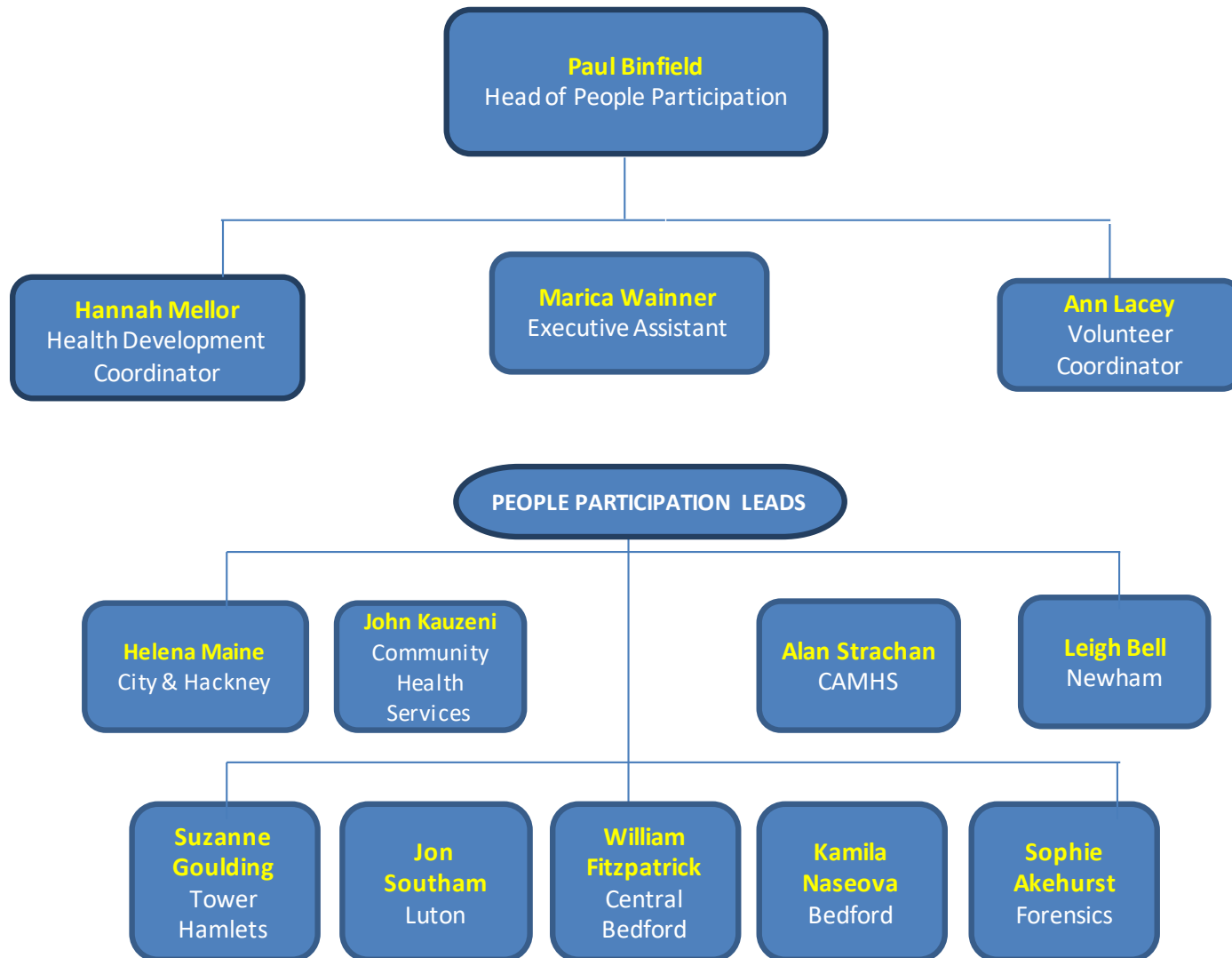




# SERVICE USER AND CARER INVOLVEMENT



# ELFT People Participation Team

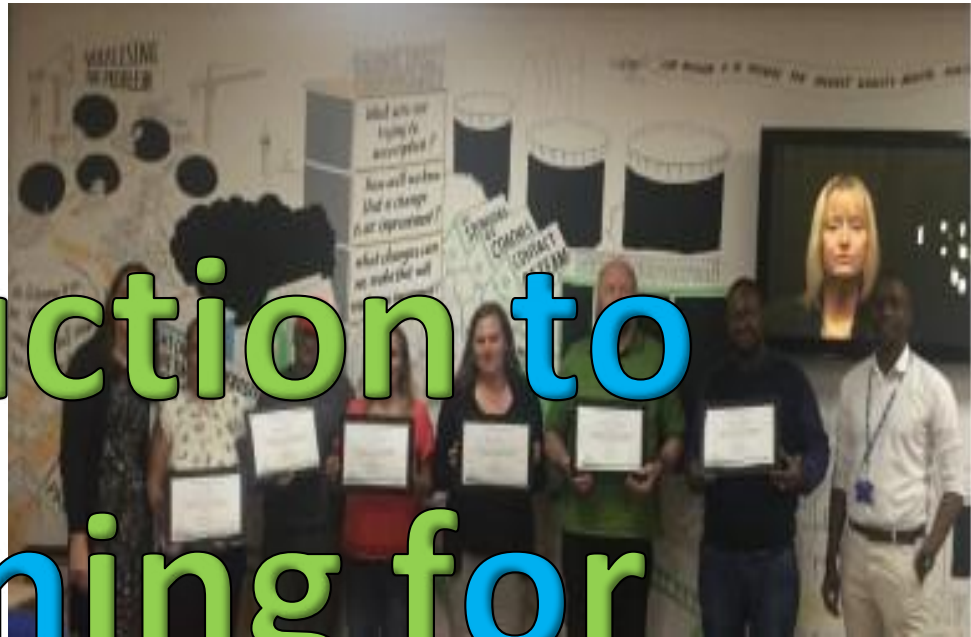


# Project Engagement



# Quality Improvement Projects





# Introduction to QI training for service users and carers

Michael McGhee (Sponsor), Eirlys Evans (QI Coach), Karamjeet Chana, John Louis Kauzeni, Sarah Grant, Amy Davies, Chris Kitchener, Claire McElwee, Charan Saduera (Project Lead).

## Aim

To increase uptake of local resolution of complaints by 50% by June 2016

## Why is this important to service users and carers?

- We care**  
Makes the process more responsive
- We respect**  
Resolving complaints becomes more meaningful and personable - service users/carers feel listened to
- We are inclusive**  
Working jointly with service users/carers when things go wrong

## Driver diagram

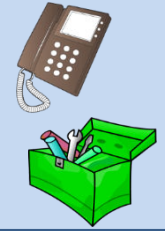
Aims:	Primary Drivers	Secondary Drivers	Change ideas
AIM: To increase uptake of local resolution by 50% by 30 <sup>th</sup> June 2016	CHN staff	Skills Learning and feedback	Customer care training Complaints process training Local resolution guidance package Learning from complaints focus group with ECT staff
	Local process	Local ownership of process	New response letter style Local resolution logging form and letter
	Local governance	Local decision making Patient and carer experience of new process Quality assurance	Introduction of the CHN Quality Panel - decisions on local v formal investigation, allocate investigators, quality check responses Complaints process satisfaction survey Leaflet on Patient Reported Experience Measures
	Data	Feedback mechanisms Local ownership of data	Focus group with PBE staff and service users / carers Increased use of reporting including Data for informal complaints Local issues log to test in Community Neuro Service



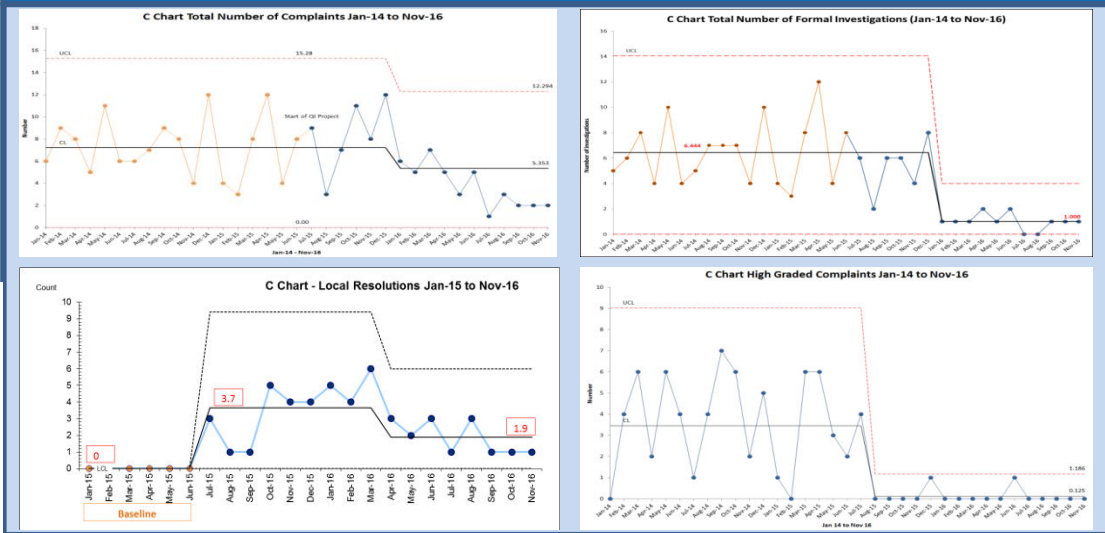
## Tests of Change



- Complaints Quality Panel
- Satisfaction Survey
- Local Resolution Pack
- Local Issues Log
- Customer Care Training
- Risk Matrix
- New response letter style



## Data



## Learning

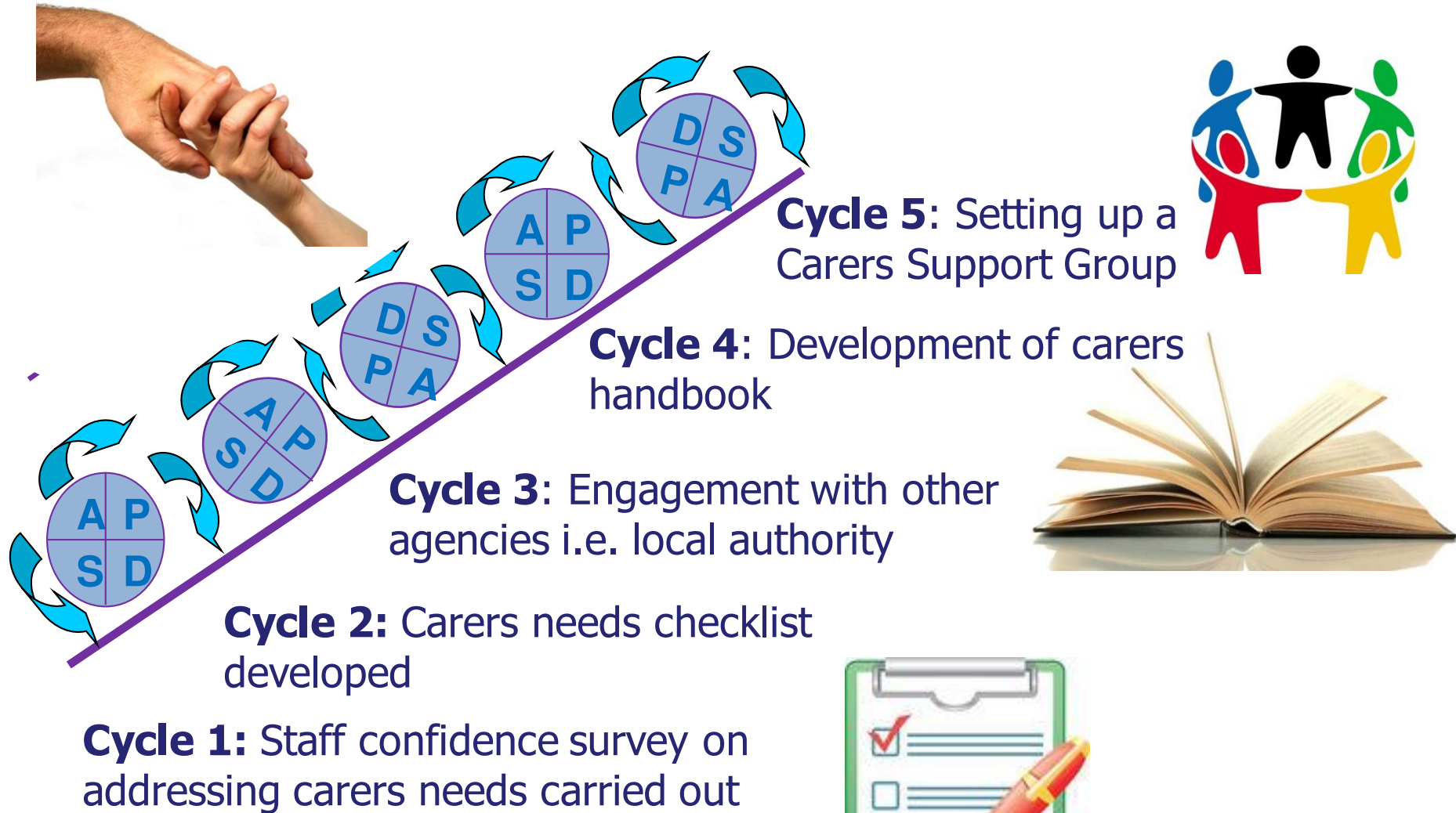
**Are you listening? Feedback from the survey**

- Other places should do a survey
- The staff listened
- Happy with how the manager dealt with my issue
- I feel the manager went out of his way to help me
- Before this it didn't feel meaningful to me
- I wanted to make the manager aware of the issue
- I was happy with the time taken to get back to me after I complained
- The letter mentioned all the points I raised

**Are you listening? Feedback from the survey**

- The Community Matrons who visited my father were very helpful
- The admin lady was fantastic and the nurse who called me back was superb, I would like to compliment them
- I felt reassured when the team manager called me, I would not hesitate to use this process again
- I was kept informed about my complaint
- The letter addressed all the points I raised, two years ago I complained but they didn't handle it properly. The new system is quick and professional
- The service was very prompt with their reply to my complaint

# QI project supporting informal carers



# Newham Centre for Mental Health



# PP awards 2017



L—R: John Louis Kauzeni (People Participation Lead), Graham Savage, Peter Bruton and Hugh MacLeod

# ELFT CHAIR'S AWARD – PEOPLE PARTICIPATION PROJECT OF THE YEAR AWARD 2017



# Barriers to Engagement

Self  
Confidence

Financial  
Barriers  
(Travel Costs)

Isolation

Being  
thrown in at  
the deep  
end

Support for  
QI Projects

Accessibility  
to use  
PC/Printer

Conflict  
Carers'  
Responsibilities

It feeling  
tokenistic

Lack of  
Supported  
Guidance

Human versus  
Email  
Interaction

Communication  
Barriers

Regular  
Attendance

# PRIDE Research Project

Adrian Curwen, Jane Fernandes, Racheal Howison, Paul Binfield,  
Winnie Chow and Domenico Giacco

2017

# PRIDE Qualitative Study Research Findings

## Why did participants join People Participation activities? (cont.)

### Social aspect – meeting like-minded people (cont.)

*“I needed to be involved in getting to know some other people.”*

### Having structure to their day and keeping occupied

*“People Participation has turned my life around in the last 2 years I have been doing it. It gives me something to do. It involves me in aspects of other people’s illnesses, understanding other people’s illnesses.”*

*“I feel that I am happy...mental state as well because I feel more happier when doing participation.”*

## What were the benefits and experiences (positive or negative) for recovery by being involved in People Participation?

### Sharing experiences with like minded people

*“Be able to express my views, meet like-minded people who have gone through the same thing.”*

*“You get to connect with people and it’s so lovely when people come up to you and say “I love coming here because you are here as well” and, you know, that sort of thing. Just to be you.”*

# PRIDE Qualitative Study

## Research Findings

### What were the benefits and experiences (positive or negative) for recovery by being involved in People Participation? (cont.)

#### Improvement in self-confidence and motivation

*"I have learnt how to... be more assertive, be more confident, be more not confrontational..."*

*"My self-worth is probably the biggest improvement."*

*"It helped me achieve a sense of well-being, it's educated me, it's made me more self-aware, it's helped me just become a person that could, a normal person, normal as in the sense that like a person that can be in the community and have a mental health problem but still carry on and live a normal life..."*

#### Better understanding of services

*"How do I relate to services, it's more of a positive thing..."*

*"When going inside the service that I did stay in it was kind of nice to see the day-to-day running so I guess that kind of give me another dimension to what I knew about that service..."*

*"It's changed my views of services in ELFT and it's changed my view that services are changing towards a more patient focussed and listening more to the service users. I think, I mean in the past with psychiatric services, there wasn't such a focus on recovery. It was more a focus on containment"*

# PRIDE Qualitative Study

## Research Findings

### What were the benefits and experiences (positive or negative) for recovery by being involved in People Participation? (cont.)

#### Facing and overcoming fears, independence

*“It is always good to learn about things that you actually fear.”*

*“One of my things is the fear of... being discharged and being left on your own. But now I don't fear that because I know there's always access to everything, you know, and if you are having problems, you talk.”*

#### Sense of achievement, feeling valued

*“You are important actually... You do learn if you're given a question your answer is important.”*

*“So it opens doors. You meet people you normally wouldn't have met. You know, when you give yourself to something, it is not about rising to this or being big at this or doing, earning x amount of money. For me it was, you know, just one step at a time and I enjoy it now.”*

#### Giving back feels good

*“I've always felt the value in everything I've done.”*

# PRIDE Qualitative Study

## Research Findings

### What were the benefits and experiences (positive or negative) for recovery by being involved in People Participation? (cont.)

#### Giving back feels good

*“It’s helped with my recovery greatly. Sort of helping other people and feeling productive and putting a positive end to a negative set of experiences. It’s all, sort of, been great.”*

#### Having a voice and improving services

*“It made me more empowered because I was sitting on panels and I was having a say of who comes in and who doesn’t come in”*

*“Getting involved... taking part, having a say, being listened to, being educated...”*

#### Better coping mechanisms

*“I ain’t had drugs, drunk alcohol for 17 years, I haven’t smoked cigarettes for 12 years... it’s made me more self-aware of how you can end up back in hospital again or in trouble with the law if you don’t do things that are positive rather than negative.”*

# PRIDE Qualitative Study

## Research Findings

**What were the benefits and experiences (positive or negative) for recovery by being involved in People Participation? (cont.)**

### **Better coping mechanisms**

*“It’s helped me because it’s made me think about what are the good things in life and what are the bad things in life and what’s going to keep me well and safe and keep me from going back to hospital again.”*

**What skills were refreshed or gained by taking part in PP activities?**

### **Listening skills/interpersonal skills**

*“I’ve learnt so much from going to the meetings, you know, talking and listening to other people, so I’ve learnt a lot, and I’ve got sort of self-respect and my say back, which I didn’t have before”*

### **General communication skills.**

*“It trains you to develop your skills set. That was very attractive to me.”*

# PRIDE Qualitative Study

## Research Findings

### What skills were refreshed or gained by taking part in People Participation activities?

#### **Public speaking skills - giving training to staff**

*“I think being able to express yourself, especially when I do talks with new nurses or new social therapists, they really want to hear the service user’s view and see the other side. Not just the things they are trained in. Not just the things that are passed down, but the service user’s view is the reality. The fact that I was a patient made my views more important.”*

*“I’ve had quite a few staff remark to me that I’ve changed their attitude of service users and service user involvement in peer support and that sort of thing. So I think I’ve changed some attitude there.”*

#### **Creative skills (poetry)**

#### **Avoiding conflict/ dealing better with conflict**

# PRIDE Qualitative Study

## Research Findings

### What were the participants' experience of the support provided?

#### Trust/Availability

*"Yes, she has been really good. I've needed to lean on her quite a bit. Especially when writing any script or doing any talk, the fact that she's there makes it much easier. I can get all the information that I need and she really supports me. She does a wonderful job. She has great qualities, you know. So I wouldn't be able to do the stuff I've done without her."*

*"Our People Participation Lead is probably the best one and I wouldn't want anyone else. I can talk to her about anything. She is down to earth, human. She's a lovely lady and I can go to her whenever I like."*

#### Being a companion

#### Facing fears - pushing personal boundaries

*"I set myself boundaries because I guess we all live in our own safety nets when you have mental illness. She actually makes me go to the edge and sometimes over. And when I do that, I feel, you know, like, 'wow, I'm so glad I did that. Can I do that? I can really do that' you know."*

#### Keeping updated on training, events and opportunities

#### Support with personal issues

# PRIDE Qualitative Study Research Findings

**What aspects of this initiative could be improved/suggestions for improvement? (cont.)**

*“Whoever is listening to this, just know one thing – People Participation has pulled me out of a very big hole which is now filled with cement and I don’t go back there now... I’m moving forward. I feel like a human being now, not an animal.”*

*“As far as this Trust is concerned, we seem to have pretty well nailed People Participation, I think. I don’t know where we stand nationally in terms of participation, but we are damn good at it and I think we could teach those other Trusts.”*

# Table Discussion 1

What do you do now?

What are you proud of?

# Table Discussion 2

What would you like to do?

What is your commitment following today?

# Facilitator Notes for Discussions

15 minutes – Two questions to discuss with delegates

***What do you do now?***

***What are you proud of?***

15 minutes – Two questions to discuss with delegates

***What would you like to do?***

***What is your commitment following today?***