

Adult Mental Health Services Stronger In Partnership

The Policy Implementation Guidance, Involving Service Users and Carers in the design, planning, delivery and evaluation of mental health services in Wales, was published by the Welsh Assembly Government in September 2004

Standard Two of the National Service Framework (NSF) for working age adults, published by the Assembly Government in 2002, relates to service user and carer involvement and empowerment. It requires services to develop arrangements to ensure service users and carers constructively participate in the development of their own personal plans as well in the design, planning, delivery, monitoring and evaluation of mental health services generally.

The aim of this guidance is to provide advice and information on how to effectively involve people who use mental health services and their carers in the design, planning, delivery and evaluation of those services.



Good Practice Checklist

Service Delivery and Monitoring

Recruitment of Staff

Service users and carers with the appropriate interest and skills are selected to participate in the recruitment and training processes

Carers and service users are involved and supported in the recruitment and selection process for all posts

Person specifications for all posts include personal experience of mental health services as a desirable

Training

Service users and carers are always involved in the planning and delivery of induction training of all staff

Service users and carers are regularly involved in on-going training for all staff

Service users and carers are included in "away days"

Service users and carers are involved in designing and planning of monitoring techniques, e.g. designing monitoring forms, planning focus groups, etc

Service users and carers are involved in the analysis of monitoring information

Service users and carers are involved in the dissemination of monitoring information

Results of monitoring and evaluation are shared with all stakeholders

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Good Practice Checklist (Continued)

Design and Planning of Services

Service users and carers are made aware of how they can be involved in the design, planning and commissioning of services

Service users and carers are asked how they would like to be involved

Service users and carers are made aware of service user groups and organisations

Service users and carers from all communities are fully included, with outreach work undertaken to ensure participation of people living in rural areas

Consideration is given to how to involve people with mental health needs who are not currently engaged with services

Copies of the *Charter for Service User and Carer Participation* and the checklist are made widely available

The Care Programme Approach (CPA) is adopted at a personal planning level and service users and carers are fully involved in the development of their own care plan

falling to one or two individuals is avoided

Independent advocacy is available to service users.

Training

Briefing and support is offered to service users and carers who are considering becoming involved

Training is made available to service users and carers as early as possible

Training aims to ensure genuine and meaningful service user and carer involvement

Training is offered pro actively and without the service user or carer having to request it

Training is tailored to meet individual needs, as far as is practical

Expenses

Expenses are reimbursed for service users and carers attending planning meetings, interviews etc

Support for carers

Respite care is considered to allow carers to attend planning meetings, etc

Meetings

Design and planning of meetings always includes input from service users and carers

Service users and carers are given sufficient advance notice to enable them to attend

Information, agendas, minutes, etc., is provided in an appropriate format, and in good time to allow consultation with constituent groups

Transport is planned carefully with due respect to carers' and users' personal circumstances

Meetings are conducted in an informal way with proper respect for all attending

Language used at meetings is clear and understandable and the use of jargon is avoided

There should be a minimum of two service users and carers at meetings

Support prior to meetings and after is provided to users and carers to ensure their empowerment to participate

There is a nominated person to co-ordinate user and carer involvement

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