

Service User Involvement Strategy



Contents

Introduction	Page 3
Service User Strategy Core Principles	Page 3
Benefits to Service Users	Page 4
Benefits to our Services	Page 4
Principle 1 – Consult	Page 5
Principle 2 – Participate	Page 7
Principle 3 – Design and influence	Page 9
How will we know the strategy is working?	Page 11

Introduction

It is recognised that Inclusion incorporates a number of different services including sexual health, prison drug and alcohol services, prison mental health services, IAPT and Recovery College services and community drug and alcohol services. Inclusion would like to be more responsive to the needs and wishes of those that use our services. We need to ensure that service users and carers' voices are at the centre of our services from planning, design, delivery and evaluation of services at a local, regional and national level.

A key principle that is considered important to the effective involvement of all service users is being clear about the purpose and expectations of service user involvement. We have developed a set of seven core principles under the headings of consult, participate and influence, that we want to embed in to our service user strategy.

Service User Strategy Core Principles

The variety of methods available to involve service users, families and carers means that individuals can participate at a level that they feel comfortable with.



Benefits to Service Users

- Service user involvement provides individuals with a forum in which to raise issues and concerns in an appropriate manner and encourages active participation in treatment decisions.
- It contributes to the development of open and transparent working relationships where individuals are valued and listened to.
- At an individual level, meaningful involvement allows active participation in treatment decisions and prevents individuals from becoming passive recipients of services.
- It provides individuals with opportunities to share their knowledge and expertise of what works and what does not work.
- It creates opportunities for service users to influence service delivery and service planning at both local and national levels.
- Where effective, service user involvement can increase and maintain self-esteem and self-confidence and support their progression through recovery and rehabilitation.

Benefits to Our Services

- We can learn more about the experiences of users and carers and encourage the development of closer working relationships between service users and staff.
- We can use these experiences to change current provision or develop additional services to meet the needs identified by its service users.
- We can encourage service users to express their views and use their energy and experience to make long-term improvements to services.
- We are able to use the information from service users to evidence outcome measures and report to stakeholders.
- It enables the development of transparent and open services and decision making processes.
- Effective service user involvement creates a working environment where both staff and service users feel comfortable about expressing personal opinion – both positive and negative.
- Service user involvement will be used to inform training and reflection on practice.



Principles:

1. Involvement in decisions about my own treatment.
2. Ability and confidence to give honest, unbiased feedback independently of the service.
3. We will pro-actively seek feedback from a diverse range of stakeholders including service users that currently don't access our services.

The principle of consult is that **EVERY** service user, carer and family member has a voice. Service users are involved in their own treatment, service users, carers and family members have access to information, are able to give unbiased feedback independent of the service and have that feedback heard and responded to in a timely manner.

What does this mean for service users, carers and families?

Service users, carers and their families will be provided with opportunities to share their experiences so that each person is in a better position to:

- Be meaningfully involved in their treatment decisions reducing the opportunities that they become passive participants.
- You will have the opportunity to involve your carers, families or friends in your treatment.
- You will remain in control of their recovery.
- Your recovery plans are meaningful and individual to your own recovery.
- I have a choice in my treatment options which also includes if treatment is not right for me right now and I will be supported to have those honest conversations with my loved ones.
- You will be given a list of your rights and responsibilities when using the service.
- Inspire people to visualise and seek their own recovery.
- Raise concerns and share compliments via a range of different avenues, including but not exclusively; care opinion, have your say boxes / days, the Trusts PALS and Experience Team.
- Be able to see that their feedback has been responded to timely, actions have been taken where necessary and the outcome of this has also been communicated.
- To be asked to participate (where possible) in improvement initiatives as a result of sharing their experience.
- To be able to see that their feedback has made a positive difference and for this to be shared within the wider community.
- That all current, past and potential service users voices are heard, acknowledged and taken into consideration.
- Access to shaping services even before a service user has entered services, increasing accessibility to those hard to reach service users.

What does this mean for staff?

Staff will be able to:

- Develop a culture of transparency and openness to service changes and decision-making, where individuals are valued and listened to.
- Listen and truly hear what is being said, pro-actively seeking participation from recovery communities.
- Respectful of service users' choices, empowering them to take ownership of their recovery.
- Commit to responding to all feedback in a timely manner via a route that is accessible to the individual.
- Promote the changes that have occurred local, regional and national as a result of service user feedback.
- Have an understanding as to why people who could benefit from our services do not always access them.
- Enable changes to services to make them more accessible.
- Listen and support those individuals who are not ready to enter treatment yet.



How will we do this?

Ensure service users have an opportunity to feedback in a way most relevant to them.

- Recovery plans and risk management plans will be completed with the service user.
- Staff will receive sufficient training and supervision to support service users.
- We will seek feedback at specific points of a service user journey to ensure service users feel involved in their treatment.
- **Service user champions** – One of the key roles of the service user champion will be to set the service individual targets that should be shared with the Quality Team and then monitor to ensure that the team are meeting their targets and to keep reviewing these targets to ensure that service user feedback is always on the agenda.
- **Care Opinion** – Care Opinion cards and leaflets available in all areas of the service and service users should be actively encouraged to have their say via this route.
- **Have your say box** – This gives the service user the option to remain anonymous or share their details, so we are able to give them direct feedback.
- **Local and national service user forums** – these should be widely advertised within the service.
- **Have your say weeks** – All service users attending services will have an opportunity to feedback via a questionnaire twice a year.
- **PALS and Experience Team** – Are able to collate both positive and developmental feedback for services and this is an excellent way to share comments and suggestions that come via email, cards or letters.
- Twice a year, we will ask are partner agencies to support us in gaining feedback from potential service users who do not access our services.
- Ask all service users who access needle exchange but no structured treatment for feedback.
- Twice a year we will ask all service users that have left our services both successfully and unsuccessfully in the last 12 months for their feedback on our services.
- Yearly we will ask all our Partner agencies to complete a Survey Monkey on our services to provide us with feedback.
- **Effective feedback** – It is important that all forms of feedback are considered these include but not exclusively; immediate feedback via care opinion, actual and virtual “you said we did boards”, use of social media networks, written and verbal feedback.

Principles:

1. Access to information, training and support.
2. A ladder of participation from feedback through to active involvement.
3. Harnessing the skills, talent and lived experience.



The principle of participate is that EVERY service user can participate in the delivery of an effective and efficiency service, co-producing and co-facilitating wherever possible.

What does this mean for service users, carers and families?

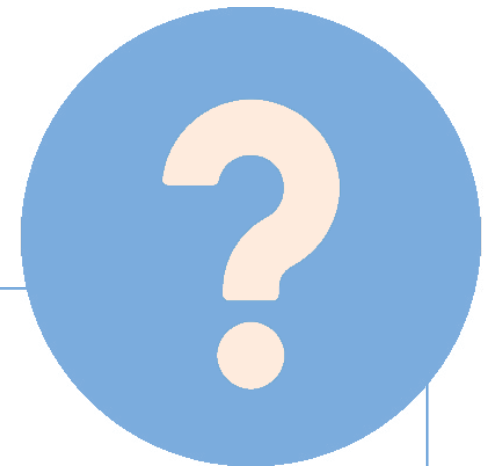
Service users, carers and family members will be encouraged at the appropriate stage of their treatment to:

- Access to a wide range of information in a variety of formats and languages.
- Complete an induction training period relevant to their participation.
- Access to a range of training opportunities relevant to their participation.
- Access to support and supervision relevant to their participation.
- Opportunity to gain skills and experience which can lead to employment opportunities.
- Practice and share existing skills and develop new skills.
- To be asked to participate (where possible) in improvement initiatives as a result of sharing their experience.
- Have access to all the involvement opportunities via a central website.
- Be involved in writing content for our involvement communication, e.g. Involvement Newsletter.
- Be asked to actively participate in the development of interventions with a bottom-up approach.
- Be informed about and encouraged to participate in peer mentoring / volunteering.
- Be asked to actively participate in the writing of any literature and group work programmes.
- Be asked to co-facilitate (where appropriate) group work.
- Be paid for their work in any co-production.
- Be actively involved in group work where appropriate to promote visible recovery.

What does this mean for staff?

Staff will be able to:

- Be able to drive forward involvement in a programme of workshops, forums and task and finish groups.
- Provide accessible information about Inclusion services, such as information/welcome packs.
- Promote the opportunity for service users, carers and families to be involved in Inclusion activities.
- Promote involvement at appropriate points in a person's recovery journey and provide information to link people with the National Forum.
- Have the opportunity to work alongside individuals with worked experience.
- Have the opportunity to support and supervise service users.
- Have the opportunity to learn from and attend training alongside individuals with lived experience.
- Promote the opportunity for service users, carers and families to be involved in Inclusion activities.
- Involve service users, carers and family members to be actively involved in service delivery and re-designs.
- Recognise the importance of employing people with lived experience.
- Be able to drive forward involvement in a programme of workshops, forums and task and finish groups.
- Value the skills of Service Users and their experience.



How will we do this?

- Provide integrated training for staff, service users, carers and family members.
- Provide supervision training for all staff supervising service users.
- Ensure that all Inclusion information is available via the national and local service websites.
- Promote training opportunities via a range of ways, including Inclusion social media channels.
- Work in partnership with service users, carers and families to review feedback and identify involvement opportunities in a culture of co-production.
- Ensure peer mentors / volunteers are the cornerstone of bridging the gap between staff and the people who use our services.
- Co-produce and co-deliver training for service users, carers, families and staff.
- Involve service users, carers and families in developing patient information such as leaflets and information packs.
- Co-produce and co-deliver group work programmes.
- A network of service users, carers and family members who would like to participate in the strategic overview of Inclusion services.
- Communicate involvement opportunities via multiple routes.
- We will develop a Service User involvement Policy to help guide the strategy.
- Once a year, celebrate the skills and lived experience through an Inclusion Service user celebration day.



Principle:

1. Ensure involvement is meaningful and makes a genuine impact on all levels of Inclusion.

The principle of Influence is that service users, carers and family members are encouraged to actively participate in the strategic planning of Inclusion, having a genuine impact on shaping the current services, future tenders and the Recovery communities.

What does this mean for service users, carers and families?

Service users, carers and family members will be given equal opportunities to be involved in shaping the future of our services by:

- Being involved in relevant processes according to their own lived experiences.
- Part taking in the recruitment processes for all Inclusion posts.
- Attending and participating in Local, Regional and National meetings.
- Being actively involved in the process of designing and tendering for new services.
- Involved in the procurement of services related to their treatment.
- Service users, carers and family members to be given equal opportunities to be involved in shaping the future of our services.
- Involvement in audit and inspection processes.
- Represent Inclusion Nationally.
- Service users, carers and family members have their expenses paid and according to their involvement, to be paid for their contribution.
- Advocate for service users within their recovery community to access the support they require.
- Involvement in relevant processes according to their own lived experiences.

What does this mean for staff?

Staff will be able to:

- Involve service users, carers and family members to be actively involved in service delivery and re-designs.
- Have the tools available to champion service user, carer and family involvement.
- Improve the effectiveness of Inclusion services by enabling service users, carers and families to initiate and influence quality improvements.
- Promote the opportunity for service users, carers and families to be involved in Inclusion activities.
- Recognise the importance of employing people with lived experience.
- Receive regular information about themes and trends to identify an opportunity for learning.
- Promote the changes that have occurred local, regional and national as a result of service user feedback.



How will we do this?

Establishing:

- A network of service users, carers and family members who would like to participate in the strategic overview of Inclusion services.
- Communicate involvement opportunities via multiple routes.
- Provide integrated training for staff, service users, carers and family members.
- To acknowledge and respect lived experience, accessing those skills to improve services.
- Co-production to become the “norm”.



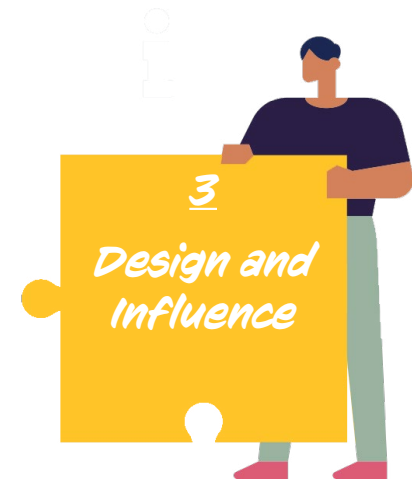
• Increased amount of service user, carer and family feedback across the Inclusion sites.

• Developmental feedback is celebrated as much as the positive feedback, as it is seen as a way to improve services.

- Feedback is shared with service users, carers and families via multiple platforms – visual in services, social media and websites.
- Teams routinely discuss feedback as part of their team meetings, identifying themes and trends and exploring opportunities for improvement, involving people who use our services in improvement activities.
- We remain focused on the Trust’s core aims, values and behaviours, supporting the care, treatment, involvement, recovery and wellbeing of people who use our services

How will we know the strategy is working?

- Co-production is integrated into practice.
- There is a well-established peer mentor / volunteer pathway.
- Service user involvement is integrated into all aspects of Inclusion.



- We ensure service users, carers and families are truly at the heart of what we do, which will shape how we work and operate.
- Service users, carers and family members are an integral part of all Inclusion meetings.
- Service users, carers and family members are part of all recruitment process across Inclusion services.

If you have any queries relating to this document please contact
inclusionadmin@mpft.nhs.uk