

Service-user involvement in training

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Project method

I approached a service-user and friend to discuss the opportunity to tell their story to support professionals to hear a service-user voice and understand the scale of the effect of assessing that someone lacks capacity to make an important decision and how implementing a best interest's decision can tie in with broader societal issues of disempowerment and discrimination. In consultation with others and taking into their past and present wishes, feelings, beliefs and values, I decided it was in their best interests to take part even though they lacked capacity to make the decision.

Project results/evaluation

The service-user was well supported by their friend and enjoyed the experience and welcomed the opportunity to influence professionals' practice, which fitted with their previous aims and life goals. All the professionals found it a valuable experience – one comment was, 'Makes the courses material come alive and welcome the opportunity to ask direct question and obtain a greater understanding of the impact of professionals' involvement and how practice can improve.'

Project area classification

Hospital care		Emergency care	
GP care		Dementia	
Social care	x	Learning disability	
Voluntary sector		Other mental health	x
Financial services		Palliative care	
Police		Advance planning, LPAs	
Legal		Commissioning	
Community health care		Training	x
Nursing and care home		For professionals?	x
Acute care		For public and service users?	
Chronic care			