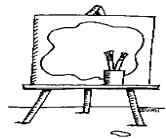


Has service user participation made a difference to social care services?



Pete Fleischmann
Principal Advisor Participation

social care
institute for excellence



Seminar structure

- Introductions
- What we know already know about user/carer participation
- Provide some information about good practice
- Outline SCIE's up and coming work in this area
- Questions and answers

Position paper 3: Has service user participation made a difference to social care services?

- Published March 2004
- Analysis of six research reviews about participation:
 1. Older people (SCIE)
 2. Children and young people, (SCIE)
 3. People with learning difficulties (SCIE)
 4. Disabled people (SCIE)
 5. Mental health service user participation (SDO)
 6. User participation in general (SDO)

What we found

- A lot of information about ways to involve service users
- There is less information about the effects of this participation

What we know about user and carer involvement in social care

- As a way in to some of the issues covered in Position paper 3 and anticipating the contents of SCIE's soon to be published series of practice guides about participation (more on them later).....
- Outline the main areas users and carers can become involved in services
- Outline some techniques that can be used to get service users involved

Why involve users and carers?

- Activity will more closely reflect the needs of users/carers
- Users/carers will benefit from their involvement
- Working in partnership is rewarding
- Sends out very positive message to the public
- Many funders ask for evidence of user involvement

Different areas of user/carer involvement

Individual Care

Advocacy, care plans, advance statements

Individual services and projects

Feedback, monitoring, evaluation, delivery, campaigns

Organisational level

Planning forums, management committee members and other groups

Research & development

Research projects, commissioning, defining priorities

Training and education

Delivering training, helping design materials

National policy

Consultation with government

social care
institute for excellence



Understanding users and carers' motivations for involvement

- to improve services
- to give something back
- as a way back into work
- to make something positive from a bad experience
- to be listened to
- to have fun

Techniques and principles

- Different organisations and agencies will have different priorities, expectations and obstacles
- We can follow some general principles and techniques of involvement

Optimism



social care
institute for excellence



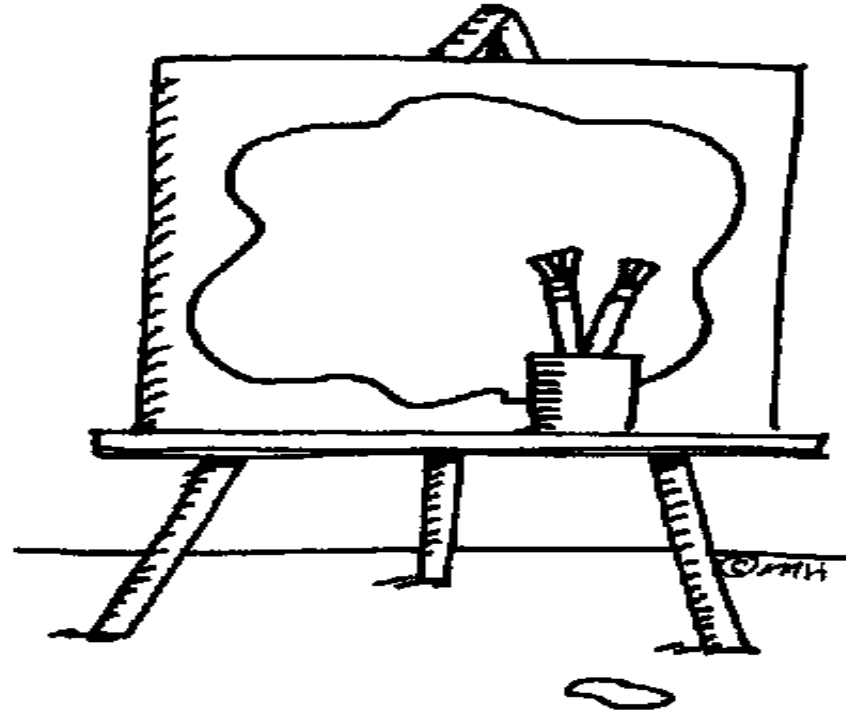
Valuing experience and expertise



social care
institute for excellence



Creativity



Inclusivity and accessibility



social care
institute for excellence



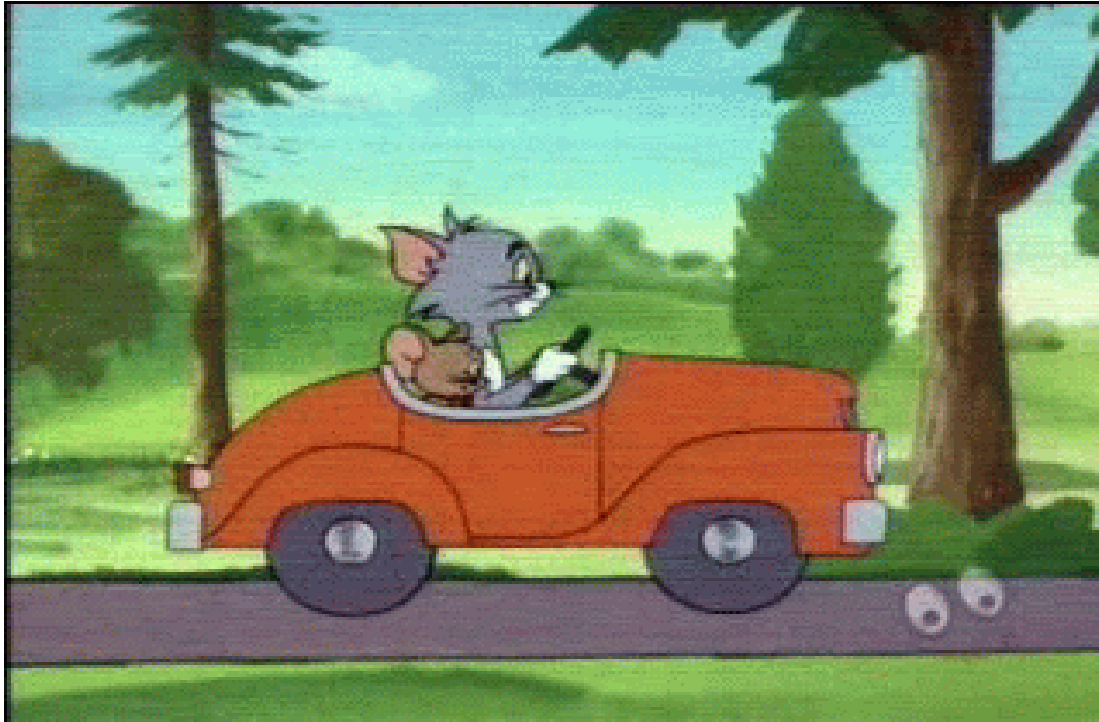
Clarity of communications and expectations



social care
institute for excellence



Awareness of power relations



social care
institute for excellence



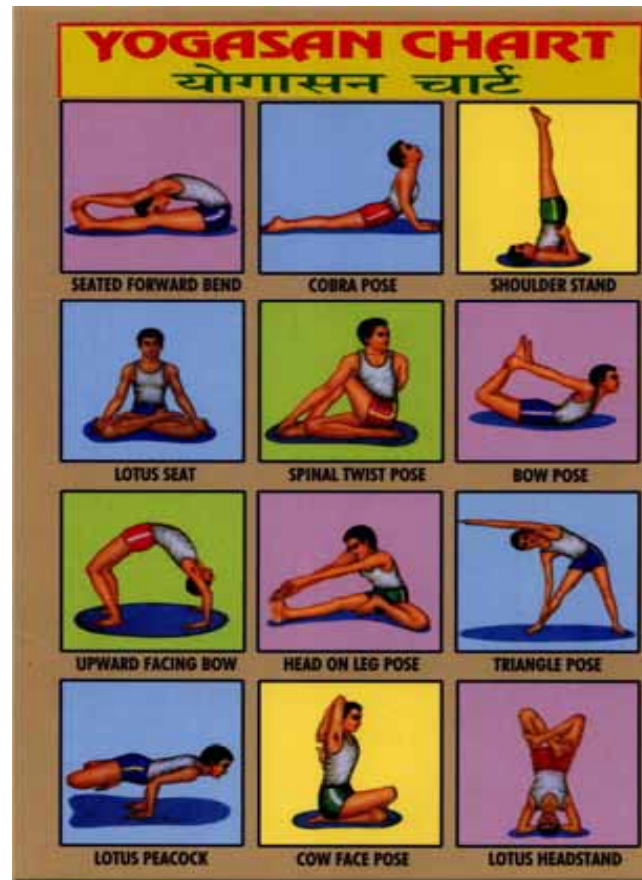
Paying people and providing resources



social care
institute for excellence



Responsiveness and flexibility



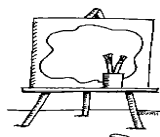
Meaningful



social care
institute for excellence



Summary



Users can be involved in the development of services using the following techniques:

- Optimism
- Valuing experience and expertise
- Creativity
- Inclusivity and accessibility
- Clarity of communications/expectations
- Awareness of power relations
- Paying people and providing resources
- Flexibility and responsiveness
- Meaningful

social care
institute for excellence



SCIE work in the pipeline

Participation of children and young people in developing social care

- Barnardo's
- Electronic guide available sept. 05
- Includes a summary of resources and tool kits
- 20 case studies

SCIE work in the pipeline *(continued)*

Participation of adults, including older people, in developing social care

- Consortium including: Shaping our Lives, King's College, Brunel University and UCL
- Available later this year
- Will include a summary of resources and tool kits and case studies

SCIE work in the pipeline *(continued)*

Participation of Carers

- Knowledge review
- University of Sunderland and Sunderland Carer's Centre
- Due November

Involving service users and carers in social work education

- Resource guide available
- Work on a strategy to support user groups to be active and equal partners

SCIE work further down the pipeline

Developing measures for effective service user and carer participation

- To develop a tool to assess the effectiveness of user and carer involvement

Exploring the participation of service users and carers that agencies find hard to engage with or who are marginalized by them

- To develop a knowledge base about the participation of service users and carers that agencies find hard to engage with

Both expected to be out for commission autumn

social care
institute for excellence

