

# Developing the service user and carer involvement strategy

## Appendix 1



**These are peoples comments on developing the strategy. When we asked people to identify how we might achieve each of the strategic ambitions, this is what they said:**

### **Service design and delivery – this is what we heard:**

#### **What does ideal involvement look like?**

- Service users and carers are involved, as equal partners, in the design, delivery and evaluation of the way that care is provided

#### **What has/has not worked in the past?**

- Has: Some good examples of work e.g. recovery colleges
- Hasn't: This is not locally consistent

#### **How do we get to where we want to be?**

- Harness and learn from examples of good practice and build on it
- Grass roots involvement of service users and carers in all aspects of the way that care is shaped and delivered
- This ambition needs to be owned by everybody; built into the personal objectives of staff and teams, and we need to give serious consideration as to how we can nurture and support service users and carers to feel like they can make a difference and learn from their experiences, good and not so good

### **Training – this is what we have heard:**

#### **What does ideal involvement look like?**

- Service users and carers are involved in the design and delivery of training and development initiatives

#### **What has/has not worked in the past?**

- Has: Examples of successful initiatives involving service users and carers leading on or co-producing training
- Has: Recovery college volunteers
- Has: Service user deliver insight/awareness into the pathway for individuals, tell the story, make it real at the Carer Champion Forum
- Hasn't: Some examples of good work but this is not consistent; not enough opportunities

#### **How do we get to where we want to be?**

- Go back to the beginning, grass roots, get the basics right
- Involvement needs to be at the heart of training and development initiatives

### **Communications – this is what we have heard:**

#### **What does ideal involvement look like?**

- Service users and carers help shape the way that we communicate – helping to develop effective, accessible, targeted, meaningful and jargon free methods of communication

#### **What has/has not worked in the past?**

- Has: Service user involvement in the 'Write To Me' pilot to reduce the jargon and the ensuring that letters are sent to them first and copied to the GP
- Hasn't: Some good examples of work but this is not consistent
- Hasn't: Communication is often jargon laden and 'hit and miss,' it is not always easy to speak to the right person at the right time

### **How do we get to where we want to be?**

- Harness and learn from what is good and build on it
- Involvement in the design and delivery of the Trust's communications strategies, communication tools and initiatives

### **What works well and why - this is what we have heard:**

#### **What does ideal involvement look like?**

- Service users and carers are involved, as equal partners, in all aspects of the assurance process - to ensure that our services are safe, effective, caring, responsive to people's needs and well led
- Examples of monitoring and evaluation initiatives could include meaningful involvement with Points of You questionnaire and the Care Quality Commission (CQC) inspection process

#### **What has/has not worked in the past?**

- Has: Service user identified for each ward area to assist in collecting feedback
- Hasn't: From the engagement work completed to date, few examples have been given. Question was asked; has service user and carer monitoring become a thing of the past? Clarity over what the word 'assurance' means was requested

### **How do we get to where we want to be?**

- Grass roots involvement of service users and carers in all aspects of the assurance, monitoring and evaluation process; what's working well and why?

### **Recruitment and selection - this is what we have heard:**

#### **What does ideal involvement look like?**

- Service users and carers involved in all aspects of the recruitment and selection process – designing jobs and job adverts, and developing interview questions, being on panels, being informed of outcomes

#### **What has/has not worked in the past?**

- Has: Some involvement in designing questions and on panels
- Hasn't: This is not consistent

### **How do we get to where we want to be?**

- Involvement should not be an afterthought
- Develop a bank of people who want to and can be involved

### **Workforce - this is what we have heard:**

#### **What does ideal involvement look like?**

- Service users, carers and staff have lived experience, and are valued for their unique insights and acquired expertise
- Service users and carers are employed on the basis of the contribution that they can make

#### **What has/has not worked in the past?**

- Has: Employment of peer support workers
- Has: Time to Change campaign
- Has: Volunteers participating in recovery colleges

### **How do we get to where we want to be?**

- Review/revise recruitment and selection processes
- Grass roots involvement of service users and carers in workforce planning, policies and procedures

## **Leadership - this is what we have heard:**

### **What does ideal involvement look like?**

- Leadership development has a key role to play in improving our ability to deliver great care. Service users and carers have unique insights and acquired expertise and need to be embraced, as equals, as leaders
- Leadership development initiatives should be open to and directed at enhancing the capabilities and maximising the contribution of service users and carers

### **What has/has not worked in the past?**

- Has: Successful programmes developed and provided for over 140 people in past five years
- Has: We have a dedicated resource and a committed number of people who want to make this work
- Has: We have more initiatives planned and have network of service users, carers and staff working on this, supported by key organisational leaders
- Has: The Trust is leading the way regionally and asking the local leadership academy to support the development of leadership initiatives for service users and carers
- Hasn't: Joint programmes comprising service users, carers and staff have not always worked well

### **How do we get to where we want to be?**

- Continue to co-produce leadership development initiatives open to service users and carers
- Ensure service users and carers are afforded the same opportunities as staff, and that this is backed up at a regional and national level