



# Participation and Involvement Policy

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<b>Approved by</b>	<b>SMT</b>

## DOCUMENT HISTORY

Date	Author/Editor	Summary of Changes	Version No.
28.08.2018	Adele Houston	Establishment of 1 version	1
15.01.2019	Laura Watson	Policy Review	2

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## CONSULTATION AND RATIFICATION SCHEDULE

Name of Consultative Body	Date of Approval
Senior Management Team	23 January 2019

## CROSS REFERENCE TO OTHER POLICIES/STRATEGIES

This policy should be read in conjunction with:	Detail
Policy 10	Equality and Diversity Policy

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## **1. INTRODUCTION**

Primecare Health LTD is committed to the involvement of service users, their relatives (carers), and representatives' participation as a driving force in achieving a high quality service. The company is committed to providing opportunities for all service users to play an active part in the management and delivery of their service in a way and at a level that suits them best. The company aims to develop a partnership with service users and carers (family members who care for their relatives) and will consult on a wide breadth of issues using a range of methods to do so.

Service user and carer participation and consultation is an ongoing and open-ended process that are both proactive and reactive to the needs to be reactive to the changing needs of service users. It is a key priority for the company and is recognised as essential for the following reasons:

- Inclusion, dignity and self-esteem.
- Ensure designed services are personalised to fit users' needs and expectations.
- Meaningful quality of life, including the promotion of wellbeing, health and happiness.
- Ensure good communication between the company, service user and carers.
- Ensure a better framework for positive outcomes.
- Operational and strategic efficiency.

It is the company's experience that engaging with people using our service requires an understanding of the individual impact of their disabilities or illness, social interaction, their thinking and information processing. This can present several significant barriers which require creative and specialist approaches in relation to communication methods. Failure to do so can result in individuals facing barriers to participation. In addition to recognising the individual impact of barriers such as physical, cultural, perceptual, fear, anxiety, lack of confidence and lack of understanding in the needs of the person with disability or illness, also need to be addressed.

The company's approach to participation aims to give service users and carers the confidence to influence their lives by breaking down the barriers of participation.

## **2. DEFINITION OF SERVICE USER AND CARER PARTICIPATION**

Service user and carer participation is about service users and carers taking part in the decision making process and influencing decisions about the company on:

- Individual outcomes
- Policies
- Services being provided
- Rights and responsibilities
- Other relevant factors in relation to support

Participation is a two way process which involves the sharing of information, ideas and responsibility. The main aim of participation is to improve the quality of service, and the way in which those services are being offered and delivered.

### **3. KEY VALUES IN PARTICIPATION**

The company is committed to encouraging a culture of mutual respect between all stakeholders. The organisation encourages equal opportunities by ensuring that service users are not excluded from actively participating on the basis of limited mobility; age; communication difficulties; race; colour; gender; sexual orientation; and visual or hearing impairment.

Successful partnership working requires the commitment of all parties to deliver effective and efficient services. It also requires each of the agencies involved to have a clear understanding of the roles and responsibilities of all partners and to work closely together in assessment, planning, implementation, monitoring and reviewing support arrangements.

Shared values give people the structure so that they know where they stand and what to expect from others, be it colleagues or services users. Values create an environment which nurtures trust, and one in which it makes it easier to get things done. Values build a person's confidence and a sense of worth, where ideas, problems, and successes are all shared.

Reflecting the key values of Primecare Health Ltd, the company is committed to:

- Foster a culture of mutual trust, respect and partnership between services users, management team and staff at all levels, working towards a common goal of creating services to meet the changing needs of services users and their carers'.
- Facilitate a continuous process in which information, ideas and power is shared, a common understanding of problems is pursued and a consensus on solutions is reached.
- Enable all involved parties to meaningfully contribute on key issues and assist in ensuring that participants are well informed on all relevant matters.
- Recognise that service users are independent and valued citizens.
- Empower service users to take an active role, long or short term, in the design and delivery of their services.
- Enable service users to be empowered and make informed decisions, including promoting awareness of rights and responsibilities.
- Facilitate service users and their carers to influence the decision-making process, on an individual or collective basis.
- Ensure benefits of service user and carer participation are recognised and understood throughout the company.

### **4. BENEFITS OF PARTICIPATION**

There are clear benefits for service users, staff and the company in having service user and carer participation working effectively throughout the organisation. These include:

- Better services that achieve best value.
- Focused outcomes.
- Shared understanding of company culture and values.
- More effective policies and procedures.
- Better communication between staff, Senior Management Team and service users/carers.

- Clear understanding of roles between service users and staff.
- Improved trust between the company, staff and service users and their representatives.
- Increased service user/carer satisfaction with their service(s).
- More job satisfaction for staff.

## **5. COMPANY'S COMMITMENT TO PARTICIPATION**

In order to achieve meaningful participation and take forward any learning from service user and carer involvement, a strong commitment is needed from all levels of the company. Commitment will be demonstrated on a sector level and identifiable on an individual service level. This will encompass company services, practice and training within:

- Sectors' and individual teams' Development Plans
- Primecare Health Ltd corporate business plan
- Strategy for Learning and Development of staff team
- Engagement with the Care Inspectorate and Local Authorities
- Engagement in process of shaping National Care Service Strategy
- Service user led Participation Group
- Care Supervisors' Team
- Quality and Risk Management
- Research project (Dementia, Physical Impairments, Mental Health Awareness)
- Practice based researches

Each service sector (blue, yellow, green and red), within its annual operating plan, will include a section on participation outlining the approach for the coming year, which will evidence the company's commitment to service user and carer participation. This inclusive approach should ensure that all participation is meaningful, constructive and sustainable within the company.

## **6. STATEMENT OF PARTICIPATION ACTION**

The company is committed to working in partnership with service users and carers to:

- Make information to service users easily accessible in plain English and in any other languages, on request, and in formats that meet individual needs.
- Ensure all service users' groups are kept informed and updated in all aspects of the company.
- Encourage all forms of participation, including service users' panels, themed events, service users' events, meetings are developed in consultation with service users.
- Ensure that service users/carers/representatives are given adequate time and information to consider any proposals for change.
- Agree levels of support and resources for any recognised service users' groups.
- Provide training, resources and support to service users and service users groups to enable them to actively influence our services.
- Provide opportunities for service users to be involved in the selection of staff, where appropriate.

- Ensure policy reviews are conducted in good time to allow full consultation with service users and service users' groups.
- Give training to staff on the policy and their role in its delivery.
- Undertake a regular Staff Survey to help identify key issues.
- Monitor and evaluate how effective service user participation is within the company and how services have been influenced.
- Give feedback to service users on how their view have been considered and have influenced services.
- Raise awareness of the benefits of service user participation amongst service users, staff and Senior Management Team members.
- Everyone is encouraged to take part and promote the message of service user led practice and engagement in services.
- Identify areas of strength and those that require improvement via the Service Audits, Key Performance Indicators, Staff and Service Users surveys and ongoing feedback gathering.
- Encourage service user and family involvement in recruitment and selection, whilst ensuring that applicant confidentiality is maintained throughout this process.

## **7. WAYS TO ENCOURAGE PARTICIPATION**

To make sure that all service users have an opportunity to have their views heard and are included at an early stage of policy development and procedural review, a range of consultation techniques will be used, including the following:

- Service users' meetings within each section
- Individual meetings with service users within each service – “talk time”
- Sector/Team themed and specific issue meetings
- Surveys include service users, their carers/representative, other professionals/agencies
- Focus groups
- Advocacy involvement
- Carers Forums
- Service user Newsletter

## **8. KEEPING SERVICE USERS AND FAMILIES INFORMED**

The company will provide information in different formats on request. Methods of informing, involving and consulting will be developed locally within each sector. The company seeks to provide for all service users and their families:

- A clear and concise Service User Agreement in a format that they understand and can contribute to.
- Distribute a general newsletter for all service users at least four times each year. This will contain general services advice and information about new initiatives within the company and information on the company's performance across a number of key performance areas.

- Leaflets, guidance and information packs on its policies and procedures and services. These will be in plain English and will be made available in other formats. These leaflets will be available on request.
- A website giving full details of the company, staff structure and information on ways for service users to comment on services and get involved, will be accessible to service users.
- Information in relation to any service issues/carers/representatives that may affect them either individually or collectively.
- Open days, exhibitions and service users' forums on specific major issues. These events will be designed to inform service users, carers and representatives.
- Production of an Annual Report detailing activity, progress and information for all involved parties along with latest Care Inspectorate Report.

## **9. MONITORING AND REVIEW**

The company will examine and evaluate what is being achieved through this policy. This review of the effectiveness of the policy in meeting its stated aims and objectives, will allow the service user/carer/representative participation practices and ethos of the company to be continually improved.

Service user, carer and representative Satisfaction Survey work will test the effectiveness of the policy and will seek service user's views and ideas for improvement.