



Social Care TV

TRANSCRIPT

Social work education participation: Access, pay and support

Words on screen:

00:00:17 This film was produced in partnership with Social Work Education Participation

00:00:19 Access, payment and support

Peter Atkins, SWEP member, Carer Educator, Bournemouth University:

00:00:24 It's important to have coordinators to coordinate carers and service users because you can get on with the actual job of organising things like car parking, booking of the relevant people, briefing the relevant people, getting the people in.

Words on screen:

00:00:40 It is important to provide support and think about individual needs

Mary Redman, Service User Educator, Anglia Ruskin University:

00:00:46 Access, access, access. There's a long distance to go from the car park to here in cold wind. Um, and even just negotiating around the building itself it's not easy at all.

Beth Young, Service User Educator, Kingston University and St. George's, University of London:

00:01:02 The first few times that you're asked to come and talk to a big group that can be quite daunting. But there are, you know ways around that. For instance, we normally have two of us doing a presentation. And that becomes very natural then because one of you speaks and whereas if you are on your own, you sort of dry up and think I don't know what to say next.

00:01:25 The other person will be listening to you and into their mind will come related ideas, so they put their two pennies worth in and then it bounces backwards and forwards.

Lois O'Neill, Service User Educator, Kingston University and St. George's, University of London:

00:01:37 They can be someone like a tutor who'll be with us, who'll make it clear that if there is anything we don't want to speak about it, not to press it and so on, and so on. And so we do get a lot of support.

Dorothy Carter, SWEP member, Carer Educator, Focus 2:

00:01:46 It's very important to give a de-brief at the end of sessions because you don't know how deeply they've been affected by this session.

00:01:58 Um, it's bringing up things that perhaps they didn't realise were affecting them.

Mike Bush, SWEP member, Service User Educator, Leeds University:

00:02:02 I certainly appreciate when I've been talking about suicide which involves me talking about the loss of my father, for instance. I certainly appreciate having a cup of coffee for ten fifteen minutes with somebody at the end. Just to settle my feelings down and get myself together again. It's being mindful of people's needs.

Barbara Armitage, Carer Educator, Anglia Ruskin University:

00:02:22 It's very difficult at the beginning to introduce users and carers to interviews because academics get together and like to talk in their own jargon, and to feel that they have a rapport with each other. But it's better now I think because it's written in the course.

00:02:39 I think they're not just brought in as a token to talk to people or to be there or just to make up the number.

Words on screen:

00:02:49 Payment and funding can be a real challenge

Steve Carey, SWEP member, Service User Educator, Anglia Ruskin University:

00:02:53 I think the challenges are really based on economics. Um. I think there is very little money available for the development of service user and carer involvement. I think at the moment

less than eight thousand pounds. I don't think that's good enough.

00:03:12 I think a) it should be more money and b) it should be defined over a longer period of time

Debbie Amas, User and Carer Coordinator, Senior Lecturer, Anglia Ruskin University:

00:03:22 It's been a struggle to meet the challenge of payments. We had all sorts of problems about whether they needed to be taxed, whether they were self-employed issues around. So now they sign their own forms saying that they are responsible for their own money and we can just pay them. So that makes it so much more sense to them.

Beverley Swift, Service User Educator, Bucks New University:

00:03:43 We submit a pay claim form and that gets actioned, and we get the money through the post quite quickly.

Words on screen:

00:03:56 Clear, appropriate and respectful communication are key to effective participation

Rosalind Day, Lecturer, Leeds University:

00:04:01 In academia we make an awful lot of use of things like email and sometimes a service user or carer might not have access to email. So we might have to, we might use a phone but there's always ways around things I think.

Ruth Farwell, Vice chancellor, Bucks New University:

00:04:12 It's about building trust and relationship with that individual or that group of individuals. So that they're being used on an ongoing basis rather than just go we've got an event coming up, we need to involve a service user. It's establishing that relationship.

Beth Young, Service User Educator, Kingston University and St. George's, University of London:

00:04:29 Christine, who's the service user and carer coordinator, will always follow up and phone and see how they are, how they

think it went. If they've got any other feedback. You can't rush it. You have to have time.

Kathleen Bowles, Placement Unit Coordinator, Leeds University:

00:04:42 They know what the programme is, what's involved in the programme. When we'll ask them to come in and then they know what to expect when they do come in.

Christine Skilton, User and Carer Coordinator, Kingston University and St. George's, University of London:

00:04:50 And they can obviously say that they don't want to be involved in that or don't want to be involved for as long as that or with that many students.

00:04:58 So kind of support people in a practical and emotional sense really, making sure that people aren't put into situations that they're not comfortable with

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