



Health in Mind Involvement Policy

Introduction

Health in Mind is committed to meaningful involvement of people who use their services. We recognise that this takes time and effort to develop, with commitment from all stakeholders; and requires constant monitoring and improvement in order to meet changing needs.

The involvement of people who use our services has been identified as a key strategic priority for Health in Mind (2007- 2010).

There has been increasing emphasis on involvement in the wider environment through, for example, Changing Lives (21st Century Social Work Review).

The Care Commission and our funding partners also reinforce the need for quality involvement within organisations.

Definition of Involvement

Involvement works with people who use our services to encourage, support, empower and enable them to become engaged in the development of the services they use. Involvement can take many forms and be done in many different ways. At the core of all involvement in Health in Mind is the belief that it should be meaningful, where people have an opportunity to influence and share in decisions and their views are heard, in order to make real, sustainable changes.

We believe that real involvement can form part of a person's unique recovery journey and add to their resilience.

Levels of Involvement

There are many different ways a service user can be involved.

Health in Mind will offer a variety of methods and levels of involvement to ensure an inclusive approach to involvement.

Health in Mind recognises the right of people to choose their level of participation within the organisation and that this may change over time.

No one type of involvement is better than another. Health in Mind believes that the level of involvement should reflect what is right for the person at the time and what is appropriate or feasible and will change over time. Some examples of different levels of involvement are listed here, this is not meant to be an exhaustive list.

- People who use Health in Mind services' are consulted about the services that they receive.

- People who use Health in Mind services' share responsibility for influencing services.
- People who use Health in Mind services' contribute to decision making at all levels of the organization.
- People who use Health in Mind services' can make suggestions and influence service provision.
- People who use Health in Mind services' are freely able to give feedback about their service.

Supporting people who use Health in Mind services'

Health in Mind recognises that many factors can prevent people who use our services from becoming involved. We aim to address these through developing mechanisms to enable people who use these services to get involved and providing or facilitating appropriate support during the involvement process for people who use our services, staff and volunteers.

We aim to provide training and on-going learning and development for staff, people who use services, and volunteers to facilitate involvement within Health in Mind.

Health in Mind will develop and follow good practice guidelines in involvement.

Health in Mind recognises that in working towards meaningful involvement, staff, people who use services, volunteers and the organisation as a whole may encounter tensions between funding requirements; the wants of people who use their services; organisational accountability; staff wants and other factors. In order to maximise the potential for meaningful involvement, Health in Mind is committed to creating opportunities for open discussion of any such issues, with support provided where appropriate. Details of these opportunities and support will be included in relevant organisational and service plans.

Involvement - Recovery & Resilience

Health in Mind believes that Involvement can form part of a person's recovery and increase resilience, therefore we will work to ensure co-ordination and communication between services delivering support.

Opportunities to Influence

Health in Mind will ensure transparent decision making processes and will be clear about the scope of influence that people who use the services will have within decision making.

Reporting on involvement to the Board will happen six monthly.

Policy Review

This policy will be reviewed in September 2010 and then every two years.

There will be consultation with people who user Health in Mind services' about this policy.

September 2009
Re-draft Aug 2010