



Mental Health Recovery Involving Service Users in Reviewing Services

Beverley Pattison: Best Practice Manager (RF)

Tanya Samuels: Improvement Manager (RF)

Steve O'Driscoll: Service User Peer Assessor

Organisational Background



Richmond Fellowship

- National mental health charity –operating for 50+ years
- Approximately 69 Service locations (120 contract)
- Approximately 80, 000 Service Users
- 1000 staff
- Large investment in P&Q (2010) – commitment to continuous improvement

7 Service models:

- Care homes
- 24 hour Supported Housing
- Supported Accommodation
- Floating Support
- Community Services
- Employment Service
- Crisis Services

Service User Involvement in Richmond Fellowship



- **Service User Involvement**
- 4 National Service User Involvement Roles/Opportunities
 - **Business Development**
 - **Training (Associate)**
 - **Staff Recruitment**
 - **Service Reviews**
- Also, several regional & local Service User involvement opportunities which are individual to the Service

Service Reviews



- Rolling programme of service reviews
- 3 years to complete (30 reviews per year -2/3 each month)

Reviews examine :

- Services meet regulatory requirements
- Meet contractual requirements
- Comply with policies & procedures
- Deliver good results outcomes (Service Users, commissioners, partners, KPIs)
- Service Users are fully involved in their support, shaping local services
- Operate safely
- Operate efficiently
- Provide value for money
- Follow good practice

Service Reviews



Each Review

- **Assessment Team**
 - Lead Assessor (P&Q team)
 - RF Peer Assessor – manager/deputy
 - Service User (SU) Peer Assessor
 - Team skills complement each other (research, practice & Service User experience)
 - SU Peer – feedback through ‘formal’ & ‘informal’ discussions during review visit
- **Peer Assessors**
 - 31 RF Staff Peer Assessors – 20 in active pool
 - 36 Service User Peer Assessors briefed – 16 in active pool

Methodology



Evaluation of Service User Peer Assessors (Impact)

We've used

- Questionnaire to Staff Peer Assessors
- Semi-structured interviews with Service User Peer Assessors
- Focus group with Service User Peer Assessors
- Debrief with Service User Peer Assessors (after a review)
- Focus group with lead assessors
- Feedback/questionnaire from Service **User Peer Assessment**

BUT

- **Lots of experiential learning /feedback/refinement**

Key Learning – Process - Involving Service Users



- **Clear Framework for Review Process**
 - **Selection criteria (skills) & Application Process**
 - Interview with member of P&Q
 - Discussion with person's support worker
 - Role description
 - Time commitment/number of reviews/payment details etc.
 - Clear expectations
 - Attend briefing
 - Risk Assessment
 - Clear lines of support (Service & Lead Assessor)
 - Information sharing (Lead Assessor, Service User, Support Worker/Manager)
 - **Exit route**
 - If skills missing or unsuitable – consider signposting to other Service User Involvement roles

Key Learning – The Role



Clarity about Involvement in Reviews

3 stage process:

- Preparation (teleconference, reading, identifying issues, contributing to interview questions) – **learning by clear/specific**
- Service Review Visit (clear programme for the day, tasks, interviews, interview questions, note taking) – **but offer support on the day**
- Finalising the report (teleconference, note taking, reading report) – **work with people/get notes on the day**

Provide Support

- Practical - RA (travel, time planning & another peer if necessary)
- Briefing notes about the Service
- Key areas of focus
- Expectations/timeframes
- Share examples of notes
- Coaching
- Feedback from lead assessor to peer & support worker

Key Learning - Impact



SU Peers:

- Lived experience of using Services
- Different perspective to Managers/operational staff
- Give weight/credibility to review findings

Lived Experience

- Considering access in accommodation Service. Staff perspective safety. SU Peer reminded Assessment Team of the delicate balance safety/managing risk/ balanced against Service being someone's home.

Different Perspective

- Recent changes in a Service, consultation held with Service Users involved. SU Peer explored with SU how they felt this was handled, how information was fed back & what differences were made.

Gives weight/ leverage to drive forward improvements

- Feedback from a SU Peer helped to ensure that investment was prioritised for investment in property

Evaluation/Learning



Feedback from SU Peer Assessors

- Interesting to learn about RF (service models, types of support)
- Appreciate the amount of 'behind the scenes work' to deliver a Service
- Give something back to the organisation
- Increase in confidence & self esteem
- Positive risk taking
- Transferable skills
- Research skills
- Recent employment experience

Quotes from interviews



Why did you want to become a SU Peer Assessor?

“I’ve been unemployed for some time & with the support of my support worker, I wanted to do something ‘out of my comfort zone’ improve my employability, add something substantial to my CV & give something back to an organisation which has given me so much support for the past 2 years”

Do you have any suggestions about the briefing for Peer Assessors?

“It was okay, but to be honest most of it went over my head. I thought it was geared mainly at managers as opposed to Service Users”

Did you gain anything from being a Peer Assessor?

“I enjoyed being involved in the tasks particularly as I have felt that I’ve been able to offer my own perspective & experience as a Service User to the process of Service Reviews. Feeling as though my input as a Service User has provided a positive contribution is very satisfying”

Quotes from interviews



Did you learn anything from being a Peer Assessor?

- *“I’ve learned how to be part of a team, interviewing skills & the range of services RF provide. It has also built my confidence in how to interact with other people & also I know that being a Service User Peer Assessor will make a difference as to how RF Services are run for Service Users in the future”*
- *“I learned what a SWOT analysis is! & I now have a better understanding of how organizations are run & how much background work is involved. I’ve learned that I am capable of doing this kind of work even though it is outside my working experience. I feel as though I have gained more confidence & it opened up my ideas about the kind of work that I would enjoy doing”*

What did you find difficult about being a Peer Assessor?

- *“Whilst paperwork is necessary it is very dry; at first, not being sure if I had the right end of the stick; travelling on public transport; being unsure about the validity of what I thought or said”*
- *“I did not enjoy not always understanding what other people were talking about. Initially I found the amount of paperwork a bit overwhelming but by the second day I was feeling more confident and had a better understanding of things”*

Evaluation/Learning



What I've gained

- Skills helped in running support groups outside reviews
- Interviewing skills – social work/nursing students
- Presentation skills
- Teaching skills
- Writing skills
- Research skills
- Computer skills
- Confidence to go onto other activities