

Service User Involvement and Empowerment in Acute Mental Health and Forensic Services

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What was happening?

- **Trust was largely getting it right**
- **Involving service user and carers at every level**
- **From reviewing leaflets to appointing the Trust's new chairman**
- **Addressing the CQC**

CQC on 2 conditions

- I can say what I really think
- You buy me a coffee

How can we do it better?

- **Employ someone to train service users and carers to do involvement**
- **Employ someone with lived experience to give a voice to the voiceless**
- **Employ someone to break down the barriers and to empower others**



Training Developed

- **Introduction to Involvement 50+**
- **PLACE 10**
- **Recruitment and interviewing**
- **Meeting etiquette**
- **More to follow**

How are we doing now?

- **Service user and carer feedback ‘very good’**
- **Staff feedback ‘very good’**
- **Forensics not being heard or included**

Giving a voice to people using Forensic Services

- **Identified service user representatives on each ward**
- **Worked within their restrictions to have greatest impact**
- **Taking the training to them in a way that meets their needs**

Meet Tyler

- Presented my personal story to the Trust Board
- Presented at community engagement meetings
- Reviewed new leaflets and literature
- Represent my ward at biweekly meetings

Meet Tyler

- Presented feedback to service user and carer involvement celebration day
- Deliver training to other service users, carers and staff
- About to lead PLACE on forensic wards

What can you do?

- **We are the experts because we live it**
- **Give us the tools we need to have the biggest impact**
- **Empower us**
- **Trust us**
- **Work with us**

