



## **Summary of Responses**

### **Proposals for Regional Service Improvement in the Delivery of Adult Mental Health Services; Users and Carers as Stakeholders**

**Health and Social Care Board Consultation in partnership  
with the Public Health Agency**

August 2010

Below is a summary of the responses received to the seven consultation questions together with the Board and PHA response. Individual responses have been anonymised.

For any further queries about this consultation and its outcome, please contact:

Seamus Logan,  
Assistant Director,  
Performance Management and Service Improvement Directorate  
Health and Social Care Board  
Telephone 07870521806 or email [seamus.logan@hscni.net](mailto:seamus.logan@hscni.net)

<b>Proposal/Question</b>	<b>Comment</b>	<b>Response</b>
Regional Forum	Agreed	
Capacity Building?	Needs to be independent and resourced properly. Ideally, user and carer groups should be asked for a statement of their needs and training should be provided by them directly.	Agreed. There are resource constraints for the HSCB/PHA and some of the training may have to be informal and voluntary.

<p>Full participation in Board/PHA/Trust structures?</p>	<p>Requires further exploration, nothing should undermine existing networks and informal structures.</p>	<p>There is no intention to undermine existing communication pathways or networks of influence, the intention is to ensure full representation and participation. The HSCB/PHA will continue dialogue with the Bamford Monitoring Group on this issue.</p>
<p>Participation in recruitment?</p>	<p>Agreed. Training will be required.</p>	
<p>Formal identification of Trust fora</p>	<p>Agreed. Need to distinguish between the needs of users and the needs of carers</p>	<p>The concern around potential 'overload' is noted but current lines of communication suggest that user and carer groups would welcome formal involvement and would contribute as best they can. The HSCB/PHA will ensure that carer's interests are represented separately as required.</p>
<p>Involvement in training?</p>	<p>Agreed.</p>	

<p>Payment of travel and other expenses and other payments?</p>	<p>The Group wish to make a number of specific comments.</p>	<p>These comments have been passed to the HSCB/PHA PPI group who will deal with these issues.</p>
<p>Other comments</p>	<p>The PCC do not wish to nominate to the HSCB/PHA groups in order to fully maintain independence but are happy to facilitate this process.</p>	

Proposal/Question	Comment	Response
Regional Forum	Agreed	
Capacity Building?	Users and carers on regional groups must have membership of a local group in order to ensure representativeness. The Board/PHA should nominate a senior staff member to act as a link point for users and carers.	These points are acceptable.
Full participation in Board/PHA/Trust structures?	Must be based on the existing groups who will need support to engage properly.	Agreed.
Participation in recruitment?	Agreed but as full voting members with training.	Agreed.
Formal identification of Trust fora	Agreed but HSCB/PHA need to ensure the plurality of groups is acknowledged and that carers needs may be different to users.	Agreed

Involvement in training?	Training is important but relationships need to be built up first, this must be based on equality and respect and a willingness on the part of the HSCB/PHA to listen and act.	Agreed
Payment of travel and other expenses and other payments?	Users and carers who undertake work on behalf of the HSCB/PHA should be remunerated on an equal basis. Fees should be paid to the formally recognised group as opposed to the individual.	These comments have been passed to the HSCB/PHA PPI group who will deal with these issues.
Other comments	We have concerns about the involvement of the PCC in this process. We require to be independent.	Agreed

Proposal/Question	Comment	Response
Regional Forum	Yes as long as there is equal representation from users and carers.	Agreed
Capacity Building?	Agreed but users and carers should be given the opportunity to shadow Board/PHA/Trust managers and/or professionals.	Agreed.
Full participation in Board/PHA/Trust structures?	Can be best achieved through investment in training.	There are resource constraints for the HSCB/PHA and some of the training may have to be informal and voluntary.
Participation in recruitment?	Not the top priority and their involvement should be for all grades of staff.	The HSCB/PHA has concerns about the logistical capacity of user and carer groups to deliver this level of involvement.
Formal identification of Trust fora	Agreed but membership of the regional forum should rotate among all users and carers on local groups.	While this is a matter for local groups, the HSCB/PHA will accept local group's views on this point.

Involvement in training?	No, user/carer training is a higher priority.	
Payment of travel and other expenses and other payments?	Should be developed on a BACs or voucher system. Users and carers should be remunerated for their time.	These comments have been passed to the HSCB/PHA PPI group who will deal with these issues.

Proposal/Question	Comment	Response
Regional Forum	No, there should be separate user and carer fora and these should be less formal than proposed.	The HSCB/PHA will ensure that carer's interests are represented separately as required. Arrangements will be as informal as possible but need to involve the recognition of specific groups.
Capacity Building?	Need to define what is meant by 'representation' and deliver training on the basis of this agreed definition.	Agreed
Full participation in Board/PHA/Trust structures?	Agreed assuming that communication networks can be established and that they function effectively. Substitute nominations should be considered.	Agreed
Participation in recruitment?	Not a priority and their involvement should be for all grades of staff.	The HSCB/PHA have concerns about the logistical capacity of user and carer groups to deliver this level of involvement.

Formal identification of Trust fora	No, there should be separate user and carer fora and these should be less formal than proposed.	The HSCB/PHA will ensure that carers interests are represented separately as required. Arrangements will be as informal as possible but need to involve the recognition of specific groups.
Involvement in training?	Not a priority, capacity building is.	Noted.
Payment of travel and other expenses and other payments?	Yes, strongly endorsed, would welcome a voucher system.	These comments have been passed to the HSCB/PHA PPI group who will deal with these issues.

Proposal/Question	Comment	Response
Regional Forum		
Capacity Building?	Yes, this would be welcome.	
Full participation in Board/PHA/Trust structures?		
Participation in recruitment?	More important to be involved in the recruitment of front-line staff.	The HSCB/PHA have concerns about the logistical capacity of user and carer groups to deliver this level of involvement.
Formal identification of Trust for a		
Involvement in training?		

Payment of travel and other expenses and other payments?	Agreed. Note the DoH document "Reward and Recognition; the principles and practice of service user payment and reimbursement in health and social care"	These comments have been passed to the HSCB/PHA PPI group who will deal with these issues.
Other comments	Is there an evidence base for the HSCB/PHA proposals?	Yes, the consultation paper was developed partly from a review of best practice nationally.
	Were service users and carers involved in developing the paper?	Yes, a senior manager within the HSCB met user and carer groups in Belfast, Antrim and Derry and attended a regional conference as part of the development of these proposals.
	Document should have been made more accessible.	Agreed
	Stakeholders or partners?	Both
	Users and carers will not always agree.	Agreed

	Advocacy services should be better publicised.	Agreed
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Proposal/Question	Comment	Response
Regional Forum	Yes but opposed to the role of PCC. This process should be completely independent.	The PCC will facilitate rather than control this process.
Capacity Building?	Detailed comments on process and continuation.	
Full participation in Board/PHA/Trust structures?	We need to trust that we are being listened to. It needs to be routine.	Agreed.
Participation in recruitment?	Yes, but at every level.	The HSCB/PHA have concerns about the logistical capacity of user and carer groups to deliver this level of involvement.
Formal identification of Trust fora	Agreed.	
Involvement in training?	Agreed.	

<p>Payment of travel and other expenses and other payments?</p>	<p>Users and carers should be remunerated as equals where they undertake work on behalf of an organisation.</p>	<p>These comments have been passed to the HSCB/PHA PPI group who will deal with these issues.</p>
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Proposal/Question	Comment	Response
Regional Forum	Users' mental state cannot be ignored and the HSCB/PHA will need to take account of fluctuating mental states.	The HSCB/PHA accept this point.
Capacity Building?		
Full participation in Board/PHA/Trust structures?		
Participation in recruitment?		
Formal identification of Trust fora		
Involvement in training?		
Payment of travel and other expenses and other payments?	Doubt that funding will be made available for this.	The HSCB/PHA will make funding available.

Proposal/Question	Comment	Response
Regional Forum	Yes, but also include service users and carers in audit work. What about Learning Disability?	Agreed in principle. A similar approach will be developed for learning disability but tailored to the needs of the client group and their carers.
Capacity Building?	This should be done with HPSS staff in attendance also as they have much to learn about mutual trust and respect.	HPSS staff at all levels will be influenced by the growing participation of users and carers on a routine basis.
Full participation in Board/PHA/Trust structures?	Yes, if properly resourced. Users and carers would need to have access to all resources.	Agreed, participation will be a process of growth.
Participation in recruitment?	Agreed.	
Formal identification of Trust fora	Agreed, as long as it feeds into the regional group.	
Involvement in training?	Agreed.	

Payment of travel and other expenses and other payments?	Payments should be within similar ranges as for staff	These comments have been passed to the HSCB/PHA PPI group who will deal with these issues.
Other comments	A regional HSCB/PHA workshop would help progress these welcome proposals.	Noted

<b>Proposal/Question</b>	<b>Comment</b>	<b>Response</b>
Regional Forum	Agreed. There should be a minimum of two reps from each Trust area.	Noted
Capacity Building?	Agreed. Carry out a formal training needs analysis.	An assessment of user and carer requirements from capacity building will be undertaken.
Full participation in Board/PHA/Trust structures?	Agreed.	
Participation in recruitment?	Agreed, but should be applicable to any post where the person to be appointed has any contact with users and carers – can posts be made more accessible to users and carers?	This is consistent with the Board's/PHA's proposals. There is a growing trend to employ former service users in paid capacities within mental health teams.
Formal identification of Trust fora	Yes, but this needs to be better resourced than it is at present.	The HSCB/PHA will consider these points and respond in the final document

Involvement in training?	Agreed. Note the 10 Essential Capabilities document and the CUP model of training delivery.	Noted
Payment of travel and other expenses and other payments?	Agreed but users and carers should also be paid for their time. Note the SHSCT policy document November, 2009.	These comments have been passed to the HSCB/PHA PPI group who will deal with these issues.
Other comments	Because we are not officially recognised by the Trusts, will this mean we are excluded from the process?	No. All groups will be able to make representations to Trusts.

Proposal/Question	Comment	Response
Regional Forum	Agreed. How will this link with LCGs?	LCGs are part of the HSCB structure.
Capacity Building?		
Full participation in Board/PHA/Trust structures?	Is this sustainable across all programmes of care?	This is the stated policy direction of the DHSSPSNI and has now been given legislative force under PPI.
Participation in recruitment?		
Formal identification of Trust fora	How do these proposals sit with regard to the role of the PCC and the PPI initiative? How can the LCG be involved in approving and linking with a Trust forum?	The PCC are a statutory body and will facilitate some of the processes proposed here. LCGs will determine their own consultation arrangements but as part of the HSCB will take account of the proposals within this paper.
Involvement in training?		

Payment of travel and other expenses and other payments?	This should be agreed in advance of the establishment of the Regional Forum	These comments have been passed to the HSCB/PHA PPI group who will deal with these issues..
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Proposal/Question	Comment	Response
Regional Forum	Yes but really needs to reflect the views of users and carers	Noted
Capacity Building?		
Full participation in Board/PHA/Trust structures?	Needs to be ease of access for engagement i.e. eradicate jargon in materials developed to explain the process to users and carers	Attention will be given to the issue of documentation in appropriate formats
Participation in recruitment?	Agreed	
Formal identification of Trust fora	Agreed	
Involvement in training?	Agreed – need to include users and carers in the development of new legislation	This point will be passed on to colleagues in the DHSSPSNI

Payment of travel and other expenses and other payments?	Liaise with the Volunteer Development Agency	These comments have been passed to the HSCB/PHA PPI group who will deal with these issues.
Other comments	You should have a clear action plan with resources allocated to drive implementation	Noted Resources have been identified.

Proposal/Question	Comment	Response
Regional Forum	Agreed	
Capacity Building?	Identify one individual Board officer to act as the link point	The Board will identify a lead officer.
Full participation in Board/PHA/Trust structures?	Agreed	
Participation in recruitment?	Should be involved in appointment of all grades of staff.	The HSCB/PHA have concerns about the logistical capacity of user and carer groups to deliver this level of involvement.
Formal identification of Trust fora	Agreed but they must be peer led and need time to grow and develop. Users and carers will not always agree.	Noted
Involvement in training?	Yes but not the top priority, firstly build respect and confidence between us.	Noted

Payment of travel and other expenses and other payments?	Agreed, remuneration will be a strong signal of a new way of approaching things	
Other comments	Concerned about role of PCC as an 'owner' of what should be a completely independent process	Noted

Proposal/Question	Comment	Response
Regional Forum	Agreed but what is the evidence base and were users and carers involved in writing these proposals? Users and carers will not always see eye to eye	The proposals were developed from national evidence of best practice.
Capacity Building?	Agreed. Recommend talking to Joe Duffy at the QUB School of Social Work.	Noted
Full participation in Board/PHA/Trust structures?	Widen beyond the PCC	Noted
Participation in recruitment?	Agreed, applicable to all posts	
Formal identification of Trust fora	Agreed	
Involvement in training?	Agreed	

Payment of travel and other expenses and other payments?	Agreed but Board should be careful re the so-called 'benefits trap'	Noted – this will be communicated to Michelle Tennyson
Other comments		

Proposal/Question	Comment	Response
Regional Forum	Agreed	
Capacity Building?	The Board and Trusts should engage directly with service users and carers on this, a 'one size fits all' approach is unlikely to succeed.	Noted
Full participation in Board/PHA/Trust structures?	Must be on an equal basis. The proposed regional forum should be asked for its views on this topic	Noted
Participation in recruitment?	Yes, but there are training issues and this proposal should not be accorded undue priority	
Formal identification of Trust fora	Agreed but need to be careful re expectations. Also, meetings are only one mechanism for securing consumer views.	Noted

Involvement in training?	Agreed but as part of wider set of processes	
Payment of travel and other expenses and other payments?	Agreed but consider making payments to groups and letting them decide how to use funding	These comments have been passed to the HSCB/PHA PPI group who will deal with these issues.
Other comments	Some concerns about Board process for consultation and ignored requests	

Proposal/Question	Comment	Response
Regional Forum	Agreed	
Capacity Building?	Users and carers on regional groups must have membership of a local group in order to ensure representativeness. The Board/PHA should nominate a senior staff member to act as a link point for users and carers.	Noted
Full participation in Board/PHA/Trust structures?	Must be based on the existing groups who will need support to engage properly.	Noted
Participation in recruitment?	Agreed but as full voting members with training.	
Formal identification of Trust fora	Agreed but HSCB/PHA need to ensure the plurality of groups is acknowledged and that carers needs may be different to users.	

Involvement in training?	Training is important but relationships need to be built up first, this must be based on equality and respect and willingness on the part of the HSCB/PHA to listen and act.	Noted
Payment of travel and other expenses and other payments?	Users and carers who undertake work on behalf of the HSCB/PHA should be remunerated on an equal basis. Fees should be paid to the formally recognised group as opposed to the individual.	These comments have been passed to the HSCB/PHA PPI group who will deal with these issues.
Other comments	We have concerns about the involvement of the PCC in this process. We require to be independent.	Noted

Proposal/Question	Comment	Response
Regional Forum	Agreed, much can be learned from experience within SE Trust	
Capacity Building?	Agreed but needs to be ongoing	
Full participation in Board/PHA/Trust structures?	Agreed but Trust would welcome clarification of how this would applied to Trusts	
Participation in recruitment?	Some staff concerns about this, especially from medical staff	This is common practice in GB, not only in Psychiatry but involving PALs in other branches of medicine
Formal identification of Trust for a	Agreed	
Involvement in training?	Agreed	

Payment of travel and other expenses and other payments?	Agreed but concerns about implications for some service users and about consistency of application around the region	Noted
Other comments		

Proposal/Question	Comment	Response
Regional Forum	Agreed	
Capacity Building?	The Board should identify one individual who can liaise with local groups	Noted
Full participation in Board/PHA/Trust structures?	Needs to be ease of access for engagement i.e. eradicate jargon in materials developed to explain the process to users and carers	Noted
Participation in recruitment?	Agreed	
Formal identification of Trust fora	Agreed	
Involvement in training?	Agreed – need to include users and carers in the development of new legislation	

Payment of travel and other expenses and other payments?	Liaise with the Volunteer Development Agency	These comments have been passed to the HSCB/PHA PPI group who will deal with these issues.
Other comments	You should have a clear action plan with resources allocated to drive implementation	Noted as above.

Proposal/Question	Comment	Response
Regional Forum	Agreed	
Capacity Building?	Users and carers on regional groups must have membership of a local group in order to ensure representativeness. The Board/PHA should nominate a senior staff member to act as a link point for users and carers.	Noted as above.
Full participation in Board/PHA/Trust structures?	Must be based on the existing groups who will need support to engage properly.	Noted as above.
Participation in recruitment?	Agreed but as full voting members with training.	Noted as above.
Formal identification of Trust fora	Agreed but HSCB/PHA need to ensure the plurality of groups is acknowledged and that carers needs may be different to users.	Noted as above.

Involvement in training?	Training is important but relationships need to be built up first, this must be based on equality and respect and a willingness on the part of the HSCB/PHA to listen and act.	Noted as above.
Payment of travel and other expenses and other payments?	Users and carers who undertake work on behalf of the HSCB/PHA should be remunerated on an equal basis. Fees should be paid to the formally recognised group as opposed to the individual.	Noted as above.
Other comments	We have concerns about the involvement of the PCC in this process. We require to be independent.	Noted as above.

Proposal/Question	Comment	Response
Regional Forum	Agreed but concerns re users AND carers being represented by the same group	Noted as above.
Capacity Building?	Need to allow sufficient time for this	Noted as above.
Full participation in Board/PHA/Trust structures?	Yes but must not be tokenistic, people should be there initially on a trial basis	Noted as above.
Participation in recruitment?	Important but not a priority	Noted as above.
Formal identification of Trust fora	Same issue re users AND carers	Noted as above.
Involvement in training?	Important but not a priority, we need to find ways to make a difference	Noted as above.

Payment of travel and other expenses and other payments?	Agreed, just develop the policy	Noted as above.
Other comments	This is a vital step but should not just be lip-service. Be aware that some carers no longer support Bamford recommendations re user and carer involvement!	Noted as above.

<b>Proposal/Question</b>	<b>Comment</b>	<b>Response</b>
Regional Forum	Agreed	
Capacity Building?	Should be developed	
Full participation in Board/PHA/Trust structures?	Users should be asked to complete questionnaires	Noted as above.
Participation in recruitment?	Agreed but particularly for managers	Noted as above.
Formal identification of Trust fora	Agreed	
Involvement in training?	Agreed, very important	
Payment of travel and other expenses and other payments?	Agreed, very welcome proposal	
Other comments		

Proposal/Question	Comment	Response
Regional Forum	Service users should leave each other alone	
Capacity Building?	What is capacity building training? It sounds like management speak	The Board will wish to avoid the use of jargonistic language in public documents where possible
Full participation in Board/PHA/Trust structures?	I think users should try to get away from the Trust, not get involved in it	
Participation in recruitment?	No, its not a priority	
Formal identification of Trust fora	These forums are lip service	
Involvement in training?	Fora is several forums is it? Can you speak English?	The Board will wish to avoid the use of jargonistic language in public documents where possible

Payment of travel and other expenses and other payments?	Give service users real jobs	Noted
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