Principles from engagement

We're on a five-year journey to transform care in all our mental health and learning disabilities services, through improvements co-designed with service users, carers, staff and other stakeholders

All Age Transformation
Transforming our mental health and learning disabilities services

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Principles: Access - When people need help they get…

- Timely access that is immediate when required and available 24 hours and 7 days a week

- Simple and clear information that is understandable on where to go and what to expect.

- Easy and flexible access through various mediums including telephone, digital and face to face

- No bouncing between services - the access point has the right individuals and knowledge to be able to support individuals and/or signpost appropriately

- Interacting with staff from the beginning who are non-judgemental, compassionate, empathetic, friendly and supportive

- Contact with skilled, well trained and experienced staff

- Help is located in an accessible and local place that provides good, tidy, comfortable, and accessible environment

- Individuals can access services directly

- Joined up cohesive working across agencies (particularly health and social care) to support individual needs

Principles: Assessment – What would be most important when staff are assessing and understanding your need

- There is a clear and transparent assessment process which the service users feel fully involved in, have an equal say in their assessment which is centred around their needs.

- Assessed once and not passed about. First assessment is undertaken by a member of staff who has the right skills, knowledge and experience and the time to understand the needs of the individual.

- When being assessed the service user needs to be treated with respect, not judged and feels listened to and understood.

- Assessment process avoids repetition and involves the multi-disciplinary team with the right skills and knowledge

- An Electronic system is used that provides access to all the relevant information for all staff involved with the service user

- Assessments undertaken when needed (timely and not delayed)

- Joined up cohesive working across agencies (particularly health and social care) to support individual needs

Principles: Treatment – What would be most important when getting the support or treatment that you need?

- Service users understand their choices, have options and create a clear realistic individualised plan.

- Service users are involved in creating a plan which they agree and continue to collaborate on through regular reviews and that provides clear expectations on what will be provided and when.

- There is a support network for the service users through different people (e.g. peer, GP, staff, friends and family) in a variety of ways when they need it.

- Service users want consistency in who they see for their therapeutic interventions

- Treatment and support is provided without delay and in a timely manner.

- The care is provided by appropriately skilled and competent staff who are kind and welcoming.

- Services delivered at the times and locations that are convenient for service users to avoid them missing school or work.

- Joined up cohesive working across agencies (particularly health and social care) to support individual needs

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Principles: Discharge – What would be most important when your planned support ends and you leave our services?

- Individuals want to be signposted and aided in building support locally from peers and/or groups and community activities.
- Individuals want to have a service contact point for when they need it
- individuals want clear information on ways to stay well and how to re-access service support when unwell
- Discharge from service is planned early, is developed with service users, carers and other agencies (e.g. GPs, social care) to be at the right time and provide a seamless transition from the service.
- Leaving services should be built around individuals recovery and the achievement of goals that the service user has agreed
- Joined up cohesive working across agencies (particularly health and social care) to support individual needs

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