



# Time Out for Involvement

Celebrating Involvement and  
Planning Our Next Steps  
Together

Tuesday 17<sup>th</sup> March

YMCA, Pontypridd



## Introduction:

The Time Out for Involvement session was well attended by 15 service users and carers, 7 CMHT staff, Mental Health Development Manager (Cwm Taf UHB) New Horizons and Interlink.

The aim of the Time Out for Involvement event was to

1. Celebrate the involvement of people in mental health services.
2. Identify examples of meaningful involvement.
3. Imagine what the involvement of service users and carers could look like.
4. Identify joint priorities for meaningful involvement.

## Involve 2 Evolve Celebration 2014-2015:

25 people have been actively involved over 2014-2015 and have contributed 1152 hours of involvement work.

Simon James presented those present with certificates to recognise the various planning, recruitment and awareness raising opportunities that people have taken part in over the past year.

We would like to say a huge THANK YOU to everyone who has been involved in the INVOLVE 2 EVOLVE Project over 2014-2015., some of whom are pictured below.



## The Poster Project:

Sharon Phillips and Jen Edwards presented an overview of their work to develop a poster to promote national and local telephone numbers of organisations and helplines that provide a broad range of support. The intention is for the poster to be displayed in GP surgeries and other public places.

*“We would like to inform you of a new innovation which concerns the compilation and designing of an information poster which can be displayed on notice boards in public places such as GP’s surgeries, libraries, community centres etc.*

*This list will include national and local helplines, telephone numbers of supporting organisations and useful links on the internet - SOUL for short. We are looking to include a broad range of information e.g. mental health, debt, housing, employment, bereavement, social isolation etc.*

*We will be undertaking a pilot to test the usefulness of such a poster in a small area first in order to gauge the reaction from the general public, the organisations named on the list and from some of those who have displayed the poster. We are hoping to engage with as many people as possible, and we will therefore take some time to collate and evaluate the information we receive.*

*However, if you or someone you know has been helped by contacting a helpline and/or organisation could you please let us know and we will try and include it on the list.”*

For any further information please contact The Poster Project on: [Jdwennifer@aol.com](mailto:Jdwennifer@aol.com) or [rw Wyatt@interlinkrct.org.uk](mailto:rw Wyatt@interlinkrct.org.uk)



# Service User & Carer Involvement - What's working well?

## 1. Storytelling:

People felt that opportunities for service users and carers to share their stories about mental health were an excellent way to raise awareness, promote good practice and challenge stigma. Examples of this are:



- INFORM (Mental Health awareness) training that is delivered by service user facilitators to GP practice staff. This training could be further developed to include other public sector services such as DWP.
- Talks given as part of the mental health awareness training delivered by Claire Hughes (RCTCBC)

Service users also felt there could be further opportunities to learn through people's stories as part of panel events and living library-type projects.

## 2. Recruitment:

Service user and carer involvement in recruitment is an area that is welcomed by service users, carers and providers alike.



*"I felt as a service user I was listened to and that my reasons for appointing the chosen applicant were valued. It increased my knowledge of the procedure of recruiting staff and the process that takes place. I really enjoyed the experience & would be happy to do more interviews of this kind"*

*"x was a valuable member of the interview panel. She was really professional and her contribution was appreciated. She had obviously prepared & it was very useful to have her perspective".*

## 3. Involvement in Care & Treatment Planning:

This year, service users have been involved in the Care and Treatment Planning Monitoring group and have designed a survey to research how involved service users feel in their Care and Treatment Plan. A wider group is also working closely with Michaela Morris from Cwm Taf UHB to develop a CTP course for service users, carers and staff which is due to start in April 2015.



## What do we ALL need to do to Strengthen Service User & Carer Involvement in Cwm Taf?

### Planning of Services:

Suggested Actions	Action for
1. Service users have a genuine opportunity to influence service changes before decisions are made.	Cwm Taf UHB, RCTCBC, Merthyr Tydfil CBC and third sector providers.
2. More buy-in from senior managers from UHB & local authority and third sector in terms of engagement.	UHB, RCTCBC, Merthyr Tydfil CBC and third sector organisations.
3. True partnership working where service users and carers are provided equal influence regarding service development/policy.	Service users and carers, Interlink, UHB, RCTCBC, Merthyr Tydfil CBC, third sector organisations
4. Services targeted on greatest need	Service users and carers, Interlink, UHB, RCTCBC, Merthyr Tydfil CBC, third sector organisations.
5. Greater openness and transparency in decision-making. Service users involved in problem-solving on service issues	Cwm Taf UHB, RCTCBC, Merthyr Tydfil CBC and third sector providers working with service users and carers.

### Delivery of Services:

Actions	Action for
1. Service users/carers being invited to CMHT meetings	CMHT staff
2. Service users have an interactive role when delivering training	Service users, RCTCBC and third sector providers
3. Opportunities for paid involvement and employment	Interlink and Cwm Taf UHB.
4. CMHT & third sector staff support service users to attend involvement days.	CMHTstaff & third sector providers.
5. More opportunities for peer support for involvement opportunities e.g. recruitment	Interlink and service users.
6. A volunteering scheme linked to the CMHTs to help people complete forms.	Cwm Taf UHB



## What do we ALL need to do (continued)

### Communication:

Actions	Action for
1. Better communication between UHB, third sector, CVCs & service users/carers.	Service users and carers, Interlink, UHB, RCTCBC, Merthyr Tydfil CBC, third sector organisations
2. Regular involvement reviews through 'time out' day/updates through newsletters/website.	Service users and carers, Interlink, UHB, RCTCBC, Merthyr Tydfil CBC, third sector organisations
3. Improve engagement on specific service areas e.g. Psychological therapies, Crisis Resolution & Home Treatment	Service user reps, Interlink, Cwm Taf Health Board, RCTCBC, Merthyr Tydfil CBC, Third sector providers.
4. A range of methods for people to provide feedback on services e.g. provide feedback anonymously through prepaid envelopes, social media	Service users and carers, Interlink, UHB, RCTCBC, Merthyr Tydfil CBC, third sector organisations.

### Preferred Projects for 2015-2016:

Below is a summary of suggested new/existing Service User & Carer involvement projects for 2015-2016. The next steps will be for Service user and Carer reps to meet with Cwm Taf UHB to discuss taking this work forward.

**1. Recovery College Initiative (Service Users, Carers, New Horizons, Merthyr & the Valleys Mind, Cwm Taf UHB, Interlink):**

The courses being delivered under the Recovery College umbrella could include trained service user facilitators to deliver the courses alongside staff. There could also be an experience exchange to find out how recovery colleges are being developed in other areas. Link with Phillip Brawn and the recovery college work in Greater Manchester.

**2. Social Media (Service Users, Carers, New Horizons, Cwm Taf UHB, Interlink):**

[www.mentalhealthsupport.co.uk](http://www.mentalhealthsupport.co.uk) webpage that currently provides information on local mental health services could be developed into an 'app' for mobile phones. There could also be a Facebook/twitter page run by service users for feedback and a place for people to exchange ideas.

**3. Engagement on Crisis Response & Home Treatment (Service Users, Carers, Cwm Taf UHB, Interlink):**

There needs to be a better understanding of how the crisis service defines what a crisis is. Ideally the term 'crisis' should be agreed by all parties so service users, carers and service providers are all clear about when the crisis service should be accessed. There are currently issues around sign-posting, transport, capacity and being able to contact the team directly.

**4. Develop the INFORM training (Service Users, Interlink, Cwm Taf UHB, Interlink):**

This training needs to be rolled out to surgeries across Cwm Taf over the next 12 months.

