

SERVICE USERS' STRATEGY

2006-2009

SERVICE USER INVOLVEMENT STRATEGY 2006-2009

Being Involved – our commitment to service users

One of North East London Mental Health Trust's key values is being positive about the contribution that service users can make to improve the services we provide.

As a Trust we think that people who use or may use our mental health services should be consulted and involved in the services they receive and in those that are being planned. Service users should have the greatest control over their own lives with the opportunity to make choices about the individual care and treatment they receive from us. We also believe in improving the involvement of service users in the planning, monitoring and delivery of services together with the opportunity to be consulted on decisions about the Trust's policies or the development of clinical and operational strategies.

The aim of this strategy is to outline the goals we are seeking to achieve and the actions being planned.

The strategy recognises that equality issues of race, religion, gender, disability, age, sexuality, culture and ethnicity must be integral to all aspects of user involvement and that service users should be treated with dignity and respect at all times.

We fully believe in the benefits that can be realised by seeking greater service user involvement including those that come from improved outcomes for individuals as well as better service delivery and planning. We look forward to working with service users and all our partners in this important endeavour.

Jane Atkinson
Chair

Judy Wilson
Chief Executive

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INTRODUCTION

North East London Mental Health Trust (NELMHT) continues to work in partnership with four London Boroughs to adopt a shared and coherent approach to promoting meaningful involvement for individual service users and groups that represent them.

The Strategy stresses that service user involvement is not possible unless it spans the range of mental health service provision within NELMHT. For example, it is meaningless to invite people to service planning meetings if they are not involved in their own care planning and the service they use.

Action is required in all areas of NELMHT to ensure that there is service user involvement on a representative basis.

Each Borough will build on this Strategy by developing implementation plans, which will define where, when and how it will be put into action, integrated into mainstream provision, and what resources are needed for its introduction and development.

DEFINING INVOLVEMENT

The Trust supports the MIND definition of full service user involvement as:

- Equal citizenship
- Dignity and respect
- Full information on treatment and rights
- Involvement in treatment and care
- Independent advocacy in every area
- Broad participation of service users through equal opportunities employment and service delivery practice
- Involvement in planning, running and evaluation of services
- Policies to ensure it is safe to get involved
- Training of workers by service users
- Practical commitment and resources for service user involvement

Aims of service user involvement

Maximise people's dignity, equality and ability to fulfil their life ambitions

The Trust

- Will provide clear and accessible information to service users (developed by or with service users) and potential service users about the services and options available to them. This includes information for people who are non English speakers or who have complex communication needs

Information will include:

- If detained to be informed of their rights
 - How to access their records
 - How to be involved in treatment and care decisions as part of the Care Programme Approach (CPA)
 - How to make a complaint regarding services
 - How to obtain support to do any of the above including access to Patient Advice and Liaison Service (PALS) and Advocacy Services. Accessing professional advocates may be dependent on other organisations and on workers being available.
- will endeavour to address issues that are important to the service user and that ensures they are properly understood and taken into consideration when allocating workers to users.
 - will develop a detailed policy about "Copying Clinical Letters to Service Users" as part of it's commitment to fulfilling the NHS plan.
 - will provide the opportunity to involve service users in the assessment and review of their needs in accordance with evidence-based good practice within the framework of the CPA. This will include the development of Guidelines for advance statements regarding treatment and care.
 - will provide the opportunity for service users to take a lead in drawing up their care plan and in review meetings including agreeing the date, time, place and attendees.
 - will discuss with the service user the possible choices in what support they may wish to receive and will give the service user clear information on the options available, together with relevant guidance on the Mental Health Act and CPA.
 - will offer language support for service users whose first language is not English to help ensure that care plans, for example, are fully understood.
 - will ensure that the above becomes integral to the care planning process and becomes accepted as good practice.

Facilitate involvement in developing projects that contain training and development opportunities for service users

The Trust

- is committed to ensuring the meaningful involvement of users including ensuring that they have the necessary skills and knowledge. The areas of involvement are in relation to
 - Strategy and Policy development
 - Planning and service development
 - Recruitment of staff
 - Training of staff by service users
 - e.g. Induction Training
 - Student Nurse Training
 - Care Programme Approach
 - Change Agent Programme

Establish service user involvement in monitoring the standard of service provided

The Trust

- will develop service user focussed audits to monitor the standards of individual care and treatment
- will share external evaluations of services (e.g. Service User Survey) and develop action plans in consultation with service users.

Agree and include standards for user involvement in all operational policies that relate to direct service provision

The Trust

- will endeavour to ensure the requirement for service user involvement is included in the overall funding for the service.
- will include service user involvement in staff training that relates to direct service provision.
- will continue to use the Complaints and Patient Advice Liaison Services and meetings which involve service users as invaluable ways to obtain direct feedback.
- will seek robust mechanisms to ensure that the service learns from such feedback and that practice is changed across the Trust if appropriate.
- will ensure that 'lessons learnt' from incidents, complaints and serious untoward incidents are widely publicised and that action plans are implemented and monitored.
- will seek to involve service users in the identification of risk and safety issues.
- will review its existing Guidance for Service User and Carer Engagement in Trust Activities, taking into account the views of the service user.
- will review its existing Recruitment Policy to enable service users to become involved in the recruitment of staff.

Have a healthy and active network of specialist and generic service users

The Trust

- will expect that Borough Directors and the Specialist Services Director has a clear approach to involving service users.
- acknowledges and supports the numerous fora already in existence. It is important to note that these should represent both individual service users and groups representing them and be prepared to collate views and disseminate information as appropriate.
- will seek to develop these where they do not exist, including developing the NELMHT Service Users Forum which aims to bring together all user groups across the Trust and enable broader views to be taken.

Ensures that knowledge, experience and expertise of service users is used to improve services

The Trust

- will review the Payments Policy to allow service users who participate in Trust activities to receive recompense and/or expenses, e.g.
 - Attendance at meetings
 - Participation in Interviews
 - Consultation/monitoring issues
 - Providing training
- will ensure representatives are valued for their time, effort and expenses, in accordance with the Payments Policy, and that they contribute to representing the service user voice.
- will ensure that service users are represented at various levels of the organisations and adequately supported in order to enable them to make a meaningful contribution. This is intended to include a corporate agreement about involvement and development of ground rules about involvement in Trust activities.

Monitoring Progress

In order to ensure that the principles and visions of The Strategy are put into practice within NELMHT.

The Trust

- will complete a mapping exercise prior to the launch of the Strategy so we have a benchmark from which we can assess the Strategy's impact.
- will complete an audit and review twelve months after the launch of the Strategy. This will involve the NELMHT User Forum.
- will monitor the Strategy alongside service redesign projects and the Clinical Services Strategy.
- Will seek to develop targets for the improvement of service user involvement in all areas promoted in this strategy.
- will ensure that users are consulted as part of the Standards for Better Health Assessment process.
- will carry out a Race Equality impact assessment of the strategy.

Useful Contacts

PALS Freephone 0800 783 1853

NHS Direct for 24-hour confidential health information and advice
0845 4647

Advice and information
www.mentalhealthcare.org.uk

For factsheets and leaflets about common mental health illnesses
www.rcpsych.ac.uk

MIND (National Mental Health Charity)
020 8519 2122

Contact us

For more information about our services, or about our Service Users Strategy, please call

User and Carer Involvement Co-ordinator
North East London Mental Health Trust
020 8970 8422
www.nelmht.nhs.uk

User Organisations

HUBB
020 8590 2666

Runup
020 8970 5890

One Stop Mental Health Services
020 8514 5586

PSS Together
020 8521 8344

Waltham Forest Voluntary Action
020 8521 0377

Black Peoples Mental Health Association
020 8509 2646

QALB
020 8521 5223

Havering MIND
01708 457040

Concern for Mental Health
020 8925 2435

NORTH EAST LONDON MENTAL HEALTH NHS TRUST

DIRECTORATE OF NURSING AND PATIENT, CARER AND PUBLIC INVOLVEMENT

SERVICE USERS' STRATEGY 2006-2009 – ACTION PLAN

WORK AREA	ACTION REQUIRED	DESIRABLE OUTCOMES	HOW TRACKED	LEAD PERSON	TIMESCALE
Maximise people's dignity, equality and ability to fulfil their life ambitions	Influence and be involved in own care plans and CPAs	All service users to have opportunity to be fully involved	Service user input into CPA audit to monitor Service User survey	CPA Manager	By end year 1
	Ensure every service to have mechanism for involving service users in delivery and development of services	Compliance with Service User Involvement Strategy	Mapping Exercise	Borough Directors and Specialist Services Director	End year 3
	Ensure assessments are based on needs not options of services available.	Unmet need is recorded and fed into planning of services	Via Sepia and RIO	Ward/Team leaders	End year 2
	To work in partnership with service users to ensure information is available in a variety of ways	Range of service user information readily available and up-to-date	Review of information by Service User Forum	Communications Manager	End year 3

WORK AREA	ACTION REQUIRED	DESIRABLE OUTCOMES	HOW TRACKED	LEAD PERSON	TIMESCALE
Facilitate involvement in developing projects that contain training and development opportunities for service users	Ensure Service User experts are used in the training of staff in conjunction with service user organisations	Ensure resources available to achieve this	Data base set up to monitor this	HR Director	By end year 1
	Provide access and opportunity for support for individuals who are not members of service user organisations	Adequate support provided	Regular reporting mechanism in place	PPI Lead	By end year 1
	Provide training and development opportunities to staff to enable them to support service user involvement.	Regular training provided.	Regular reporting mechanism in place	HR Director	By end year 1
Establish service user involvement in monitoring the standard of service provided	Working with local service user organisation to measure degree of satisfaction that service users experience from NELMHT	Feedback becomes demonstrably more positive.	National Service User Survey CPA Audit Local Surveys Ward visits	Borough Directors/ Specialist Services Director/ CPA Manager	Annual review and report
	Training service users to be involved in Research and Development	Training to be offered	Regular reporting mechanism in place	PPI Lead	Annual review and report

WORK AREA	ACTION REQUIRED	DESIRABLE OUTCOMES	HOW TRACKED	LEAD PERSON	TIMESCALE
Agree and include standards for user involvement in all operational policies that relate to direct service provision	Ensure involvement in interviews for Senior Managers, Clinicians, Social Workers, CPNs, Nurses, OT's, Psychologists, Psychotherapist, including writing Job Descriptions, Interview Questions, Selection Panels with appropriate training given	Training to be provided	Monitored through Payments Claims Forms	Director of HR	Annual review and report
	In conjunction with service users and organisations ensure involvement in staff Induction and in staff training	Slot provided on Trust Staff Induction programme	Monitored through inclusion in programme	Director of HR	Annual review and report
		Training programme to be revised to include service user input	Monitored through Payments Claims Forms and data recording	Director of HR	Annual review and report
	Update HR Recruitment Policy	Ensure addition to Policy available	Addendum to existing policy available on website	Director of HR	End year 1
	Include relevant references to service user involvement in staff handbook	Included within Handbook	Ensure regularly updated	Director of HR	Annual review and report

WORK AREA	ACTION REQUIRED	DESIRABLE OUTCOMES	HOW TRACKED	LEAD PERSON	TIMESCALE
Agree and include standards for user involvement in all operational policies that relate to direct service provision (Contd)	Monitor payments to service users for involvement in Trust activities	Claim forms readily available and service users encouraged to use	Monitored through Payments Claims Forms and reported to the NELMHT User Forum	Service user and Carer Involvement Co-ordinator	Annual review and report
	Improved involvement in CPA Audit	Direct influence in CPA policy and practice	Results of CPA Audit available	CPA Manager	Annual review and report
Have a healthy and active network of specialist and generic service users	Trust to provide admin support – including booking appropriate rooms, photocopying etc.	Admin support provided	Support provided	Service User and Carer Involvement Co-ordinator	Annual review and report
	Provide buddy/mentor for service user involvement	Buddy/mentor available when required	Support provided	Service User and Carer Involvement Co-ordinator and/or Service User Organisation	Annual review and report
	Seek to reflect diversity of community i.e. Older people, BME, Learning Disability, Females, Young People	Range of service users involved to reflect diversity of local populations	Mapping Exercise	PPI Lead/Service User and Carer Involvement Co-ordinator	Annual review and report

WORK AREA	ACTION REQUIRED	DESIRABLE OUTCOMES	HOW TRACKED	LEAD PERSON	TIMESCALE
Have a healthy and active network of specialist and generic service users (Contd)	Produce Effective Payments Policy	Policy produced	Monitor claims/ payments	PPI Lead	End Year 1
	Produce Guidance for Service Involvement in Trust Activities	Guidance produced	Policy being developed	PPI Lead	End Year 1
	Working with service users and their organisations to promote employment of service users in clinical and non-clinical posts and increase number of services users employed in paid or volunteer occupation	Service users given opportunity to apply for appropriate posts	Mapping Exercise	Director of HR	Annual review and report
		Increase in numbers	Mapping Exercise	PPI Lead	Annual review and report
Ensures that knowledge, experience and expertise of service users is used to improve services.	Ensure all staff are aware of this strategy and the accompanying action plan	All staff to be encouraged to read and conform to strategy	Through supervision	Borough Directors/ Specialist Services Director	End year 1 and ongoing
	Increased attendance at key meetings with preparation and agreement before meetings	Number of service users involved increases	Monitored through Payments Policy Claim Forms	Borough Directors/ Specialist Services Director	Annual review and report
	Establish and/or maintain partnerships with service user organisations to co-ordinate appropriate involvement	Partnerships established	Mapping Exercise	Service User and Carer Involvement Co-ordinator	Annual review and report

WORK AREA	ACTION REQUIRED	DESIRABLE OUTCOMES	HOW TRACKED	LEAD PERSON	TIMESCALE
	Seek to increase and improve number of service user forums within particular services	All major services to have a User Forum established	Monitored through Payments Policy Claim Forms	Borough Directors/ Specialist Services Director	Annual Report