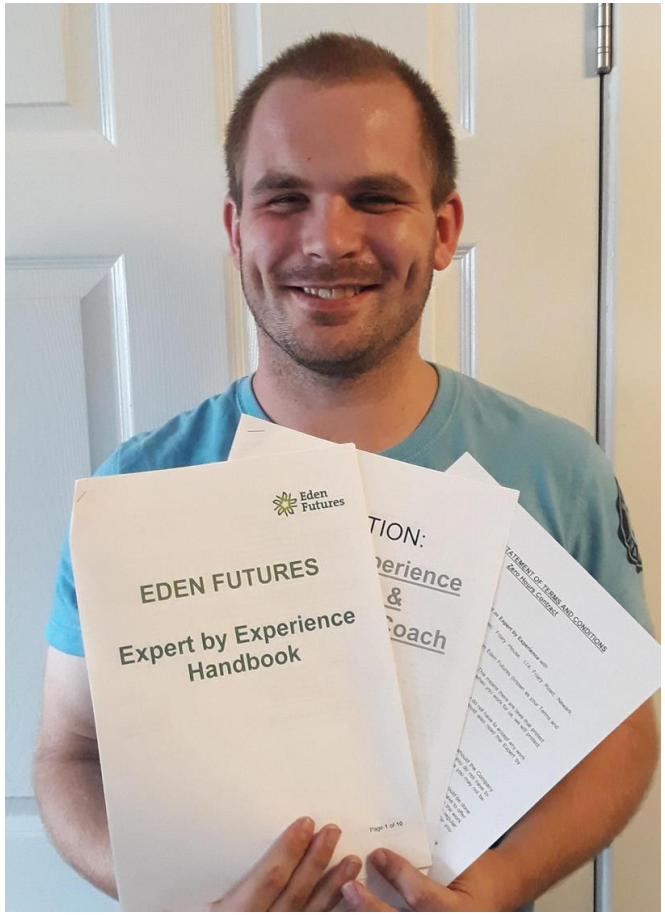
- I get paid for the work I do.
- Getting my contract made me feel like the world is my oyster, and gave me a reason to get up everyday.
- Eden Futures make me feel respected, they treat me as an individual and they accept me for who I am.
- Many people have given up on me in the past, this company hasn’t. They have given me control of my life and a sense of empowerment.
- I’m getting my life back.



- It’s obvious to me Eden Futures wants to listen to the people they support.
- I never thought I would work for a company I am supported by and I feel like I am making a massive difference to the lives of people supported by Eden Futures, but also for myself.
- I will always have difficult times, but I now feel I have a reason to come out of the other side.

What now?

- The Expert by Experience programme is growing
- We now have an E by E Board that meets with the CEO and other members of the Executive Team every 3 months. We discuss things that have a direct impact on improving people's quality of life, such as;
  - Tenant and landlord relationships & responsibilities.
  - Induction programs from the service user's perspective.

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There are now 12 Experts by experience

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Any questions?

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