



With all of us in mind

FORENSIC SERVICE - CARER INVOLVEMENT STRATEGY

Introduction

The Forensic Business Delivery Unit is part of South West Yorkshire Partnership NHS Foundation Trust. The Service incorporates both medium secure forensic services at Newton Lodge and low secure forensic services at the Bretton Centre and Newhaven. Service users are admitted from the prisons, courts and other hospitals, including high secure hospitals, and local community and inpatient mental health services. The hospital includes specialist services for men, women and people with a learning disability.

Within the Forensic Service we recognise that we not only have a responsibility to provide high quality care and treatment for our service users; we also have a responsibility to work in partnership with their carers to achieve the best outcomes possible for service users and their families. We want carers to be as involved and informed as possible throughout the service users recovery journey and aim to ensure that carers feel valued, empowered and supported. This strategy outlines our commitment to carer involvement within the Forensic Services.

Purpose of Involvement

- Making sure that carers voices are **heard**
- True partnership working
- Increased transparency
- Shared decision making
- Places service user and their carers at the heart of recovery
- Collaborative approach
- To contribute to **real** and **sustainable** change

South West Yorkshire Partnership Foundation Trust Involvement Strategy

The Trust has developed an involvement strategy to ensure that there is an understanding and commitment to involving people and to ensure the outcomes of this impact on decision making and service delivery. The Equality and Inclusion Strategy Trust Action Group reports directly to Trust Board and is supported by Equality and Inclusion Local Action Group's within each Business Delivery Unit across the Trust.

“Involving people means service users, carers, members and the public being partners in how we plan and deliver our services. It also means working in partnership with commissioners, local authorities, third sector organisations and other community groups when we plan our services and develop our policies. Involving people is about us all working together to improve and develop our services for the benefit of everyone. It is about us being able to show how the insight gained from “involving people” has made a difference to improving the quality of the current service, and when developing new services, leading to an



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increased level of service user satisfaction in those future services”.

Involvement can be categorised into four main areas:

- a) Service users and the people who care for them are being involved in planning their care and have access to help in putting their views across or raising concerns, if they wish. Involvement in planning one’s own care is accepted as a basic right of anyone who uses our services. This will be achieved by:
 - Reviewing care planning processes to make sure that the views of service users and their carers are listened to and respected.
 - Ensuring individuals and carers have access to information about different types of available care or treatment.
 - Access to advice and liaison services and independent advocacy.
 - Ensuring there are robust systems for dealing fairly and promptly with complaints.

- b) Service users, carers, our members and voluntary organisations working in partnership with the Trust to improve and develop services. **This is a statutory duty** and will be achieved by:
 - Having a range of systems which invite people to feed back their views on services (Dialogue Groups).
 - By involving people in planning and decision making processes, ensuring that we consult formally when we are considering changes to services, by involving people in our recruitment processes and our processes to train and develop our staff.

- c) Service users, carers, members and voluntary organisations being actively involved in monitoring the quality and effectiveness of services. This will be achieved by enabling people to contribute to research, monitoring and evaluation exercises and inviting feedback on their experience of services.

- d) Formal consultation with the wider public on proposals which are likely to have a significant impact on people’s access to health services is **also a statutory duty**. Formal consultation processes are usually carried out with Primary Care Trusts as commissioners of services and are overseen by Local Overview and Scrutiny Committees



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The diagram below illustrates the benefits of involving people in all aspects of how care is delivered. Improving the experience of care through Involving People is about finding out how people feel about the physical and emotional aspects of services and using this insight to drive improvements based on what people are telling us.



Forensic Service Involvement Structure

The role of the Equality and Inclusion Team is to promote social inclusion, equality and involvement across all Trust services. They achieve this by several means such as:

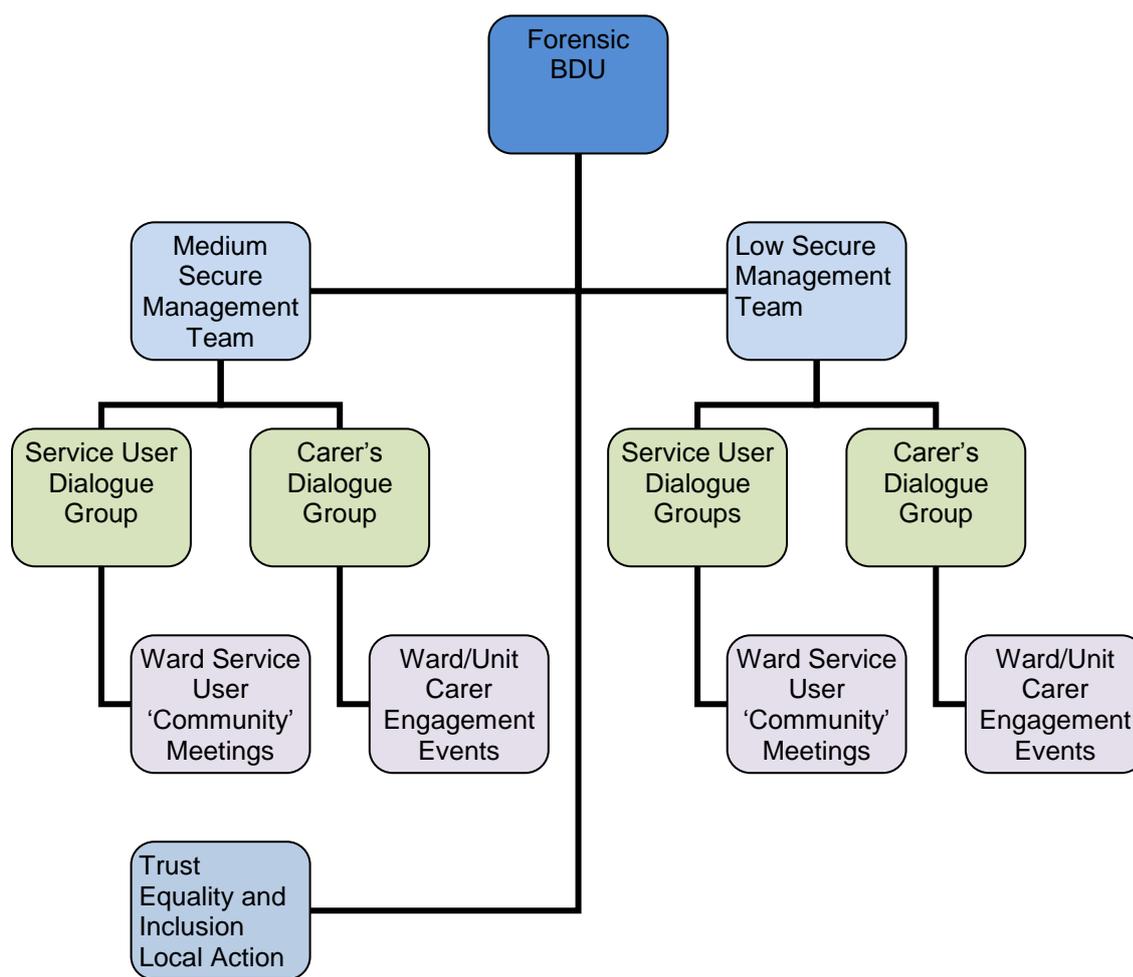
- Dialogue Groups**
- Focus Groups**
- Equality Impact Assessments**
- Involvement Databases**
- Seldom Heard Groups**
- Partnerships**
- Surveys and Questionnaires**

The Forensic Services Carers' Dialogue Group connects to the Equality and Inclusion Team through a regular reporting framework.

Service level Carer Dialogue Groups feed into senior management through the Medium Secure and Low Secure management teams.



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Carers' Dialogue Group

Dialogue Groups are a fantastic and innovative way of providing an open forum for carers and Trust staff to communicate with each other directly. Dialogue Groups not only give carers a voice but also provide an opportunity for the Trust and Forensic Service to explain why things are done in a certain way. This can, over time, create a mutual understanding and enable us to work together to provide an excellent service. Dialogue Groups provide the opportunity for carers to tell us how they feel; not as one person in isolation but with confirmation that other people share their experience, knowledge, and sometimes frustration.

Carers have a very clear idea of what they expect from Trust services. By listening to carers we hope to develop trust, build mutual respect and bring about positive change. It is good to talk, listen, and acknowledge each others experiences with the view that we all want the same outcome - to provide the best service possible for the people who need us.



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Carers Dialogue Groups provide information on a range of relevant topics and issues related to the service and caring role.

The sessions also provide an opportunity for carers to share their experiences with others and receive support within a safe environment

The Forensic Service Carers Dialogue Group provides:

- An open forum for families/carers and Trust staff to communicate with each other directly
- An opportunity for carers to find out more about the services we offer
- An innovative way to improve communication, consult and develop services to provide the best service possible outcomes for service users and their families

The Dialogue Group promotes positive engagement with carers, supports real and meaningful consultation and provides a forum for sharing information about service development and issues that matter to carers.

Service Line Carer Engagement Events

- Ward based carer involvement meetings and visits
- Seasonal 'Family and Friends' events
- Service 'Open Days'

Information and Communication

A variety of written, verbal and technological communication approaches are used across the Forensic Service to facilitate contact with carers and support their involvement in the service user's care pathway.

Written Information

- Carer Welcome Booklet
- Ward pack for families and carers
- Carers notice board - dedicated in service reception and/or visiting areas
- A reference list of useful resources and websites
- Leaflets on specific topics of relevance to carers

Communication Technology

- Video Conferencing facilities at NL
- Email Communication
- Audio-visual resources



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Care Pathway

- **Admission:** A member of the clinical team will contact carers following admission to offer a face to face meeting.
- **Visiting:** On arrival carers will be given a warm welcome; reception and staff will explain security procedures and advise regarding the visiting process.
- **Transfer:** When visiting any ward for the first time, a member of staff will meet and greet carers, explain the wards philosophy or recovery approach and will be available to assist during the visit.
- **Care Planning:** We actively encourage service users to involve their carers, family and friends in their care and treatment. Support from loved ones, friends and relatives can often help people in their recovery journey and assist them during their time in hospital.
- **Care Programmer Approach:** providing we have the service user's consent, carers are invited to attend CPA review meetings and will receive a copy of the agreed care plan.

Advocacy

Advocacy supports the empowerment of service users by offering a source of independent advice and support in expressing needs and wishes in relation to their own care. Carers will be supported to access advocacy services when required.

Advocacy can play a valuable role in the involvement process by providing feedback on relevant issues and identifying ways to improve services.

Customer Services

The Trust has a customer services team which supports service users and carers to find sources of help and assist in resolving issues or concerns.

The customer services team work to support the Trust in maintaining a positive reputation for partnership working, in particular the relationship with people who use Trust services, their carers and Trust members. The team promotes the genuine commitment to putting the 'customer' at the heart of services, with continuous improvement through learning from concerns and complaints being central to this.

The team provides information, advice and support for people who use Trust services, their families, carers and the public.

Carers Assessments

Carers may be entitled to receive an assessment of their needs by Local Social Services Authorities. Support and advice will be given to carers on how to access this service.



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South West Yorkshire Partnership NHS Foundation Trust Member's Council

Carers can become a member of the Member's Council, which provides an opportunity for carers to have a say in how the organisation is run. Public and staff elected governors who sit on the Member's council can also attend carer's dialogue groups in order to represent and feedback to the Member's Council. This provides a direct link between carers and the Trust board.

Carer Satisfaction Survey

Feed back from carers is essential in order for staff to continually develop and improve the services we deliver. A confidential and anonymous carer satisfaction survey will be undertaken every 12-24 months to support this process. Results will be shared with carers and action plans devised to address any areas highlighted for service improvement.

Feedback

Your views are welcome. If you wish to comment on, compliment or complain about any of the services provided by the Trust, please ask a member of staff for details of how to do this.

If you need advice or assistance in making your views known please contact our customer services team: Free-phone: 0800 587 2108 or email customer.services@swyt.nhs.uk.

The Trust's website www.southwestyorkshire.nhs.uk contains a wealth of information about the organisation and its services and about mental health and learning disabilities and how to look after your wellbeing.

Carers can sign up as a member of the Trust on the website, read the latest issue of the 'Like Minds' magazine, and view our latest news.