

Ensuring Effective Involvement in delivering Mental Health Services in Northamptonshire.

How do we apply national principles locally?

4PI The National Involvement Project Standards

- aims to share good practice, centralise resources
- strengthen existing networks
- build an infrastructure that connects and coordinates involvement
- will promote user and carer co-production, realising the vision:

“nothing about us without us”

Principles

- Respect for, and a commitment to listen to and change in response to the views of service users and carers with honesty and openness;
- An open-minded approach to embrace inclusivity, equality and fairness;
- A commitment to share power – or to minimise the power differentials between professionals and service users;
- Sensitivity about language and actions (acknowledging that there are different ways of expressing and doing things)

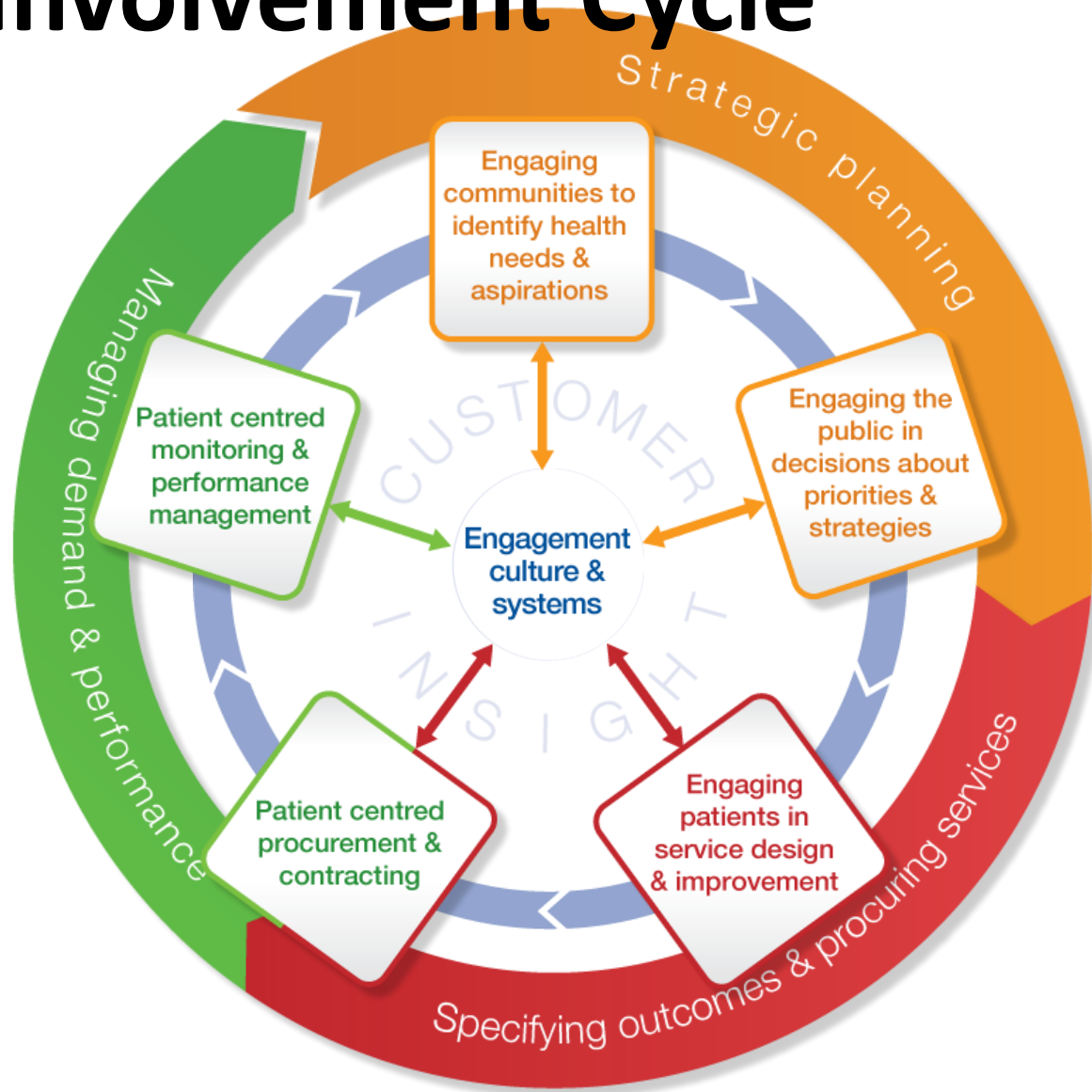
Purpose

- Needs to be clearly stated -why are service users and carers being involved?
- Clarity about the purpose of involvement should be extended to individual roles and potential activities for service users and carers;
- Clarity and transparency needs to be shared about the potential for involvement and influencing, as well as the limits of influence.

Presence

- Service users and carers to be involved at all levels
- Aim to include people from diverse backgrounds and communities.
- Potential roles for service users and carers
 - Ambassador
 - ‘Critical friend’
 - Co-worker
- Care to be taken to ensure service users and carers can be involved separately or give their views in separate ways

The Involvement Cycle



Process

Engagement:

- Different ways of being involved should be available, in order to attract a wide range of service users and carers;
- There should be a clear and transparent recruitment process;
- Role descriptions should be drawn up for involvement posts.

Communication:

- Clear and regular communications should be adopted throughout an involvement activity;
- Jargon should be avoided
- Feedback is essential for all who have been involved
- Decision-making processes need to be open and accessible.

Process cont.

Support and training

- Support for people involved must consider:
 - Administrative needs / Supervision / Emotional needs
- Training is required to enable equitable involvement and develop participants' skills;
- Professionals to be trained to raise awareness about involvement.

Practical issues

- Venues need to be accessible and appropriate.
- Arrangements for payment of fees and 'out of pocket' expenses should be clear from the start;
- Respite care and childcare should be taken into account
- Travel to be booked in advance where possible to avoid people being out of pocket as participants may have tight finances.

Impact

- For involvement to be meaningful, it must make a difference; improvement of services and the mental health and wellbeing of service users and carers.
- Did the involvement deliver its purpose?
- What actual difference(s) have service users and carers made to the project, activity or organisation?
- How did service users and carers benefit from being involved?
- Did the involvement of service users and carers make a difference beyond the activity itself – to the delivery of services or the understanding of mental health, to the recovery or wellbeing of individuals?

What does this mean for Northamptonshire?

- The local Healthcare structure is complex (chart available)
- Commissioners and providers are trying to deliver involvement
- Service users and carers are supportive
- Use of 4PI would help them to do it well

The Local Involvement Challenges

- Identifying where we can have most impact on local service availability and design
- Getting representation agreed
- If no direct involvement then who does represent us?
How do we keep them briefed to our agenda?
- Finding enough suitably prepared service users and carers to fill those representation places
- Providing representative balance across all our diverse communities
- Keeping our reps adequately informed of the preferences of all those they represent
- Co-ordinating it all – funding to do so.