

# Involvement Charter

To support staff, patients and carers  
in meaningful involvement.



## STEP up to GREAT



This charter has been co-designed with members of the Service Users/Carer Network and sets out ground rules for every virtual/face to face meeting, a code of conduct agreement, and an involvement charter. These set out the things that service users and carers have said were most meaningful to them when attending meetings and getting involved in various projects across the Trust. Every new Service User/Carer Network member will be inducted with this charter and expected to sign up to the values and behaviours within it.

The Involvement Charter is underpinned by the Trust Values and Leadership Behaviours Framework. Every member of LPT staff have been inducted against and is required to adhere to these set of values and behaviours.

**Ground rules** it is important that every Service User/Carer Network member attending meetings/training sessions adheres to the ground rules set out in this charter in order to maintain a safe, secure and comfortable environment for all.

**Code of Conduct** has been created in order to ensure there is commitment from all attendees towards each other, to further strengthen relationships within the network and to use the code whilst on involvement activities/placements.

**Involvement Charter** provides every Service User/Carer Network member with the chance to take part in shaping LPT Mental Health and Community Care in a way that suits them. LPT will be open, honest and transparent when engaging with the Service User/Carer Network in listening and responding to the needs of the members within our local communities. LPT will actively involve, and use information provided by this network to inform service delivery, improvement, and provide outcomes to their feedback.

**Involvement definition:** Patient and Public involvement is the way in which patients, the public, service users and carers can:

- Influence their own care and treatment.
- Have a say in the way services are designed and run.
- Use lived experience to help bring about improvements to the way care is being provided.



### Behaviours Framework



Valuing one another



Recognising and valuing people's differences



Working together



Taking personal responsibility

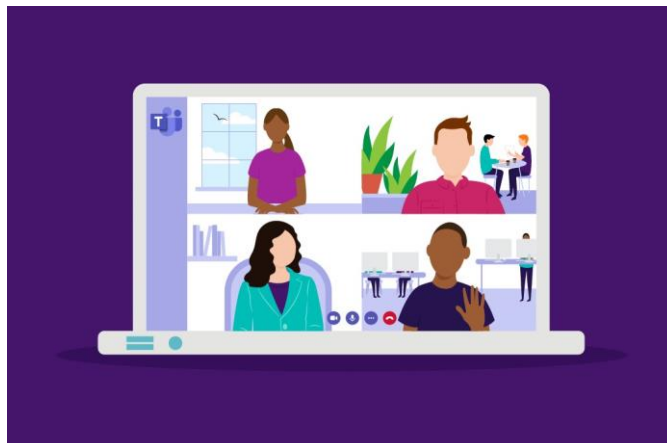


Always learning and improving

## Ground Rules

Ground rules have been created as an outcome to exploring with Service User/Carer Network members what matters most to them when creating a productive, safe and secure virtual/face to face meeting environment.

- **Ground rules to be visible at every meeting.**
- **All attendees are required to maintain a safe, secure and comfortable environment for all.**
- **All attendees maintain confidentiality.**
- **Do not speak over one another; raise hands to speak. Chair to ask in order.**
- **Agree to disagree and listen with an open mind.**
- **Stick to relevant topic and offer appropriate contributions.**
- **Keep meetings to an agreed time limit (3hrs face to face/2hrs virtually. Not including events or conferences)**
- **Phones on silent**
- **Chair and Facilitator to manage the meeting (alternatively manage chat box in virtual meetings)**
- **20 minute de-brief at the end of each session.**
- **Welcome all new Service User/Carer network members and guests.**
- **Ensure everyone participating in discussions feels psychological safe around the subject matter and processes.**
- **This is a working document and may be added to or amended as and when the need arises.**



## Code of Conduct Agreement

This code of conduct agreement provides the Service User/Carer Network members with a set of values and principles that underpin what matters most. These principles are set out as follows:

1. **Adhere to LPT Trust Values and Leadership Behaviours** – it is important to staff, service users and carers that all our interactions are underpinned by the Trusts values and leadership behaviours as staff and service users/carers have found these values and behaviours to be important to them.
2. **Value each individual's contribution and opportunities** – we will recognise that everyone may contribute in different ways, and have different experiences, and we will understand that people may get involved in opportunities which may not be open to everyone.
3. **Respect each other's differing views, culture and identity** – everyone will have the opportunity to share and will do so without judgement, including differing views.
4. **Listen with an open mind** – some of our work will involve being open and honest about experiences and dealing with sometimes tough and emotive topics, please listen and respond without judgement.
5. **Open, honest and transparent communication (for all involved)** – it is important that communication is constant, and everyone involved is kept in the loop of what is happening. This includes being honest when things do not go to plan. This also includes raising any issues and or enquiries with the Patient Experience and Involvement Team.
6. **Maintain confidentiality (what is discussed at meetings, stays in meetings)** – it is important that all Service User/Carer Network members adhere to confidentiality and only share information when consent has been gained. Disclosures will be made where there are safeguarding concerns and this will be discussed with the individual involved.
7. **Explain Acronyms first** – all attendees will refrain from using jargon and acronyms where possible and will always explain these in meetings to ensure everyone understands.
8. **Welcome all new Service User/Carer Network members and guests** – all new members will be inducted and signed up to the involvement charter.
9. **Adhering to Service User/Carer Network Code of Conduct** - Any person not adhering to the code of conduct can mean they are stood down from current and future involvement opportunities.

## Involvement Charter

The Involvement Charter, which is integral to our engagement activity, is our commitment to the public in what they can expect from their involvement with us.

### We will:

- Listen to service user/carers to ensure in every way possible that their views are heard and acted upon.
- Involve service user/carers early on in how we plan to deliver improvements in our services.
- Involve service users/carers early in our decision making about how we redesign and shape new services.
- Always feedback to service users/carers who have worked with us.
- Use the information provided to ensure that we improve the quality of our services, support equality and identify inequalities in accessing our services.
- Be honest about when we are engaging, when we are consulting and when we are providing information.
- Support the involvement of patients in decisions about their care
- Ensure service users/carers are involved where possible as equal partners in the design, delivery and evaluation of the way that care is provided.
- Ensure support and training is available for Service User/Carer Network members.
- Ensure Service User/Carer Network members are rewarded and recognised for their involvement contributions.
- Make sure that everyone who works with us will recognise and promote the Trust values and behaviours.
- Ensure systems and structures are in place to ensure that we are actively delivering against the Charter.

### Enabling the Patient voice

#### We will:

- Support Service User/Carer Network members involved in the formation of patient groups.
- Provide mentoring and support for all established patient groups.
- Give plenty of time to Service User/Carer Network members to give their opinions and will arrange events at different times so more people can take part.
- Be inclusive and tailor our involvement activities to the Service User/Carer Network members we are hoping will take part.
- Make sure that information and active participation is accessible by all.
- Capture a diversity of voices in order to ensure we represent the same diversity in the local communities we serve.

