

# **Integrated Mental Health Service In Clackmannanshire**



**Standards for Involving People who use Services**

## Introduction

This booklet explains our Standards for Involving Service Users in mental health services. It tells users what we are doing to encourage their involvement and the actions we will take to continue this work.

These standards have been developed by:

- service users involved with Klacksun (Clackmannanshire Service User Network)
- managers of Clackmannanshire Integrated Mental Health Services
- SAMH (Scottish Association for Mental Health) in Clackmannanshire

Integrated Mental Health Services will record progress made in service user involvement in an annual report.

## Our commitment to service user involvement

Integrated Mental Health Services and SAMH in Clackmannanshire are committed to empowering all service users. We will work in partnership with them to develop and improve all aspects of their care. We will consult service users and keep them informed.

## Determining the scope of service user involvement

At Integrated Mental Health Services and SAMH in Clackmannanshire we are committed to involving service users as much as possible.

Service users have the right to be involved in all aspects of their care and in the development and improvement of services related to their care.

Where there may be constraints on their involvement, relating to, for example:-

- Concerns about health;
- Legislation (eg health and safety);
- Available resources;
- Operational issues (eg staffing issues);

We will explain and record the reasons for these constraints.



## Procedures which will support service user involvement

- Information about service user involvement (including this document) will be available from SAMH, the Council and the NHS.
- We will tell new service users about involvement at an induction.
- Each area of services will have a service user involvement plan which we will review regularly.
- We will continue the Liaison and Development Group, where service users have the opportunity to meet with those who manage local services and influence developments.
- Our staff induction will focus on service user involvement.
- All Integrated Mental Health Services and SAMH in Clackmannanshire will review all procedures regularly to ensure they support service user involvement.

### Action

*We will review staff induction to ensure a user involvement focus.*

*We will review inductions for people coming into services to explain involvement opportunities and how expenses for these can be met.*

## Service user involvement plans will be integrated with other operational plans, policies and procedures

Service user involvement plans are an integral part of each area of services and of the overall development plan for Integrated Mental Health Services and SAMH in Clackmannanshire.

### Action

*We will ensure users can contribute to the review of all policies.*

*We will record user involvement in policy review and development.*

As relevant policies and procedures within Integrated Mental Health Services are reviewed, opportunities for increased service user involvement will be explored. At the time of review, we will assess policies and procedures to ensure they support our commitment to service user involvement. We will also ask the opinion of a sub group of service users.

The policies of SAMH in Clackmannanshire are developed by SAMH at a national level. SAMH currently involve service users in developing their policies.

## Staff will involve service users effectively

All staff will receive a copy of the standards for involving service users and a copy of the service user involvement plan for the area in which they work.

We will include an introduction to service user involvement and its importance within the Integrated Mental Health Service and SAMH in Clackmannanshire as part of the induction process for all new staff.

We will train all staff on service user involvement, advocacy and empowerment. The local advocacy service and service users will be involved in designing and, where appropriate, delivering this training.

### Action

*We will develop user involvement training / awareness raising for staff.*



## Systems will support service users in getting involved

Integrated Mental Health Services in Clackmannanshire will:-

- Actively offer service users taking part in involvement activities out of pocket expenses including mileage, fares, parking and refreshments, as appropriate.
- Arrange transport to meetings or events if required.
- Arrange meetings to suit all those involved.
- Provide lunches if appropriate, taking into account travelling time to meetings.
- Distribute reading material between one and two weeks before a meeting or event.
- Make sure reading material is free from jargon and all abbreviations are explained.
- Offer the support of a user involvement worker if required.
- Provide training and support to ensure positive involvement.
- Be clear about what we are asking service users to get involved in and ensure our involvement activities have a purpose.

### Action

*We will develop training for individuals who want to be involved.*

## Employing a service user involvement worker

We will employ a user involvement worker on a permanent basis to support our continuing commitment to service user involvement.

The main responsibilities of the post will be agreed between managers of Integrated Mental Health Service and SAMH in Clackmannanshire and service users to ensure that role continues to have the right focus. The worker will also be independently supervised by a qualified external individual with user involvement experience.

The worker will be expected to support Klacksun (Clackmannanshire Service User Network) as part of the duties of the post.



## Developing and monitoring standards for service user involvement

We will evaluate and monitor user involvement by reviewing service user involvement plans for each service area annually. Service users will be involved in the review process through the Liaison and Development Group. We will provide evidence to show how service users are being involved.

These standards for service user involvement will also be reviewed annually and we will be asking the widest possible audience of service users if they feel we are meeting our agreed commitments. We will reach as many service users as possible by using a range of consultation methods, including:

- events;
- focus groups;
- one to one meetings;
- questionnaires; and
- the internet.

We will produce an action plan annually to tackle any areas for development which are highlighted by the reviews.

### *Action*

*We will review user involvement plans regularly and provide evidence to show how objectives have been met.*

## **Supporting and training service users to develop and monitor service delivery standards**

Service users will be involved in developing a range of tools which can be used to assess the experience of people who have used mental health services. Involving service users in monitoring the results of this ongoing project is a key objective.

## **Involving service users in the recruitment and selection of staff**

We will involve service users in the recruitment and selection of the user involvement worker.

We will explore opportunities for involving users in the recruitment and selection of other staff within Integrated Mental Health Services, taking into account relevant legislation and policies in this area, (for example, confidentiality).

SAMH in Clackmannanshire already have a policy for involving users in recruitment and selection of staff.

## **There will be user involvement at the most senior levels**

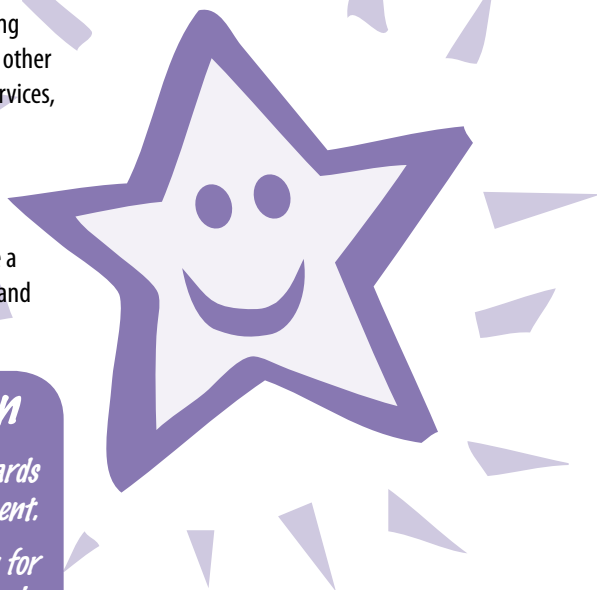
Service users have direct access to the Service Manager of the Mental Health Joint Provision through the Liaison and Development Group. Access can be obtained, through this post, to the Head of Social Work at Clackmannanshire Council.

Service users also have the opportunity to participate in the Public Partnership Forum of the Community Health Partnership, which enables direct access to the General Manager of the Community Health Partnership and the Mental Health Lead for Forth Valley.

### *Action*

*We will establish minimum standards for user involvement in recruitment.*

*We will establish a menu for involvement (for example, contributing to questions or attending interview).*



## **A budget and resources will be allocated for service user involvement**

Integrated Mental Health Services in Clackmannanshire provide the budget to employ a user involvement worker.

An annual budget will be allocated to cover service user expenses, relevant training and small scale project work. Support will be available to access further funding if required. We will work towards a policy on paying service users for certain aspects of involvement.



We will provide an equipped office space within Integrated Mental Health Services to support effective service user involvement. This could provide, for example, work space for service users involved in activities related to user involvement such as administration, research and small meetings.

We will monitor and review budget and resources regularly to ensure there is adequate provision.

### *Action*

*We will develop office space to suit users' needs.*

*We will develop a policy for payment of service users.*

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