Service User Engagement Strategy
2016 to 2019
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We would like to thank all of the service users, carers and staff who were involved in the development of this strategy by giving feedback at various events across the Trust.

A series of away days were held in Bolton, Salford, Trafford and our Specialist Services Network to discuss the core principles of service user engagement and practical procedures to ensure service user engagement is meaningful and results in real service improvement.

We hope this strategy reflects those discussions and we thank everyone involved for helping us to identify our priorities and ensure service user engagement continues to be at the heart of everything we do.

“\nThe first-hand experience of service users and carers is invaluable. Service users and carers are the people who know what they need from services. They can bring their ideas forward and hopefully outline any problems they encounter and help to get the best from the service.”

We are delighted to introduce Greater Manchester West Mental Health NHS Foundation Trust’s (GMW) Service User Engagement Strategy 2016-19. This important document will help shape the Trust’s activities during the next three years – a period when there is much to do but which should be approached with optimism and confidence.

The Trust has a good foundation of effective engagement between staff and service users. From working in partnership with volunteer NHS governors, who are elected by local people, to developing innovative feedback mechanisms such as video diary projects.

A key initiative, that brought service users and staff together to shape and improve services, was the development of the Trust’s values. In 2012, service users led this project – co-facilitating working groups with staff and service users to create a set of values and behaviours that are a collective commitment to the guiding principles of our organisation and your rights as a GMW patient.

By involving service users in a variety of ways, the Trust are able to make services more relevant and better used. For instance, when service users or people with lived experience are utilised to consult with patients and lead feedback sessions this will build the confidence of service users to articulate their own experiences and viewpoints, which is vital for capturing people’s honest opinions. Service users and people with lived experience co-facilitating and co-delivering training, whether this is via monthly Trust inductions or for Recovery Academy courses, strengthens working relationships between service users and staff and creates a level playing field, which validates the expertise of service users.

Service user engagement is a massive part of service user’s recovery and ensures the care they receive is holistic. It can turn service users from being passive to active in their mental health or substance misuse care, which gives them more choices and can in turn improve their health.

The Trust provides the bridge between different activities that involve service users in their work, which can also aid people in their recovery, providing them with a sense of purpose and inspiring others. When current service users see people who have shared the same life experiences and difficulties as them working with the Trust to improve services it is empowering and shows recovery in action.

A key theme in the strategy is treating people as individuals and supporting their long-term recovery goals. It’s not just about saying and doing the right things it’s about seeing an individual’s unique qualities, abilities, and interests and providing people with support as their needs change, so they can reach their full potential.

We are impressed with the energy and drive that has gone into creating the new strategy, involving service users, carers and staff at events held around the North West and discussions in meetings. It is now vital that the impetus is maintained and that the themes of engagement and involvement are taken up by staff and service users throughout the Trust – whatever your role, you have an active part in delivering on the strategy’s potential. If that happens, we really will all be helping our services to be fit for the future.

Iris Emery, Carer Governor  Joanne Wilson, Service User Governor
Our services are only effective if we listen to the views and suggestions of the people who use them and work in partnership with our service users to improve and develop the care we provide. Service user engagement is central to doing this, helping us make our services more responsive, effective and personalised.

We are continually looking for ways to make our services the best they can be for all of our service users, families and carers. Your feedback on how we are doing will help us to achieve this. By listening carefully to you, we can better understand what you want and need and how we can best support you. By working together, we can bring about real and lasting improvements.

We know from experience that the people who use our services are the true experts on how those services should be developed and delivered. Your views and experiences help us to improve services for everyone who uses them.

Throughout the year service users will have the opportunity to provide feedback on all aspects of our services via local and national surveys. We use this feedback to make continuous improvements to the way we deliver care.

We also know that the views of friends and family members are important to ensure we are providing high quality services and meeting our values to be caring and kind, valuing and respecting others and working together.

We are committed to keeping service users informed and consulted about things that affect them, as well as involving them in our work and delivering partnerships that ensure service users are valued as experts by experience.

There are lots of other opportunities for service users to get involved with us and to help us shape the future of the Trust, which are set out in more detail in this strategy. We are really keen to provide people with a variety of opportunities to get involved with our work and put them in the driving seat so they can let us know what they’d like to do and how much time they can give.

Developing and implementing this new Service User Engagement Strategy, a first for the Trust, is one of our key objectives this year.

We recognise and value the contribution that service users give and support collaboration by providing training and guidance so that service users can carry out a wide-range of engagement roles.

We also acknowledge the benefit service user engagement has on the individuals who participate in this with research showing that service users’ wellbeing and confidence are enhanced and that hope and trust is built, which is important in the recovery process.

We seek to strengthen this contribution through our new Service User and Carer Involvement Scheme and hope this reinforces the value of service user and staff collaboration as well as ensuring roles for service users are advertised as widely as possible to encourage a range of people to apply.

As with all strategies, an action plan will be implemented throughout the Trust along with local service action plans to ensure consistency across all services and localities.
We have made good progress developing and improving our approach to service user engagement, through the help and enthusiasm of our staff, governors, service users and partners:

- We have established various feedback procedures, such as the service user satisfaction questionnaire and Friends and Family Test.

- We have developed ‘You Said, We Did’ posters for displaying in local services to inform service users of what we have done as a result of their feedback.

- We have launched our new Service User and Carer Involvement Scheme which includes role templates for each of the paid opportunities available, a leaflet to explain the scheme and posters to promote it.

- We have established our Recovery Academy, which offers over 50 free courses to staff, service users and their families, based at The Curve and also have campuses at our Edenfield Centre and in Haverigg Prison.

- We currently have 140 volunteers, 40 volunteer Peer Mentors, and 14 paid Peer Support roles working across our services.

- We have strong local partnerships with the voluntary sector and work closely with other health providers, Greater Manchester Police and local authorities.

- We have conducted research into the effectiveness of the Trust Recovery Academy and in 2017 we will see the results!

This strategy sets out our vision for engaging, involving and collaborating with our service users as well as the direction and focus for the Trust and local organisations to work together to bring about tangible and lasting improvements.

We are committed to ensuring that service users are involved in a real and meaningful way which influences our staff and shapes our services. We recognise, celebrate, value and promote the unique contribution service users make in shaping the support they receive and the direction of our Trust.

Our success as a high-performing mental health NHS Trust not only depends on the staff who work here but the people who use our services.

Bev Humphrey, Chief Executive
We are committed to engaging with our service users in a variety of meaningful ways. The purpose of this engagement is not only to ensure the service user is central to any decision making about their care, but also to improve our services so that they are compassionate and focussed on recovery and their development is guided by the people that use them.

**What is service user engagement?**
Making sure that the views of the people who use our services have the chance to be heard and working together to develop and deliver services in order to make real, sustainable changes.

**Why get service users involved?**
“**It’s important that as many service users from as wide a range of backgrounds and social groups as possible are able to take part in the service user engagement programme and that they are properly supported to do this.**

“**Often, service users who take part in service user engagement gain valuable skills and experience, which can help them progress, increasing their employment options, for example.**

“**A key part of the Supporting People programme is making sure that people who are hard to reach become involved. Quite simply, by making sure that the voices of service users are heard, you will ensure that they are able to have a genuine influence on the support they receive, which leads to greater effectiveness within the service itself.**

“**This means your service can then be regarded as fully inclusive and needs led.**“


In 2015, we made a commitment in our Trust Service User and Carer Engagement Policy to engage with service users and carers at four levels:

- **Working collaboratively with service users to develop meaningful care plans that support their recovery.**
- **Providing service users with the opportunity to feedback on the quality of care they have received so that the Trust can continually improve its services.**
- **Involving service users in decision making and service developments so that our services are responsive to local needs.**
- **Providing service users with support to fulfil their longer terms aspirations which may include access to voluntary/education/employment opportunities.**

This strategy will set out our key priorities in relation to getting feedback from our service users, using that feedback to help improve services, and engaging service users to develop and deliver our services. Standards for engaging service users in care planning are set out in other Trust policies and procedures.
In this strategy, we define a service user as someone who is using, or has used, our services within the past six months.

People may wish to be addressed by a different term, such as ‘patient’, ‘client’, ‘expert by experience’, ‘survivor’, ‘member’, etc., or may wish to be addressed by different terms when consulted by different health care professionals. This will be respected in the course of working with individuals or groups.

We know partnerships work best when our staff work with service users in an open and inclusive manner, which, in turn, will provide hope and trust – things that are central to recovery.

Involvement should be meaningful and measured not only by the extent to which people feel that they have been involved, but by how service user participation results in changes and improvements to our services.

Our Service User and Carer Engagement Policy details core principles of engagement from recruitment to staff supporting service users throughout their involvement.

Ensuring that people’s views are heard at all levels and across all parts of the Trust is essential for creating and delivering better health and care services. We want to make sure that a variety of voices are heard and current experience is learned from.

We involve services users in our work as we believe that our services are enriched by lived experience and that this helps us to understand what people need and want, which we can respond to by continually improving our services.

Above all, engaging with the Trust should be a great experience for services users, with everyone knowing they are making a positive contribution to our services, staff and the lives of people affected by mental health and substance misuse problems.
We engage with our service users and carers for a variety of reasons. Sometimes we may want to provide people with information, or consult on something and get feedback, whilst at other times we may want people to participate more actively, so they can directly influence and get involved in our work.

Co-production is when people who use services are informed of changes, consulted about things that affect them, included in our work and work with us from the start to the end of any project.

Table 1. The table below shows the range of engagement approaches¹.

<table>
<thead>
<tr>
<th>Engagement Type</th>
<th>Meaning</th>
<th>Impact</th>
<th>Examples</th>
</tr>
</thead>
<tbody>
<tr>
<td>Inform</td>
<td>To provide good quality information to assist people in understanding key issues</td>
<td>People are well informed about our work, services and goals</td>
<td>Fact sheets, Newsletters, Leaflets, Website</td>
</tr>
<tr>
<td>Consult</td>
<td>To inform people about what we would like to do to improve services and receive their feedback</td>
<td>People are listened to and their feedback is used to help us with our decisions</td>
<td>User and carer forums, Surveys, Feedback forms</td>
</tr>
<tr>
<td>Involve</td>
<td>To work directly with service users, carers and other individuals to ensure their views are used to design or redesign a service or process</td>
<td>People’s advice and ideas are used to improve services and outcomes for themselves and others</td>
<td>Workshops, Focus groups, PLACE inspections, Partnership Boards</td>
</tr>
<tr>
<td>Co-production</td>
<td>To work together in partnership with service user carer and/or other agencies to design, create or run services</td>
<td>People will work with us as equal partners to improve services and outcomes</td>
<td>Recruitment of staff, Co-deliver our training and groups, Development of policies, Peer Mentorship</td>
</tr>
</tbody>
</table>

¹ Table adapted from Wandsworth Council Adult Social Services’ Service User and Carer engagement strategy (2013) p.5
Government policy actively encourages the involvement of service users in the development and delivery of local services. In fact, the NHS is required to consult and involve service users under the Health and Social Care Act 2012.

NHS England’s Transforming Participation in Health and Care (2013) brings together various recommendations including those presented in the Francis report and states that “Insight gathered from the public and patients helps us to improve services and outcomes, as well as potentially helping to spot failures.” (p.28)

NICE (National Institute for Health and Care Excellence) Guidance - Service user experience in adult mental health: improving the experience of care for people using adult NHS mental health services (December 2011) came as a direct referral from the Department of Health following the Government’s White Paper – Equity and excellence: liberating the NHS (July 2010) which stated that more emphasis needs to be placed on improving service users experience of NHS care.

As a result, the NICE Quality Standard states that “People using mental health services feel confident that the views of services users are used to monitor and improve the performance of services.”

Reassuringly, the NICE guidelines also go on to recommend the involvement of service users in service delivery stating specifically that people using mental health services should be involved in the planning and delivery of training, and that managers of health and social care services should consider employing service users to monitor the experience of others using mental health services.

Service user engagement is at the very heart of what we do at GMW and is reflected in our Values into Action mission statement:

• We are welcoming and friendly
• We are caring and kind
• We value and respect
• We work together
• We go the extra mile
GMW services are diverse and cover a large geographical footprint. They include Community Mental Health Teams (CMHT’S), inpatient services, older adult and dementia services, early intervention teams, primary care psychological services, specialist community services (including eating disorders, military veterans services and adult autism diagnostic and support services), substance misuse services, specialist inpatient services for young people, drug and alcohol users, and deaf patients, as well as medium and low secure forensic inpatient services, and health and justice services both in the community and prisons.

In developing this strategy, we have considered how service users from this diverse range of services can and would like to engage with us. As part of the consultation process to develop this strategy, we facilitated away days which were attended by service users, carers and staff from a range of services.

**During each day we asked the following questions:**

- How would you like to give us your feedback?
- What do each of our services do with that feedback and how can feedback structures be improved?
- How would you like us to inform you of the decisions we have made as a result of your feedback?
- What roles can we engage service users in to help us make decisions and improve service delivery?
- What processes and support structures do our services need to put in place to ensure that service users feel valued and we can maximise the potential to learn from them and deliver better services as a result of their involvement?
- What do we think of service user forums? Should we manage them or should they be independently managed? How can we ensure they remain focussed on service improvement and are healthy environments which support recovery principles?

**Why do you think it is important for health services to engage with service users and carers in the development of services and resources?**

“They need to do it to make sure services are relevant and don’t ignore patients and carers rights.”

*Anonymous, service user and GMW working group participant (2015).*
Due to the diversity of our services, the feedback from our consultation process to develop this strategy was varied. As a result we were able to recognise that our strategy needed to set out a variety of methods for our service users to provide feedback, as one method was not suitable for everyone.

Participants agreed that both electronic methods (e.g. tablets/iPads, feedback kiosks and via the NHS Choices, Patient Opinion, and Trust websites) and written methods e.g. questionnaires were important. The latter being the preferred option in our older adult’s services and the only option for our service users in prison.

Crucial to feedback is how we use it to improve services. In this regard, we know that there are improvements to be made to ensure that there is accountability for ensuring that feedback is discussed at appropriate forums and that decisions about service improvements are made and that all staff are aware of this. The service users that we consulted with told us they would like to be involved in decision making and hear about decisions made in a timely fashion.

Some of our long stay service users reported that they are often asked for further feedback before they hear about improvements as a result of the last feedback they gave. They said this left them feeling undervalued and disillusioned with the whole process. They suggested a newsletter to update them on progress being made, but the emphasis on actually seeing and feeling improvements was more important to them.

We have already identified roles for service user engagement and the service users we consulted with simply wanted to see more opportunities advertised. However, we recognise that there is a cultural change needed in some of our services to ensure managers think about service user engagement when facilitating meetings, audit and inspections, interviews and training events, and we hope this strategy and the local service action plans that result from it will go some way in facilitating this culture change.

In addition, service managers need to consider practical ways to support such engagement by identifying budgets and supervisors to pay and support service users in these roles within their services.

Finally, in relation to service user forums, although these exist in all of our inpatient areas and some of our community services and prisons, there was a consensus that the purpose of these meetings needs to be revisited to ensure the focus is about service improvement and that the right people are represented to ensure that service users’ voices are heard and that feedback and ideas from these forums has influence.

All of the above knowledge and feedback has been taken into account in ‘Our priorities for the future’ section of this policy. However, before we consider our actions for the future, it is important to recognise our achievements so far in relation to this agenda.
In 2015, Greater Manchester West Mental Health NHS Foundation Trust’s (GMW’s) C.A.R.E Hub was launched. The C.A.R.E Hub (Compassion And Recovery-focussed Everytime) aims to support services to develop a coordinated approach to service user engagement.

The C.A.R.E Hub reports quarterly to the Trust Directorate Management Board and Quality Governance Committee on progress made and areas for development. It is Chaired by the Deputy Director of Nursing and is attended by the Trust Lead for Service User Experience, the Customer Care Manager, the Trust Lead for Service User Engagement and Volunteering, Carers Leads, a Senior Marketing and Communications Officer and service user and carer governors.

Since its formation, the C.A.R.E Hub has set up quarterly meetings with Directorate/Network Service User Engagement Leads to monitor progress and agree local actions.

Feedback from service users on our inpatient wards is well established via the use of an electronic service user satisfaction questionnaire and paper questionnaires (which include the Friends and Family Test question).

In the community, service users are asked the Friends and Family Test question and can give us their feedback via text or postcard.

The Friends and Family Test data is submitted to NHS England monthly and services receive a quarterly report. If improvements are required, an action plan is requested and monitored through the C.A.R.E Hub. ‘You Said, We Did’ posters have also been produced for services to fill in and display locally so that service users can be kept informed of the changes we have made.

GMW’s Service User and Carer Engagement Policy was ratified and launched in June 2015 to ensure that services have procedures to follow for obtaining feedback from service users and for recruiting, training and supporting them in engagement roles.

Following this, the Trust Service User and Carer Involvement Scheme was launched in January 2016. By visiting the Trust website in our ‘Get Involved’ section, service users and carers can see the range of roles on offer to them to be able to assist in service improvements and they can access resources to help them make decisions about things that will affect them if they apply.

In January 2013, the Trust’s Recovery Academy was established. The Academy offers a range of free educational courses and resources to support recovery from mental health and alcohol and drug problems for service users, carers and professionals.

One of the core principles of the Academy is equal engagement between people with lived experience of mental health and/or substance misuse problems and professionals to encourage shared learning. Collaboration takes place in curriculum design, course delivery and evaluation to ensure the Academy teaches and promotes recovery principles.

There are over fifty tutors involved in the day to day delivery of the Academy, half of which are service users/ex-service users of mental health services. With over fifty courses on offer, the Academy now has over 3,000 students registered and 44% of those are service users and carers.
Early feedback from focus groups has been positive, with participants highlighting equality between service users and staff –

“...it was like watching two colleagues working together, you really couldn’t tell who was the staff member and who was the service user.”

This approach has been mirrored locally both within forensic services and in Haverigg Prison with their Recovery Academy Campuses offering a range of courses aimed at supporting people living in a secure environment and preparing them for release.

There are also some excellent examples of service user engagement within our specialist and district services. There are currently two Service User Consultant posts operating across the Trust, one in Substance Misuse Services and one in Trafford Mental Health Services whose roles are to coordinate service user engagement activities.

Both posts work hard to engage service users within their networks and to raise the profile of service user engagement and the benefits within their local services. Through their networks, they ensure services get feedback from service users on policy and procedures, local resources, waiting times, service delivery and the care environment. They also arrange for service user representation at meetings, inspections, interviews and training events.

There are Volunteer Coordinators employed within some of our services, currently within the Specialist Service Network Inpatient Services, Salford Substance Misuse Services (Achieve), Cumbria Substance Misuse Services (Unity), Trafford Inpatient Mental Health Services, and Salford Older Adult Services.

These posts are working hard to establish volunteer Peer Mentors and Buddies within services so that people in recovery can support current service users to achieve their recovery goals. They are also making links with the wider voluntary, education and employment sector to explore wider opportunities for our service users to support them to live independent lives.

There are many other examples of achievements in relation to service user engagement across many of our services. Through the launch of this strategy and the conversations that it inspires, we hope to learn from one another’s experiences and create further opportunities to engage with service users and improve our services as a result.
Our priorities for the future

11 Obtaining feedback

Priority area 1: Ensuring feedback is sought from all of our service users on a regular basis using a variety of methods.

We have inpatient feedback procedures, such as the service user satisfaction questionnaire, which are well established and service users in the community can give their feedback via text message, postcard, NHS Choices and Patient Opinion websites.

We will:

- Develop a service user satisfaction questionnaire for use in the community.

- Make this questionnaire available in paper format and electronically on the Trust website so that service users have a choice.

- Provide feedback kiosks for community reception areas for service users to complete electronically as they wait.

- Develop a service user satisfaction questionnaire for use in prisons.

- Review the inpatient questionnaire to improve our response rate.

- Consider feedback roles for volunteers to encourage other service users to give their feedback, particularly in services where service users lack capacity, have learning difficulties, have low literacy levels, or where there are language barriers. For example older adult services, deaf services and prisons.

- Provide business style cards to promote feedback via our website and national feedback websites to leave with service users when we visit them in their own homes.

- Review local service user forums/Conversation Cafe’s to ensure they focus on service improvements and attract service users to attend.

- Continue to explore innovative ways to listen to our service users.
**Priority area 2:** Establishing communication channels to ensure service users’ feedback reaches our service managers and front line staff and that feedback results in service improvements.

We have formed the C.A.R.E Hub which has established a link between local Service User Engagement Leads so that they are aware of themes from service user feedback and progress in relation to service user engagement, and we have ensured that progress is reported to the Directorate Management Board and Quality Governance Committee.

**We will:**

- Support local leads to raise the profile of this strategy to inspire staff and service user commitment to the service user feedback and engagement agenda in their local areas.

- Continue to support local leads to influence their local meetings so that all staff are aware of their service user feedback.

- Develop a corporate action plan as a result of this strategy so that local services have the resources and support they need to achieve this agenda.

- Support local leads to develop local action plans which will facilitate service improvements as a result of service user feedback.

- Support local leads to monitor service improvement action plans.

- Continue to report to the Directorate Management Board and Quality Governance Committee so that success can be shared and outstanding actions can be addressed via the C.A.R.E Hub.
Communicating issues

**Priority area 3:** Ensuring decisions and service improvements made as a result of service user feedback is communicated to staff and service users.

We have developed ‘You Said, We Did’ posters for displaying in local services to inform service users of what we have done as a result of their feedback.

**We will:**

- Include quarterly updates via a new service user newsletter which will be launched in 2016.
- Give updates via our service user forums/Conversation Cafe’s.
- Encourage local services to connect with local service user groups on a regular basis to give feedback.
- Publish information on our Trust website.
- Respond to service users who take the time to write to us with their feedback either in writing or via NHS Choices or Patient Opinion websites.
- Agenda service user feedback at all team meetings.
- Communicate to service-users in the prison, via processes/protocols agreed with the prison management.

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2 Proactive communication via staff computer backgrounds to highlight service user feedback from GMW’s service user experience questionnaire.
Priority area 4: Ensuring there is service user representation at decision making forums, meetings, audit and inspections, as well as in the recruitment and selection of staff within all of our inpatient and community services (with the exception of prisons) to ensure our service users’ voices are heard and we are responsive to local needs.

We have launched our new Service User and Carer Involvement Scheme which includes role templates for each of the paid opportunities available, a leaflet to explain the scheme and posters to promote it (see page 19 for examples of materials published).

When a vacancy is advertised, we are looking for applications from lots of people who have used GMW’s services, particularly in the last six months, as well as their carers and families.

There may also be occasions when someone with experience of our services over six months ago, either directly themselves, or indirectly as a family member/carer, can apply for a role.

Current opportunities are listed on our website and/or advertised by flyers and on noticeboards in the services where roles are available.

We will:

- Share examples of service user engagement via the Trust Service User Engagement Leads meeting and via Trust newsletters to inspire and motivate others.

- Create an electronic shared drive of role descriptions and continue to support managers to identify opportunities, create roles and advertise them in line with Trust policy.

- Review all meetings Terms of Reference to assess whether or not service user involvement would benefit decision making.

- Advertise current opportunities by flyers and posters on noticeboards in the services where roles are available as well as on our website and via social media, where appropriate.
**Service User and Carer Involvement**

Scheme marketing materials

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**Greater Manchester West Mental Health NHS Foundation Trust**

**Coming together to improve mental health services**

** Roles for service users and carers**

We are continually looking for ways to improve our services to ensure they are compassionate and recovery focused. We can’t do this without your help. If you are a service user, friend, family member or carer and would like to get involved, look out for opportunities displayed in our service or on our website.

[www.gmw.nhs.uk/getinvolved](http://www.gmw.nhs.uk/getinvolved)

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**Greater Manchester West Mental Health NHS Foundation Trust**

**Coming together to improve mental health services**

**Roles for service users and carers**

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[www.gmw.nhs.uk/getinvolved](http://www.gmw.nhs.uk/getinvolved)
Priority area 5: Maximising our opportunities to learn from people with lived experience of mental health difficulties by co-facilitating learning and development opportunities both locally and via the Trust Recovery Academy’s.

We have the main Trust Recovery Academy based at The Curve and campuses at both our Edenfield Centre and Haverigg Prison.

We will learn from the success of this model by:

- Supporting local services to engage with service users in the design and delivery of their local induction and training programmes.

- Working with corporate services to review their training programmes including Trust Induction, Mandatory Training, Health & Social Care Apprenticeships, and Leadership and Management Programmes.

- Encouraging service users to share their experiences at Trust events and conferences.

- Identifying more prisons as Recovery Academy Campus sites (to mirror the work done in Haverigg prison) and working collaboratively with their staff, governors and prisoners to produce a prospectus of learning.

- Developing an Academy prospectus for our Edenfield Campus site.
Priority area 6: Ensuring we engage with service users in service delivery by maximising opportunities to introduce volunteers, volunteer Peer Mentor and paid Peer Support Worker roles.

We currently have 140 volunteers, 40 volunteer Peer Mentors, and 14 paid Peer Support roles working across our services.

We have the main Trust Recovery Academy based at The Curve and campuses at both our Edenfield Centre and Haverigg Prison.

We will:

- Explore opportunities for volunteer roles within all services particularly in relation to gathering feedback, service orientation roles, and activity coordination roles.

- Create opportunities for service users and ex-service users in recovery to co-facilitate therapeutic groups.

- Raise awareness of the role and benefits of Peer Mentors at our annual celebration events which take place in June each year as part of national Volunteers’ Week and during the national Festival of Learning (previously Adult Learners’ Week).

- Identify opportunities for volunteer Peer Mentors and paid Peer Support Worker roles within all of our services and publish our intentions in the Trust Workforce Planning Strategy.

- Learn from our colleagues in other Trusts by being part of the North West action learning set ran by Health Education England specifically looking at Peer Mentorship.

- Review our existing Level 2 qualification in Peer Mentorship to ensure it is fit for purpose.

- Ensure that our paid Peer Support Workers have access to our Level 2 Health & Social Care Apprenticeship programme.
Priority area 7: Continuing to support service users to move on and lead independent lives by improving links with the education, training, employment and voluntary sector.

We have already established strong local partnerships with the voluntary sector.

We will:

• Continue to make links with local advocacy services, actively encouraging Independent Mental Health Advocates and Independent Mental Capacity Advocates to work with our service users on our premises when required.

• Continue to work in partnership with the local voluntary sector to create opportunities for their service users to volunteer within our services and for our service users to volunteer in theirs where this is appropriate.

• Explore links with the wider independent and business sector to enable our service users to pursue their longer term education, training and employment goals.

• Explore where we may be able to offer voluntary experience within our corporate services teams to widen the opportunities we offer to our service users and enable them to develop skills in administration, marketing, IT, catering, finance etc.

• Raise awareness of local education and employment opportunities within our services and through our assessment processes and interventions.

• Signpost service users in prison to their prison education provision and continue to engage with their local Bridging the Gap programme or equivalent to support our service users being released from prison.
Priority area 8: Continuing to tackle the stigma associated with mental health by sharing service users’ stories and celebrating success.

We have conducted research into the effectiveness of the Trust Recovery Academy and in 2017 we will see the results which will show whether or not the Academy has had any effect in tackling the stigma associated with mental health and substance misuse problems.

We will:

- Produce a publication in partnership with service users to share their stories as a way of inspiring and motivating others.
- Publish stories regularly via our Trust website and Trust newsletters.
- Nominate our service users and volunteers for Trust and national awards as part of the Trust Annual Members Meeting, national Volunteers’ Week and during the national Festival of Learning (previously Adult Learners’ Week).
- Write references for service users when they wish to move on and apply for further education, training or employment, where appropriate.
- Launch our Trust Service User Engagement Recognition Scheme which is detailed in the following section – ‘Monitoring the implementation of this strategy’.
- Work with the media by preparing and distributing press releases, feature articles and films about people with experience of mental health and/or alcohol and drug problems to challenge prejudice and help combat the stigma experienced by people with these issues and their carers.
- Share facts, experiences and news of mental health and alcohol and drug problems on our website and via our social media channels, newsletters and leaflets/posters.
We value service users’ contribution to service improvement and service delivery by offering the following:

1. Ensuring we work with service users from a wide variety of backgrounds and social groups to ensure services are reflective of the local populations they serve.

2. Paying service users for their time, for activities such as;
   - Attending service development activities, participating in PLACE inspections (Patient-led Assessments of the Care Environment) and taking part in service improvement meetings and working groups.
   - Payment is also made for the co-production of our training and participating in the recruitment and selection process of staff.

3. Reimbursing service users for their transport costs.

4. Providing service users with an induction and training to be able to carry out their role effectively.

5. Providing them with regular support and supervision.

We will make it clear at the outset of any involvement activity whether payment will be made, and, if so, what rate of pay will be offered. This will be made in accordance with the Service User and Carer Engagement Policy.
As a result of this strategy, a corporate action plan will be developed along with local service action plans. Progress against all of these plans will be monitored quarterly via the Trust Directorate/Network Leads meeting and the C.A.R.E Hub meeting.

A quarterly report will be produced for the Directorate Network Board and Quality Governance Committee. Local Leads will monitor local progress via their local Service Leadership Team meetings.
In 2016, we will launch our **service user engagement recognition scheme** which will award services with the following:

- **Bronze Kite Mark** – for services that can evidence that they obtain feedback from service users.
- **Silver Kite Mark** – for services that can evidence that they have achieved the above and involve service users in decision making and service developments.
- **Gold Kite Mark** – for services that can evidence they have achieved the above and support service users to access volunteering opportunities.
- **Platinum Kite Mark** – for services that can evidence that they have achieved all of the above and support service users to access wider education, training and employment opportunities both within and outside the Trust.

Via the implementation of this scheme, we will be able to see more clearly our achievements within the Trust and where we need to provide more support to services to succeed with this agenda.

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**Experience of involvement at GMW: Recovery Research Programme**

“Being listened to and, not just being listened to, but the level of listening to me and actually taking on board things that I have said. And also that things were changed....I would make an observation about a certain part of the Recovery Manual and at the next meeting that would have been taken on board and it does make a difference.”
References

Health and Social Care Act 2012

NHS England Transforming Participation in Health and Care (2013)

NICE Guidance Service user experience in adult mental health: improving the experience of care for people using adult NHS mental health services (Dec 2011)

Government White Paper Equity and Excellence: Liberating the NHS (July 2010)

Bolton and Torbay’s Supporting People programme Best Practice Guide (2008)

Wandsworth Council Adult Social Services’ Service User and Carer engagement strategy (2013)