

Developing Service User Involvement in the West Midlands Drug & Alcohol Treatment System

This document has been produced by the West Midlands
Regional Service User, Carer & Support Worker Forums
with support from the West Midlands NTA.

Version 1 – updated March 2009

A Framework for Involvement

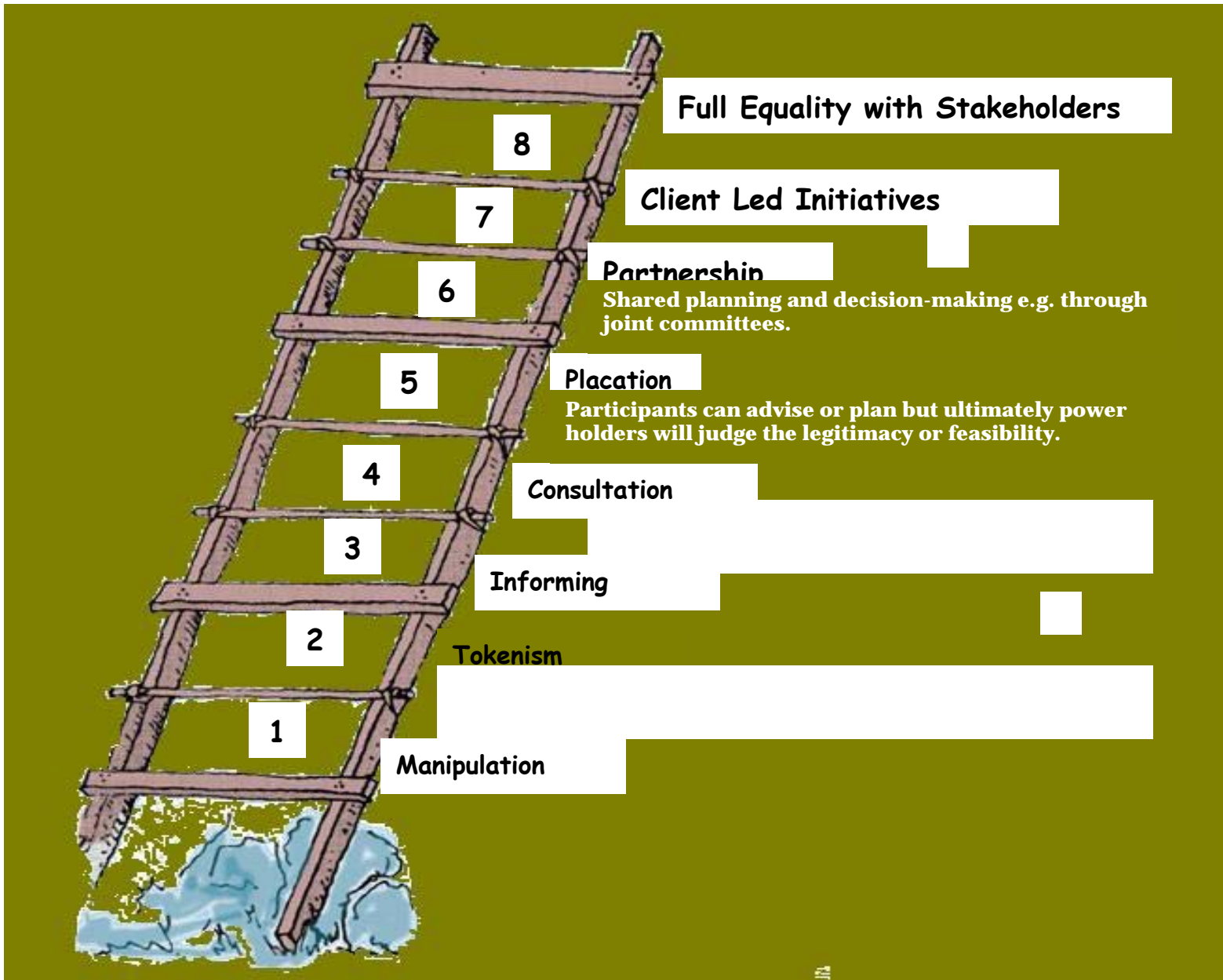
(extracts from the NTA guidance for local partnerships on user and carer involvement (June 2006))

In order to have meaningful user and carer involvement throughout the substance misuse treatment system we must have a system that links the variety of partnerships, providers, users and carers with each other at all levels. The aims of the framework are to enable all those involved to improve the quality of care by being informed about the experiences of users and carers, ensuring that services are able to respond to need, including users and carers through partnerships and ensuring that any changes that occur make sense.

In order to achieve these aims it will be necessary to work in six areas. Each local partnership and service provider must have sufficient activity within each of these areas to ensure that involvement within that area is meaningful and the achievements lead to sustained benefits.

	Information	Feedback	Influence
Individual	Information to service users and carers about treatments and services to support their involvement in care planning	Service users can feed back on their own care and treatment, and raise issues of concern	Shared decision making between service users, carers and professionals
Collective	Role of the DAT; range of services available to support new clients in deciding which treatment provider; info to wider stakeholders regarding how well the organization is involving people	Trends in complaints; PALS issues; feedback on service user / carer experience; a strategy for gaining feedback and reporting to the wider partnership.	Supporting service user / carer groups involvement in policy and planning; adapting processes to become more inclusive.

Ladder Of Participation



↑
Increased participation

Developing Involvement & Participation

- The following standards have been collated from discussions held at regional meetings that included Service Users, Carers, Support Workers and Commissioners.
- The standards have been divided into *Service User* specific and *Carer* specific. This is a working document that will be reviewed and updated on an annual basis.
- The purpose of these set of standards is to produce a jointly agreed bench-mark against which each area can assess their level of service user & carer involvement; and offer support to new staff, volunteers or service user /carer organisations.
- It is important to note that across the region, there are varying levels of investment in the drug treatment system, reflecting the needs of a particular locality. In turn, this also means a wide variation of investment in service user / carer involvement. Taking this into account we agreed to produce a set of standards according to 3 levels –

Bronze Standard

Minimum level of expectation irrespective of resources and levels of investment, initiatives being developed

Silver Standard

Increased expectations in line with increased investment and resources, initiatives in place but need improving

Gold Standard

High levels of investment and resources, strong structured participation systems are in place and effective

SERVICE USER INVOLVEMENT

<p>Individual Client's Care Plan</p>	<ul style="list-style-type: none"> ▪ Every service user to be in receipt of a care plan, reviewed and updated at least every 3 months along with the TOP assessment ▪ All Care Co-ordinators to agree a quality audit procedure to ensure all clients are involved in the completion, understand & agree with the actions & have ownership of their care plan
<p>A Service User Handbook</p>	<ul style="list-style-type: none"> ▪ Explaining drug treatment – what the client can expect, treatment options ▪ Access to the National Treatment Option Handbook produced by The Alliance ▪ What are the expectations from the client ▪ Regularly updated copies of care plan ▪ Promotes opportunities for SUI, volunteering and other wrap around services ▪ Role of carers in treatment plan and support services available for them ▪ Easily accessible & confidential procedure for comments / complaints
<p>A Directory of Local & National Services</p>	<ul style="list-style-type: none"> ▪ Provided in a variety of accessible formats – on-line, hard copies, examples of leaflets/brochures ▪ Includes all drug treatment services, needle exchange, Tier 4, recovery support, mutual aid groups, pharmacies, GP's, general advice & information agencies e.g. benefits, housing, health, parenting support ▪ To be developed in conjunction with service users / carers & provider agencies ▪ Someone to be tasked with regularly updating the information

<p>Comments, Complaints & Feedback</p>	<ul style="list-style-type: none"> ▪ Providers & DAT's to have a clear, user friendly, understandable and confidential feedback mechanism (could include posters, comments box, on-line messages, anonymous texting service) ▪ Staff to ensure service users are aware of this service and confident to use it ▪ Service Users to have access to an independent advocacy service and for this to be widely publicised. ▪ If operating under an 'umbrella' policy (e.g. PCT/NHS) additional and more localised procedures should be in place ▪ Providers & DAT's to regularly report activities, measured outcomes and new opportunities back to the wider Service User community in an accessible format; to include shared care, GP, Tier 2 & recovery service clients
<p>Promotion of Service User Involvement (SUI)</p>	<ul style="list-style-type: none"> ▪ Service User Reps, Providers & DAT's to agree a formalised service user involvement structure that is widely published and available. ▪ All providers to have a notice-board dedicated to promoting Service User Involvement ▪ A SUI Charter should be produced and endorsed by the Service Users of a Treatment System / Organisation. This should be widely available and accessible by users and carers and included in the SU handbook. ▪ Service User Reps to work with Providers & DAT to produce an annual partnership SUI strategy. This should be informed by a partnership wide service user survey / consultation. The strategy should consider a variety of 2 way communication methods & opportunities for service users to become more involved within current resources. ▪ SUI to consider individual & collective participation & involvement at an organisational & local level ▪ Core training for all provider staff to include the promotion & engagement of clients in SUI ▪ All providers / drug treatment systems to nominate a lead staff member or champion for SUI
<p>Enhanced Service User Involvement (SUI)</p>	<ul style="list-style-type: none"> ▪ Service User Reps to be appropriately elected by their peers and supported in developing 2 way feedback mechanisms with the wider client community; to include shared care, GP, Tier 2 & recovery service clients ▪ Service Users reps to be trained and supported to represent / feedback clients interests and opinions on key local, regional and national decision making & policy development bodies such as JCG, Treatment Planning, Service Reviews, Tender Panels.

<p>Promote Involvement through Volunteering</p>	<ul style="list-style-type: none"> ▪ Service users to receive appropriate & accredited training according to opportunities available, their interests, skills match, knowledge & experience ▪ Opportunities could include: <ul style="list-style-type: none"> - Service delivery support e.g. needle exchange, reception cover, - Buddying / peer support for new clients - Establishing of after care services, mutual aid, user led support groups, recovery groups - Develop activity & interest groups e.g. sports, arts, drama, gardening, socials - Service User Rep at local, regional & national forums - Produce newsletter / leaflets - Staff recruitment
<p>Developing Peer Support / Mutual Aid Services</p>	<ul style="list-style-type: none"> ▪ Service Users to be encouraged to engage with or establish mutual aid services to support the recovery journey. ▪ Services should be established in response to users interest or needs, for example: <ul style="list-style-type: none"> - NA / AA / Mutual Aid or SMART Recovery Model - Parenting Support - Shared hobbies / interests / social activities - Hep C support / general health care / independent living
<p>Dedicated Resources</p>	<ul style="list-style-type: none"> ▪ DAT's / treatment providers to recruit a Support Worker dedicated to Service User & Carer involvement & participation ▪ Workers to attend regional network meetings, share information and develop new opportunities for promoting SUI ▪ A dedicated budget, resources and space / office specifically for SUI activities ▪ A Texting Service to maintain regular contact with service users ▪ Local independent advocates should be supported and trained to work specifically with drug and alcohol service users. Links should be developed through to The Alliance and PALS for further support.

<p>Promote Involvement through enhanced Volunteering Opportunities</p>	<ul style="list-style-type: none"> ▪ Service users to receive enhanced accredited training according to opportunities available, their interests, skills match, knowledge & experience ▪ Introduce a reward & recognition scheme as agreed with service users ▪ Opportunities could include more responsibility : <ul style="list-style-type: none"> - Awareness raising & training of other partners e.g. CJS/DIP partners, social services, new staff, carers, parents, colleges; - Greater involvement in delivery, assessing services / researchers / 'mystery customer', outreach to vulnerable target groups, engage users not in treatment - Members of governing bodies / service advocates - Development of new independent peer led services
<p>Political Lobbying</p>	<ul style="list-style-type: none"> ▪ Service Users supported to influence change, contribute to learning & research at a national / international / global level ▪ Develop funding bids in order to expand and develop service user led initiatives ▪ Attending international conferences / events ▪ Developing true representation, participation & understanding of service users in the individual, the organisation, the locality, the region, nationally & globally