



Cheshire and Wirral
Partnership
NHS Foundation Trust

Patient & Carer Experience

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Associate Director Patient & Carer
Experience

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Patient and Carer Experience Team Manager /
Voluntary Services Lead

Helping people to be
the best they can be



CQC has rated us
"outstanding" for Caring
and **"good"** overall

"We found the standard of caring to be outstanding. Staff treated people with compassion and respect."

Dr Paul Lelliott
Deputy chief inspector and CQC mental health lead.



For more information visit www.cwp.nhs.uk

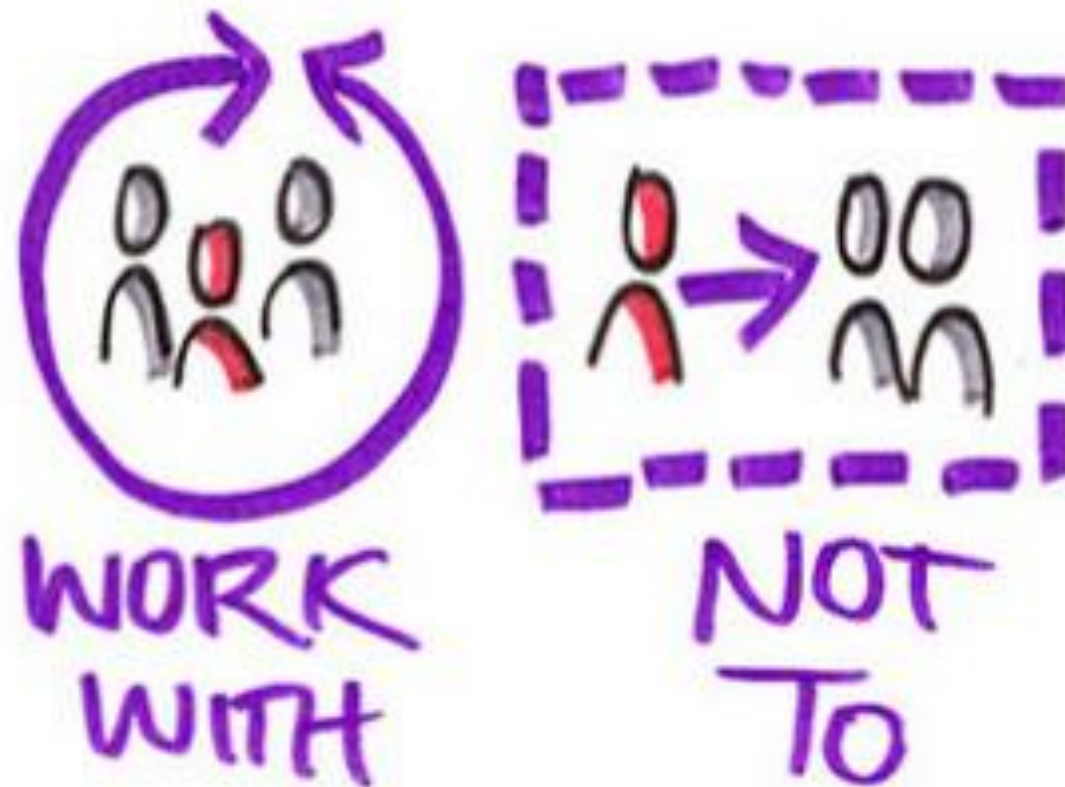
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Co-production

We don't just wait around for people to give us feedback...
we proactively involve people!

co-production



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The Ladder of Co-production

Where are you on the ladder towards co-production?



7 Co-production

Co-production is an equal relationship between people who use services and the people responsible for services. They work together, from design to delivery, sharing strategic decision-making about policies as well as decisions about the best way to deliver services.

6 Co-design

People who use services are involved in designing services, based on their experiences and ideas. They have genuine influence but have not been involved in strategic decision-making.

5 Engagement

Compared to the consultation step below, people who use services are given more opportunities to express their views and may be able to influence some decisions about how services are designed or delivered, but this depends on what the people responsible for services will allow.

4 Consultation

People who use services may be asked to fill in surveys or attend meetings, however this step may be considered tokenistic if they do not have the power to influence or affect change.

3 Informing

The people responsible for services inform people about the services and explain how they work. This may include telling people what decisions have been made and why.

2 Educating

The people who use services are helped to understand the service design and delivery so that they gain relevant knowledge about it. That is all that is done at this stage.

1 Coercion

This is the bottom rung of the ladder. People who access services are made to attend an event about services as passive recipients. Their views are not considered important and are not taken into account.

Co-production: It's a long-term relationship

Based on Arnstein's Ladder of Participation, the TLAP ladder of participation describes a series of steps towards co-production which can be used in strategic commissioning across health and social care. It is designed to support greater understanding of the various stages of access and inclusion before full co-production is achieved.

www.thinklocalactpersonal.org.uk

web: www.thinklocalactpersonal.org.uk

email: info@tlap.org.uk

facebook: www.facebook.com/thinklocalactpersonal

twitter: @tlap1





Personality Disorder

Level 2: Making changes to practice

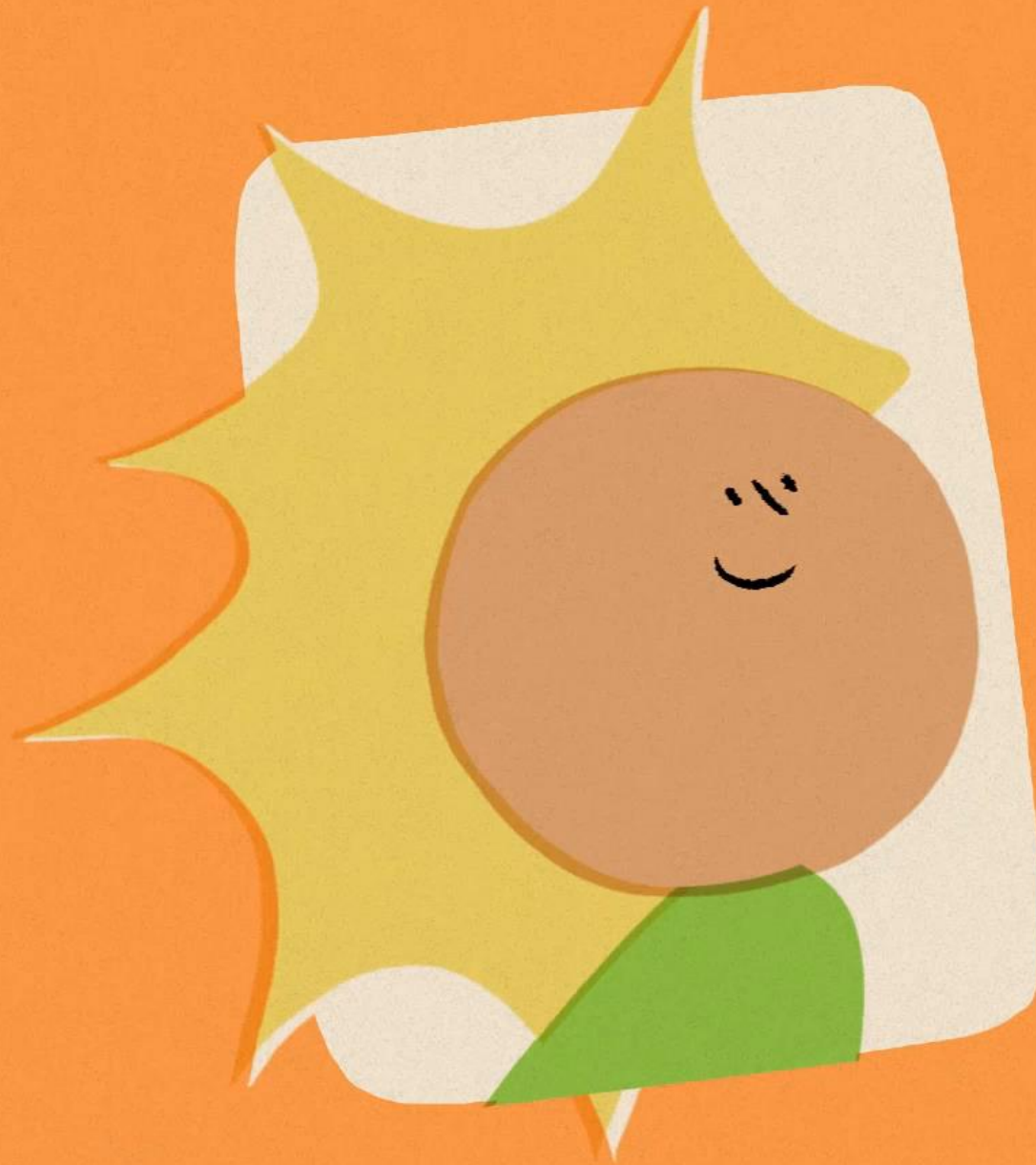
Dr Samantha Woodley, Principal Clinical Psychologist
Joe Gavin, Expert by Experience
Rehabilitation wards

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Person-Centred Framework



PERSON CENTRED

Respect

We all have something to offer



We are all unique with our own strengths, needs, aspirations and abilities

We will



Nurture different experiences and viewpoints

Partnership



SUPPORT



Collaboration



Learning

Celebrate achievements

LEARN & HAVE THE COURAGE TO SPEAK UP AND VOICE OUR VIEWS

Improve things to make a lasting difference

Clarity

We will use language that people can understand

We will be

HONEST

WE WILL BE HONEST, CLEAR AND REALISTIC ABOUT OUR ROLES

CLEAR & Realistic

Choice

We will give you the choice of when to invite others to act on your behalf

Information
You
Decide

Options

Things To Consider

- Shared decision making
- Shared decision making
- Shared decision making

Inclusion

We will work with everyone's strengths + abilities + those things we might not be so good at

Abilities

Celebrate the good things that we do; & work together



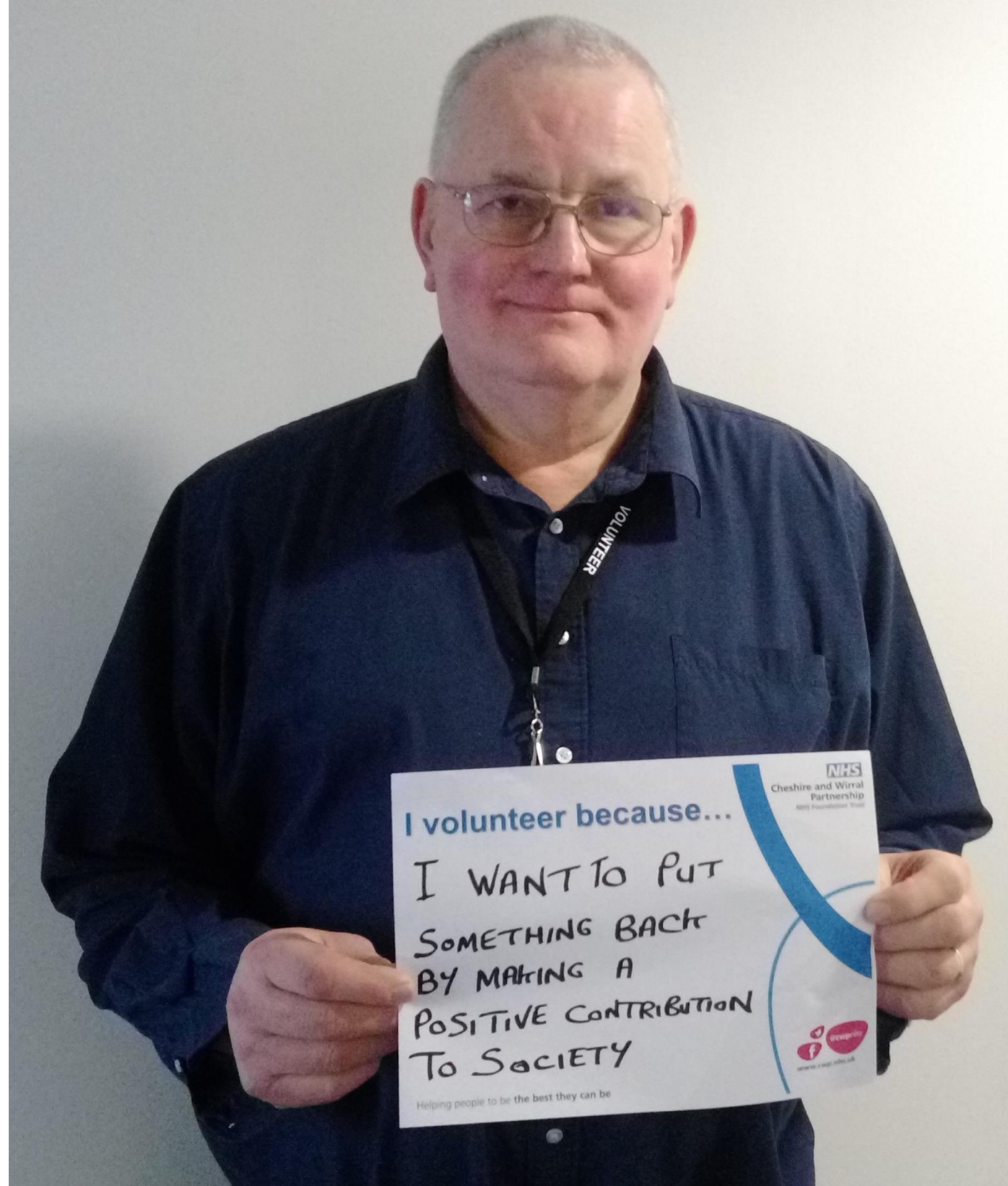
230+ volunteers



35+ different roles



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People with Lived Experience



Lived Experience Connectors®



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“They were able to advise me on the qualities in a nurse that they have found helpful.

This has given me a goal to work to towards, and an idea of what works well from the perspective of the service user.”

**“The meeting fits perfectly
with the programme.**



**Being in a person-centred
role, having the
knowledge and sharing
experiences with my Lived
Experience Connector®
will make me a more
successful health
professional.”**

Equality, Diversity, and Inclusion

The Rainbow Tree



Equity and Inclusion Network



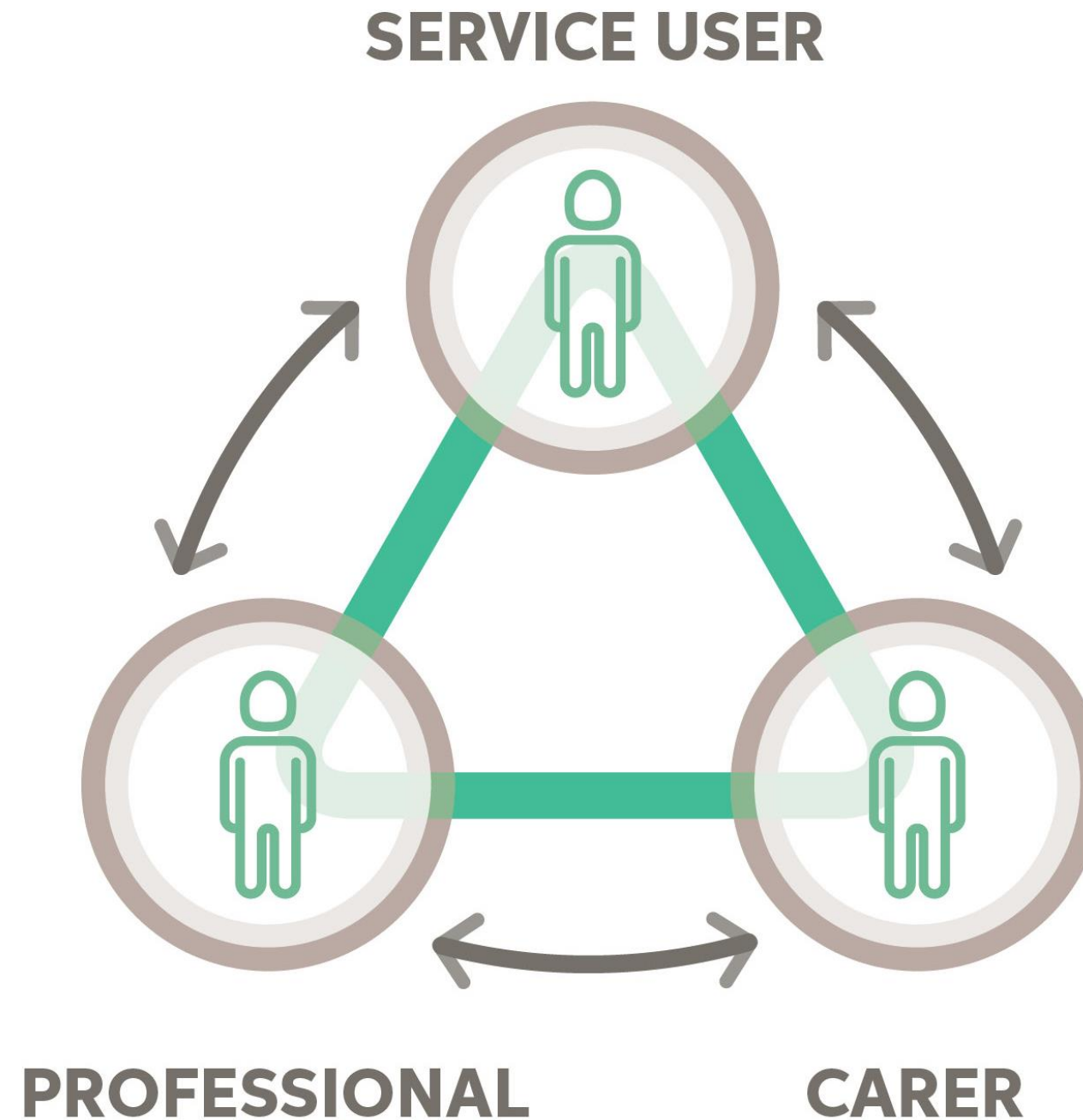
Diversity Alliance



Support for Carers

Making sure we are supporting carers, families, loved ones

- Triangle of Care
- Carers passport
- Carers Champions
- Annual Carers' Survey



Patient & Carer Experience Team

Other things we do –

- Peer Support
- Work Experience
- Honorary Contracts
- Trust Membership
- Trust wide project support



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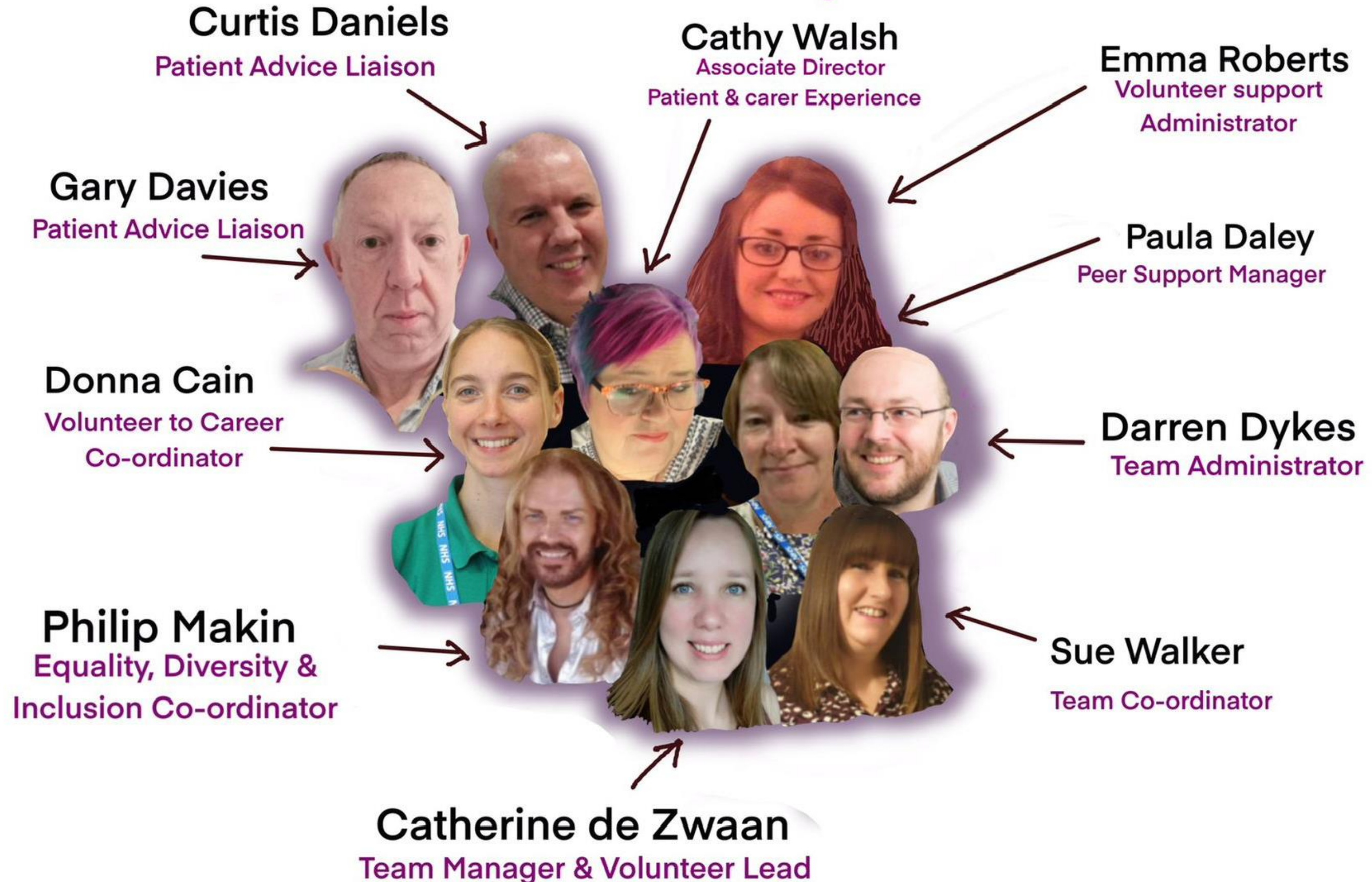
Patient and Carer Experience Team (PACE)

This central portal has been developed as a one stop resource for staff to find at ease anything patient and carer related. We offer support on Person Centred Thinking and the tools you will need to be a Person-Centred Champion.



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Patient & Carer Experience Team





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